

# Human Resources

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## GENERAL STANDARDS 2022

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The standards used in this program review come from the Council for the Advancement of Standards in Higher Education. (2019). *CAS self-assessment guide for Assessment Services*. Washington, DC.



# ***HUMAN RESOURCES***

*Program Review*

***Presented by Shauntae' Sourie***

***Director of Human Resources/Title IX Coordinator***

***June 21, 2022***



## ***OBJECTIVE***

During our time together we discuss .....

- ❖ Our Team
- ❖ Our Mission
- ❖ Our Accomplishments
- ❖ Our Review

# ***YOUR HUMAN RESOURCES PARTNERS***



**Kristin Jasper**  
**CFO**



**Shauntae' Sourie**  
**Director of HR/ Title IX Coordinator**



**Sophia Gordon**  
**Senior HR  
Specialist**



**Ennie Neeley**  
**HR Generalist/Payroll  
Coordinator**

# Human Resources

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## **Standard 1: Mission** 2022

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# ASPIRATIONS & MISSION FOR HUMAN RESOURCES

## Motto

- Ensure the **HUMAN** is in Human Resources ~ **Matthew 7:12**

## Aspiration

- Serve as *strategic* **HR Business Partners** by providing innovative and Christ value-centered Human Resources strategies that support MACU's organizational objectives and culture.

## Mission

- *Lead, Connect, and Support* MACU's most valuable investment, our people, in achieving the university's strategic initiatives and mission, creating a **Remarkable** experience for each employee, so they can do the same for our students.

# *OUR STRATEGY*

## **Lead**

- Champion Diversity, Equity and Inclusion
- Foster a climate of collaboration and unity among departments
- Champion a Talent/People Philosophy that sees people as investments rather than simply indispensable assets".

## **Connect**

- Connect employees to MACU's organizational objectives through effective performance management and recognition programs
- Provide opportunities for professional development for employees, supervisors, and leadership
- Strengthen organizational communication to employees

## **Support**

- Create and sustain a climate that embraces and supports inclusivity, safety, health, and wellness for all employees.



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## **Standard 2: Program and Services** 2022

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# ***PROGRAMS AND SERVICES***

- ❖ Talent Management
- ❖ Compensation and Benefits
- ❖ Employer-Employee Relations
- WHAT DO WE DO?***
- ❖ Payroll
- ❖ Training and Development
- ❖ HR Compliance
  - ❖ Title VII and Title IX
- ❖ Workplace Safety - OSHA



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## **Standard 3: Student Learning, Development, and Success** 2022

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# ***STUDENT LEARNING, DEVELOPMENT AND SUCCESS***

## **CAS STUDENT SATISFACATION INVENTORY**

<b>Q10: Staff in this office are friendly.</b>				
	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Athletic Department	3.36	3.46	3.65	<b>3.53</b>
Bursar Office	3.03	2.45	3.08	<b>3.38</b>
Café 1412	3.48	3.24	3.59	<b>3.64</b>
Campus Ministries	3.33	3.46	3.52	<b>3.38</b>
Campus Police	3.5	3.72	3.71	<b>3.63</b>
Financial Aid	3.37	3.32	3.48	<b>3.48</b>
Human Resources	3.37	3.22	3.57	<b>3.48</b>
Information Technology (IT)	3.58	3.58	3.59	<b>3.53</b>
Library	3.46	3.57	3.74	<b>3.54</b>
Payroll	3.22	3.5	3.59	<b>3.60</b>
Registrar	3.37	3.4	3.54	<b>3.52</b>
Student Life/ Residence Life	2.87	3.00	3.35	<b>3.28</b>
Student Success Center	3.51	3.67	3.77	<b>3.62</b>

# ***STUDENT LEARNING, DEVELOPMENT AND SUCCESS***



- ❖ Collaborate with Student Success
- ❖ Identify and learn the process
- ❖ Title IX Training - RAs
- ❖ Direct Impact - 2 Student Workers

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## Standard 4: Assessment 2022

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# ASSESSMENT

 <b>2019-2020 WILDLY IMPORTANT GOALS</b>				
MACU WIG Statements	LEAD Measure 1	LEAD Measure 2	LEAD Measure 3	
By May 31, 2019, we will implement DocuSign for all on-boarding process to eliminate manual process of documents and decrease turnaround time of new hires documents	Improving the on-boarding process for more efficiency which will have a positive impact long term			See b
Provide a summary narrative below of whether the Unit WIGs were achieved. (Deadline every May 31st)				

