

# Plans for Human Resources

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Name :

2010 Program Review

Principal Preparer :

Dio Shipp

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**Last Modified By:** Renee Brunelle

**State:** Submitted (Finalized)

**State By:** Renee Brunelle

## 1. Mission

1. Assume the reader knows nothing about your unit. Please describe concisely its mission.

Ensure a positive and diverse workforce environment through superior customer service for the San Bernardino Community College District.

## 2. Description

1. Please describe concisely the following characteristics of your unit. Feel free to use both narrative and quantitative information.
  1. Purpose
  2. Functions or services
  3. Clientele(s)
  4. Value of your services to the clientele(s), the Colleges, and the District
  5. Organizational structure and number of personnel by function
  6. Annual budget by object code for the last three years
  7. Hours of operation, location, and other pertinent service characteristics
  8. Significant changes, if any, since the last program review

### i Purpose

To provide the San Bernardino Community College District with efficient and effective customer service in the management of its human resources and labor/employee relations services which subscribe to fair and equitable treatment of all employees, while promoting the values of a diverse, appreciated, dedicated and empowered workforce. Human Resources is responsible for adding value to SBCCD and contributing to its success; building respect and credibility; achieving the highest level of service; striving to meet the highest standards of competence; accepting professional responsibility for our individual decisions and actions; earning individual respect and increasing our credibility with those we serve; promoting and fostering fairness and equity for all employees; and maintaining the highest level of trust and professional integrity.

### ii Functions or Services

The primary activities of the Human Resources can be divided into three distinct categories:

(1) Employee Services, (2) Employee Relations, and (3) Safety, Risk Management and Benefits Administration.

The primary activities of Employee Services consists of employment, benefits and records maintenance of the District's full-time faculty and staff; temporary, short-term and part-time personnel; and administrative staff. Employee Relations activities consists of negotiations, contract management, employee relations, employee training, discrimination complaint, investigation, grievance resolution, equal employment and diversity programs. And Safety, Risk Management activities and Benefits Administration consists of safety, worker's compensation, loss prevention and claims management for all District employees.

(1) Employee Services

- Employee Training and Development Program
- Collaborative Advisement and Consultation
- Employment Records Management
- New Employee Orientation
- Human Resources Policies and Procedures

Workforce Planning

- Recruitment
- Administration of Minimum Qualifications and Equivalencies
- Testing
- Interview, Assessment, and Selection
- Staffing Needs and Assessment
- Workforce Reorganization and Reduction

Classification and Compensation

- Position Control
- Job Classification Design and Administration
- Salary Design and Administration
- Salary Surveys
- Reclassification Reviews and Implementation

(2) Employee Relations

- Equal Employment Opportunity and Diversity Plan
- Legal Affairs and Liaison with Outside Legal Counsel
- Conflict Resolution
- Employee Discipline
- Employee Evaluation and Performance Management
- Complaint Investigation and Resolution
- Grievance Resolution
- Labor Contract Negotiations and Administration
- Employment Law Compliance

(3) Safety, Risk Management and Benefits Administration

- Illness and Injury Prevention Program Administration
- Loss Prevention and Control Administration
- Claims Management Administration
- Extended Leaves Administration
- Return to Work Assessment

- Worker's Compensation Administration
- Reasonable Accommodations Administration
- Safety Training

### iii Clientele(s)

Human Resources has internal and external clientele. The internal clientele are all employees and students in the San Bernardino Community College District. The external clientele are the general public, San Bernardino and surrounding communities, San Bernardino County Superintendent of Schools, and other human resources counterparts in the California Community College system.

### iv Value of your services to clientele(s), the Colleges, and the District

The value of human resources to our internal clientele (San Bernardino Valley College, Crafton Hills College, and the District) are based on providing quality service and support in the following areas:

- Equal opportunity employer and promotion of diversity and equity.
- Continuous recruitment and retention of diverse faculty and staff.
- Training for professional growth and development.
- Better service and advice to our employees by networking with our colleagues from other campuses and the California Community College system.
- Technology through the acquisition of computer equipment and human resources software.
- Board Policies, Administrative Procedures, Bargaining Agreements, and all applicable Federal and State laws, rules and regulations.

