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ENROLLMENT TRENDS

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STUDENTS & STUDENT SUCCESS

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SLO / SAO

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Program Review - 2015-2016

Personnel**Module: Department Purpose****Question:** Describe the purpose of the Discipline/Program/Service.**Answer:** The purpose of the Personnel and Payroll Office is to provide local support to the faculty, staff, administrators, and unclassified employees of West Los Angeles College in the areas of recruitment, hiring, assignment processing, payroll, benefits and advisement of LACCD human resources rules and practices.**Question:** Describe how the stated purpose aligns with the college mission statement.**Answer:** The Personnel and Payroll Office supports West Los Angeles College in creating student success by striving to process assignments and to pay faculty and staff accurately and on-time. This allows faculty and staff to focus on serving the needs of our students.**Module: Enrollment Trends.****Question:** Describe the trends in Enrollment and FTES. Given the data, what are the implications for your program/ service?**Answer:** As enrollment grows more faculty will be hired and more personnel assignments created. The impact to our department will be added workload.**Module: Students and Student Success.****Question:** Based on the demographic trends in enrollment, what are the implications for your Program/ Service?**Answer:** N/A.**Question:** Given the data, describe the trends in Success Rates and Retention Rates. What are the implications for the Program / Service?**Answer:** N/A.**Question:** Given the data, describe the trends in Degrees and Certificates awarded. What are the implications for your Program/ Service?**Answer:** N/A.**Module: Staffing Trends****Question:** Describe the trends in FTEF. What are the implications for your program?**Answer:** The college is planning to hire another 15 faculty positions for the next academic year. Most of the impact to our office will be during the spring semester and summer when Hansel will be participating in hiring committees. With the creation of the classified staffing committee (CPIP committee), more resources are being allocated to fill classified position needs. Our office will have increased workload to coordinate the hiring of new classified positions.

Question: Are staffing levels adequate to fulfill the purpose of the Discipline/Program/Service? Explain.

Answer: The current staffing level is adequate to fulfill the department purpose. We have added an additional student worker to assist with filing and other basic duties. Our current staffing consists of:
 -Administrative Analyst: Hansel Tsai
 -Senior Personnel Assistant: Cheryl Doerfler
 -Two student workers

Question: Describe the Reassigned and Release time assigned to faculty in the division. Include the faculty name, amount of release/reassigned time, length of time the assignment will last (one semester, one year, if it's renewable, etc.), and the purpose of the release/reassigned time.

Answer: None.

Module: Functions and Services.

Question: List the functions and services provided by the Office / Program / Service.

Answer:

- Classified staff hiring
- New hire processing
- Processing of assignments and other personnel transactions
- Data entry of timesheets, absence certifications, and other payroll transactions
- Single point of Contact for payroll/personnel issues
- PCR, PCS, Employee Self Service, PeopleAdmin system training and support
- Liaison between campus and District HR/Payroll/Retirement/Personnel Commission/Employer-Employee Relations departments
- Advise administrators and supervisors on LACCD HR rules and practices
- Organize events related to benefits and health screening for employees
- Workers comp reporting (WC Focal Point)
- Rideshare coordinator (Employee Transportation Coordinator) and Rule 2202 reporting
- Process SDD and other position changes
- EEO Rep for hiring committees
- Provide reports to managers
- Serve as member of campus budget team

Question: What are the emerging trends in technology that affect the program?

Answer: None.

Question: Describe the technological advances that have been implemented to improve and streamline the Program/Service.

Answer: None in the past year.

Module: Survey Results

Question: Describe the results of relevant surveys (point-of-service surveys, student surveys, staff surveys).

Answer: The 2015 Campus Climate survey showed that the Personnel/Payroll Office had the 3rd highest satisfaction rating among administrative areas. 92% of respondents gave a rating of "Satisfied" or "Very Satisfied."

Question: Discuss the implications of the survey results for the program.

Answer: Our office will continue to provide excellent customer service to the campus community. We plan to modify our SAOs for the next survey to capture more specific data than "satisfied/dissatisfied."

Module: Service Level Outcomes/ SAOs

Question: Describe the program Service Level Outcomes/ SAO assessment methods and results in the prior year.

Answer: The most recent assessment was done using the 2015 Campus Climate Survey. Respondents were asked

to rate their "satisfaction" level with the Personnel/Payroll Office. 92% of respondents gave a rating of "Satisfied" or "Very Satisfied."

Question: How has dialogue regarding assessment results and improvement plans been conducted and documented?

Answer: The Administrative Services division plans to issue our own survey next time that will allow each department to ask more relevant and specific questions.

Module: Departmental Engagement.

Question: What interoffice collaboration has your office/program/service been involved in during the past six years?

Answer: None.

Question: What has your department/ program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

Answer: N/A.

Module: Professional Development.

Question: For each regular full-time person in your program, provide the committees in which each person is active, and list the 2 most significant professional development activities engaged in over the last 2 years.

1 Employee Name	2 Committees	3 Role in committees	4 First Prof Dev Activity	5 Year First PD Activity
Hansel Tsai	Budget, SLO	Resource in Budget Committee, Member in SLO Committee		

Question: In order to keep current with new developments in your field, are there areas of unmet professional development needs among staff in this program? If yes, please describe.

Answer: No.

Module: Facility Planning.

Question: List and describe any current facilities challenges (e.g., location, quantity, quality) affecting your program's ability to achieve its goals and meet institutional needs.

Answer: None.

Question: Specify the division/ department's short term goals (1 year) for facilities improvement and functionality.

Answer: None.

Question: Specify the division/ department's long term goals (2-6 years) for facilities improvement and functionality.

Answer: None.

Module: Completion.

Question: List the people who participated in this Program Review.

Name	Role
Hansel Tsai	Staff

Question: Program Manager: Fill out your name and date of final approval, save, and submit the program review.

Answer: Hansel Tsai 10/14/2015