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Human Resources Unit Action Plan 2015-2017

Division of Administration & Finance

Unit Strategies Supporting Divisional Strategic Initiatives

This page lists unit strategies that directly support achievement of the divisional initiatives. The plan in its entirety includes additional unit-specific operational strategies (see the table "Operational Excellence.")

Divisional Initiatives	Unit Strategies
1. **Staff Development**	1. Staff Center for Training & Development measurable annual assessments 2. Review, programming use and feedback for continuous quality improvement
2. **IT Systems and Support**	1. Staff Center and Human Resources use of automated tools and electronic resources to conduct surveys, assessments and increase use of technical tools for streamlining, automating and auditing work.
3. **Stewardship/Sustainability**	1. Staff Center and Human Resources will initiate additional paperless processes. The Staff Center uses online registration and both Human Resources and the Staff Center will increase the electronic storage of data.

Initiative 1: Staff Development

1. Strategy a. Action Steps	Target Date	Responsible	Collaboration Needed	Status
1. Staff Center for Training & Development measurable assessments	End of each FY	Manager Staff Center & AVP HR	Feedback from customers to complete surveys and assessments	In progress and development review
a. Initiate feedback/surveys	After each session	Manager Staff Center & Staff	Supervisors and session participants	In progress and development review
b. Assess feedback/surveys	After each session	Manager Staff Center & Staff	Staff Center	In progress and development review
c. Semi-annual feedback/survey of managers/supervisors for feedback and input	Semi-annual	Manager Staff Center & AVP HR	Feedback from customers to complete surveys and assessments	In progress and development review

Initiative 1: Staff Development

1. Strategy a. Action Steps	Target Date	Responsible	Collaboration Needed	Status
2. Review, programming use and feedback for continuous quality improvement	Semester	Manager Staff Center & Staff	Customers	In Progress and development
a. Feedback/assessment reviews and attendance measurement	Each semester	Manager Staff Center & Staff	Feedback from customers to complete surveys and assessments	In progress and development review

Initiative 2: IT Systems and Support

1. Strategy a. Action Steps	Target Date	Responsible	Collaboration Needed	Status
1. Staff Center for Training & Development and Human Resources	End of each FY	Manager Staff Center & AVP HR	Customers satisfaction through feedback surveys and assessments	In progress and development review
a. Implement technical tools to automate, and create audits to monitor collective bargaining agreement steps and benefits from manual to technical solutions, increasing productivity and accuracy.	End of each FY	Manager Staff Center & AVP HR	Feedback from customers	In progress and development review

Initiative 3: Stewardship/Sustainability

1. Strategy a. Action Steps	Target Date	Responsible	Collaboration Needed	Status
1. Staff Center for Training & Development and Human Resources	End of each FY	Manager Staff Center & AVP HR	Customers satisfaction through feedback surveys and assessments	In progress and development review

a.	Paperless surveys and technical resources will be used and continuously improved to meet objectives in a sustainable and streamlined manner	End of each FY	Manager Staff Center & AVP HR	Feedback from customers	In progress and development review

Note: Strategies are titles for action steps that are thematically the same. Strategies do not have to list target dates and responsibilities. The following example is adapted from a departmental plan at Ferris State University.