The value of human resources to our external clientele (general public, San Bernardino and surrounding communities, and other human resources counterparts) are based on providing quality service and support in the following areas:

- Employment Opportunities
- Qualified Workforce
- Educate and Support the Community needs

### v Organizational structure and number of personnel by function

The Human Resources Department organizational structure and number of positions are as follows:

- 1 – Vice Chancellor of Human Resources and Employee Relations
- 1 – Director, Human Resources
- 1 – Human Resources Analyst
- 2 – Human Resources Generalists – San Bernardino Valley College
- 1 – Human Resources Generalist – Crafton Hills College
- 1 – Human Resources Generalist – District (District Offices/KVCR/EDTC/Police/DETS)
- 1 – Administrative Assistant – Vice Chancellor
- 1 – Senior Staff Assistant
- 1 – Clerical Assistant II (District Receptionist)

A total of 10 positions comprise the Human Resources Department.

### vi Annual budget by object code

The current 2009 to 2010 budget totals \$225,731.00

**CATEGORY OBJECT CODE AMOUNT**

Magazine & Subscriptions 4210 \$1,500.00  
Reference Books 4220 \$900.00  
Software 4430 \$2,400.00  
NonInstructional Supplies 4500 \$8,000.00  
Independent Contractor 5113 \$8,145.00  
Other Contracts/Outside Services 5120 \$135,005.00  
Travel & Conference Expenses 5200 \$2,500.00  
Personal Mileage 5210 \$2,000.00  
Dues & Membership 5310 \$2,731.00  
Maintenance Agreement - Office Equip 5637 \$362.00  
Repairs & Maintenance 5640 \$1,000.00  
Advertising 5801 \$19,959.00  
Physical, Fingerprinting TB Testing 5802 \$9,050.00  
Other Expenses & Fees 5809 \$5,738.00  
Software 5830 \$22,741.00  
Additional/Improved Equipment 6400 \$1,850.00  
Additional Equipment \$1000 or more 6410 \$1,850.00

\* This does not include salaries and benefits which will be incorporated in the overall Budget Model under the Resources Allocation.

vii Hours of operation, location and other pertinent service characteristics

The Human Resources Department is located at 114 South Del Rosa Drive, San Bernardino, California and is open daily Monday through Friday from 8:00am to 5:00pm. We are closed on all holidays recognized by the Board of Trustees.

Hours of operation during the summer months (June and July) are Monday through Thursday from 7:00am to 6:00pm. The Human Resources Department is closed on Fridays during the summer months.

Human Resources Generalists will be available at each campus and District Offices weekly for approximately 2 to 4 hours. The schedule is as follows:

SBVC (Administrative & Student Services) - Tuesdays 12:30pm to 4:30pm, ADSS 200E - Cheryl Burge

SBVC (President's Office & Instruction) - Wednesdays 1:30pm to 4:30pm, ADSS 200E - Tommi Ng

CHC - Thursdays 8:00am to 11:00am, LADM 300E - Lizanna Ocampo

DETS - Thursdays 8:00am to 9:00am - Jeremiah McFarland

KVCR - Thursdays 9:00am to 10:00am - Jeremiah McFarland

Police - Thursdays 10:00am to 11:00am - Jeremiah McFarland

EDCT - Thursdays 11:00am to 12noon - Jeremiah McFarland

viii Significant changes, if any since the last program review

There are no significant changes, since this is the first Human Resources Program Review.

### **3. Outcomes and Other Measures of Effectiveness**

1. Identify at least one essential measure of effectiveness for each major operation of the unit. (See *Effectiveness Measurement Guidelines and Examples*.)
2. Include at least one baseline measure or measure of progress on a well-defined outcome.
3. Include at least one measure showing effectiveness in responding to the Colleges' needs.
4. For each measure, identify the assessment method you used.
5. Please summarize the results of the measures you have applied. If results showing trends over time are available, please report them.

