Business and Auxiliary Services

Assessment Report Summary

7. Summary of Assessment Results with Focus on Program Improvement: Describe evidence-based changes that have taken place within the last few assessment cycles because of assessment. Statements must be supported by evidence from the assessment report(s).:

The Division of Business Affairs has established formal strategic performance indicators to evaluate opportunities for the administrative support services to increase efficiency and effectiveness in carrying out the mission of Business Affairs. These indicators are reported to the Executive Vice President of Business Affairs to make improvements in their services and operations. The indicators consist of customized performance goals and measures developed by each department in Business Affairs, which contributes to the overall Business Affairs assessments. The indicators are provided through bi-monthly scorecards. The scorecards methodology is modeled after a similar process used by the Boeing Company for operational excellence. In 2014, this process matured with all departmental units in Business Affairs recording assessment plans in Compliance Assist, in addition to the performance indicator process.

Business and Auxiliary Services (BUAS) has used assessment results to focus on improvement for customer satisfaction, operational efficiency, and financial effectiveness. BUAS has successfully offered more textbook and meal plan options as well as extending various types of service at the copy center, cougar card, parking services, campus housing, and mail services.

Fiscal Services

Assessment Report Summary

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Governmental Relations

Assessment Report Summary

7. Summary of Assessment Results with Focus on Program Improvement: Describe evidence-based changes that have taken place within the last few assessment cycles because of assessment. Statements must be supported by evidence from the assessment report(s).:

The General Assembly supports workforce development which is a component of the technical college system. Colleges have not been supported due to increased tuition and a growing number of out-of-state students attending public colleges.

There have been no changes or influences within the last few assessment cycles because of assessment. Therefore, there is no evidence or data to provide at this time.

Human Resources

Assessment Report Summary

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The HR team has worked to develop employee compliance e-learning courses as well as to identify the intended audience for each course. Courses were prioritized based on risk assessment and were scheduled for development into e-learning courses. A new matrix or compliance training courses was developed and will be used in the upcoming assessment period to guide further development of compliance training courses.

Based on identified priorities, HR staff partnered with IT staff to develop information security awareness training to be provided to all employees, with higher level training to be provided to those with greater data security roles. Courses were piloted among cross-functional staff and final adjustments were made based upon feedback. The curriculum is comprised of approximately 20 brief modules with a total duration of 30 minutes of training time. Each learner will also be required to complete a brief learning assessment upon completion of each module. The Discrimination, Harassment, and Retaliation course for front-line employees and a version for supervisors was completed, but will not launch until Aug/Sept 2018, due to subsequent changes in State law requiring revisions to completed course material. The Clery Act Overview as developed, but will not launch until Sept/Oct, 2018. A micro-aggressions
training was developed in conjunction with the Office of Inclusion and Diversity, but was chosen not to launch due to the departure of the OID subject matter expert. The Workplace Violence curriculum was developed and will be created in e-learning format in the next assessment period.

Tracking of completions in the LMS did not begin as courses are just being assigned at the end of the assessment period (this was set to baseline). Completions will begin to be tracked during the next assessment period.

The HR team has been assessing the new employee onboarding program and was pleased by the efficiency and the quality gains for new employee orientation and on-boarding. But, further measurement through surveys could/would confirm if the best practices and improvements to the process are paying off. The review of the onboarding process was very helpful in helping staff identify gaps and new employee needs. The additional changes to the components of the onboarding program will be developed and implemented during the next assessment cycle along with a program survey to help us better assess program effectiveness.

The HR team has also been tracking utilization trends of our employee assistance program (EAP). After reviewing the quarterly EAP utilization reports, the review team proposed reaching out to our Marketing and Communications Department to help improve our communication efforts, especially through the use of new media. Currently monthly newsletters are sent to employees and supervisors via Yammer and College of Charleston email. The team further proposed increasing usage and awareness of EAP services and programs through the scheduling of onsite speakers and workshops with the help of the C of C Foundation to possibly provide refreshments and marketing items.

Also, the team discussed the need to use more creative messaging and suggested that we anchor our message to employees regarding EAP services through 4 meaningful and well-advertised events; one each in January, April, July and October. Topics would include stress management, life stage planning, healthy living, and quitting bad habits. Further activities could include on-site workshops to coincide with “national awareness” day/weeks (e.g. World Cancer Day, National Depression Screening, etc.).

During the next assessment period, the EAP review team will meet quarterly to monitor the usage of Deer Oaks, with the goal of continuously reviewing the reports in order to provide the needed programs, webinars, and other services via Deer Oaks and to constantly improving our employees’ knowledge of our EAP service, the usage of our EAP service and to constantly improving the programs provided based on our employees’ needs and requests.

**Internal Auditor**

Assessment Report Summary

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No improvements noted

**Office of Sustainability**

Assessment Report Summary

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**Procurement**

Assessment Report Summary

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