Board Monitoring Report

Human Resources

June 15, 2023

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Introduction

The SCC Board of Trustees, through the Strategic Outcomes policy on Human Resource activities has identified the following critical areas:

- Employee Relationships (B3001)
- Organizational Culture (B3003)
- Employment, Compensation, & Benefits (B3004)
- Diversity, Equity, and Inclusion (B1012)

To provide an effective and consistent assessment framework for the Board to evaluate the College's progress, the Board will regularly inspect (B4003), through President provided monitoring reports, College performance using the Shawnee College Effectiveness System (SCCES). Specific monitoring measures and indicators of performance are suggested in each Strategic Outcomes policy and aligned to Strategic Plan strategies.

In accordance with the Board policy on Monitoring College Effectiveness (B1002), monitoring reports will assist the Board with guiding the President on decisions related to the Strategic Plan for prioritizing improvement initiatives and allocating resources. Monitoring reports will include, at minimum:

- An explicit alignment with the College's Strategic Plan strategies
- An in-depth analysis of the aligned key performance indicators in SCCES
- Relevant strengths and areas for improvement informed by the analysis
- Specific, measurable actions and recommendations for continuous improvement anchored in a realistic timeframe

Further, through the Governance & Bylaws policies, the Board has identified key areas integral to the success of the Strategic Outcome policies for which monitoring reports are required (B4003). These areas include:

- Finance & Budget (Quarterly)
- Investment (Quarterly)
- Foundation (Quarterly)
- Facilities (Quarterly)
- Information Technology (Quarterly)
- Human Resources (Quarterly)
- Risk Management (Quarterly)
- Student Academic Assessment (Annual)

Executive Summary

As identified in the Shawnee Community College Effectiveness framework, Employee Engagement consists of Preparation, Performance, and Cultural Condition which gives us the outcome of Employee Satisfaction.

This report provides updates on the College's Human Resources activities and how it aligns with the Board Strategic Outcomes using the Key Performance Indicators (KPIs) in the Shawnee Community College Effectiveness System (SCCES).

Some areas of focus for Human Resources in 2023, along with the Strategic Plan initiative to which they are aligned include:
- Employee Relationships
- Organizational Culture
- Employee Compensation & Benefits
- Diversity Equity & Inclusion

Some areas of measure that have been identified for looking at the key performance indicators include:
- Leadership
- Growth & Development
- Organizational Alignment
- Operating Standards
- Employee Diversity
- Communication
- Effort & Strategy Alignment
- Decision-Making
- Empowerment & Collaboration
- Work Execution
- Customer Service
- Safety
- Reward & Recognition
- Enhanced Effort
- Work Environment Quality
- Loyalty
- Pride
- Morale
- Environment

Preparation
Leadership

International Women's Day is a global holiday celebrated annually on March 8th. Shawnee Community College employees joined the advocacy by wearing the color purple which represents the fight for gender equality.

In recognition of International Women's Month, The Cultural Awareness Team took leadership in creating a Wall of Influence for the display case on the main campus. It featured women who have impacted the lives of Shawnee Community College faculty, staff, and students. (3.5.E)

Growth & Development

Employee Skill Attainment

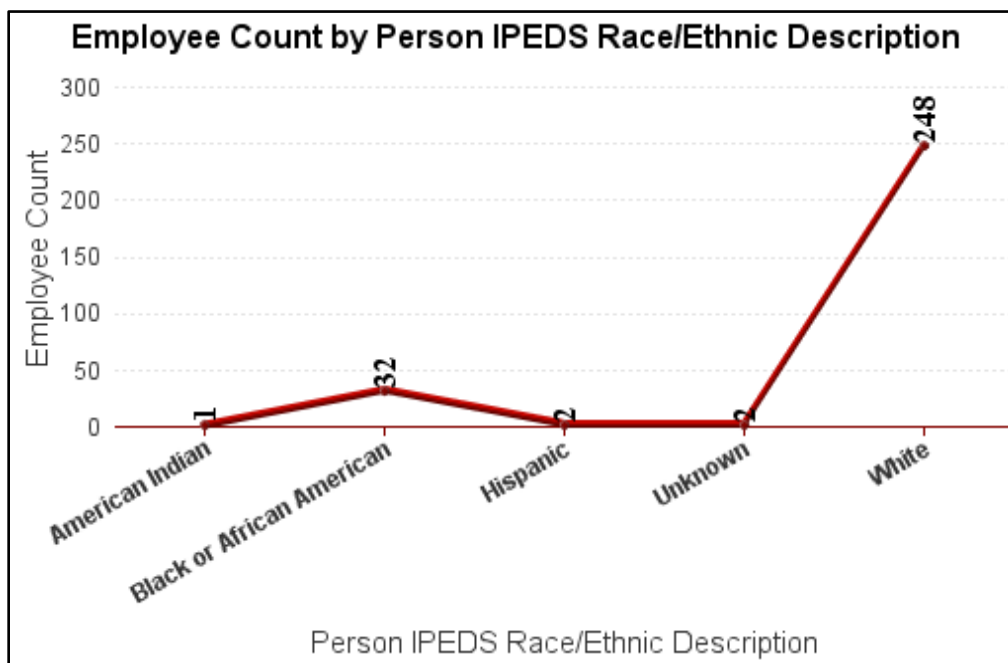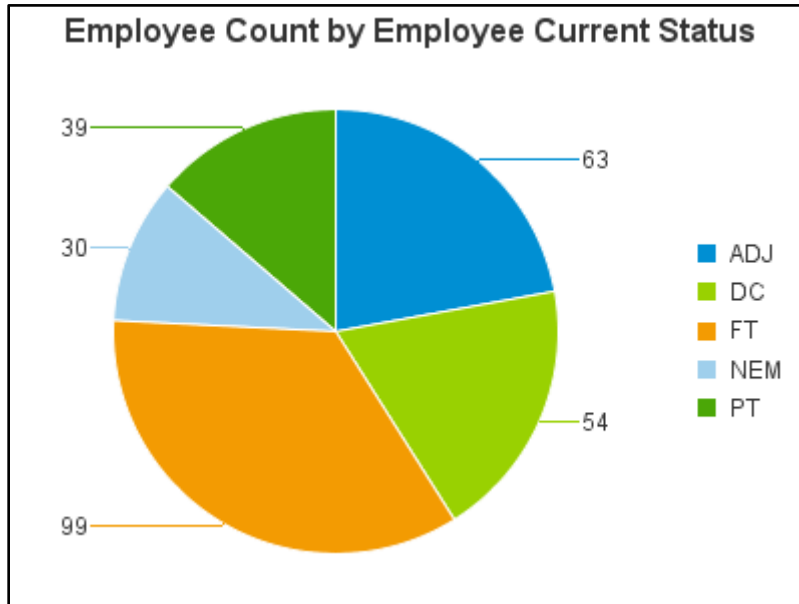37 employees received a certification for Narcan Training