#### Effectiveness Measure A – Workforce Planning

(1) Service Outcome or Objective (What are you trying to accomplish?)

Reduce cycle time for recruitments.

(2) Measure (What evidence will show how effective you are in accomplishing it?):

Track the number of days recruitment are open from the requisition request to the 2nd level interviews.

(3) Assessment Method (How will you obtain that evidence?)

Each month, we will calculate the average recruitment time for the last 12-months for academic, classified, and management positions. Our target is to reduce the 12-month average.

#### Effectiveness Measure B – Compensation

(1) Service Outcome or Objective (What are you trying to accomplish?):

Maintain continued knowledge of compensation at market level.

(2) Measure (What evidence will show how effective you are in accomplishing it?)

Conduct two (2) compensation market surveys per year.

(3) Assessment Method (How will you obtain that evidence?)

Number of surveys conducted.

#### Effectiveness Measure C – Formal Grievances

(1) Service Outcome or Objective (What are you trying to accomplish?)

Reduce the number of “formal” grievances.

(2) Measure (What evidence will show how effective you are in accomplishing it?)

In comparison to last years numbers, measure current to previous and count the formal grievances filed in each fiscal year.

(3) Assessment Method (How will you obtain that evidence?)

Monitor and track the number of “formal” grievances. Our target is to reduce the number every year.

#### Effectiveness Measure D – Risk and Benefits

(1) Service Outcome or Objective (What are you trying to accomplish?)

Lower the number of claims filed.

(2) Measure (What evidence will show how effective you are in accomplishing it?)

In comparison to last years numbers, measure current to previous, and count the claims filed in each fiscal year.

(3) Assessment Method (How will you obtain that evidence?)

Monitor and track the number of claims filed through UltraClaims Online with Keenan and Associates. Our target is to reduce the number every year.

Effectiveness Measure E – Employee Services

(1) Service Outcome or Objective (What are you trying to accomplish?)

Update Human Resources Board Policies and Administrative Procedures.

(2) Measure (What evidence will show how effective you are in accomplishing it?)

Update one (1) Human Resources Board Policies and Administrative Procedures per quarter.

(3) Assessment Method (How will you obtain that evidence?)

Monitor the process through Shared Governance and Board Approval.

## **4. External Opportunities and Challenges**

1. Describe any external opportunities that might lead to unit improvement over the next three to five years.

2. Describe any external challenges (e.g., legal requirements, budgetary constraints) that might limit operations or improvement over the next three to five years.

a. Describe any external opportunities that might lead to unit improvement over the next three to five years.

(1) Purchase of a human resources information system (\$ 400,000.00) that will integrate with all Fiscal Services (Payroll).

(2) Increase Community Involvement

(3) Ability to apply for Professional Development and Diversity Activity Grants

(4) Partner with other community college districts for best practices

(5) Partner with community members in recruitment for diversity

b. Describe any external challenges (e.g. legal requirements, budgetary constraints) that might limit operations or improvement over the next three to five years.

(1) Changes to California Code of Regulations, Title 5

(2) Budget Constraints

(3) Ability to attract and retain qualified employees

(4) Lack of Cost-Of-Living-Adjustments (COLA)

(5) Change in employment and applicable laws including healthcare

(6) Loss of Institutional Knowledge due to retirements

## **5. Analysis and Evaluation**

1. Analyze the implications of the assessment results and external factors for your unit.

2. In light of your analysis, what are your unit's main strengths?

3. In light of your analysis, what are your unit's main weaknesses?

Analyze the implication of the assessment results and external factors for your unit.

Of those who responded to the District Operations satisfaction survey, many employees are not satisfied with all aspects of the Human Resources services.

b. In light of your analysis, what are your unit's main strengths?

Based on the results of the survey, the main strength of the Human Resources Department is:

- Courtesy

c. In light of your analysis, what are your unit's main weaknesses?

