

2007/2008 Assessment Report
Division of Finance and Administration
Human Resources

Desired Outcome — Achieve high levels of customer satisfaction in the delivery of core Human Resource services

Assessment Item #1

1. Target activity:

Evaluate the satisfaction of participants in training programs sponsored by Human Resources.

2. Describe criteria for success and methodology of assessment:

Criteria: Achieve an “overall satisfaction rating” of “excellent” on at least 80% of the session evaluation responses associated with employee training programs offered between February 1, 2008 and March 15, 2008.

Methodology: Human Resources will administer a voluntary satisfaction survey to participants attending training programs during the referenced period.

3. Provide a summary of data collected:

For the referenced period, 16 training sessions were held. Eight sessions (50%) had an aggregate evaluation score of “excellent” while 7 (44%) sessions had an aggregate evaluation score of “good”. One session had an aggregate evaluation score of “average”.

4. Describe how assessment results were used to improve administrative operations (closing the loop):

We would conclude that “excellent” and “good” aggregate results both suggest that training programs are generally recognized as high quality. Our goal would be to achieve a greater percentage in the “excellent” category. Future topics and presenters will be evaluated to ensure desired training outcomes and including perceptions of quality.

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Assessment Item #2

1. Target activity:

Conduct high quality and informative new employee orientation sessions for all full-time employees.

2. Describe criteria for success and methodology of assessment:

Criteria: Achieve an “overall satisfaction rating” of “excellent” on at least 80% of the session evaluation responses associated with new employee orientation sessions conducted between February 1, 2008 and March 15, 2008.

Methodology: Human Resources will review data/information collected from the New Hire Survey instrument during the referenced period to determine effectiveness.

3. Provide a summary of data collected:

During the referenced period, a total of 10 employees participated in the Human Resources orientation session. Only 3 (30% of total group) employees completed the voluntary survey instrument. One (33% of respondents) employee rated the sessions as “excellent” while 2 (67%) rated sessions as “average”.

4. Describe how assessment results were used to improve administrative operations (closing the loop):

An evaluation of assessment results—including general comments—caused us to reformat orientation sessions so that more time is spent explaining the WKU retirement systems. New employees seem to desire more detailed information on this complex element of the WKU benefits package. It seems that employees are less than satisfied with the length of orientation sessions (too long). We are also evaluating a single election form for enrollment in all other benefits to help reduce the number of required forms. One other observation is that we need to investigate other approaches to encourage more individuals to complete the voluntary survey. (Note: the survey is completed after 90 days of employment and includes several dimensions of their WKU experiences.)

**2008/2009 Assessment Report
Division of Finance and Administration
Human Resources**

Desired Outcome — Achieve high levels of efficiency in performing key administrative Human Resource functions

Assessment Item #1

1. Target activity:

Timely completion (submitted to Human Resources) of all full-time (staff) employee performance appraisals.

2. Describe criteria for success and methodology of assessment:

Criteria: Achieve a completion (submitted to Human Resources) rate of 80% of full-time (staff) employee appraisals by February 25 (twelve days after the published February 13, 2008 deadline).

Methodology: Human Resources will run a Banner report which displays the number (%) of completed appraisals by the deadline date.

3. Provide a summary of data collected:

4. Describe how assessment results were used to improve administrative operations (closing the loop):

**2008/2009 Assessment Report
Division of Finance and Administration
Human Resources**

Desired Outcome — Achieve high levels of efficiency in performing key administrative Human Resource functions

Assessment Item #2

1. Target activity:

Attain leadership, support and participation of employees within the Division of Finance and Administration for the WKU employee wellness program.

2. Describe criteria for success and methodology of assessment:

Criteria: Achieve a Division of Finance and Administration participation level of 70% for the 2009 Health Risk Assessment (HRA) instrument.

Methodology: Human Resources will compile a report which displays the number (%) of Finance and Administration employees who complete the HRA.

3. Provide a summary of data collected:

4. Describe how assessment results were used to improve administrative operations (closing the loop):