<table>
<thead>
<tr>
<th>Unit</th>
<th>Refined Service Area Outcome</th>
<th>Refined Goal(s) Attached to Outcome</th>
<th>Assessment Plan for AY 14-15</th>
</tr>
</thead>
</table>
| Human Resources   | As a result of being on a hiring committee, faculty, staff, and/or students will be able to describe the hiring process and use basic principles of employment policies and laws to fairly recommend qualified candidates. | - Streamline hiring process to reduce amount of time from applicant to hire.  
- Ensure more consistent communication to screening committees and applicants.  
- Standardize communication forms/templates.                                                                                           | 1. Create spreadsheet to track individual recruitments.  
2. Determine appropriate length.  
3. Analyze timeframe.  
4. Make adjustments to process to determine if timeframe is reduced.  
5. Complete first round by end of Spring 2015.                                                                                         |
| Human Resources   | As a result of going through New Employee Orientation, faculty and staff will have an understanding of eligible benefits and be able to accurately identify and complete benefit enrollment.         | - Increase number of orientations offered during the academic year.  
- Increase participation to include all members of the college community.                                         | 1. Create orientation evaluation in Fall 2014.  
2. Distribute evaluation at Spring 2015 orientation.  
3. Compile results and adjust orientation as needed by Fall 2015.                                                               |
| Human Resources   | As a result of using services provided by Human Resources, faculty and staff will have received a high level of customer service and have confidence that any questions were answered accurately. | - Increase number of respondents selecting “Agree” or “Strongly Agree” on Satisfaction Survey.     | 1. Develop survey in Fall 2014.  
| Business Office   | As a result of using services provided by the Business Office, faculty, staff, and students will have received a consistent, accurate, and timely service.                                                                               | - Increase training and support for users of Business Office tools (Kuali, Banner, etc.)  
- Increase the number of faculty/staff using Business Office tools (Kuali, Banner, R25, etc.)  
- Increase usage of Pcard, decrease Purchase order, for means of purchasing.                                                       | 1. Develop transaction tally and satisfaction survey for post training sessions by end of Fall 2014. Deploy Spring 2015.  
2. Create way to track questions and informal training on Kuali by Fall 2014. (Tally sheet, etc.) Deploy in Spring 2015.  
3. Stats on number of PCards and Purchase orders.                                                                                   |
| Business Office   | As a result of doing business with outside vendors and contractors,                                                                                                                                                                                  | - Increase participation at on-campus trainings.                                               | Will assess in AY 15-16.                                                                  |
| **Safety and Security** | Departments will have be able to describe and follow appropriate purchasing policies and procedures. | - Increase knowledge of available trainings about purchasing and other related processes. | 1. Create spreadsheet by end of Fall 2014 for tracking training in order to ensure compliance.  
   2. Collect data from Incident Reports, categorize incidents, compare stats from prior year. |
|------------------------|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| **Safety and Security** | As a result of using or receiving services provided by Campus Security, students, faculty and staff will have a better understanding of appropriate policies, regulations, and procedures related to student conduct, campus safety, and emergency management. | - Security staff must participate in annual security officer training and certification.  
   - Enforce new UHCC System SOPs.  
   - Increase enforcement of existing campus policies and procedures. | Will assess in AY 15-16. |
| **Safety and Security** | As a result of using or receiving services provided by Campus Security, students, faculty and staff will have a better understanding of security procedures of facilities use and campus properties. | - Work in collaboration with VCAS to provide training on and get word out about appropriate facility use. | Will assess in AY 15-16. |
| **Safety and Security** | As a result of using or receiving services provided by Campus Security, the campus community will have a sense of feeling safe. | - Increase visibility and presence on campus.  
   - Security staff must participate in annual security officer training and certification. | Will assess in AY 15-16. |
| **Operations & Maintenance** | As a result of using the services in Operations & Maintenance, faculty and staff will be able to correctly report and request maintenance services. | - Increase training and information for faculty and staff on how to use AiMs. | Will assess in AY 15-16. |
| **Operations & Maintenance** | As a result of requesting services provided by O & M, faculty, staff, and students will receive quality and timely service. | - Complete routine services within 3-5 working days. | 1. Pull information on AiMs to determine average days for Fall 2014.  
   2. Pull information again in Spring 2015 and compare. |