Unit Report
Human Resources & Payroll
Northwest Mississippi Community College
January 2006
Human Resource/Payroll Review

I. Unit Mission

UNIT PURPOSE STATEMENT:
The purpose of the Human Resource/Payroll Department is to strive to maintain the integrity of our unit by adhering not only to Northwest Mississippi Community College policies and procedures but also to all Federal and State rules and requirements pertaining to personnel and payroll functions and by staying abreast of all regulation changes and communicating those changes to employees. This unit acts as a liaison between Administration and staff in employment matters.

II. Unit Goals

The goals of Institutional Planning and Research are to:

1. To provide quality service in all areas of Human Resources and Payroll with integrity, responsiveness, and sensitivity to the employees of Northwest Mississippi Community College;
2. To support the goals and challenges of the College by providing services which promote a work environment that is characterized by fair treatment of staff, open communications, personal accountability, trust and mutual respect; and
3. To seek and provide solutions to workplace issues that support and optimize the operating principles of the organization.

RELATIONSHIP TO NWCC PURPOSE AND COLLEGE WIDE STRATEGIC GOALS:
The Human Resource/Payroll unit purpose statement supports the Northwest goal of assuring institutional effectiveness.

III. Evaluations of the Unit and Use of Results Forms

Evaluations of the unit include the NWCC Services Human Resources survey which was administered in May and June as all administration, faculty and staff signed contracts. Evaluation results forms are included at the end of this report.

IV. Annual Plan to Improve

The annual assessment reports for the unit’s Plan to Improve for the last three years are included at the end of this report.
V. Analysis of Unit Strengths, Weaknesses, Opportunities, Threats

Unit Strengths:
The greatest strength of the Human Resource/Payroll Department is its ability to interact with other employees, including administration, in order to accomplish personnel/payroll functions on a timely basis. Another strength is our ability to cross-train in many of our office operations in order to better serve our employees.

Unit Weaknesses:
One weakness for the unit is difficulty of directly accessing needed statistical information due to the in-house developed software that the college uses. The purchase of a new system such as Banner or other user friendly software would be a great benefit to the Human Resource/Payroll Department as well as to many others on campus. Purchase of an improved system depends on fund availability.

Unit Opportunities:
The Human Resource/Payroll unit would benefit from the opportunity to gain further knowledge by attending training seminars dealing with issues pertinent to our jobs such as Worker’s Compensation, ADA, FMLA, and payroll. This addition training would also aid in our cross-training effort. Our Unit sees our weakness, the need for an improved computer system, as an opportunity for the future provided that funding is available.

Unit Threats:
We see no immediate threats to our unit; however, we are somewhat concerned about our current computer system as it relates to our job functions.

VI. SACS Principles Compliance Survey

Institutional Effectiveness:
1. Are research-based evaluation processes used for assessing the service unit?

YES X NO

If yes, list all survey instruments and other processes used by the unit for evaluating effectiveness

Surveys conducted by the Institutional Research and Development Director

2. Do the use of evaluation processes result in continuing improvement in the unit?

YES X NO

If yes, describe some of the recent improvements that have come about in response to needs identified through evaluation processes.

In response to needs expressed by employees and in order to protect employee privacy, we have recently started assigning employee identification numbers instead of having the employee use their social security numbers. We have also had the College Policy Manual updated and placed on the College Web Page.
3. Does the unit identify expected outcomes for its services; assess whether it achieves these outcomes; and provide evidence of improvement based on analysis of those results?

YES  X  NO  

Provide copies of the unit’s "Plan to Improve" four column model for the last 4 cycles.

Our unit has only been considered in individual unit for the last three years, therefore, there are only three “Plan to Improve” forms. Previously we were included in the report submitted by the Vice President of Fiscal Affairs who is our immediate supervisor.

