

The University of Virginia's College at Wise
Planning and Institutional Effectiveness

Unit/Department or Functional Area	Name and Title of Person Completing Form
Human Resources	Connie C. Hope, Director of Human Resources

Mission of Department or Functional Area
<p>The mission of the Human Resources at The University of Virginia's College at Wise is to promote a work environment in human values and relationships are respected, where cultural diversity is welcomed, and where each person's worth and dignity are valued and nurtured.</p> <p>We provide a wide range of organization, employee, and community services. Some of these services include recruitment and hiring assistance, employee benefits assistance, provision of employee recognition programs, job and organizational design assistance, administration of employee compensation programs, employee records tracking and maintenance, provision of employee training programs, career development assistance and provision of an effective employee relations program and affirmative action/equal opportunity programs.</p> <p>The values and beliefs of UVa-Wise Human Resources may be described as:</p> <ul style="list-style-type: none">• building effective partnerships and relationships with our customers;• finding innovative solutions to challenging issues and creating new programs and services that better serve our customers;• showing respect for all;• demonstrating integrity in all that we do;• And building trust in one another.

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2005-2006						
Outcome Goals in Measurable Terms	Desired Accomplishments/ Goals	Critical Priorities	How Outcomes Will Be Achieved (Action Plan)	Method(s) of Assessment and/or Achievement	Results	
1. Staff handbook revisions will be completed by August 2005 and 75% of classified staff will receive new handbooks by October 2005.	2.1 2.5	R S T	Review/revise formatted version of the handbook. Consult with staff council for editing and recommendations. Present final product to Senior Management for approval. Distribute handbooks by October 2005.	Measure # of employees acknowledging receipt of handbooks.	The staff handbook was completed, approved, assembled and introduced to the staff in a meeting on August 19, 2005. All new employees since that date have received the handbook in their orientation. Acknowledgement forms are received and kept in personnel files. 78% (106) employees have received the handbook.	
2. 75% of Classified Staff express satisfaction with revised training & development policies.	2.1 2.5	R S T	Work with Employee Relations committee on revising the policies. Seek senior management approval and UHR approval. Introduce revised program to staff and supervisors.	Obtain staff level of acceptance of revised policies via survey during program roll-out meeting.	The training & development policies have not been revised at this time. Have met discussed the policies with the staff council, employee relations committee and certain members of the senior management group. The Vice Chancellors are working towards some guidelines for graduate level educational assistance. Our goal is to as close as possible match the University's policies. Have met and discussed such with Director of Training & Development, Emily Bardeen. She is in agreement and willing to work with us.	
3. 25% of Faculty and Staff attend benefit training programs.	2.1 2.2 2.5	R S T	Coordinate with UHR and DHRM to keep current with potential changes to policies and procedures. Train employees and assist with decision making.	Retain sign up lists for benefits training sessions to monitor increase or decrease in attendance.	Kept sign-up sheets for training programs. Participation has ranged from 7 to 15 percent of faculty and staff. We hosted 11 programs/training opportunities for faculty and staff and an on-going aerobics class. This does not include untold numbers of individual training/counseling session	

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Analysis and Documented Improvements Narrative

Outcome Goal #1: *Staff handbook revisions will be completed by August 2005 and 75% of classified staff will receive new handbooks by October 2005.*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met. Goal was met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?
2. What improvements have been made as a result of your efforts on this goal? Employee satisfaction and morale booster. Employees are now better educated about the state policies and benefits and now know where to go for additional information without having to always ask HR. Some questions probably went unanswered because employees didn't want management to always know their issues.
3. Did your assessment suggest other areas for further improvement? No.

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4. Provide a one paragraph executive summary for the annual institutional effectiveness report: The College now has a staff handbook for the first time in the College's history. Previously they only had a state issued handbook that did not contain particulars about the College's guidelines and procedures. Only positive comments have been received concerning the content of the handbook.

Outcome Goal #2: *Staff Training & Development policies reviewed for revision by September 2006.*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met. Goal was partially met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming? Continue conversations with Emily Bardeen and Vice Chancellors for possible revisions/clarifications to the staff training & development policies. With the Restructuring, many policies will likely change. We will need to assess how the training & development policies will change before finalizing any changes. For now, matching the University's guidelines seems the best route to take.
2. What improvements have been made as a result of your efforts on this goal? The Vice Chancellors are working on guidelines for graduate education to create consistencies among the various VC areas. A good working relationship has been established with the University's Director of Training & Development.
3. Did your assessment suggest other areas for further improvement? No.
4. Provide a one paragraph executive summary for the annual institutional effectiveness report: The College intends to follow the guidelines and policies established at the University wherever practical. A blended policy between the College and University will be drafted. This blended policy will then be discussed with the senior management and the University. The final version will be rolled out in group meetings and written form to faculty and staff.

The University of Virginia's College at Wise
Planning and Institutional Effectiveness

Outcome Goal #3: *Monitor attendance of employee benefit meetings to establish a benchmark.*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met. Goal partially met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming? Not having previous data for comparison, our goal of 25% was over-zealous. However, 224 faculty and staff attended training/wellness programs presented by HR. This number represents 78% of the total faculty and staff. Our best attendance to an individual program was 41 or 15% of total faculty and staff (286).
2. What improvements have been made as a result of your efforts on this goal? We will better be able to measure improvements this time next year as this was our baseline year. Efforts have been made to increase communications on up-coming events by sending out emails, posting flyers and making personal invitations.
3. Did your assessment suggest other areas for further improvement? No.
4. Provide a one paragraph executive summary for the annual institutional effectiveness report: Human Resources hosted 11 training opportunities for faculty and staff. The programs ranged from open enrollment meetings to aerobics. We hosted a training program for the first time for retirees and members of the Twinleaf Society that was well attended and appreciated. College campuses are always difficult to attract staff to training programs because of schedules, office coverage, classes, etc. We have strived to provide needed training sessions and wellness opportunities at a variety of times to accommodate as many staff as possible. HR has and will continue to be address employee concerns on individual basis. In some ways our willingness and accessibility may actually hinder attendance. Staff are aware that we will be there to assist them individually and so perhaps do not make the extra effort to attend training programs. Our commitment to providing excellent customer service will continue individual meeting. We will however, continue to improve attendance at training programs and to meet the needs of the employees.