Support Services Review

2013   Benefits   Susan Corbett

1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?
   HR Benefits is responsible for managing the benefits available to all employees and providing a variety of paid and unpaid leave opportunities to meet employee needs. We also provide other fringe benefits to support, motivate and retain our employees. We support technology to provide college-wide electronic processes and systems. We also provide the following items:
   •Sick Leave Pool (SLP) system
   •Family Medical Leave Act (FMLA) system
   •ERS Data processing for Daily, Monthly, Annual Enrollment, Salary system
   •Austin Community College Money Purchase Plan (ACCMPP) for adjunct faculty and hourly employees
   •Facilitate New Employee Orientation
   •Provide seminars/workshops covering financial planning, employee assistance, and wellness topics
   •Educate employees with benefits, retirement, FMLA, SLP, leave and wellness issues

   The impact of this service is to meet the needs for the following:
   •More informed employees regarding employee benefits, retirement, employee assistance program, FLMA, SLP, leave, and wellness for faculty and staff
   •Support the goal of the college to go paperless
   •Improved utilization of employee benefits, retirement, FMLA, SLP, leave, and overall wellness.

2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder the unit's ability to provide those services and meet expected outcomes during the next five years?
   Strengths: Long-term/experienced staff, great customer service, awesome work ethic, and great follow-through, astounding knowledge base regarding benefits, FMLA, SLP, retirement, and leave issues.

Weaknesses: Cross training, ongoing need for IT support with automated processes, team interaction, not enough documentation for internal HR Benefits processes, FMLA is extremely paper intensive, employee communication is limited to monthly notices.

Opportunities: Improve benefits portion of New Employee Orientation, re-evaluate processes to determine ways to improve, automate portions FMLA process, more outreach and communication to employees about events, benefits, retirement, programs, and enrollment.

Threats: Budget freezes, personnel changes, lack of IT support, many requests for exceptions to processes.

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3. Using the answers to the first two questions, what improvements to primary services and/ or intended outcomes will occur during the next five years?

    A. Family Medical Leave Online System: During the next five years, we plan to develop and implement the FMLA Online system where users can request FMLA. This will facilitate the process improvement.

    B. Web Benefit System: We plan to develop and implement the Web Benefit Statement where users will provide easy access to view current benefits, costs and value with each coverage. This will facilitate the communication to employees regarding benefits.

    C. Cross train staff: Cross training staff will provide backup when necessary, and provide staff with insight to other projects. This will improve the weakness associated with cross training and team interaction. Also cross training will improve the strength of experienced staff.

4. How will the unit measure the extent to which planned improvements have resulted in better service or intended outcomes for students or other key stakeholders?

Improvement	Measure	Baseline	Target	Current
Family Medical Leave Online System	Reduction of some paperwork and improve processing time	6 months data	50% increase over next 5 years	50% increase over next 5 years
Web Benefit System	Better understanding of employees benefits	Survey 50 employees in each classifications	50% increase over next 5 years	50% increase over next 5 years

5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?

    The planned improvements will:
    • Reduce some FMLA paperwork while speeding up processing time
    • Improve understanding and value of employee benefits
    • Insure department can better focus on its core services – providing education