4. If an outcome is not achieved, are documented modifications or improvements made in the unit?

YES  X  NO  

Financial Support:

5. Is adequate financial support available to support the scope of services offered through the unit?

YES  X  NO  

6. Does the institution operate and maintain physical facilities that are adequate to serve the needs of this unit?

YES  X  NO  

7. Are the physical facilities for this unit accessible to disabled students?

YES  X  NO  NA  

8. Is the budget information accessible on-line to the unit supervisor?

YES  X  NO  

Mission:

9. Does the unit have a defined mission statement?

YES  X  NO  

If yes, provide mission statement below.

The Purpose of the Human Resource/Payroll Department is to maintain the integrity of our unit by adhering not only to Northwest Mississippi Community College policies and procedures, but also to all Federal and State rules and requirements pertaining to personnel and payroll functions and by staying abreast of all regulation changes and communicating those changes to employees. This unit acts as a liaison between Administration and staff in employment matters.
10. Is the unit’s mission related to the College’s Statement of Mission?

YES X NO

What part of the institution’s mission does the unit effectively fulfill? (Refer to applicable phrases in the College’s mission statement)

“Northwest Mississippi Community College meets the educational, employment, career, cultural, and special needs of its students and the community…."

The Human Resource/Payroll Unit purpose statement supports the Northwest goal of assuring quality educational opportunities for a multi-faceted student body by assuring that all requirements and regulations are met during the advertising and hiring process for each position. We offer many varied employment opportunities for administration, faculty and staff positions and strive to ensure that all College, federal and state rules and regulation are met in the hiring process. Special needs of students are met through the hiring of highly qualified specialized personnel.

Staff:

11. Does the unit have qualified staff with the experience, competence, and capacity to fulfill the mission of the unit?

YES X NO N/A

Provide a roster of administrative officers and staff with their qualifications.

Administrative: Vice President of Fiscal Affairs Gary T. Mosley
Personnel Officer: Florrey Brownlee
Payroll Coordinator: Rita Dowdle
Payroll Clerk: Brenda Stepp

12. Does the unit have a staff member charged with the responsibility for supervision and coordination of the unit?

YES X NO

Name of the supervisor: Vice President of Fiscal Affairs—Gary T. Mosley

13. Is the number of administrator/staff members employed for the unit adequate to support the unit effectively?

YES X NO

Security:

14. Are administrators and staff members in this unit careful in protecting the security, confidentiality, and integrity of student/staff records?

YES X NO N/A

If yes, provide a brief description of measures taken by the unit to insure the protection of privacy of its customers and the unit’s adherence to FERPA guidelines.

Personnel files are maintained in locked files in the Human Resource Office and information of a personal nature is maintained in a separate file for each employee. Files are private and are available only to necessary administration and to the employee. The file must be reviewed in the Human Resource Office only. A shredder is located in the Human Resource/Payroll Unit and is used to destroy discarded information of a personal nature. Social security numbers are no longer used as identification for employees.
15. Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this service unit?

YES  X  NO____

SACS PRINCIPLES COMPLIANCE SURVEY

ANY ITEMS ANSWERED WITH A NEGATIVE RESPONSE INDICATE THAT THE INSTITUTION IS OUT OF COMPLIANCE AND MUST BE ACCOMPANIED WITH A WRITTEN PLAN FOR COMPLIANCE ON THE ISSUE.

Provide discussion below for any question that was assigned a “no” answer on the Principles Compliance Survey, and then provide a plan of improvement for each of those questions in the space below. Indicate the question number, your discussion, and the plan of action.

VII. Unit Improvements Resulting from the Planning Process

The Human Resource/Payroll Unit has made many improvements as a result of the Planning Process. One of the most helpful improvements is the implementation of the “Faculty Credentials Certification” which is done on every faculty member. The transcripts of each faculty member are reviewed to verify that the issuing institution is accredited and that the faculty member has the coursework necessary to qualify them to teach in their specialty area. Required coursework is listed as well as the name of the institution where this work was completed. This form is then placed in the transcript section of the faculty member personnel file.

