I. Service Area Name
Human Resources and Equal Employment Opportunity Office

II. Date of Comprehensive Review
Fall 2013

III. Service Area’s key duties, responsibilities, functions, activities, and tasks
- Recruitment, hiring, and orientation of new permanent and temporary employees
- Personnel classification and compensation administration and record-keeping
- Collective bargaining, contract administration and interpretation
- Equal employment opportunity, diversity, and non-discrimination program implementation
- Benefits and leaves programs administration
- Administration and coordination of workers’ compensation programs and functions
- Oversight and coordination of employee performance evaluations
- Data reporting and compliance
- Development and tracking of training and professional development opportunities
- Provides technical assistance and support to governance councils (Administrative Services, Academic Affairs), committees (Professional Development, Equal Employment Advisory/Diversity, Safety), Academic Senate committees (Full-Time Faculty Hiring, Faculty Professional Development), and President’s Cabinet

IV. Service Area Outcomes
- Human Resources recruitment processes and services will be efficient and effective
- Human Resources trainings will be useful and clear
- Hartnell supervisors will engage in regular performance appraisals of their staff that lead to performance improvement
- Human Resources will provide timely and effective training opportunities
- Hartnell employees will have access to job opportunities, benefits, and leaves.
V. Service Area’s greatest strengths and most significant accomplishments during the past three years

- Respectful, professional, and fair negotiations with all three represented employee groups, as evidence by closed three-year successor contracts on an on-time or nearly on-time basis.
- Open, fair, equitable, and successful recruitment and hiring processes, as evidenced by widespread advertisements, postings, and success in hiring competent employees.
- Implementation of unified, fair, benefit structure across employee groups that responded to fiscal concerns and poised employee groups to continue to respond to escalating costs.
- Helped supervisors get caught up on employee evaluations at all levels.

VI. Service Area’s major challenges during the past three years—that is, the aspects of the Service Area that are most in need of improvement

- Adequate tools and consistent processes to carry out all the tasks, functions, activities and responsibilities for the Office.
- Timeliness of responding to customer requests, especially related to classification issues, workers compensation and leaves issues, requests for information related to our personnel database, and some parts of the recruitment and hiring process.

VII. Brief summary of continuous quality improvement actions to be taken that will help the Service Area build upon its strengths and address its challenges

- Establish service area outcomes each year.
- Update key policies and procedures.
- Implement technological improvements for all key HR functions, e.g., request/purchase/implement online applicant tracking software program with talent management system (including performance evaluation and professional development).