Based on the results of the survey, the main weaknesses of the Human Resources Department are:

- Clarity & Consistency - Inconsistencies in dissemination of information
- Input Opportunity
- Answering phones
- Follow-up and timeliness of response
- Lack of cohesive leadership
- Communication of changes

## **6. Three-to-Five Year Vision**

1. Describe your unit as you would like it to be three to five years from now.

Describe your unit as you would like it to be three to five years from now.

In three to five years from now, the Human Resources Department would like the following:

- (1) Go GREEN – paperless HR operations
- (2) Self-service HR website
- (3) Operational Plans and Policies updated
- (4) Hire Risk Manager
- (5) Hire Additional Staff
- (6) Improve the Training Programs for management and employees
- (7) Coordinate trainings with Professional Development at campuses
- (8) Be more accessible to clientele

## **7. Impact on the Colleges and the District**

1. Describe the most significant relationships with other District operations and College operations.

1. What major impact does your unit have on them?

2. What major impact do they have on your unit?

2. How do your mission, vision, and goals contribute to the Board Imperatives and the District and/or College mission, vision, strategic directions, and/or goals?

Describe the most significant relationships with other District operations and College operations.

Human Resources has significant relationships with every District and college operations. In order for Human Resources to operate effectively, Fiscal and Payroll Services have the greatest impact.

(1) What major impact does your unit have on them?

- Employment Services

- Workforce Planning
- Classification & Compensation
- Labor Relations
- Health & Welfare – Benefits
- Policies & Procedures
- Training & Development
- Risk Management & Safety
- Bargaining Agreements

(See description in section 2 above)

(2) What major impact do they have on your unit?

- Must have Fiscal approval in order to begin the recruitment and hiring process.

b. How do your mission, vision, and goals contribute to the Board Imperatives and the District and/or College mission, vision, strategic directions, and/or goals?

- Improve cost effectiveness and service levels of Human Resource Organization Structure to serve as a strategic partner to the mission of the District which is a Resources Management for Efficiency, Effectiveness and Excellence.

## **8. Other Pertinent Information**

1. Include here any other information you regard as necessary for a full understanding of your unit.

i Operational Mandates

The Human Resources Department operates under the following mandates:

(1) District Mandates

- SBCCD Board of Trustees Policies
- SBCCD Administrative Procedures
- Collective Bargaining Agreements

(a) San Bernardino Community College District Teachers Association (CTA/NEA)

(b) California Schools Employee Association (CSEA)

(2) State and Federal laws as they relate to employment and EEOC compliance:

- California Code of Regulations, Title 5
- California Education Code
- California Labor Law
- Department of Fair Employment & Housing (DFEH)
- Equal Employment Opportunity Commission (EEOC)
- Government Code
- Office of Civil Rights (OCR)

ii Contract Management and Labor Relations

The Human Resources Department is responsible for the District's collective bargaining process involving the San Bernardino Community College District Teachers Association (CTA/NEA) and California Schools Employee Association (CSEA). Through collective bargaining, Human Resources negotiates with union representatives over wages, hours, and other terms and conditions of employment. The department is also responsible for

administering ongoing contract issues, grievances, and complaints of unfair labor practices.

iii Human Resources Staff Development

The Human Resources staff attends a variety of employment related workshops, webinars and conferences such as:

- Association of Chief Human Resources Officers/Equal Employment Opportunity(ACHRO/EEO) Conference
- Liebert Cassidy Whitmore and Southern California Community College Districts Employment Relations Consortium Workshops
- Other human resources related conferences and workshops

iv Customer Service

- In order to provide better customer services to District employees, Human Resources staff will be at both campuses and various District sites weekly to assist employees with any issues or answer any questions relating to human resources.
- Human Resources staff services and availability are not restricted to the Human Resources office due to the requirement to attend various meetings, handle critical issues, and assist all District employees at all District campuses and sites.

## 9. Goals, Objectives, and Action Plans

1. Goals (with priority rank) over the next three years
2. Objectives (with priority rank) under each Goal
3. Principal Activities under each Objective, if available
4. Timeline for completion of each Activity or Objective
5. Person responsible for ensuring completion of each Activity or Objective

- **1 - Goal - Departmental Name Change and Responsibility**

To be compliant with Title 5 Section 53000 and to reflect a name change to "Diversity & Human Resources Department"

Priority Rank:

1

**Objectives:**

- **1.1 - Objective - Change Name to "Diversity and Human Resources"**

There is no additional resource required for this goal.

