

Support Services Review

2013 Compensation

Vicki West

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?

Primary Services: Salary analysis and job offers to new hires

Impact: Fair and consistent salary determination

Primary Services: Maintain & update Classification structures & processes

Impact: Conduct PARs, job description updates, pay grade updates, pay plan structures

Primary Services: Participate in and conduct market surveys

Impact: Provide and gather market data and analysis to determine ACC pay line to market line

Primary Services: Customer service

Impact: Provide written and verbal information on compensation and classification issues

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

- Highly professional staff, with professional certifications in HR and Compensation
- Over 115 years of experience in business, human resources, and compensation/classification
- Utilize professional networks: CTCBA, SHRM, CUPA-HR, etc.
- Detail oriented; emphasis on accuracy (everything is double checked); creative bringing new ideas; complete projects in a timely manner; and work as a team

Weaknesses

- Still handle much work on a manual basis
- Need better understanding of other HR processes
- Always a lot of work to do – can be overwhelming
- Need more technology training
- No budget involvement (for planning software, consultant, color printer)
- Needs to maintain good working relationships

Opportunities

- Continue visibility/presence in HR compensation community;
- Innovation in HR; write articles for professional publications; present on local, regional and national levels
- Create a Compensation operations manual for all processes
- Develop a Metro-8 consortium for special projects development

Threats

- Budget cuts – not allowing presentations or attendance at professional conferences
- Poor economy resulting in increased pay issue questions
- Major limitation of IT support resources, servers, and computing power

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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?
 - Use same day/next day standard to make salary determinations (placements) and job offers for new hires
 - Work with IT to develop and implement technology uses
 - Write compensation operations manual
 - Continue increasing customer service standards
 - Continue with the annual Educational Update process

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
Track length of time taken to conduct initial salary placement, number and type of placements and offers	Date received in eHire, dates of offer and acceptance; look at delay obstacles	Sun Sep 01 2013 00:00:00 GMT-0500 (CDT)	Sun Aug 31 2014 00:00:00 GMT-0500 (CDT)	Mon Apr 29 2013 00:00:00 GMT-0500 (CDT)
Complete the creation of the web-based PAR process and create the adjunct faculty placement eHire unit: track PARs submitted; track number of adjunct placements (manual and with technology)	The PAR testing process, then implementation and application. Work with IT to create the adjunct placements module	Sat Jun 01 2013 00:00:00 GMT-0500 (CDT)	Sun Jun 01 2014 00:00:00 GMT-0500 (CDT)	Mon Apr 29 2013 00:00:00 GMT-0500 (CDT)
Completion of manual, and update it on a regular basis	Create desk manuals for Comp	Sun Sep 01 2013 00:00:00 GMT-0500 (CDT)	Mon Sep 01 2014 00:00:00 GMT-0500 (CDT)	Mon Apr 29 2013 00:00:00 GMT-0500 (CDT)
Use internal surveys to measure customer satisfaction	Create survey tool to measure customer service levels	Tue Oct 01 2013 00:00:00 GMT-0500 (CDT)	Mon Sep 01 2014 00:00:00 GMT-0500 (CDT)	Mon Apr 29 2013 00:00:00 GMT-0500 (CDT)
Faculty and adjunct faculty salaries will be adjusted based on educational achievement. These adjustments will be tracked on an annual basis.	Create database of addendums and forms, track transcript receipt and salary level changes.	Wed May 01 2013 00:00:00 GMT-0500 (CDT)	Wed Oct 30 2013 00:00:00 GMT-0600 (CST)	Mon Apr 29 2013 00:00:00 GMT-0500 (CDT)

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

The market survey involvement, the placement process and annual educational adjustment (placement) process aligns with Board Policies F5 and F10. Use of the compensation desk manual ensures fairness and consistency. All the planned improvements align with the ACC Mission Statement, through support of faculty and staff who ensure student success in various ways.

Mon Apr 29 2013 14:49:27 GMT-0500 (CDT) aramire3@austincc.edu