Recent Surveys done on the Human Resource/Payroll Department were extremely favorable. We are once again strongly reminded that our unit is an employee service unit, and as such we must continually strive to seek updated training in order to better serve our ever-changing workforce. This survey created an additional awareness of the need to have more timely access to information through a more highly integrated computer software system.

In an effort to better serve our employees we now use identification numbers instead of social security numbers in order to protect the privacy of our employees. We have also updated our policy manual which is now available on the Northwest Mississippi Community College Web Page, however, we do continue to provide manuals to employees who do not have access to computers.

VIII. Personal Information Sheets for Key Staff Members

PERSONAL INFORMATION SHEET

The Supervisor for the Human Resource/Payroll Unit is the Vice President of Fiscal Affairs, Gary T. Mosley
The Personal Information Sheet on Gary Mosley is in the Business Office Review
PERSONAL INFORMATION SHEET

Name: Florrey Brownlee

Unit: Human Resource/Payroll       Date: January 11, 2005

Position held: Personnel Officer

Job Duties: The Personnel Officer strives to maintain the integrity of the Human Resource Department by adhering to all Federal and State rules and regulations pertaining to Human Resources. The Personnel Officer must stay abreast of all updates of federal mandates pertaining to Human Resources, and communicate these changes to employees as needed. In this position the Personnel Officer must be familiar with all state retirement information, state insurance and workers compensation. The Policy Manual is maintained by the Human Resource Department. This office must liaise with other departments and managers as well as administration and staff.

1. I have worked at Northwest Mississippi Community College for 20 years.
2. I have worked in my current position at Northwest for 18 years.
3. I have a total of 27 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   • Substitute teacher Senatobia Elementary School-7 years
   • Secretary for VP of Fiscal Affairs at Northwest Mississippi Community College – 2 years

Education:

Holmes Community College—1.5 years toward Business Degree
Delta State University—2.5 years toward Degree in Elementary Education
Additional Study at Northwest Mississippi Community College

Civic Interests/Professional Affiliations

• Chairperson for Tate County Lung Drive 1978 and 1979
• Member of First Baptist Church Senatobia Mississippi
• Sunday School Teacher at Senatobia First Baptist Church
• Former member of Senatobia Culture Club and Senatobia Garden Club
• Member of First Baptist Church Chancel Choir
• Member of First Baptist Church Personnel Review Committee

NWCC Committee Assignments:
SACS Steering Committee Member 1997

Florrey Brownlee     Date: December 9, 2005
Signature of Employee
PERSONAL INFORMATION SHEET

Name: Rita Dowdle

Unit: Human Resource/Payroll

Date: January 11, 2006

Position held: Payroll Coordinator

Job Duties: The payroll coordinator is responsible for the coordination of all payroll processing functions including garnishments, W-2 distribution, workers’ compensation and the financial coordination of the employees’ group benefits.

1. I have worked at Northwest Mississippi Community College for six years.
2. I have worked in my current position at Northwest for six years.
3. I have a total of thirty years work experience.
4. List prior positions held with job duties and number of years experience in each.
   a. Human Resources Manager at Baddour Memorial Center for nine years.
   b. Federal Land Bank of Jackson, MS for five years.
   c. Elizabeth Jones Library JTPA program for two years – Holmes Jr. College
   d. Senatobia Bank for eight years

Educations:

Northwest Mississippi Junior College – 2 years Associate Degree 1974
Mississippi State University – Bachelor’s Degree in Home Economics 1976
Additional Study at Northwest Mississippi Community College

Civic Interests/Professional Affiliations

• Current member and past president of The Senatobia Culture Club
• Past president and member of the Sycamore Arts Council
• Member of First Baptist Church in Senatobia
• Sunday School teacher for the young couples class at First Baptist
• Member of the adult Chancel Choir
• Past member of the First Baptist Church Personnel Review Committee
• Northwest Mississippi Community College Staff and Faculty Choir

NWCC Committee Assignments:
Committee for Securing Staff and Faculty Identification Numbers

Rita Dowdle
Date: January 12, 2006
Signature of Employee
PERSONAL INFORMATION SHEET

Name: Brenda Stepp
Unit: Human Resources/Payroll  Date: January 11, 2005
Position held: Payroll Officer

Job Duties: Responsible for all payroll functions, including but not limited to: processing computerized payroll for 700+ employees; garnishments; direct deposits, preparation of W2s and various reports to external agencies.