**DocuSign**®




Prior to September: 9 day average

After September: ½ day average

# ASSESSMENT

DocuSign



## 2020-2021 WILDLY IMPORTANT GOALS

MACU WIG Statements

LEAD Measure 1

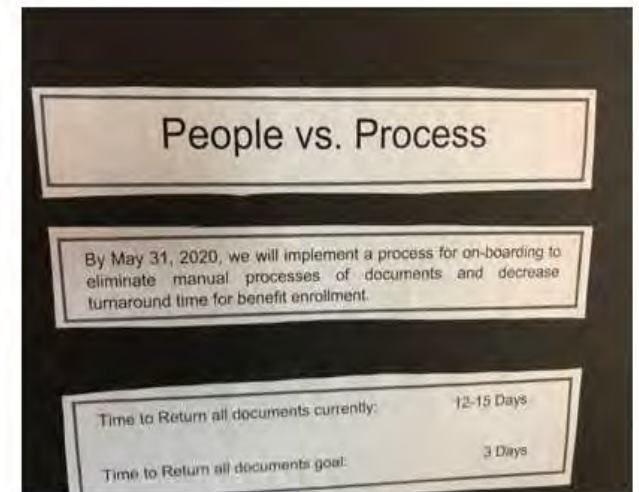
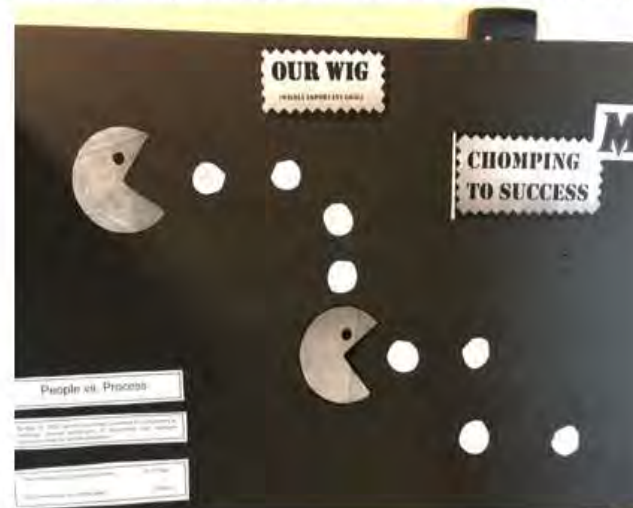
LEAD Measure 2

