

TAMUG HUMAN RESOURCES STRATEGIC PLAN 2011 - 2015

MISSION STATEMENT

The Office of Human Resources supports the University through the development and administration of quality human resources systems, programs and services designed to enhance the work environment and increase organizational effectiveness. Working together in a spirit of continuous improvement and collaboration, we seek effective and workable solutions that meet the needs of the campus community while anticipating the challenges presented by a constantly changing world.

VISION STATEMENT

To provide a human resources function that is creative, customer focused, quality driven, and highly effective toward the pursuit of an exceptional student centered and diverse workforce.

HUMAN RESOURCES GOALS

HR GOAL 1 - Promote an inclusive, diverse, non-discriminatory, welcoming and highly productive work and learning environment throughout the university by advocating sound employee management practices. (In support of TAMUG Goals 1, 2 & 3)

1. **Strategy** - work collaboratively with other organizational units to diversify the campus community
 - a) **Project** – review, update and modify Texas A&M University @ Galveston’s Affirmative Action Plan to reflect current practices and provide a more precise representation of actual statistical data; analyze trends and report findings to the Strategic Operations Team; work with campus leadership to determine appropriate actions
2. **Strategy** - foster and maintain a work and learning environment that is inclusive, welcoming, supportive, and free from discrimination; where individuals are valued and able to contribute fully to the organization
 - a) **Project** - participate in the campus community's efforts to develop a comprehensive diversity education agenda including participation in a campus diversity committee
 - b) **Project** - organize and hold employee focus groups to better understand issues faced by various segments of the workforce
3. **Strategy** – proactively promote the University’s commitment to a diverse and inclusive environment throughout the recruitment process
 - a) **Project** - develop and expand recruitment resources with which to assist departments in casting a wide net during the recruitment process thereby resulting in a diverse applicant pool

- b) **Project** – identify additional opportunities to promote the value of diversity to search committees and the hiring department during the recruitment process
- c) **Project** - develop internal processes through which to encourage search committees and hiring departments to use recruitment resources available to them

❖ **HR Goal 1 Measures**

- outcomes will be noted by the number of minority faculty and staff employment applications, new hires, and retention during the reporting period
- review and analyze employee complaints and exit interview results for trends
- climate surveys will be utilized to identify issues that need to be addressed

HR GOAL 2 - Develop leading practices in the recruitment, retention and development of outstanding faculty, staff and student workers. (In support of TAMUG Goals 1 & 3)

1. **Strategy** - seek to assist departments in their efforts to recruit and retain faculty and staff who possess the core competencies needed for personal and institutional success
 - a) **Project** - develop, implement and market current best practice recruitment tools and initiatives
 - b) **Project** - develop and monitor a comprehensive online exit survey with which to track the sentiment of separating employees; report findings to the Strategic Operations Team for analysis and action
2. **Strategy** - use currently available tools to ensure equitable salary administration and educate the campus community on the value of having a defined compensation philosophy
 - a) **Project** - expand resources available for use as benchmark data to ensure equitable compensation analysis when determining appropriate salary ranges for new and existing positions
3. **Strategy** - provide staff with opportunities for professional development and upward mobility
 - a) **Project** – continue development and implementation of the Supervisor/ Employee Development training program which emphasizes policies and procedures, equal employment opportunity, software applications, supervisory tools and management techniques
 - b) **Project** – explore the opportunity to provide additional trainings with emphasis on professional development for managers
4. **Strategy** - coordinate all administrative aspects of the student employment process and promote on campus opportunities in an effort to provide students with diverse developmental experiences
 - a) **Project** - analyze current student employment processes, look for creative ways to promote on campus student employment opportunities, and strive to achieve a greater percentage of filled student employment positions

❖ **HR Goal 2 Measures**

- analysis of exit survey results
- outcomes will be measured by the number of participants who complete the Supervisor/Employee Development training
- feedback from training participants through the use of satisfaction surveys will be compiled and analyzed
- analyze and track trends concerning the number of student positions filled

HR GOAL 3 - Support and promote the health and well-being of the university workforce to foster individual and organizational excellence. (In support of TAMUG Goals 1&3)

1. **Strategy** - find ways to introduce new wellness related programs and initiatives to employees of the institution
 - a) **Project** – research and evaluate the possibility of creating a Texas A&M University at Galveston Wellness Program, develop a proposal for consideration by the administration
2. **Strategy** - ensure all employees are aware and knowledgeable of the benefit opportunities (including wellness options) afforded them and are given the information they need to make informed benefit choices
 - a) **Project** – review and improve process related to employee benefits communications
 - b) **Projects** – identify opportunities for system subject matter experts and vendor visits to campus for informational sessions with employees; coordinate and market these events

❖ **HR Goal 3 Measures**

- climate surveys conducted on a regular basis will continue to be a valuable tool in gauging the level of employee satisfaction in this area

HR GOAL 4 - Improve Human Resources processes, systems and infrastructure to provide high levels of efficiency, quality, and cost effectiveness by leveraging technology, facilitating the development and implementation of systems that improve customer service, streamlining workflow, reducing redundancy, eliminating paperwork and time-intensive processes, and enhancing system data integrity. (In support of TAMUG Goal 1 & 3)

1. **Strategy** – enhance Human Resources processes, systems, and infrastructure through state-of -the -art human resources services, approaches, and practices designed to improve quality and efficiency
 - a) **Project** – explore the possibility of introducing an electronic routing approval process for Personnel Action Requests

- b) **Project** – pursue the availability of electronic position descriptions and performance evaluations by utilizing PeopleAdmin capabilities through College Station
 - c) **Project** – develop and introduce hiring flow charts for faculty and staff positions which include links to necessary documents and a variety of related resources
 - d) **Project** - enhance the Human Resources web site with a focus on being up-to-date, user friendly and inclusive of self service features
 - e) **Project** – continue moving forward with the imaging of personnel files project by resolving outstanding issues with College Station and setting up internal processes for scanning current documents into the system
 - f) **Project** – bring back an updated and improved version of Aggie Partners, which is a web listing of local businesses offering discount products and services to the TAMUG campus community
2. **Strategy** - provide strategic analysis and advice to university leadership on issues impacting University employees, with particular attention to compliance and management of risks
- a) **Project** – stay current with Human Resources trends and best practices
 - b) **Project** – monitor the legislative, business and legal environment to ensure compliance and identify potential areas of risk or concern

❖ **HR Goal 4 Measures**

- develop and introduce an anonymous online suggestion and customer feedback mechanism to measure levels of satisfaction with human resources services, identify areas of concern, and invite suggestions for improvement
- monitor Texas A&M System components and peer institutions to gauge our progress in offering human resources related technologies and services within higher education