

AQIP Annual Report – September 30, 2012
Action Project: Understanding and Meeting Our Employees' Needs

Project Declaration Questions

1) Describe this Action Project's goal in 100 words or fewer:

The purpose of this project is to apply continuous quality improvement methods to the employee lifecycle processes currently existing and to enhance/improve/replace processes needing improvement that have been identified by research analysis teams. The goal is to provide employees with a roadmap of the employment lifecycle and provide an environment where employees feel productive and empowered to participate more broadly in the Bay de Noc Community College experience.

2) Describe briefly your institution's reasons for taking on this Action Project now – why the project and its goals are high among your current priorities:

This project is a high priority because processes impact nearly every aspect of our operations from employee on boarding through succession planning. Our processes must be purposeful – intentional and driven by priority – and they must be thorough and well documented. The scope of this action project is part of the Culture of Success in the college's Strategic Plan, which notes the importance of employee engagement in the success and function of the college. The President's Advisory Council (PAC) is committed to supporting a culture of consistent service excellence by inspiring commitment to values, engaging employees, and creating learning cycles.

3) List the organizational areas – institutional departments, programs, divisions, or units – most affected by or involved in this Action Project:

This action project will involve representation and input from a crosswalk of the college community. Administration, faculty, staff and the community will be involved at various stages. However, we recognize this project will require more than just input from key departments and have identified a need for significant involvement from Human Resources, Information Technology and Institutional Research in the form of data requests and process mapping.

4) Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

This action project will give Bay de Noc Community College an opportunity to develop a systematic roadmap for all stages of the employment lifecycle. While the college already has many processes in place in these stages, this action project will allow the college to take a comprehensive look at those processes to identify processes that need enhancement or

retooling. These processes relate to all stages of the employment lifecycle from pre-employment to post-employment.

5) Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion):

Given the importance of this action project and how valuable employees are to the college, the project will begin immediately. Because the project involves all employee groups and the stages of their employment at the college, team members working on the project will need three years to design, implement, and measure the success of new and improved initiatives. The college will focus on this action project during this three-year period, until September 1, 2015, to address the opportunities noted in the Systems Appraisal Feedback Report. These opportunities exist in many areas of Category 4: Valuing People.

6) Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

The acts of compiling and documenting existing processes and gathering data to support initiatives will provide the initial evidence of progress on this action project. Regular meetings to report the progress from each of the identified areas of employment will further provide evidence on the progress, along with reports presented to the President's Advisory Council (PAC) which will ensure that the project is on target for the completion date. Primary responsibility for this action project will belong to Institutional Research and Effectiveness, who meet weekly to discuss ongoing projects. The magnitude of this project will require periodic monitoring and feedback reports to assess and reassess the usability of the roadmap and functionality of processes put in place or changed.

7) Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals:

Evidence of success of this action project will be found by:

- Improved satisfaction on the Employee Satisfaction Survey.
- Increased involvement in wellness activities.
- Increased reporting and tracking of professional development activities.
- Development of master campus calendar.
- Development of code of conduct/behavior standards for the institution.
- Improvement in communication at all stages of employment.
- Development of an Employee Roadmap that details the employment lifecycle and all stages therein.
- Increased employee participation in strategic planning.