14 employees received a certification for Adult Mental Health First Aid USA

2 employee received certifications for FEMA/NIMS

2 employees received a certificate of completion from the Illinois School and Campus Safety Program

Employee Diversity

Employee Count by Employee Current Status

39
63
30
99
54

- ADJ
- DC
- FT
- NEM
- PT

Employee Count by Person IPEDS Race/Ethnic Description

Employee Count

300
250
200
150
100
50
0

248
32
1
2
1

American Indian
Black or African American
Hispanic
Unknown
White

Person IPEDS Race/Ethnic Description

We currently do not have any indicators to measure **Organizational Alignment** and **Operating Standards**.

Performance

Communication

Employee Recognition (3.5.D)

Virginia Chamness received the March Employee Excellence Award for Teamwork & Collaboration. Her nomination stated, "The sign above Virginia's desk speaks volumes, 'Student Services, One Stop, Home Base' Virginia works tirelessly in a collaborative manner, whether it's through managing the levels of communication among all internal and external customers.

The college acknowledged our gratitude to our administrative professionals with lunch, hand massages from SCC cosmetology students, Tai Chi health and wellness tips for stress management and a token of appreciation.

Effort & Strategy Alignment

Activities performed as part of the strategic plan

Ghana Independence Day was celebrated on March 6 with a presentation from Research Associate Gabriel Nuokye. Gabriel was born and raised in Ghana and was elated to share his culture with his Saints Family. (3.1.C)

The Cultural Awareness Team created a time capsule in collaboration with students and several departments to acknowledge the campus climate of the spring 2023 semester. The capsule will be dug up in 2027 when Shawnee celebrates 60 years. (3.5.E)

Effort & Strategy Alignment

Employee contribution to strategy alignment

I received the Effort & Strategy Employee Excellence Award in April. My nomination stated, "Felicia has consistently demonstrated the criteria for effort and strategy. She studies and understands the strategic plan, regularly makes recommendations for process improvement and puts in the work to see that it is accomplished." (3.5.D)

Decision-Making

The Shared Governance and Committee Structures are following guidelines and meeting regularly but we do not have an indicator to determine the effectiveness.

Empowerment & Collaboration

Employee initiated project aimed at improving customer service

An employee utilized experience from a previous institution to start the first LGBTQ+ Diversity club at the College. The students displayed their rainbow cords during the graduation ceremony.

We currently do not have any indicators to measure **Work Execution and Customer Service.**

Safety

The annual report of annual safety incidents will not be published until the end of the calendar year. The previous reports are consistently zero.

Cultural Condition

Reward & Recognition

of employees recognized for workplace contributions - (3.5.D)

April Dollins received the May Employee Excellence Award for Professional Development. Her

nomination stated, "April stays at the forefront of nursing care and brings that knowledge and experience into the classroom. April attended a professional conference in February and has taken strategies from it and implemented them in her classroom.

Lori Armstrong also received the May Employee Excellence Award for Professional Development. Her nomination stated, "Lori is a person whose actions have shown her determination to better herself for her students and coworkers."

Tina Dudley received the June Employee Excellence Award for Health and Safety.

We currently do not an indicator to measure **Enhanced Effort.**

Work Environment Quality

Voluntary Attrition or Turnover Rate

The voluntary attrition for FY21, FY22, and FY23 are 13, 13, and 12, respectively, making the turnover rate for each year approximately 15%.

Employee Satisfaction
Loyalty

Employee Retention

The retention rate for FY21-FY23 has remained at approximately 85% for each year.

We currently do not have any indicators to measure **Pride, Morale and Environment**.