

PROGRAM ASSESSMENT

INSTITUTIONAL EFFECTIVENESS COMMITTEE

April, 2008

PROGRAM: Human Resources

The Institutional Effectiveness Committee (IEC) reviewed Annual Planning information and Program Effectiveness Report information documents in the Planning and Evaluation Dashboard system for the Human Resources (HR) organization at its April 7, 2008 meeting.

Human Resources had four major activities in its planning cycle, one of which is a strategic objective in the Troy University five-year strategic plan. HR has been successful in completing this strategic objective, involved the expenditure of an additional \$1.25 million to bring employee health insurance benefit payments up to the level with other state universities.

The IEC also found that HR has been able to complete the implementation of the other objectives in their plan, which included enhancing HR's training and development activities, developing an internal method for processing H1-B visa applications, and implementing an electronic system for enrolling employees in the benefits program.

The IEC found that the expected outcomes in the Program Effectiveness Report were achieved. Both outcomes were measures of core HR processes, looking at the number of employment applications being processed per year and the number of payroll payments being processed each year. The IEC found that HR is doing an effective job of using performance metrics to monitor its performance in terms of meeting targets.

The IEC suggests that HR could further improve its self-assessment by collecting and reporting data on user satisfaction with training programs, and by conducting a user satisfaction survey that would provide feedback on satisfaction with the performance of the services by the HR staff, such as access to information and responsiveness to questions.

This report was prepared by Dr. John R. Dew on behalf of the Institutional Effectiveness Committee on April 15, 2008.

Attachments: Print out of HR College/Division annual Plans from Dashboard on March 17, 2008 and print out of Program Effectiveness Report from Dashboard made on March 17, 2008.