

## Human Resources

Division of the University: Fiscal Affairs

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

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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.

6. 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 MGA's mission and strategic priorities.
7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	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.

## 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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.**

### 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.	Continue to implement Careers (ATS and MSS)
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The number one measurement was the conversion from the existing applicant tracking tool to the new Careers. We began the conversion in September and completed the implementation in December 2021. After September all new job postings were placed in Careers. MSS was not implemented. It has been pushed to 2022 due to the additional resources required for the implementation.
10. Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% usage of the Careers tool which would assist with better automation and tracking of the process.
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	All new job requisitions were implemented in Careers. MSS pushed to 2022.
12. 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)	100% Careers Implementation and Manager Self Service moved to 2022
13. Objective 1: Did your department meet this objective?	The department did not meet this objective.
14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned that hiring managers are more willing to make changes when we provide a full explanation and when training is rendered at the time of need instead of in advance of the need due to cold storage.

## Objective 2

<p>15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>Complete the I-9 audit</p>
<p>16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Completion of the Equifax I-9 Audit. Equifax project managed the entire audit. We were able to scan 814 documents and transition to the new Equifax process.</p>
<p>17. Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>Completion of transition to the Equifax audit tool.</p>
<p>18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>The goal was to scan into the Equifax audit tool all I-9 forms and to receive an audit report for remediation.</p>
<p>19. 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)</p>	<p>100% implementation of the tool and all I-9's have been evaluated. Part 1 was fully accomplished as of January 2022.</p>
<p>20. Objective 2: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>As a result of the implementation we have reduced the opportunity for I-9 errors. The Equifax system provides more timely evaluation of the I-9. We also launched a separate initiative to review all of the I-9's that Equifax queried.</p>

### Objective 3

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Investigate and recommend training for supervisors and managers by June 30, 2022
23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The training recommendation was provided to Cabinet on February 24, 2022 detailing the topics for the training. The goal was to train all supervisors/managers who lead people. Recommendation included launching a pilot in June.
24. Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	To provide a training recommendation for new managers that the Cabinet would approve.
25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	We met the goal to provide the recommendation with details regarding the training. The next step is the implementation of the training.
26. 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% met. Goal was to determine a recommendation for the training. The training implementation/execution will occur in FY23
27. Objective 2: Did your department meet this objective?	The department met this objective.
28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	As we investigated the training need to come up with a recommendation, we determine the need for training was great and we will need to implement follow-up and additional training segments that cover other areas.

## Objective 4

<p>29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>Implement Faculty Compensation Study - Not listed as an objective but it was an important initiative.</p>
<p>30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Implementation of a Faculty Compensation Study by the CVIG. The study included detailed surveys of the market and other universities.</p>
<p>31. Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>The goal was to review our faculty salaries similar to what was accomplished with staff and determine if our salaries were competitive. Finally determine an implementation/execution plan for the recommendations. Implemented by Aug 1, 2022.</p>
<p>32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>Recommendations implemented by Aug 1, 2022</p>
<p>33. 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)</p>	<p>100% the recommended implementation plan was completed by Aug 1. The plan included a multi-year implementation. The year one implementation is complete.</p>
<p>34. Objective 4: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>The e time we will include more physical communication rather than just the email communications.</p>

**Future Plans**

<p>36. 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>	<p>1. Complete the I-9 Remediation that resulted from the audit by 1/1/2023                  2. Implement ePerformance                  3. Train all managers on first principles of Management by 1/1/2023                  4. Implement Management Self Service by 3/1/2023                  5. Develop Employee Handbook by 12/31/2022</p>
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**Open Box for Assessment Comments**

<p>37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).</p>	<p>More focus in FY23 will be placed on the assessment information. This keeps us focus on what we documented as the most important items for consideration.</p>
<p>38. Optional Open Text Box for Assessment Comments:</p>	
<p>42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>N/A</p>

**MGA’s Strategic Plan**

<p>39. 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>40. Please indicate which of the following actions you have taken because of the 2021/2022 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>Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Request for Additional Financial or Human Resources</p>

**Other**

41. 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.)	N/A
43. Mindset Update (Academic Deans ONLY)	

