

Unit Assessment: Plans



ADESU - Human Resources

Mission: To continually improve and sustain the University's ability to attract, develop and retain excellent and diverse talent in a compliant and inclusive environment.

Vision: To become the undisputed high performing center of excellence for talent management, diversity, and stakeholder engagement.

Division: Division of Finance and Administration

Objective/Outcome: Expand Supervisory Boot Camp

To enhance employee development to create stronger leader-employee relationships and a healthy organizational culture.

Objective/Outcome Status: Active OO - Operational Outcome

*** Planned Assessment Cycle:** 2019 - 2020

Start Date: 11/01/2019

Assessment Measures

Direct - Activity Record - Record of attendance at supervisory boot camp. (Active)

*** Criterion:** 20% increase of attendance from 18/19.

Direct - Activity Record - Provide ongoing professional development opportunities for all employees. (Active)

*** Criterion:** Increased number of employees participating in courses offered through Organizational Development and Training by 10%.

Related Items

- FAMU Strategic Goals 2017 - 2022

Strategic Priority 5 - Goal 1 - Recruit, develop, and retain diverse and excellent staff

- FAMU Strategic Priorities 2017 - 2022

Strategic Priority 5 - First-Class Business Infrastructure

- Florida Board of Governors Performance Metrics

FL BOG Metric 3 - Cost to student (net tuition & fees per 120 credit hours)

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Talent Management

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Objective/Outcome: Develop and maintain a University-Wide "Culture of Service Excellence"

To develop standard assessment tools that will allow for consistent evaluation of individuals and organizational performance on service excellence.

Objective/Outcome Status: Active OO - Operational Outcome

*** Planned Assessment Cycle:** 2019 - 2020

Start Date: 11/01/2019

Assessment Measures

Direct - Activity Record - To create supervisors' and employee self-assessment tools.
(Active)

*** Criterion:** Develop a set of Service Excellence assessment tools for use by supervisors and employees by December 2019.

Notes: Developed to assess the performance of employees and supervisors.

Related Documents:

[Service Excellence Update 111919 \(002\).pdf](#)

Direct - Activity Record - Conduct training workshops on assessment tools.
(Active)

*** Criterion:** Conduct training workshops on service excellence assessment tools with the 5 critical points of contact by May 2020.

Related Items

- FAMU Strategic Goals 2017 - 2022

Strategic Priority 5 - Goal 1 - Recruit, develop, and retain diverse and excellent staff

Strategic Priority 6 - Goal 1 - Develop and maintain a University-wide culture of service excellence

- FAMU Strategic Priorities 2017 - 2022

Strategic Priority 5 - First-Class Business Infrastructure

Strategic Priority 6 - Outstanding Customer Experiences

- Florida Board of Governors Performance Metrics

FL BOG Metric 3 - Cost to student (net tuition & fees per 120 credit hours)

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Talent Management

Operational Efficiency and Effectiveness

Objective/Outcome: Enhance onboarding process for new hires.

To complete the development and implementation of an electronic personnel form (bolt on to ERP system) to streamline the onboarding process for employees.

Objective/Outcome Status: Active OO - Operational Outcome

*** Planned Assessment Cycle:** 2019 - 2020

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Start Date: 09/02/2019

Assessment Measures

Direct - Activity Record - To create and use bolt-on electronic form to help expedite the on boarding process as it relates to new hires by end fiscal year 2019/2020. (Active)

* **Criterion:** To reduce overtime work within the Office of Human Resources by 10%.

Direct - Activity Record - To identify pilot participants and begin training sessions. (Active)

* **Criterion:** To deploy a soft launch with pilot groups and prepare notification to campus community by April 2020.

Related Items

- FAMU Strategic Goals 2017 - 2022

Strategic Priority 5 - Goal 5 - Leverage technology and establish a data-driven culture

- FAMU Strategic Priorities 2017 - 2022

Strategic Priority 5 - First-Class Business Infrastructure

- Florida Board of Governors Performance Metrics

FL BOG Metric 3 - Cost to student (net tuition & fees per 120 credit hours)

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Operational Efficiency and Effectiveness

Objective/Outcome: Development and deployment of ePerformance module

Deployment of the ePerformance module by implementing a more meaningful staff performance platform during rating period 2019-2020.

