About the Division/Department:
The Office of Human Resources provides "services for success" in innovative ways to ensure a cooperative relationship with all divisions of the College. The Office of Human Resources is also responsible for recruiting qualified personnel and for providing safe and adequate facilities and for all other support services necessary to ensure a productive learning and working environment.

Members from HR Ready to Serve STC Community.

Introduction:
The Office of Human Resources had laid out six objectives and implemented a variety of strategies to meet the targets. Presented here is the story about implementing and promoting quality customer services to achieve high customer satisfaction rate.

Featured Objective:
◊ Implement the Health Fair and Wellness Initiatives.
◊ Provide streamlined services and procedures.

Measure:
◊ Timeline for hosting the Health Fair (Target — By Spring 2010 and every Spring thereafter.
◊ Timeline for implementing streamlined services and procedures (Target: throughout 2009-2011 and continue thereafter).
◊ Customer Satisfaction Rate from the STC Departmental Services Biannual Survey (Target—at least 85%).

Strategies:
◊ Organized Health Fair.
◊ Assessed the needs for automating and streamlining Human Resources services and procedures.
◊ Utilized technology to automate a variety of Human Resources services and procedures.

Results:
◊ The HR staff collaborated with the NAH faculty and students and hosted a successful health & wellness fair in April 2010, provided wellness initiative tidbits emailed via faculty & staff news in 2011, and scheduled another Health and Wellness fair for April 2012.
◊ The Office of HR streamlined services and processes by implementing the following:
  —In-house applicant tracking system.
  —Digital finger printing.
  —Automated TRS reporting.
  —Automated faculty roster.
  —Online access to updated faculty/staff Directory.
I.E. Success Stories

Success in Providing Quality Customer Services
The Office of Human Services

Results (Continued):
— Online tracking of vacation and sick leave hours by employees and supervisors.
— Conversion of the Organizational Chart to the Microsoft Visio software to allow for accurate and automated updates of the positions reflected on the Organizational Chart.
— Successful installation of Texas Connection HR module on Banner by collaborating with IS&P Division.
— Created online adjunct pool to allow chairs to select adjunct faculty applicants.
— Extended hours to accommodate the need to deliver or process paperwork after 5:00PM.

Pending projects for automation include the following:
— Implementation of online access to update emergency contact information.
— Scanning of employee personnel files and references.
— Automated NOEs.

Customer Satisfaction Rate:
According to the STC 2011 Departmental Service Satisfaction Survey, 94% of faculty and staff respondents rated that they were very satisfied or satisfied with HR services. In addition, 94% of the respondents believed that HR provided excellent customer services.

Recommendations:
◊ Continue to host Health & Wellness fairs.
◊ Continue to utilize technology to automate more HR programs.
◊ Continue to offer extended hours.
◊ Continue to reach out to STC community and provide quality services to meet the customers’ needs.
◊ Continue to maintain high customer satisfaction rate.

Website: http://isp.southtexascollege.edu/iea/index.html
Phone: 872—3731