1. I have worked at Northwest Mississippi Community College for 6 years.
2. I have worked in my current position at Northwest for 1 year.
3. I have a total of 31 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   a. Chromcraft Furniture - Clerk for Dinette Sales and Design; Engineering Secretary; Engineering Technical Writer; Product Engineering Supervisor, Document Control; Manager of Technical Services – 9 years.
   b. Sales Manager, Computer Technology Systems -1 year
   c. Chromcraft Furniture - Supervisor, Bills of Materials; Plant Accountant; MTMS Project Manager; Cost Accountant – 15 years.

Education:

Blue Mountain College—1 year toward Degree in Secondary Education
Union University—2 years toward Degree in Secondary Education
Additional Study at Northwest Mississippi Community College

Civic Interests/Professional Affiliations
   • Member of Senatobia First Baptist Church – includes membership in the Chancel Choir and ladies ensemble and teaching a ladies’ Sunday School Class

NWCC Committee Assignments:
Disciplinary Committee

Brenda Stepp  Date: January 11, 2006
Signature of Employee
IX. Budget Summaries

The budget for the Personnel/Payroll Department is maintained by the Vice President of Fiscal Affairs.
**NWCC Services**

**Human Resources**

**Would you like a member of the Human Resources Office staff to contact you?**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>17</td>
<td>12%</td>
</tr>
<tr>
<td>No</td>
<td>120</td>
<td>88%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>1.68</td>
<td></td>
</tr>
</tbody>
</table>

**What is your classification?**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>79</td>
<td>40%</td>
</tr>
<tr>
<td>Staff</td>
<td>120</td>
<td>60%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>1.60</td>
<td></td>
</tr>
</tbody>
</table>

**At which campus are you employed?**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senatobia</td>
<td>195</td>
<td>100%</td>
</tr>
<tr>
<td>DeSoto Center</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Lafayette-Yalobusha</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>1.00</td>
<td></td>
</tr>
</tbody>
</table>

**Which is your employment status?**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time</td>
<td>186</td>
<td>93%</td>
</tr>
<tr>
<td>Part-Time</td>
<td>13</td>
<td>7%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>1.07</td>
<td></td>
</tr>
</tbody>
</table>

**Which services have you requested currently or in the past? (Payroll)**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workers’ Compensation Claim Administration</td>
<td>7</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>1.03</td>
<td></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll Deductions, tax shelters, garnishments, W-4 changes, supplemental insurance and contributions</td>
<td>58</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>1.04</td>
<td></td>
</tr>
</tbody>
</table>

**Which services have you requested currently or in the past? (Payroll)**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Deposit information and administering</td>
<td>63</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>4.72</td>
<td></td>
</tr>
</tbody>
</table>

**Which services have you requested currently or in the past? (Payroll)**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>W-2 and tax records</td>
<td>42</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Which services have you requested currently or in the past? (Payroll)**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Applications</td>
<td>14</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Which services have you requested currently or in the past? (Personnel)**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance information</td>
<td>97</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>4.72</td>
<td></td>
</tr>
</tbody>
</table>

**Which services have you requested currently or in the past? (Personnel)**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Records</td>
<td>41</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>4.72</td>
<td></td>
</tr>
</tbody>
</table>

**Which services have you requested currently or in the past? (Personnel)**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retirement Information</td>
<td>29</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>4.72</td>
<td></td>
</tr>
</tbody>
</table>

**Which services have you requested currently or in the past? (Personnel)**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leave information</td>
<td>37</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>4.72</td>
<td></td>
</tr>
</tbody>
</table>