Priority Rank:

1

Start Date:

07/01/2010

End Date:

07/08/2010

Responsible Person:

Renee Brunelle

- **2 - Goal - Ensure a safe and healthy working environment**

(1) Reduce the number of claims filed

- Promote training and safe working habits

(2) Develop a health and wellness program

- Promote a healthy lifestyle to increase work-life wellness and reduce utilization of health insurance costs

(3) Hire a Risk Manager

Priority Rank:

1

**Objectives:**

- **2.1 - Objective - Hire a full-time Risk Manager**

1. Development and approval of Risk Manager job description.
2. Salary and benefits = \$95,000.00

Priority Rank:

1

Start Date:

07/01/2010

End Date:

06/30/2011

Responsible Person:

Renee Brunelle

- **3 - Goal - Providing excellent customer service to our clientele**

(1) Improve Human Resources customer services

- HR Generalists Office Hours at the colleges and District Offices

(2) Effectively and consistently communicating information to our clientele

- Publish the monthly HR Newsletter
- Create ease in access to employee through intranet

(3) Remodel the HR office space

- Key pad entry to HR File room
- Reception access through HR
- Additional chairs for Generalists in cubicles
- HR Library

Priority Rank:

1

**Objectives:**

- **3.1 - Objective - Remodel Human Resources Office Space**

Total cost as estimated by Facilities Department is approximately \$17,500.00

Priority Rank:

1

Start Date:

07/01/2010

End Date:

06/30/2010

Responsible Person:

Renee Brunelle

**Activities:**

- **3.1.1 - Activity - Key Pad Entry to Human Resources File Room**

The total estimate cost of changing from a key entry to key pad (button) is \$2,500.00

Start Date:

07/01/2010

End Date:

08/31/2010

Responsible Person:

Renee Brunelle

- **3.1.2 - Activity - Reception Access through the Human Resources Office**

The total estimate cost is \$15,000.00

Start Date:

07/01/2010

End Date:

12/31/2010

Responsible Person:

Renee Brunelle

- **3.1.3 - Activity - Additional Chairs for Generalist in Cubicles**

The total estimate for additional chairs is \$1,000.00

Start Date:

07/01/2010

End Date:

10/01/2010

Responsible Person:

Renee Brunelle

- **3.1.4 - Activity - Human Resources Library**

The cost to modify an area for the HR Library is \$6,000.00

Start Date:

07/01/2010

End Date:

12/31/2010

Responsible Person:

Renee Brunelle

- **4 - Goal - Efficiently recruiting and hiring qualified individuals.**

Reduce the cycle time for recruitments

- Work with the Hiring Manager to set up Screening Committee who will to establish criteria prior to closing date
- Post the position within 48 hours

Priority Rank:

2

**Objectives:**

- **4.1 - Objective - Efficient Recruitment and Hiring**

There is no additional resource need for this goal.

Priority Rank:

1

Start Date:

07/01/2010

End Date:

07/01/2010

Responsible Person:

Renee Brunelle

- **5 - Goal - Update Human Resources Policies and Procedures**

(1) Finalize Human Resources Standard Operating Procedures Manual

- Review, ensure currency with laws, and implement by Fall 2011

(2) Update Human Resources Board Policies and Administrative Procedures

- Review, ensure currency with laws, and implement one Board Policy and Administrative Procedure per quarter

Priority Rank:

2

**Objectives:**

- **5.1 - Objective - Human Resources Standard Operating Procedures Manual**

The only cost associated with this objective is the printing cost of approximately \$2,000.00

Priority Rank:

2

Start Date:

07/01/2010

End Date:

06/30/2011

Responsible Person:

Renee Brunelle

- **6 - Goal - Maintain and enhance the District Staffing Plan**

Priority Rank:

