

## AQIP Action Project Declaration September 2004

**Project Leader(s):** Kathy Broske, JoAnne Smith

- A. Give a short identifying title (under 10 words) to this Action Project.**  
Human Resource Management System (HRMS) web-based applications.
- B. Describe the goal(s) of this Action Project (in 100 words or fewer).**  
Develop HRMS web-based applications from software that has already been purchased. Provide self-service capabilities to staff for the retrieval and entry of HR/Payroll/Benefit information. Provide potential cost savings and efficiencies in record keeping, benefits administration, employee mailings.
- C. Please identify the single AQIP Criterion which this Action Project will primarily affect (“X” one box in the *Primary* column), and no more than four other Criteria to which it is strongly related (“X” boxes in the *Related* column):**

AQIP Quality Criteria	<i>Primary</i>	<i>Related</i>
1 - Helping Students Learn		
2 - Accomplishing Other Distinctive Objectives		
3 - Understanding Students' and Other Stakeholders' Needs		
<b>4 - Valuing People</b>	<b>x</b>	
5 - Leading and Communicating		
<b>6 - Supporting Institutional Operations</b>		<b>x</b>
7 - Measuring Effectiveness		
8 - Planning Continuous Improvement		
9 - Building Collaborative Relationships		

**Identify up to four of the AQIP Principles of High-Performing Organizations that you hope this project will enhance. (Replace “o” with an “X”)**

- A. A mission and vision that focus on serving students
- B. Broad-based faculty, staff, and administrative involvement
- C. Leaders and leadership systems that support a quality
- D. A learning-centered environment
- E. Respect for people and willingness to invest in them
- F. Collaboration and a shared institutional focus
- x G. Agility, flexibility, and responsiveness to changing needs and conditions
- H. Planning for innovation and improvement
- x I. Fact-based information-gathering and thinking to support analysis and decision-making
- J. Integrity and responsible institutional citizenship

- D. Please describe your institution's rationale for addressing this *Primary* criterion at this time. Why is this project and its goal(s) one of your Action Projects?**

This Project is one of the top priority Focus Strategies that resulted from the College's Strategic Planning Process. This project will use new technology capabilities to provide more effective, efficient customer service to our employees.

- E. List the organizational areas (or institutional departments and divisions) most affected.**

- All College employees
- HR department
- Payroll
- Institutional Advancement/Research

- F. List and briefly describe the critical processes most affected.**

HR and payroll processes related to computerized employee data such as name, marital status, address, phone number, beneficiary enrollments, payroll, and tax information.

**G. List some process measures that you might track as you work on this Action Project.**

- Monitor the number of employees using new employee data entry process.
- Track accuracy and efficiency of new benefit enrollment process.
- Monitor number of manual data entries by Human Resource and Payroll personnel.
- Survey of staff with regards to ease and availability of system and need for additional information to be included for continuous improvement.

**H. List some outcome measures you might track to see if you achieve your goal(s) in this Project.**

- Level of usage of web-based applications by employees.
- Number of employee records updated with accuracy and the minimum of time, effort, expense or waste.
- Number of contacts and paperwork submitted to HR and Payroll for routine information updates.
- Compare outputs for previous vs. new processes.

**I. Describe this Action Project's yearly performance targets.**

Year	Quantitative and Qualitative Performance Targets
<b>One</b> 2004 - 2005	<ul style="list-style-type: none"> <li>▪ Survey staff as to availability of services and buy-in for staff use (Institutional Advancement/Research)</li> <li>▪ Document baseline data for current process for employee record maintenance.</li> <li>▪ Network ID Management/Student Provisioning Project Team to complete automated process for setup and security of user account information</li> <li>▪ Setup and install HRMS self-service applications</li> <li>▪ Develop of a notification process for changes</li> <li>▪ Test functionality by a select group of staff</li> <li>▪ Test security of system by a select group of staff</li> </ul>
<b>Two</b> 2005 - 2006	<ul style="list-style-type: none"> <li>▪ Implement Project (utilization of delivered HRMS web-based software module)</li> <li>▪ Conduct staff training</li> <li>▪ Survey staff with regards to ease and availability of system (Institutional Advancement/Research)</li> </ul>
<b>Three</b> 2006 - 2007	<ul style="list-style-type: none"> <li>▪ Survey staff with regards to ease and availability of system (Institutional Advancement/Research)</li> <li>▪ Provide summative project report</li> </ul>

**J. Briefly describe some approaches you might use to keep your institution's attention and energies focused on this Project and its goal(s).**

- This will be an annual performance objective for the project leader.
- The project status will be reviewed by the HR staff at monthly departmental meetings.
- The IT Standing Committee monitors IT projects such as this.
- IT project reports/updates are given at Operations Committee meetings.
- Potential savings on insurance premiums, mailing costs.
- Project updates are provided to staff via Park Place (college intranet site)
- Focus strategies are distributed to the District Board and all staff.

**K. Indicate the degree of openness and sharing with which you are comfortable concerning this Project. (Replace "o" with an "X" for each question)**

Criteria:	<u>Anyone</u> Other AQIP	<u>No one</u> <u>Institutions</u>	
Who should be able to read this Action Project's title and description?	X	o	o
Who should be able to read this Action Project's general outlines?	X	o	o
Who should be able to see the measures you will use to chart this Action Project's progress and outcomes?	X	o	o
Who should be able to see the targets you have			

set yourself for this Action Project?

**L. Please explain your reasoning for whichever level of publicity you chose.**

MPTC is a public institution. The information outlined above may be shared with any interested parties.

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