**Which services have you requested currently or in the past? (Personnel)**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Policy information</td>
<td>29</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>4.72</td>
<td></td>
</tr>
</tbody>
</table>

**Were you served in a timely and professional manner?**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>181</td>
<td>97%</td>
</tr>
<tr>
<td>No</td>
<td>5</td>
<td>3%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>1.03</td>
<td></td>
</tr>
</tbody>
</table>

**Was your request completed to your satisfaction?**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>177</td>
<td>96%</td>
</tr>
<tr>
<td>No</td>
<td>7</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>1.04</td>
<td></td>
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</tbody>
</table>

**How would you rate your overall experience with the Human Resources Office?**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsatisfactory</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>Fair</td>
<td>7</td>
<td>4%</td>
</tr>
<tr>
<td>Good</td>
<td>37</td>
<td>19%</td>
</tr>
<tr>
<td>Excellent</td>
<td>147</td>
<td>77%</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td>4.72</td>
<td></td>
</tr>
</tbody>
</table>

**Total mean grouped by items with same number of choices**

<table>
<thead>
<tr>
<th>Choices</th>
<th>Items</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10</td>
<td>1.00</td>
</tr>
<tr>
<td>2</td>
<td>5</td>
<td>1.29</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>1.00</td>
</tr>
<tr>
<td>5</td>
<td>1</td>
<td>4.72</td>
</tr>
</tbody>
</table>
Human Resources Services Survey

4. Would you like a member of the Human Resources staff to contact you?
   • Diane Todd 662-562-7558
   • Virginia Green 662-560-5457
   • Gloria Young 662-526-0088
   • Tyesher Walker 662-306-0739
   • Larry Edwards 662-526-5246
   • Leonard Bernard Riley 662-562-0692
   • Debbie Billingsley 662-562-3200 X8500  dmbillingsley@northwestms.edu
   • Linda Fay Collins 662-562-7465  bwmanning@northwestms.edu
   • Barbra Manning 3286
   • Judy Vernon 662-562-4045  jvernon@dixie-net.com
   • Jane Hancock 662-233-4791  jchancock@northwestms.edu
   • James Baker 662-562-3251  jbaker@northwestms.edu

9. Were you served in a timely and professional manner?
   • Very professional and knowledgeable.
   • Everyone has been very helpful and cordial.
   • Documents were given in a timely and friendly fashion.
   • A+ - I work with this office on a daily basis and always appreciate their professionalism and efficiency.
   • Excellent service.
   • Excellent
   • Excellent
   • Both Rita and Florrey are always pleasant, cooperative, and professional.
   • Always professional and exceptionally friendly.
   • Should have sent me somewhere else.
   • The personnel department has always been courteous, and efficient.
   • Great job.
   • Very timely
   • Department very friendly and thorough. Great job.
   • Personnel Office staff are always courteous and helpful.

10. Was your request completed to your satisfaction?
   • Great job.
   • Change of tax information – question asked and taxes changed.
   • Excellent services.
   • Got number for retirement seminar in Grenada.

11. If applicable, who assisted you?
   • Florrey Brownlee (40)
   • Rita Dowdle (21)
   • Brenda Stepp (9)
   • All staff (4)
   • Pat Norton (2)
   • All have and are great
   • Benefit Concepts
   • James Neal
   • Richard Williams
   • The lady in payroll
   • Varied, depending on request.
13. In what way(s) can the Human Resources improve on the services we provide?

