

Quarterly Board Monitoring Report

Human Resources

September 2022

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Introduction to Human Resources

This year has been a busy year. I look forward to sharing with you all that's been accomplished toward the Strategic Plan initiatives for this quarter. I have really enjoyed the part of the Shared Governance process that allows me to work directly with employees on their desires and needs for their employment. Although it's a new mindset it is empowering to see them work together for the common good and to see positive changes being discussed as a team. Throughout the year the DEI Council has worked to integrate elements of diversity, equity, and inclusion into all College systems and processes utilizing the work of the Employee Relations Team, Professional Development Team as well as the Cultural Awareness Team.



Emily Forthman,
Executive Director of Human Resources

Executive Summary for Human Resources

SCC Human Resources is responsible for the following areas of the Strategic Plan:

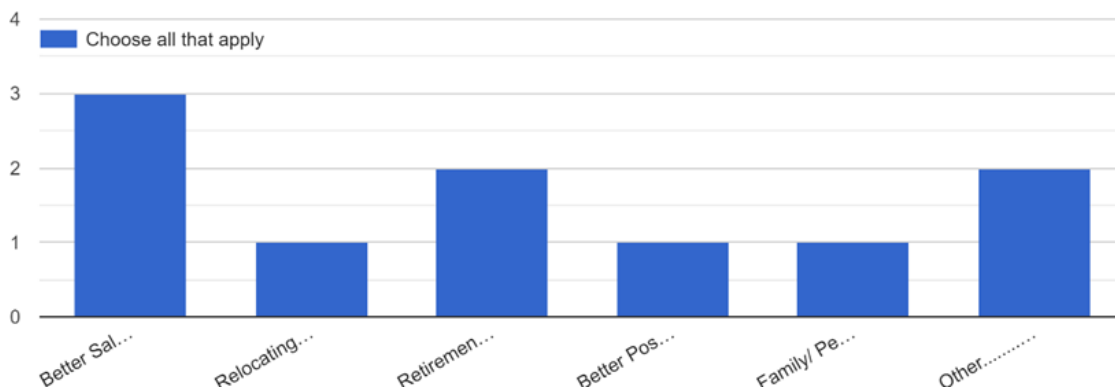
- **Goal 3, Objective 1, Strategy A – Establish a Diversity, Equity, & Inclusion Committee**
 - Committee established and has been meeting regularly.
 - In June, a Training was provided entitled Fostering Diversity, Equity & Inclusion in the Workplace.
 - A DEI plan to strengthen organizational DEI should be completed by Dec. 2022.
- **Goal 3, Objective 1, Strategy F – Review and revise HR procedures to ensure equity**
 - Employee policies and procedures are being divvied up to teams to review & revise as needed.
 - A Remote Work policy has been drafted for insertion to the manual.
 - Bias training was provided by Attorney John Schneider to aid in equitable hiring, supervisory and evaluation processes.
- **Goal 3, Objective 2, Strategy B – Provide Customer Service Training**
 - Kicked off the first round of a series of training at Convocation with guest speaker, Sherry Wessel, SVP/GM of Harrah’s Metropolis Casino.
- **Goal 3, Objective 2, Strategy D – Explore the possibility of establishing an externship or exchange experience for interested employees.**
- **Goal 3, Objective 3, Strategy B – Perform an organizational skills assessment to identify talent gaps**
- **Goal 3, Objective 3, Strategy C – Create opportunities for cross-skill training**
 - Advising is working to do this and to identify back ups to assist in an emergency
- **Goal 3, Objective 5, Strategy A – Establish a new orientation process**
 - The Employee Relations team identified a checklist of items and training that is necessary for orientation. We will work on improving each piece of this to be more interactive so that it’s not all HR.
 - 28 New hires were brought through the hiring process since January 1, 2022.
- **Goal 3, Objective 5, Strategy B – Implement an employee exit interview process**
 - Completed and started (see results on page 5-6)
- **Goal 3, Objective 5, Strategy D – Create consistent employee recognition processes.**
 - We have made sure to recognize new hires with photos so that those on campus will know them when they see them and to help them feel welcomed.
 - Started recognizing employee service awards more broadly to include social media for public recognition and praise.
 - Employee Relations team has brainstormed a list of ideas and will be finalizing a draft proposal to the council in the near future.
 - Goal 3, Objective 5, Strategy E – Develop events that promote inclusive employee interaction.
 - See page 10 for a complete list of employee programming/ activities

Exit Interview

The Employee Relations team worked with me to implement an **exit interview process**. I have been using that a few months now and have gathered data from 7 employees who terminated. Here is a summary of the results received thus far.

