

Human Resource – Department Review

Summary

The Human Resources Department balances service and regulatory requirements with responsibility for the selection, advancement, retention and separation of employees; the recognition of exemplary employee service; and the provision of a safe working environment for all employees.

Traditional functions administered include: benefits administration, classification and compensation, employee relations, employment, equal employment opportunity compliance, training/employee development, and workers compensation.

The goal of the Human Resources Department is to partner with other departments in meeting their multiple personnel, staffing and related needs.

Mission Statement

To recruit and retain a diversified quality of faculty and staff, and maintain a friendly, supportive, professional work environment with opportunities for professional growth and advancement within the college.

Major Department Goals

Operating Technologies

- Process online applications in a timely manner to meet the needs of the department
- Implement employee evaluation systems
- Provide employee on-boarding activities for new and/or transfer employees
- Publish HR FAQs
- Create a monthly newsletter aimed at providing relevant human resources information for employees

Wellness

- Identify health & wellness needs of all MCC employees:
- Recommend programs and services:
- Develop recommendations that incorporate wellness initiatives:
- Develop a resource needs analysis:

Collegiality

- Develop recommendations to provide positive experiences during PD activities
- Seek to provide opportunities for a wider variety of faculty & staff to participate in committee structure
- Promote regular meetings

Employee Appreciation

- Provide training to management in employee engagement techniques
- Create a culture of employee recognition for job excellence
- Provide ongoing evaluation of position specs
- Annually review salary compensation data to remain competitive
- Establish effective means of communicating to staff the successes of the college

Professional Growth

- Develop recommendations to create an inviting culture for learning
- Expand MCC's comprehensive faculty and instructional staff development plan

Design a periodic assessment of the knowledge and training needs of employees
Incorporate training for knowledge deficiencies into annual professional development events
Create a measureable systemic structure to provide dynamic professional growth

SWOC Analysis

Strengths

Utilization of new technologies has made HR more efficient, i.e. Noliij. We have a knowledgeable, friendly and understanding staff. Resources such as staff, benefits information, etc. are easily accessible. The department provides excellent customer service.

Weaknesses

The department is located in the district offices in Kingman, Arizona. This limits the department's ability to provide quality human resource services to the North Campus, Bullhead City Campus, and the Lake Havasu Campus. Some existing processes are outdated and there are limitations in functionality of the Jenzabar system. The current computer infrastructure for our department hampers essential functions, especially with the department moving towards web-based processes.

Opportunities

Reducing employment costs through continued use of programs such as:

- Wellness Program
- Unemployment
- Safety Training

Continue reducing the College carbon footprint by going paperless throughout the institution

Challenges

Employee perceptions of Human Resources continue to challenge the department

Action Recommendations

Continue to introduce new processes, such as implementation of online on-boarding of new employees by February 4th, 2013

Make improvements to the employee portal and HR web pages by making them more user-friendly by June 1st, 2013.