

Assessment: Annual Report



Operational (Business Affairs) - Human Resources

GBC Mission: Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

Unit Mission: As a strategic partner with Great Basin College Administrators, it is the mission of the Human Resources Office to advance the overall mission of the College by providing and developing a full range of innovative and comprehensive human resource management services to assist the College in attracting and retaining qualified employees, thereby promoting the philosophy that our employees are our most valuable resource. The Human Resources Office will provide exceptional customer service to all prospective, current and former employees to develop and maintain excellent employee relations within the College community. The Human Resources staff will continue to develop and implement efficient, cost-effective policies and procedures to ensure compliance with all Federal, State and local laws pertaining to personnel and affirmative action.

Outcomes	Assessment Measures	Results	Actions
<p>Efficiency and Effectiveness - The Human Resources Department provides efficient and effective services by accurately processing a large volume of requests in a short amount of time.</p> <p>Outcome Status: Active</p> <p>N/A: 2012-2013, 2015-2016, 2016-2017, 2017-2018, 2018-2019, 2019-2020, 2020-2021</p> <p>Start Date: 04/01/2013</p>	<p>Internal Tracking - Average number of days LOA and OVL contracts are processed and ready for signature after receipt of completed paperwork.</p> <p>Criterion: LOAs and OVLs are processed within 2 days upon receipt of pay request.</p> <p>Notes: Exception - due to the high volume of LOAs at the beginning of the semester, it may take up to 5 days, on average, for processing.</p>	<p>Reporting Period: 2015-2016</p> <p>Criterion Met: Yes</p> <p>In FY16 224 LOA requests were received covering 567 contracts and averaging 2.9 days to process. 32 (14%) of those had issues (late or incomplete paperwork, employee holidays and vacations) that delayed processing time to an average of 11.2 days to process. 192 requests had no issues whatsoever and averaged 1.4 days to process.</p> <p>75 overload pay requests for 199 contracts averaged 1.6 days to process in FY16. 20% (15) had issues delaying processing (system issues such as password resets and Workday job class codes and vacation times or weekends) to an average of 6.7 days. 60 had no issues at all and were processed, on average, the day they were received.</p> <p>(08/26/2016)</p> <p>Related Documents:</p> <p>BA- HR Assessment Tracking for Overloads 15-16 (2005 acct).xlsx</p> <p>BA- HR Pay Request- FY 2015-16 LOA Measurement - Assessment.xlsx</p>	

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
	<p>Internal Tracking - Average number of day's new professional employee's information and contract are processed in HRMS for signature.</p> <p>Criterion: A new professional employee has 10 days to sign Offer of Employment letter, complete W-4, I-9, Personal Data form and return all forms to Human Resources. Upon receipt of completed forms, contracts are processed within 2 days.</p> <p>Notes: Mail delivery may result in processing delays, however FAX and scanned copies are acceptable.</p>	<p>Reporting Period: 2015-2016</p> <p>Criterion Met: No</p> <p>Out of the 8 professional employees hired during 2015-16, all of their paper work was processed before their hire dates, averaging 79 days from the time the paper work was received to the time it was completed. (08/25/2016)</p> <p>Related Documents:</p> <p>BA-HR Processing Times-Professional Assment FY16.xlsx</p>	