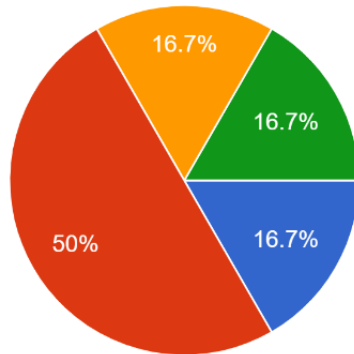
This will enable SCC to identify trends that need to be addressed or opportunities where we can improve our ability to respond to employee issues and develop retention strategies aimed to address these issues. Those who leave their employment voluntarily are interviewed face to face by Human Resources and asked the following questions. We have questions directly related to the supervisor and several that are open ended question to allow for further explanation. But here is a recap of the ones that reflect directly on their thoughts about Shawnee Community College.

Was your decision to leave Shawnee Community College influenced by any of the following?



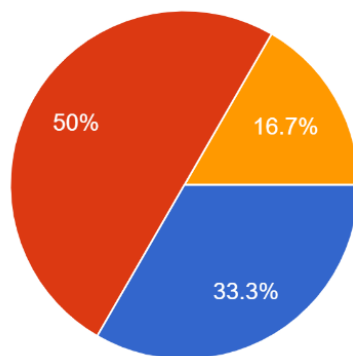
How was the cooperation within your department?

6 responses



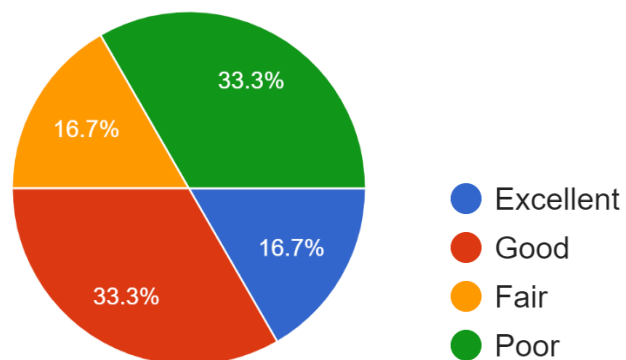
How would you rate the Executive Leadership of the College?

6 responses



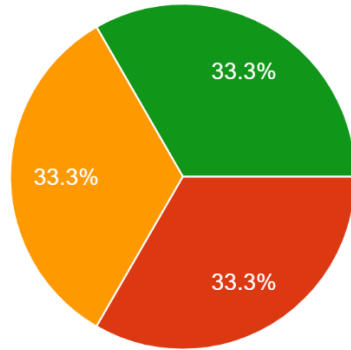
How was communication on the SCC Campus

6 responses

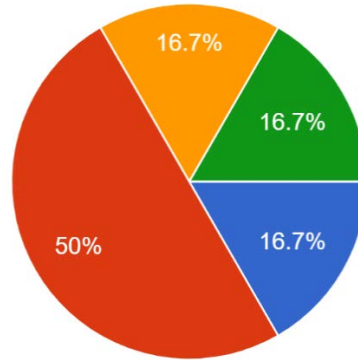


How would you rate your salary for your position?

6 responses

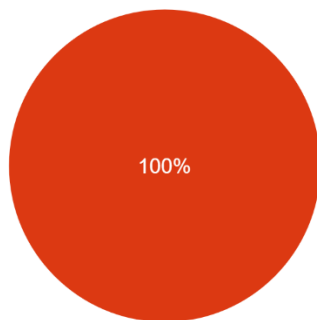


working conditions at SCC?

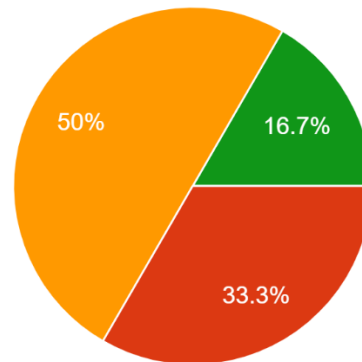


How was SCC Health Insurance?

5 responses



rate the advancement opportunities



- Excellent
- Good
- Fair
- Poor

SCC Employee Culture

The Cultural Awareness team is working to increase employee teamwork and satisfaction with the workplace. Based on Strategic Plan 3.5.E. the team has done the



following: Had a Crazy Sock day in March to bring awareness to Down Syndrome. Door posting contest in April to Celebrate Diversity Month, had an employee appreciation week where we had certain themed potlucks each day.

We had a mental health speaker provide a lunch and learn during this session. A cornhole tourney was a success with trophies provided to the winners. We've held various cookouts and campus clean up days which helps us work with other employees we don't normally see or work with.

When it was discovered that employees were concerned about SCC not celebrating the Juneteenth Holiday this year (knowing it was only put on the calendar for 2023), the team made a request/recommendation for it to be honored in 2022. The team provided awareness by having a speaker and decorations to



make it a true celebration.

A presentation was provided on American Disability Act day which showcased celebrities and their ABILITIES even though they had a particular disability.



Recruitment

With recruitment being such a big part of time spent this year, I wanted to break down some of the numbers for you. We've had approximately 30 employees hired since January 1, but it takes speaking to so many more than that to get an applicant hired.

