

## Human Resources

Office or Department of Fiscal Affairs

### Administrative Unit Assessment Report Information

**Year Reporting: FY21 (July 2020 – June 2021)**

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### Department 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.**

<p>6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</p>	<p>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 MGA's mission and strategic priorities.</p>
<p>7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</p>	<p>1. Provide more assistance to managers with the recruiting process. This includes developing a more diverse pool of candidates which will likely necessitate the addition of another HR employee. 2. Provide training opportunities for supervisors and managers.</p>

## 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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

### Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Finish update of job descriptions by June 30, 2021.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of updated job descriptions received.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	90%
11. 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)	94%
12. Objective 1: Did your department meet this objective?	The department exceeded this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	This project occurred during our COVID teleworking which made it an extra challenge to complete this project. We placed two questions on the performance evaluation form asking if the job description was up to date. If it was not updated, the manager was instructed to submit an updated version along with the performance evaluation.

## Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Complete compensation study and develop an implementation plan by June 30, 2021.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Compensation study completed and recommendations implemented.
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% completion by June 30, 2021.
17. 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 percent
18. Objective 2: Did your department meet this objective?	The department met this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned that it was important to project manage the consultant. This effort will not be repeated next year.

### Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Implement the OneUSG Careers applicant tracking system by January 1, 2021.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of employees trained on the implementation of the Applicant Tracking System (ATS).
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Migration of newly open positions to the ATS along with one-on-one manager training as jobs were posted.
23. 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)	25 percent
24. Objective 3: Did your department meet this objective?	The department did not meet this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	There was almost no change management support from USG compared to the implementation of OneUSG Connect. Training was via Teams which proved to not be as productive as in-person training had been at Athens for OneUSG Connect.

**Objective 4**

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Implement the OneUSG Manager Self Service module by January 1, 2021.
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Implement the OneUSG Manager Self Service module by January 1, 2021.
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Goal was to using the MSS except for job requisitions.
29. 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)	0 percent
30. Objective 4: Did your department meet this objective?	The department did not meet this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	After learning thorough knowledge about the system, we discovered it was not going to meet our needs as anticipated. We also experienced the turnover of one of our main leads of the project. Once the ATS project is completed, we will re-examine the viability of implementing MSS.

**Future Plans**

32. 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.	<ol style="list-style-type: none"> <li>1. Continue to implement Careers (ATS and MSS) by June 30, 2022.</li> <li>2. Complete the I-9 audit by June 30, 2022.</li> <li>3. Investigate and recommend training for supervisors and managers by June 30, 2022.</li> </ol>
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**Open Box for Assessment Comments**

<p>33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:</p>	<p>Effective July 12, 2021, Human Resources will be led by a new Executive Director of Human Resources. Along with the Executive Vice President for Finance and Operations, the new person will determine the future direction of this department.</p>
<p>37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>We began working 100% remotely on March 16, 2020 and continued until the end of July. Much of the training and collaboration related to the FY21 goals needed to be done via Teams vs. in-person and this was not optimal.</p>

**MGA's Strategic Plan**

<p>34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (<a href="https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf">https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf</a>) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)</p>	<p>Build Shared Culture 5. Attract talent and enhance employee development and recognition</p>
<p>35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)</p>	<p>Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community</p>

**Other**

<p>36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)</p>	<p>Nothing beyond USG HR initiatives.</p>
<p>38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.</p>	<p>N/A</p>