- Keep up the good work.
- Hire a full-time Human Resources Manager/Director.
- I am completely satisfied with the service that I'm receiving from the Human Resources.
- It’s just fine.
- More information on various services online.
- I have no complaints
- Excellent
- I like it the way it is.
- In no way, they are excellent.
- Smile
- Not aware of any changes needed.
- Everything is okay.
- By giving loans to employees. When you can get it out of their check before they receive it.
- Additional personnel needed.
- Excellent service.
- We need someone with education and experience in the Human Resources field. We need more personnel to handle insurance and benefits.
- I think they are doing a great job.
- Check more on supervisors and managers to make sure everyone is doing their job.
- I believe an HR Officer should be present to tackle complex or controversial personnel issues. I never did understand why Richard Williams was removed.
- Asked questions.
- Regular updates on policy and procedures.
- Good job.
- All the services are excellent.
- Keep up the good work.
- I have no complaints. Keep up the good work.
- They are perfect and I am pleased with their work.
- No problems.
- I feel they are doing a very good job now.
- More electronic access to our records.
- They are doing a great job.
- Very polite and efficient.

14. What new services would you like for us provide?

- Fully automated payroll with two pay periods per month.
- I would like my full pay for each month, and not get paid for the summer.
- Internet access to personnel file.
- We need training for supervisors, especially in employee evaluation area.
- You need to monitor every department.
- Keep up the good work
- Investment opportunities.
- I appreciate the way Florrey, Rita, and Brenda have absorbed the HR Director responsibilities. It is very important that faculty/staff have a “listening ear” in Personnel. I have always felt free to call upon any of them and have found them to be professional, knowledgeable and friendly. Great job.
- My experience with HR/Payroll has been very satisfactory.
- Electronic tax forms (W-2) on our accounts which we can access at will.
- Better insurance
The purpose and goals of the Human Resources Department are:

1. To provide quality service in all areas of Human Resources and Payroll with integrity, responsiveness, and sensitivity to the employees of Northwest Mississippi Community College;

2. To support the goals and challenges of the College by providing services which promote a work environment that is characterized by fair treatment of staff, open communications, personal accountability, trust and mutual respect; and

3. To seek and provide solutions to workplace issues that support and optimize the operating principles of the organization.
### NORTHWEST COMMUNITY COLLEGE
#### 2005 UNIT ANNUAL OUTCOME OBJECTIVES
##### ADMINISTRATIVE SERVICES

Planning Unit: Human Resources

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<th>Strategy/Procedure To Achieve Outcome Activity</th>
<th>Assessment/Evaluation Results</th>
<th>Use of Results Improvement</th>
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<tr>
<td>User friendly software system Functioning in the Human Resource Department</td>
<td>Submit request to administration for new software system for Human Resource Department</td>
<td>Human Resources is working with our Computer Center Director and Administration in order to select a functional computer software package suitable for the Unit.</td>
<td>The software package will enable the payroll department to function more efficiently. We will have the ability to produce reports efficiently. We will have the ability to obtain information without going through the computer department. We will have access to statistical information needed for our department as well as many others on campus.</td>
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HUMAN RESOURCES
STATEMENT OF PURPOSE AND GOALS

The purpose and goals of the Human Resources Department are:

1. To provide quality service in all areas of Human Resources and Payroll with integrity, responsiveness, and sensitivity to the employees of Northwest Mississippi Community College;

2. To support the goals and challenges of the College by providing services which promote a work environment that is characterized by fair treatment of staff, open communications, personal accountability, trust and mutual respect; and

3. To seek and provide solutions to workplace issues that support and optimize the operating principles of the organization.
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<td>1. Policy Manual on Web Site</td>
<td>1. Submit policy to webmaster for web page.</td>
<td>1. Human Resources is working with Institutional Research and Development to make necessary revisions to the policy manual before release.</td>
<td>1. The policy manual will keep employees informed of policies and procedures at all times.</td>
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<td>1. New employment numbers for all employees and students.</td>
<td>1. Computer services will amend all programs and systems to accept and reference the new employee number. 2. Submit policy to webmaster for web page.</td>
<td>1. Issuance of new employment numbers to employees and students. 2. Policy manual accessible from the NWCC web page.</td>
<td>1. Establish a safety barrier to identity theft. 2. Access to policies will be available to everyone. Will insure compliance with NWCC standards.</td>
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