Objective/Outcome Status: Active OO - Operational Outcome

* **Planned Assessment Cycle:** 2019 - 2020

Start Date: 11/01/2019

Assessment Measures

Direct - Activity Record - To deploy the ePerformance pilot by implementing a more meaningful staff performance by November 2019. (Active)

* **Criterion:** To define security requirements and deploy security in QAT by November 2019.

Direct - Activity Record - Assure the development and implementation of a communication plan regarding pilot and end-user training by January 2020. (Active)

* **Criterion:** Develop and deploy communication plan to campus-community by February 2020.

Direct - Activity Record - Document/Update Business Process Guide (Active)

* **Criterion:** Create training material and prepare for training by February 2020.

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Related Items

- FAMU Strategic Goals 2017 - 2022
Strategic Priority 5 - Goal 3 - Improve transparency and strengthen internal controls to improve compliance and support strategic decisions
Strategic Priority 5 - Goal 4 - Enhance business processes to improve efficiency and cost effectiveness in University operations
- FAMU Strategic Priorities 2017 - 2022
Strategic Priority 5 - First-Class Business Infrastructure
- Florida Board of Governors Performance Metrics
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Operational Efficiency and Effectiveness

Objective/Outcome: Conduct a comprehensive Diversity & Inclusion/Culture survey

Conduct a comprehensive Diversity & Inclusion survey to establish baseline data on current conditions, upon which future data may be compared, to assess progress.

Objective/Outcome Status: Active OO - Operational Outcome

*** Planned Assessment Cycle:** 2019 - 2020

Start Date: 11/01/2019

Assessment Measures

Direct - Activity Record - To establish baseline data on current conditions, upon which future data may be compared, to assess progress by January 2020. (Active)
* Criterion: To use forthcoming university-wide climate survey results as a baseline to make sure the platforms/practices are strategically aligned to Diversity and Inclusion initiatives by April 2020. Related Documents: D_I Survey 2019.docx
Direct - Activity Record - Create a general, university-wide Diversity and Inclusion survey to establish baseline on current conditions. (Active)
* Criterion: Share results of the survey to Senior Leadership and the campus community by March 2020. Related Documents: Sept 2019 BOT Presentation

Related Items

- FAMU Strategic Priorities 2017 - 2022
Strategic Priority 1 - Exceptional Student Experience
Strategic Priority 2 - Excellent and Renowned Faculty
Strategic Priority 3 - High Impact Research, Commercialization, Outreach, and Extension Services
Strategic Priority 4 - Transformative Alumni, Community, and Business Engagement

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Strategic Priority 5 - First-Class Business Infrastructure

Strategic Priority 6 - Outstanding Customer Experiences

- Florida Board of Governors Performance Metrics

FL BOG Metric 3 - Cost to student (net tuition & fees per 120 credit hours)

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Diversity & Inclusion (D&I)

Objective/Outcome: Continual development and maintenance of an outstanding diverse and inclusive workplace.

Embrace diversity as it relates to understanding and valuing differences as well as leveraging both our differences and similarities for the greater good of our university.

Objective/Outcome Status: Active OO - Operational Outcome

*** Planned Assessment Cycle:** 2019 - 2020

Start Date: 11/01/2019

Assessment Measures

Direct - Activity Record - To create action plans for at least 3 subcommittees inclusive of 2 goals and metrics by May 2020.

(Active)

*** Criterion:** To establish at least 2 D&I goals with metrics through measurable action plans and metrics for at least three D&I Subcommittees by May 2020.

Related Documents:

[eD&I HR Liaison Toolkit KFA 4.zip](#)

Direct - Activity Record - Identify ideas to create a platform of understanding for faculty, staff and students that will increase cultural aptitude around the topic of diversity and inclusion. (Active)

*** Criterion:** Use forthcoming university-wide climate survey results as a baseline to make sure the platforms/practices are strategically aligned to Diversity and Inclusion initiatives by April 2020.

Related Items

- FAMU Strategic Priorities 2017 - 2022

Strategic Priority 1 - Exceptional Student Experience

Strategic Priority 2 - Excellent and Renowned Faculty

Strategic Priority 3 - High Impact Research, Commercialization, Outreach, and Extension Services

Strategic Priority 4 - Transformative Alumni, Community, and Business Engagement

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Diversity & Inclusion (D&I)