

# Support Services Review

2013 Employment Svcs Erica Breedlove

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 Employment is responsible for managing the hiring process for all job classifications to include advertising, pre-employment criminal background checks, drug screens and applicant notifications. We also conduct the following activities:

- Manage hiring activity in e-Hire system
- Create hiring guidelines and procedures
- Develop hiring timelines
- Facilitate New Employee Orientations
- Distribute Employee Photo Identification Cards
- Provide Staff and Faculty hiring training
- Screen applications for minimum requirements
- Approve Hiring Committee membership
- Conduct pre-employment screening i.e. criminal background checks and drug testing

Impact of these services is to meet the needs for the following:

- Manage processes so that supervisors and applicants are able to easily navigate through ACC's employment processes
- Provide due diligence by conducting pre-employment hiring activities i.e. criminal checks, recommendation committee audits
- Welcome and orient new employees to ACC

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:

- Longevity/experienced staff, great customer service delivery
- Great work ethic
- Great follow-through
- Great rapport with College hiring officials/supervisors
- Knowledgeable about policies and processes
- Electronic applications

Weaknesses:

- Ongoing need for IT support with e-Hire
- Lack of clarity in hiring process for Hourly and Adjunct positions
- Not enough documentation of internal HR Employment processes.

# Support Services Review

## Opportunities:

- Hiring freezes allows some downtime to focus on our processes
- Re-identify customer needs
- Assist other areas while learning new skill sets.
- Training of hiring supervisors can be accomplished
- Focus on orientation of new employees
- Review Manual processes
- Spend time in the field developing relationships

## Threats:

- Lack of IT support
- Personnel changes
- Budget freezes
- Many requests for exceptions to processes.

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. Provide I-9 Employment Eligibility Training to Supervisors and Administrative Assistants: This is a required form needed for new hires and many re-hires that is commonly completed incorrectly by departments when hiring Adjuncts and Hourly employees. Incorrect/incomplete forms prevent timely hiring and mistakes missed on I-9 forms create liabilities for the College. I-9 forms must be completed 100% correct in order to properly meet federal regulations and avoid expensive penalties.

Impact: The College avoids potential fines if audited by DOL, ACC departments will better understand the importance of the I-9 Form and how to properly complete it and departments are able to assign their new/returning employees to positions faster.

B. Create an Onboarding Process for Hourly Employees - Provide helpful information to new Hourly employees about their positions at the time of hire.

Impact: Hourly employees will have a greater understanding of their position and services offered i.e. Money Market Plans, Beneficiaries ect...

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
-------------	---------	----------	--------	---------

## Support Services Review

Increase the number of I-9 forms that are correctly completed	Tally # of incorrect I-9 Forms returned to departments vs. total received. Quiz results from training.	6 mos. data	100% increase of correct I-9 Forms over the next 5 years	100% increase of correct I-9 Forms over the next 5 years
Onboarding Hourly Employees	Survey new employees who received employment information at the time of hire.	250 Hourly employees	90% satisfaction rate over the next 5 years	90% satisfaction rate over the 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:

- Decrease liability within the College and therefore better focus on its core services – providing education
- Improve understanding of the purpose and use of hiring forms when hiring Hourly/Adjunct employees
- Speed up process for assigning new employees to Hourly and Adjunct assignments
- Welcome and provide information to Hourly positions so that they can better focus on carry-out their job duties in support of ACC core focus- educating others.
- Increase job satisfaction of Hourly employees