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Unit Name: HR Employment

1.

What improvements have been planned/implemented:

1. Automation of Employment Eligibility Form I-9 form and W-4 form
2. New Supervisor's Training
3. Re-design of New Employee Orientation Program

2.

How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

1. Automation of Employment Eligibility Form I-9 form and W-4 form:

We hire approximately 200 new Adjunct Faculty each year. The I-9 form is the most common form that is rejected in HR Employment due to missing form, incomplete form, and incorrectly completed.

2. New Supervisor's Training

HR Employment receives lots of inquiries from new Supervisors that they need assistance with ACC multiple processes. The type of complaints that are reported in the department is an indication of the type of training that is needed.

3. Re-design of New Employee Orientation Program

Based upon the feedback we receive from our employees after one has completed a minimum of 160 days of employment. The feedback from the employees and the employee's supervisor is used as a primary identifier of the type of content and format that could be addressed better during New Employee Orientation.

3.

Measures: what measures are going to be used to determine if the improvements were successful.

1. Automation of Employment Eligibility Form I-9 form and W-4 form:

Training and provide quiz upon completion on process and new procedures

Records outcomes of future submission of I-9 and W-4 forms to identify a decrease/increase/no change in missing, mistakes, and incomplete forms.

2. New Supervisor's Training

Track supervisors throughout their first year of employment via surveys, training completion rates, and quizzes. Identify 3 common complaints i.e. complaints and grievance process, conflict resolution, hiring guidelines and conduct a comparison analysis on supervisor who've gone through the training with those who have not.

3. Re-design of New Employee Orientation Program

Conduct periodic surveys and comparison analysis (before and after)

3a. Baseline data: the data used to determine improvements were needed

1. Automation of Employment Eligibility Form I-9 form and W-4 form:
Actual numbers of problem paperwork submitted to HR Employment

2. New Supervisor's Training

Employee: Staff, Faculty and Administrator feedback. Complaints and grievances; types and outcomes.

3. Re-design of New Employee Orientation Program

Employee feedback on content after 180 day employment.

3b. Target goals: the data that shows your improvements have achieved your goals

1. Automation of Employment Eligibility Form I-9 form and W-4 form

College access provided to automated forms - Prevents mistakes and transparent process.

2. New Supervisor's Training:

Supervisors training is offered and certification of modules completed by all ACC Supervisors.

3. Re-design of New Employee Orientation Program

Employee written feedback from new employees, employee association representatives, and Administrators.

3c. Current data: where you are currently in reaching your target

1. Automation of Employment Eligibility Form I-9 form and W-4 form

Beginning stage - Selecting vendor to provide online access

2. New Supervisor's Training : Beginning stage - developing training with Professional Development.

3. Re-design of New Employee Orientation Program: Beginning stage for Fall implementation. Working with ACC's Marketing and Public Relations.

Narrative:

The following process improvement plans have been mapped out in the department with detailed individual tasks, task owners/participants and target dates of completion.

1. Automation of Employment Eligibility Form I-9 form and W-4 form

2. New Supervisor's Training

3. Re-design of New Employee Orientation Program