

Service Outcomes Assessment Follow-Up
2023-2024 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 2022-23 Service Outcome Year-End Report:

Item #	Action Items: (Action item identified in the 2022-23 service outcome year-end report.)	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 2024-2025 action items table below.)
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. (Assessed by: 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.)	Human Resources continued to hold weekly meetings to facilitate the exchange of knowledge and best practices among team members. These sessions provided an opportunity to discuss current trends, address challenges, and share insights that support the department’s ongoing development and strategic goals.

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 2021		Fall 2022		Fall 2023		Fall 2024	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Strongly Agree	30	25.21%	33	27.73%	26	29.21%	38	30.65%
Agree	66	55.46%	70	58.82%	52	58.43%	71	57.26%
Disagree	16	13.45%	14	11.76%	10	11.24%	13	10.48%
Strongly Disagree	7	5.88%	2	1.68%	1	1.12%	2	1.61%

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.)

While the baseline of 86% was not met in Fall 2021, satisfaction levels have consistently exceeded this threshold in subsequent years, reaching 87.64% in Fall 2023 and 87.91% in Fall 2024. This upward trend

demonstrates that we are making steady progress toward enhancing employee satisfaction. However, there is still room for improvement in order to meet our standard of 89%. We plan to focus on enhancing internal departmental training, streamlining processes, and improving communication.

2024-2025 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	Hire and train new HR Personnel	Monitor performance of new hires over the probationary period to assess their ability to meet set expectations.

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

Action Items from 2022-23 Service Outcome Year-End Report:

Item #	Action Items: (Action item identified in the 2022-23 service outcome year-end report.)	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 2024-2025 action items table below.)
1	Start utilizing the eBenefits message system to send email blast to those who have not completed their OE. (Assessed by: Review the completion rate at the end of each OE.)	Action Item was not implemented.
2	Adjust our email communication to employees with a primary focus on how to "self-check" and "certify completion of all their OE. (Assessed by: Review the completion rate at the end of each OE.)	Email communication was changed to share the information received from the NC State Health Plan and NC Flex.

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%
2025	309	245	79%

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.)

Upon review, we also identified an error in the way we tracked OE data in the previous year. We should have tracked the total number of full-time employees with health insurance and the number of those employees who completed enrollment.

We plan to modify the outcome to focus specifically on tracking enrollment for health insurance only, as this is what our dashboard currently allows us to monitor in eBenefits. Tracking overall benefits enrollment is not feasible at this time due to limited data availability.

2024-2025 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	The unimplemented action item (eBenefits reminder messages) will be carried forward into the 2024–2025.	Review the OE data obtained from the eBenefits dashboard.
2	Modify the outcome to focus specifically on tracking enrollment for health insurance, as this is the only area currently supported by our eBenefits dashboard.	Review the OE data obtained from the eBenefits dashboard.

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 6/23/2025

Department Chair, Dean, Director, and/or VP/AVP Date: Joy Kornegay 6/23/2025