Applicants are pushed to go to the Shawnee website to apply and we often wonder why they don't submit any of the documents needed when they do. Why is there no resume or cover letter or letters of recommendation attached? Since we don't have an applicant tracking system, I try to use the free version of Indeed in that way. When looking at the analytics of my Indeed postings, the answer is pretty clear. It's because 77% of our applicant traffic is from mobile devices. They aren't going to have those items readily accessible to send. The Employee Relations team hasn't gotten to review our hiring policy or procedures yet, but it is definitely something we will want to consider updating. Are we outdated is asking applicants before they even get an interview to provide us two letters of recommendation? I seem to lose the most applicants at that point because they can't get it easily or have other options more easily accessible they can apply, be interviewed and be hired much more quickly. At the College, we have to tell applicants that we can't make an offer for a few weeks after the next Board meeting and some decide to take other positions by that point. I put most of my advertising into Indeed because it gets me the most traffic per job posting. I get a more diverse group of applicants from all over the region versus newspaper advertising in only our local towns. From August 1, 2022 - August 23, 2022 our job postings had 3,047 impressions. Now only about 7% of those viewing the job actually applied. Many of those don't end up submitting an actual SCC application, but it at least gives me several more candidates to source from and an avenue to follow up with them about all of the documentation needed to apply.

Since this is my first report, I will leave you with this list of Employee activities that have been accomplished in the past five months.

Activity	Date	Program
Door posting defining diversity	4/1/2022	Celebrate Diversity Month
New Hire Welcome	4/1/2022	Photo Acknowledgement - Kylee Frassato & Ronnie Rice
Shared EAP Resource Guide	4/7/2022	Workplace Diversity: Standing Together
Celebrate Diversity Month	4/14/2022	ASK Model
New Hire Welcome	4/18/2022	Photo Acknowledgement - Matt Steinmetz, Dan Kineman
Mandated Reporter Refresher Training	4/26/2022	Sent out reminder of certification needed every 3 years
Employee Appreciation Week	5/2/2022	Mental Health Speaker - lunch & learn (potato bar)
Employee Appreciation Week	5/3/2022	Taco Tuesday and Games
Employee Appreciation Week	5/4/2022	May the Fourth be with You Star Wars décor and potluck
Employee Appreciation Week	5/5/2022	Cornhole Tourney & Cookout
Covid Leave Reimbursement	5/5/2022	HB1167 Bill which gave employees eligible time off for covid
Employee Appreciation Week	5/6/2022	Cookout and campus clean-up day
Video Tips	5/6/2022	Crucial Conversations - How to disagree respectfully
Webinar	5/12/2022	Better Communication in a Diverse Workforce
Mental Health Newsletter	5/17/2022	Mental Health Awareness
New Hire Welcome	5/19/2022	Photo Acknowledgement - Lydia Dover
Article Reading - Crucial Skills for Supv	5/25/2022	How to Address Repeated Bad Behavior
Article Reading	6/1/2022	How to build an LGBTQ+ Inclusive Campus
Remote Work Policy	6/2/2022	Remote Work policy draft taken to Executive Council
Holiday Recommendation	6/6/2022	Request made and approved to celebrate Juneteenth in 2022
Accountability	6/6/2022	Supervisor Sills Article RE: Accountability
LGBTQIA in the Workplace	6/7/2022	EAP Resources re: parenting, Work/Life, Legal, Financial, Counseling
Webinar	6/8/2022	Bringing a more inclusive approach to diversity
Transgender Persons	6/13/2022	Article for how to be inclusive in the workplace of transgendered
Pronouns Webinar	6/15/2022	Communication for LGBTQ+
Video Tips	6/15/2022	Crucial Conversations - How to set clear expectations & Boundaries
Fraud, Waste and Abuse Reminder	6/16/2022	Sent out reminder of policy along with reporting instructions
Webinar	6/16/2022	Bridging Generational Gaps
Fostering Diversity, Equity, & Inclusion in the Workplace	6/28/2022	Training with certification
Life Flight Discount Suggested	7/1/2022	Fringe Benefits
Minority Mental Health Month	7/6/2022	EAP Resources sent out
Cookout and clean up Day	7/15/2022	Clean Up & Cookout Day (along with Band Camp performance)
ABILITIES Presentation	7/26/2022	American Disability Act day
Reduce Stress Article	8/3/2022	Sent Crucial Skills article about reducing stress in this economy
Cookout and clean up Day	8/5/2022	Burger, Brats, Hot Dogs, Chips and Cookies
Back to School Anxiety	8/10/2022	ComPsych - helping employees help family with back to school anxiety
National Lefthander Day	8/13/2022	Contest of who can find the most left-handed employees
Service Awards	8/15/2022	Presented Service Awards at Convocation
Customer Service Training	8/15/2022	Sherry Wessel, Harrah's gave 45-minute presentation on Service
Unconscious Bias Training	8/15/2022	John Schneider, Attorney did a 1 hour training

