

**Service Outcomes Assessment Follow-Up
2022-2023 Service Outcome (SO) Year End Reporting Form**

In response to SACSCOC 8.2, “The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”

Name of Service: Human Resources

Outcome #1: Employee satisfaction with the services provided by the Human Resources Department.

Action Items from Service Review:

Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Weekly staff meetings with hands-on training. (Assessed by: Employee’s ability to recall and duplicate the skill with little to no assistance and asked to fill-in in the absence of other team members.)	The HR Department meets every Wednesday for an hour and thirty minutes to discuss day-to-day operations, to review/modify HR processes and for training.

Baseline: 86% (average of last three years’ of employee satisfaction survey results)

Standard: 89%

Target: 91%

Overall, I am satisfied with the services provided to me by the Human Resource Department.

Choice (EMPLOYEE)	Fall 2019		Fall 2021		Fall 2022		Fall 2023	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Strongly Agree	50	34.25%	53	31.93%	30	25.21%	26	29.21%
Agree	83	56.85%	88	53.01%	66	55.46%	52	58.43%
Disagree	11	7.53%	23	13.86%	16	13.45%	10	11.24%
Strongly Disagree	2	1.37%	2	1.20%	7	5.88%	1	1.12%

Provide narrative for analysis of (employee satisfaction). (How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)

We are 1.64 % above our baseline and 7.64 above our overall satisfactory rate from the previous year. We now have two HR team members who serve in a forward-facing position for the department that offers great customer service. Our next step is to focus on building our HR knowledge and developing our communication and relationship-building skills.

2023-2025 Action Items:

Item	Action Items (<i>What actions can be taken to increase the success of the outcome in your service unit?</i>)	Assessment of Action Items (<i>How will you assess the results of action items?</i>)
1	During our weekly department meetings, each team member is required to share "HR Knowledge" they have gained that week from attending webinars, meetings, or reading HR related articles.	Examine the quality of the content that is shared during the weekly meeting to ensure that it is HR-related and will foster growth and cause the team to develop new skills.

Outcome #2: Increase the annual Open Enrollment completion rate for employee benefits.

Action Items from Service Review:

Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Invite NC State Health Plan and NC Flex representatives to campus to host a benefits fair. (Assessed by: Review the number of participants that attend each session and compare it against our completion rate.)	We were unable to make contact with the benefits representative for NC State Health Plan and NC Flex. Therefore, we were unable to host a benefits fair for 2024 Open Enrollment (OE).

Baseline: N/A – new outcome

Standard: 85%

Target: 100%

Annual Enrollment Tracked

Annual Open Enrollment	Total # Employees	Employees Completed Enrollment	% Completed Enrollment
2024	246	223	91%

Provide narrative for analysis of (increase Open Enrollment completion rate). (How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)

For the 2024 Open Enrollment (OE), Wayne Community College had a completion rate of roughly 91%. Out of 246 employees, 223 employees took action as instructed. The Health Benefits Representative (HBR) sent campus wide communication to all employees which included 8 emails informing the employees about OE and their benefits. The HBR also offered computer lab OE Sessions. We had a total of 17 employees to participate. The HBR met with 23 employees one-on-one and assisted nine people via telephone and four via email.

2023-2025 Action Items:

Item	Action Items (What actions can be taken to increase the success of the outcome in your service unit?)	Assessment of Action Items (How will you assess the results of action items?)
1	Start utilizing the eBenefits message system to send email blast to those who have not completed their OE.	Review the completion rate at the end of each OE.
2	Adjust our email communication to employees with a primary focus on how to "self-check" and "certify completion of all their OE.	Review the completion rate at the end of each OE.

Approvals

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: Dorothy Moore 11/13/2023

Department Chair, Dean, Director, and/or VP / Date: Joy Kornegay 11/13/2023