1

**Objectives:**

- **6.1 - Objective - Finalize the 2009-2010 District Staffing Plan**

Priority Rank:

1

Start Date:

07/01/2010

End Date:

08/01/2010

Responsible Person:

Renee Brunelle

**Activities:**

- **6.1.1 - Activity - Create and Update the Staffing Matrix**

Start Date:

07/01/2010

End Date:

08/01/2010

Responsible Person:

Renee Brunelle

- **6.1.2 - Activity - Conduct Research on Anticipated Hires**  
Start Date:  
07/01/2010  
End Date:  
08/01/2010  
Responsible Person:  
Renee Brunelle
- **6.1.3 - Activity - Analyze Other Factors that Affect the Demand for Human Resources**  
Start Date:  
07/01/2010  
End Date:  
08/01/2010  
Responsible Person:  
Renee Brunelle

## 10. Resource Requests

1. Progress on or achievement of a given Goal or Objective does not necessarily require additional resources. For Goals and Objectives that do require resources, enter the following information:
  1. Resources required to achieve Goals and Objectives over the next three years, with description and rationale for each
  2. Identification of associated Goals or Objectives
  3. Type of Resource
    1. Expenditure Category
    2. One-time/Ongoing
  4. Estimated annual cost (or savings) for the next three years
- **1 - Goal - Departmental Name Change and Responsibility**
  - **1.1 - Objective - Change Name to "Diversity and Human Resources"**
    - **1.1.1 - Resource Request - Diversity and Human Resources**

**Description**  
Change from Human Resources to Diversity and Human Resources.

**Rationale**  
To be compliant with Title 5.

Resource Type:  
One-time

Expenditure Category:  
Services

First Year Cost/Savings:  
\$0.00/\$0

Second Year Cost/Savings:  
\$0.00/\$0

Third Year Cost/Savings:  
\$0.00/\$0

- **2 - Goal - Ensure a safe and healthy working environment**
  - **2.1 - Objective - Hire a full-time Risk Manager**
    - **2.1.1 - Resource Request - Risk Manager**

**Description**  
 Create a new job description  
 Obtain Board of Trustees approval of the Risk Manager job description  
 Initiate the recruitment process.

**Rationale**  
 The Risk Manager position will be responsible for administering and managing the District's risk management program. This position will be to handle the day-to-day risk management services and operations.

Resource Type:  
 Ongoing

Expenditure Category:  
 Personnel

First Year Cost/Savings:  
 \$95,000.00/\$0.00

Second Year Cost/Savings:  
 \$99,750.00/\$0.00

Third Year Cost/Savings:  
 \$104,737.50/\$0
- **3 - Goal - Providing excellent customer service to our clientele**
  - **3.1 - Objective - Remodel Human Resources Office Space**
    - **3.1.1 - Resource Request - Remodel HR Office Space**

**Description**  
 To provide better customer service to clientele, Human Resources will need to remodel its office space.

      - Key pad entry to the employee records room.
      - Front reception access through the Human Resources area.
      - Additional chairs for Generalists in cubicles
      - Conversion of the current Director of Human Resources office.
      - Human Resources Library.

**Rationale**

      - A key pad entry to the employee records room will provide better security and only Human Resources personnel will have access as opposed to a key that anyone can obtain.
      - Front reception access through the Human Resources area will provide better security and safety exit for the Receptionist.
      - Additional chairs for the Generalist in cubicles will provide better clientele and customer service if they are seated as opposed to hovering over the Generalist cubicles.

- Conversion of the Director of Human Resources office will allow for easy and convenient access to the Human Resources staff.
- Human Resources Library will provide a reference area for the Human Resources staff.

