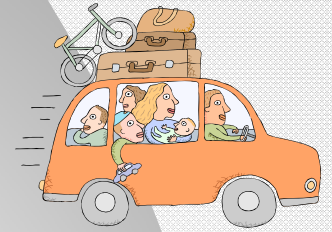


Overview of Human Resource Services Program Review and Service Area Outcomes

HRSPC
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Why Do Any of This?



- ◎ It might be helpful to think of it like taking a road-trip with occasional destination changes, rounds of getting lost, detours, and bouts of car sickness...
 - Institutions, Councils and Departments/Divisions, through mission statements and Strategic Plans, have broader goals or *destinations* (where we want to go)—they tend to be general, longer-range, and somewhat vague. It's hard to tell whether these goals/objectives are being met and how best to meet them.
 - Program Review Plans, Service Area Outcomes, and Specific Outputs (Staffing Plans, Policies and Procedures, Reports) allow us to take general objectives and make them more tangible and relevant to what we do every day. They are the *travel itineraries and maps* to get us to the destination. They inform as to the how, what, where, when and why of what we do.

Some Key Concepts:

◎ HR Program Review Plan (PRP):

- Largely driven by Accreditation Standards and the District's Strategic Plan 2013 to make sure our department is working in alignment with District goals;
- *This outlines HR systematic evaluation and resource allocation.*
 - PRPs outline the various Service Area Outcomes (SAOs) and Resource Requirements we will need to be effective in serving the institutional mission.
 - *How are we getting to our destination and how will we adjust if we get lost or someone changes the destination? How much will this trip cost and how are we paying for it?*

◎ Service Area Outcomes (SAOs):

- Desired departmental results/objectives that are tied to institutional mission and allow us to determine effectiveness.
- Generally answer the question, “In order to support student learning, Palomar employees will...”
- These outline specific outputs (products—plans, reports, etc.), methods/measures/metrics, and timeframes.
 - *How we will get through each leg of the trip, how long it will take, how we will tell if we're on or off-course, etc.*

HR's Vision, Mission and Values:

Since our vision, mission and values were informed by the revised District version, they are designed to compliment each other. So, our SAOs (where we want to go) are more concrete connections to mission, vision and values.

Human Resource Services

Vision

Providing superior service for success.

Mission

Human Resource Services is dedicated to provide the superior support and services required for the success of our diverse academic community, our most valuable asset.

Core Values

We are guided by our core values built around service for success:

Superior Support.

Environment of Inclusion.

Respect and Trust.

Valuing Diversity.

Integrity and Innovation.

Communication and Collaboration.

Excellence in Everything we do.

How it all fits together:

- ◎ See pretty chart entitled Planning Relationships from Accreditation to Output...okay, deep breath. It's a lot of magic to take in all at once.
- ◎ Okay, so basically pretty chart ties the Accreditation Standards, Strategic Plan, our previous PRP and our revised SAOs together. So, we're getting closer to mapping the various connection points between where we are and our intended destination.

Our Service Area Outcomes:

- ◉ **Seven (7) can't miss hot spots to visit en route to our destination (and how we might determine if we're lost/need to pull-over):**
 - **SAO 1: SAO Revision and Evaluation Model Development;**
 - **Example outputs: Mission, Vision and Values Statement; Evaluation Model Design.**
 - **SAO 2: Hiring, Recruitment and Retention;**
 - **Example outputs: HR Staffing Plan; Exit Surveys.**
 - **SAO 3: Diversity and Equity;**
 - **Example outputs: the EEO Plan, Discrimination and Harassment Investigations Processes and Statistics.**
 - **SAO 4: HR Staff Performance;**
 - **Example outputs: Customer Service Satisfaction Surveys; Cross-Training/Bench-Depth Procedures and Results.**
 - **SAO 5: Policies, Procedures, and Labor/Employee Relations;**
 - **Example outputs: Policies and Procedures drafted/approved (proportions); Contracts and handbooks drafted/revised/ratified.**
 - **SAO 6: Training and Professional Growth/Development;**
 - **Example outputs: Evaluation completion rates; participation rates for training/Professional Growth; HRS Website update.**
 - **SAO 7: Records Creation, Maintenance, and Retrieval.**
 - **Example outputs: Records retention form and process standardization; records scanning completion rates.**