Provide a summary narrative below of whether the Unit WIGs were achieved. (0

® all documents currently—12-15 days. Time to return all document - Goal 3 days

Time to return all documents: 12-15 days

Goal: 3 days



# ***ASSESSMENT***

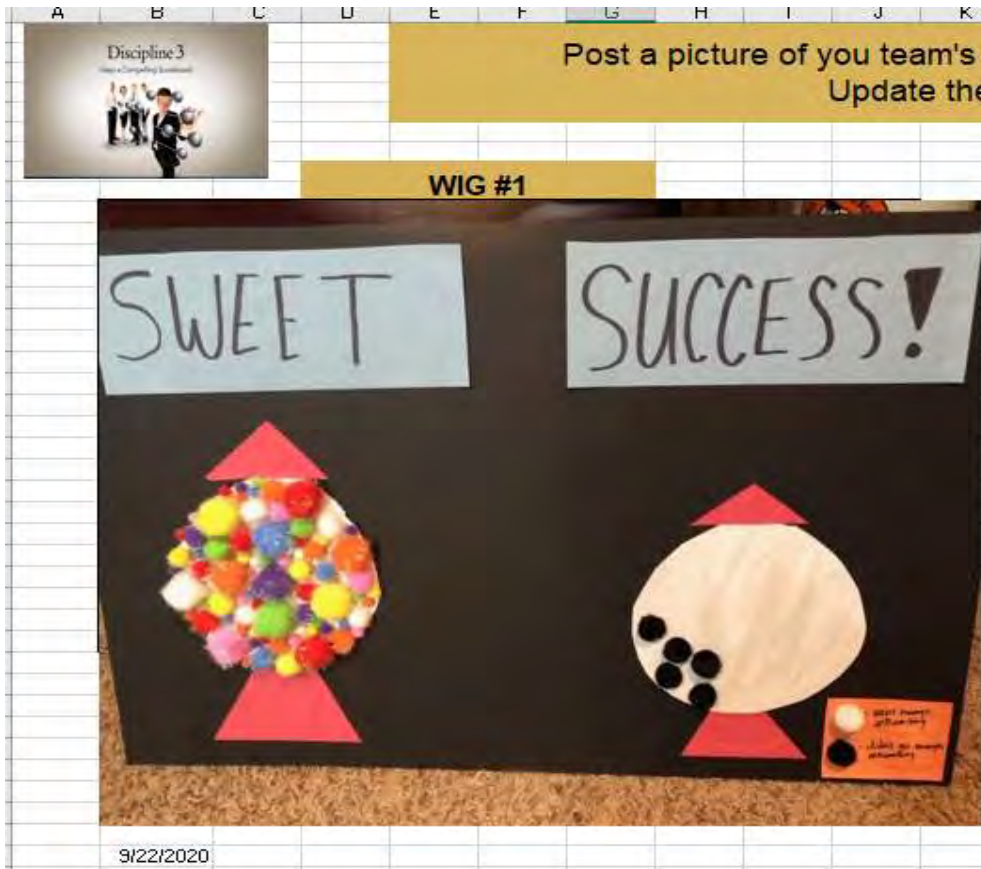
## **Increase Employee Retention**

**Decrease Turnover  
from 19% to 17%**

**2019-2020: 19%**

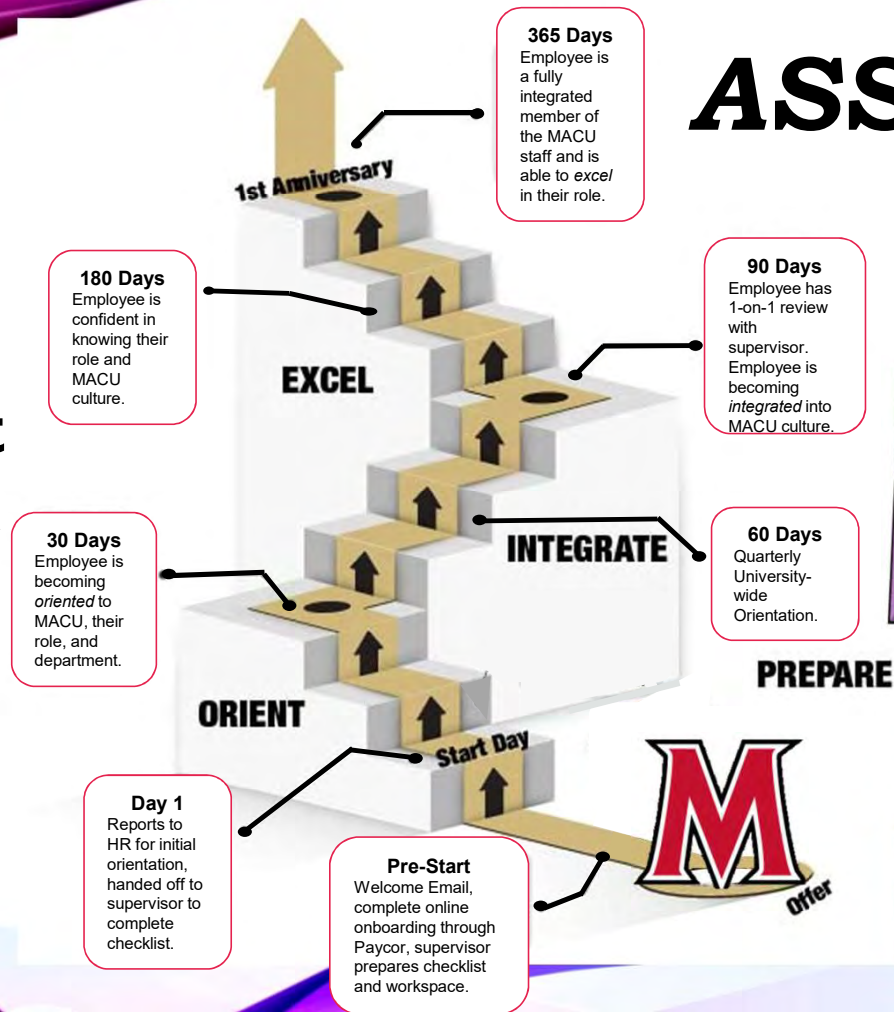
**2020-2021: 19%**

**2021-2022: Carry over**





# MACU's Employee First Year Life Cycle



## ASSESSMENT

❖ 2021  
❖ New Hires: 41  
❖ Retained: 31

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## **Standard 5: Access, Diversity, and Inclusion** 2022