Resource Type:

One-time

Expenditure Category:

Facilities

First Year Cost/Savings:

\$45,000.00/\$0.00

Second Year Cost/Savings:

\$0.00/\$0.00

Third Year Cost/Savings:

\$0.00/\$0.00

- **4 - Goal - Efficiently recruiting and hiring qualified individuals.**
  - **4.1 - Objective - Efficient Recruitment and Hiring**
    - **4.1.1 - Resource Request - Recruitment and Hiring Process**

**Description**

**Rationale**

Resource Type:

Ongoing

Expenditure Category:

Services

First Year Cost/Savings:

\$0.00/\$0.00

Second Year Cost/Savings:

\$0.00/\$0.00

Third Year Cost/Savings:

\$0.00/\$0.00
- **5 - Goal - Update Human Resources Policies and Procedures**
  - **5.1 - Objective - Human Resources Standard Operating Procedures Manual**
    - **5.1.1 - Resource Request - Procedures Manual and Employee Handbook**

**Description**

Printing costs for the Employee Handbook.

**Rationale**

In order to distribute the Employee Handbook, printing cost will be incurred.

Resource Type:

Ongoing

Expenditure Category:

Supplies

First Year Cost/Savings:

\$5,000.00/\$0.00

Second Year Cost/Savings:  
\$1,500.00/\$3,500.00  
Third Year Cost/Savings:  
\$750.00/\$4,250.00

## **11. Progress Report on Last Cycle's Goals, Objectives, and Actions**

1. Estimate progress to date on each of the last cycle's Goals, Objectives, and Activities.
  2. Any uncompleted Goals, Objectives, and Activities that are still important should appear in the Goals, Objectives, and Action Plans section above.
- a. Estimate progress to date on each of the last cycle's Goals, Objectives, and Activities
- (1) Update of Human Resources Policy & Procedures
    - Completed BP 7230 Classified Employees, Non-Management
    - Completed AP 7230 Classified Employees, Non-Management
    - Completed BP 7250 Management Employees
    - Completed AP 7250 Management Employees
  - (2) Online Safety Training with SafeColleges
    - Roll Out for all employees January 2010
    - On-going input of Off-line Training
  - (3) Revision of Discrimination and Sexual Harassment Policy and Procedures
    - Board of Trustees Approved February 11, 2010
  - (4) Developed a Equal Employment Opportunity Plan
    - DRAFT completed - Pending State Chancellor's Office determination on Title 5 changes.
  - (5) Developed a Human Resources Department Standard Operation Procedures Manual
    - DRAFT being updated with changes in law – pending review
  - (6) Develop a handbook for Management and Classified Employees
    - DRAFT pending approval of Human Resources Department Standard Operation Procedures Manual
  - (7) Develop a Human Resources Services Recognition Program
    - Pending development of additional programs
    - Human Resources Department will be hosting the Employee Service Recognition Awards for May 2010

## **12. Process and Participants**

1. Describe briefly the main steps of the process that produced this report.
  2. List the name and function of each participant in that process.
  3. Include as many members of the unit as possible in the preparation and/or review of this document. It should not be the product of the manager alone or of a small proportion of unit members.
  4. Describe the plan for future assessment cycles, particularly if not all measures were applied in current cycle.
- a. Describe briefly the main steps of the process that produced this report.

This Human Resources Program Review is a result of numerous meetings and discussions with Human Resources staff, the Consultant, and the Human Resources Allocation Subcommittee.

b. List the name and function of each participant in that process.

The development of the Human Resources Program Review began with meetings and discussions in the Fall 2009. The following are the contributors to this Human Resources Program Review:

Renée Brunelle, Vice Chancellor

Dio Shipp, Director

Amalia Perez, Human Resources Analyst

Tommi Ng, Human Resources Generalist

Lizanna Ocampo, Human Resources Generalist

Cheryl Burge, Human Resources Generalist

Jeremiah McFarland, Human Resources Generalist

Stacey Cole, Senior Staff Assistant

Lorraine Norton, Administrative Assistant II

Maria Torres, Clerical Assistant II

d. Describe the plan for future assessment cycles, particularly if not all measures were applied in current cycle.

The Human Resources Department will review this report quarterly and update the report annually. A survey will also be conducted annually to measure the effectiveness of the Department in meeting its goals. Each year the updated report will be posted on the Human Resources website.

## **14. Supporting Documents**

- HR Org Chart.doc