Human Resources

Fiscal Affairs
Administrative Unit Assessment
FY 19 (July 2018-July 2019)

Department and Assessment Report Information

Prepared on:7/30/2019 2:18:53 PM	By:vicky.smith@mga.edu
For which department or area are you reporting?	Human Resources
What is the name and MGA email address of the person responsible for this report?	Vicky Smith vicky.smith@mga.edu

Departmental Mission and Goals
The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	It is the mission of the Human Resources Department to develop, implement and support programs and processes that add value to MGA and its employees, leading to improved employee welfare, empowerment, growth and retention, while being committed to MGAs mission and strategic priorities.

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	UPDATE: 1. Development of a comprehensive compensation philosophy and plan. See Objective #1 . 2. Continue professional development opportunities for employees and managers. Continuing Education plans to offer training programs developed for their clients to our employees in FY20. Additionally, HR is exploring the purchase of a Learning Management System. 3. Improve and streamline talent acquisition processes and results. Investigation of a Talent Acquisition System from OneUSG Connect will continue. Also, we are nearly finished developing a revised recruitment process for managers to reference.

	4. Support the University's community engagement efforts. Vicky participated in the Day of Service initiated for FY29. Goal is to increase participants from Human Resources.

Objectives
Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Begin development of a compensation philosophy and plan along with the Executive Vice President and Provost by June 1, 2019.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	This objective was to be measured by completion of benchmarks for both faculty and staff.
Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	New compensation benchmarks for faculty and staff.
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Approximately 20% complete.
Objective 1: Did your department meet this objective?	The department did not meet this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned that we do not have the expertise on campus to do this.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	By November 1, 2018 have the Human Resources Department fully staffed
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of HR positions filled.
Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% of positions filled.
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100% by April, 2019
Objective 2: Did your department meet this objective?	The department met this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	To be most responsive to our customers, it is critical that all positions are filled.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	By June 1, 2019 begin exploring the implementation of a talent acquisition system to reduce the manual work currently being performed.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Amount of research toward new system completed.
Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	To establish a pathway to obtaining a talent acquisition system.
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100% - we have explored implementation of TAS and a pathway to get there from USG.
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned that the Careers system from USG, by its own admission, needs quite a bit of refinement because it is only marginally serving the needs of the first cohort who implemented it. USG will determine the next cohort and we hope to be included in it.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Serve as Chair of the CAR project through completion.
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	CAR report submitted to USG and approved by deadline.
Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	USG acceptance of our report.
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100%.
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The CAR Committee was comprised of a cross-section of faculty and staff. Members worked together to establish the recommendations and learned that often we had to set aside our personal wishes for the overall betterment of the recommendations.

Future Plans

Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.	1. Continue development of a compensation philosophy and plan along with the Executive Vice President by June 30, 2020. 2. Research and propose the purchase of a Learning Management System by March, 2020. 3. Update 40% of job descriptions for full-time positions by June 30, 2020. 4. By September 30, 2019 increase the number of employees who qualify for the USG Well-being credit from last year's number of 199.
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	In FY19, the payroll department and Human Resources department were merged in an effort to minimize the impact of the turnover in FY18 and FY19 which left scant institutional knowledge in Human Resources. Our goal is to continue building synergy among the team and to continue learning about USG/MGA benefits and policies. We will continue to seek out opportunities to reduce the amount of manual work we do

Form run:
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