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# ***ACCESS, DIVERSITY AND INCLUSION***

## ❖ Accessibility

- ❖ December 2021 – Audit

## ❖ Diversity

- ❖ Faculty and Staff Handbook
- ❖ Student Employment Handbook
- ❖ *Vision – dedicated recruitment efforts*

## ❖ Inclusion

- ❖ *Vision - Staff Council, Employee and Student collaboration celebrations*



# ACCOMPLISHMENTS



**BRAVO!**

**LIKE!**

**GOOD!**

**GREAT!**

2020 Implemented an  
Applicant Tracking and Timekeeping System

2021 Electronic Personnel Files

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## **Standard 6: Leadership, Management, and Supervision** 2022

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# ***LEADERSHIP, MANAGEMENT, AND SUPERVISION***

## **❖ Professional Development**

- ❖ Paycor training: Recruiting & Timekeeping
- ❖ HR 101
- ❖ Title IX

## **❖ Performance Management**

- ❖ 90 day
- ❖ MACU Moments

## **❖ Reporting**

- ❖ Monthly Labor Turnover Report

## **❖ Assessment**

- ❖ 30 day onboarding survey
- ❖ Stay Interview
- ❖ Exit Interview

## **❖ Policy Review**

- ❖ Sick/Vacation
- ❖ Remote work



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## **Standard 7: Human Resources** 2022

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# ***HUMAN RESOURCES***

## **❖ Structure**

- ❖ 3 FTEs + 2 Student Workers

## **❖ Standard Operating Procedures**

- ❖ September 2022

## **❖ Weekly Staff Meetings**

- ❖ Updates
- ❖ Big Picture
- ❖ Priorities
- ❖ Roadblocks
- ❖ Shout-outs

## **❖ Engagement**

- ❖ Lunch and Learns
- ❖ Wellness Activities





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## **Standard 8: Collaboration and Communication** 2022

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# ***COLLABORATION AND COMMUNICATION***

## **Important Relationships: All Constituents**

- ❖ Cabinet, Faculty, Staff
- ❖ Students
- ❖ Vendors

## **Communications**

- ❖ Benefit Summary - Recruitment
- ❖ Memos – Lunch and Learns

## **Collaborations**

- ❖ COVID-19 Committee
- ❖ Title IX Committee



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## **Standard 9: Ethics, Law, and Policy** 2022

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# ***ETHICS, LAW, AND POLICY***

- ❖ Maintain confidential employee records

- ❖ New Hire Orientation – Handbook Overview

- ❖ Code of Conduct
- ❖ Drug and Smoke Free Environment
- ❖ Respectful Workplace
- ❖ *Vision – FMLA, ADA, Workers' Comp Title IX, Expand the Trifecta model training*



# Human Resources

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## **Standard 10: Financial Resources** 2022

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# ***FINANCIAL RESOURCES***



**BEING A GOOD  
STEWARD**

- ❖ Maintain an awareness of the university personnel budget
  - ❖ 2021 – Faculty salary review
  - ❖ *Vision – Staff salary review*
- ❖ Look for ways to minimize benefit costs without adversely impacting coverage.
- ❖ *Vision*
  - ❖ *Low cost, high return recruitment e.g. LinkedIn*

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## Standard 11: Technology 2022

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# TECHNOLOGY

Paycor



Jenzabar  
Integration



Improved Efficiency  
Decrease Duplication

## **Vision**

- ❖ *Identify Paycor's disaster recovery plan*
- ❖ *Develop an HR business continuity plan*
- ❖ *Identify a true document management system*



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## **Standard 12: Facilities and Infrastructure** 2022

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# ***FACILITIES AND INFRASTRUCTURE***

❖ Workspace

❖ Equipment



# ***QUESTIONS***



*Thank  
you*



**Program Reviewers Signature Page**  
**Human Resources, June 2022**

Program Director: Shauntae Sourie, MBA, SPHR, SHRM-SCP, CCP

Signature Shauntae Sourie

date signed 6/22/22 <sup>8ms</sup>

Director of Institutional Effectiveness: Ray Dillman, Ph.D

Signature Ray Dillman

date signed 6.21.2022

Vice President of Finance and Chief Financial Officer: Kristin Jasper, MBA

Signature Kristin Jasper

date signed 6-23-22

Vice-President of Academic Affairs, Sharon Lease, Ed.D.

Signature Sharon Lease

date signed 6/22/22