

Human Resources

Office or Department of Fiscal Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

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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.
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none">1. Development of a comprehensive compensation review and plan for implementation of wage adjustments supported by CVIG's research.2. Provide more assistance to managers with the recruiting process. This includes developing a more diverse pool of candidates which will necessitate the addition of another HR employee.3. Work with an outside vendor to eliminate the completion errors and risk associated with our current I-9s.
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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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

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.	Continue development of a compensation philosophy and plan along with the Executive Vice President by June 30, 2020.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Progress of work.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Work with CVIG to complete study and implement recommendations.
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)	30% of project completed by August 2020. 100% completion targeted for June, 2021.
Objective 1: Did your department meet this objective?	The department met 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?	Our project was delayed due to the availability of CVIG.

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.	2. Research and propose the purchase of a Learning Management system by March, 2020.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	2. Investigation of systems.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Research of Systems and Recommendation to Purchase
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% research completed.
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?	Did not find a system with acceptable functionality.

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.	Update 40% of job descriptions for full-time positions by June 30, 2020
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of job descriptions updated.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	40% of job descriptions revised.
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)	40% revised
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?	Revising job descriptions is a time-consuming process.

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.	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.
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of people who participated in the USG Well-being credit plan.
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	More than 199.
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)	301 employees participated in the well-being credit plan.
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?	Constant promotion of credit plan helped increase participation.

Future Plans

<p>Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<ol style="list-style-type: none"> 1. Finish update of job descriptions by June 30, 2021. 2. Complete compensation study and develop an implementation plan by June 30, 2021. 3. Implement the OneUSG Careers applicant tracking system by January 1, 2021 4. Implement the OneUSG Manager Self Service module by January 1, 2021.
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>MGA is part of the USG’s Third Cohort implementing the three modules of Careers – electronic on-boarding, an applicant tracking system and Manager Self Service (a document management system). As of July 23, 2020, the electronic on-boarding system was operational. This system provides new hire paperwork to individuals joining MGA. This includes tracking the submittal and accuracy of I-9 forms. We are working to complete the remaining two modules by December, 2020. These three modules are expected to increase our efficiency and processing of the paperwork associated with recruitment – job requisitions, PARFs, new hire paperwork and candidate application materials. These improvements to our processes should allow us to devote more time in the future to the needs of our customers.</p>

Open Box for Additional Comments

<p>Open Text Box For Assessment Comments:</p>	
<p>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>COVID slowed down the job description revision project.</p>

