

2020 Annual Program Review

Program Name: Office of Human Resources

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June 23, 2020

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: <http://www.smc.edu/CollegeCatalog/Pages/default.aspx>

Academic Recruitment & Human Resources Operations

The Office of Human Resources (Human Resources) is responsible for all academic recruitment. Human Resources provides assistance and is responsible for all employee processing. Santa Monica Community College District ("The District" or "The College" or "SMC") employees include: full-time faculty, adjunct faculty, full-time and part-time classified staff, academic administrators, confidentials, classified managers, temporary, non-merit, and student employees. Human Resources is also responsible for the employee evaluation process, records management, appropriate placement of employees on the salary schedules, the review of minimum qualifications and/or equivalency, retirement enrollment and processing, employee information/data entry, maintenance of the employee data in ISIS (SMC database), and HRS (Human Resources System – the system that pays) databases and the CalSTRS SEW (Secure Employer Web Site) retirement system.

Benefits

Employee benefits oversees the educational components, as well as the administration of health benefits programs for all eligible District employees, retirees, and their dependents, administers 403b ,457 plans and section 125 plans, maintain billing and invoice reconciliation, manages early retiree reimbursements, processes voluntary deductions, and COBRA.

Leaves

The Office of Human Resources oversees the leaves of absences and employees needing Americans with Disabilities (ADA) process for employees. Human Resources continuously works with staff and faculty on leaves, accommodations, and paid and unpaid time off processes for all employee groups. Human Resources provides to employees an understanding of the ADA and leave provisions in the contracts and any applicable State and federal laws.

Compliance

Human Resources infuses the practice of diversity and equity in all compliance responsibilities. It is responsible for all compliance activities under federal and state laws and regulations covering employment and unlawful discrimination. Compliance includes review, update and implementation of polices and administrative regulations, overseeing mandated training of staff and students related to state and federal laws, targeted education and training of staff regarding Title 5 (unlawful discrimination), Title IX (sexually related complaints), and workplace violence/bullying; investigations of complaints (this includes but is not limited to complaints regarding Title 5, Title IX and bullying), and employee discipline matters.

Employee & Labor Relations

The overall responsibility of the Employee & Labor Relations unit of the Human Resources office is multifaceted. The unit supports the District in maintaining compliance with employment and labor laws and regulations related to leaves. The unit supports the District in maximizing its human capital by fostering constructive working relationships, and promotes training and professional development for all employee groups. The unit is charged with improving employee performance through assisting managers with performance management processes and providing guidance and assistance through contract interpretation, leaves management, and performance intervention processes.

The work of the Employee and Labor Relations Unit supports the ability of the District to carry out its core mission, values & institutional learning outcomes (ILO). This is because employees - consisting of District managers, faculty, classified staff, and other employee groups- is essential to the District's ability to carry out its mission. To continue its effectiveness as an institution of higher education, the District has to be an effective employer, responsible for maintaining compliance with employment and labor laws to help foster and build constructive working environments.

Professional Development

HR was fortunate in this academic year to receive approval to recruit for, and subsequently hire, a Professional Development Coordinator. This position allows the team to enhance the facilitation of training and development offered to the SMC community. The Professional Development Coordinator is charged with coordinating and facilitating trainings and professional development opportunities for all SMC stakeholders.

Two major initiatives emanating from the Professional Development Coordinator this year were:

- Onboarding of the Cornerstone Learning Management System, and
- Institutional Effectiveness Partnership Initiative (IEPI).

In an effort to provide more robust training to management employees, the SMC Management Academy was created to support managers and supervisors on various management related topics.

II. PROGRESS SINCE LAST REVIEW (LAST YEAR’S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

Objective	Status (Check one)	Status Explanation
Updating Policies and Procedures relating to HR Administrative Regulations	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	HR has been working with the Management Association Executive Board members to update all administrative regulations related to Management. These regulations are outdated and have not been updated since the early 2000's.
Develop programs which support diversity-focused recruitment of faculty to better reflect the SMC student population.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	Human Resources partially accomplished this objective with the 2nd Annual Faculty Job Fair and Open House that took place in October 2019.
Increase partnerships and programs that encourage interaction with people from diverse backgrounds by 10%.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	The 2nd Annual Faculty Job Fair & Open House saw an increase in attendees from approximately 400 in October 2018 to almost 700 in October 2019, an increase of 75%.
Improve institutional knowledge, compliance, and relationships.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	Management orientations/Mini-management Boot Camp was conducted during Fall 2019; Pre-Supervisory Academy for non-supervisory personnel in partnership with the City of Santa Monica focused on leadership skills and knowledge; Dr. Eugene Whitlock from UC Berkeley presented workshops at the Fall and Spring Professional Development Days highlighting understanding bias in hiring and in the classroom; Personalisys workshops/ training focusing on team dynamics, communication and

		problem solving within selected departments
Improve customer service	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	Implement a policy to decrease the response time to all inquiries and questions from the College community to the Office of HR. Completed, especially in light of filling the Specialist and AA II vacancies, and the daily check and response to inquiries that come through the SMC/HR email address; Business Communications; Performance Evaluation workshops/trainings Series; Progressive Intervention Workshop Series; HR Analysts assigned to specific departments to support management
Develop procedures in the hiring process that reflect equity practices that better reflect SMC initiatives	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	In progress: Updating of the AR Hiring Protocols reflect changes relating to equity practices; Completed: equity practices are reflected in the screening committee orientation; updated EEO Plan has included equity references

III. ACHIEVEMENTS

(Optional) List any notable achievements your program accomplished in the last year.

<p><u>Collective Bargaining Unit Negotiations</u></p> <ul style="list-style-type: none"> Completed successful negotiations with collective bargaining unions (Faculty Association and the Classified School Employees Association) including the implementation of Covid-19 processes resulting in MOUs and agreement with the unrepresented employees. Coordination and implementation of the Supplemental Retirement Program for faculty in the Spring 2020. <p><u>Compliance Team/Training & Workshops</u></p> <ul style="list-style-type: none"> Beyond Sex Toolbox Series continued during fall and spring semesters for students focused on diversity, equity and sexual violence Completed supervisory training per AB1825 Compliance Team developed the Managers’ Corner, a resource for managers and supervisors, developed Progressive Intervention/Discipline templates and PowerPoint presentations Compliance Team representative assigned to specific departments to assist in performance and conduct related issues. Continued assistance to 14 departments to improve positive employee interaction and performance. Continued Title IX training for students and staff supported by a previously received grant Development and implementation of in-person mandated sexual harassment training for non-supervisors per SB1343 Piloted a Title IX Student Leadership Program, Fall 2019 Updated complaint/investigation templates <p><u>Covid-19 Response</u></p> <ul style="list-style-type: none"> Assisted with organizing the Covid-19 responses and protocols Covid-19 response and assistance to district in transitioning to remote working for all staff Transition staff to remote working in response to the Covid-19 event; daily and bi-weekly Zoom meeting check-ins for HR department staff to support team building <p><u>EEO/Diversity, Equity & Inclusivity</u></p> <ul style="list-style-type: none"> EEO Advisory committee re-established and expanded; EEO Plan revised; approval by the Board of Trustees expected in July 2020 EEO grant funding at maximum level 3rd year in a row EEO/Diversity focused training sessions during Fall 2019 and Spring 2020 Professional Development Days; presented

by Dr. Eugene Whitlock, Assistant Vice Chancellor for HR/Chief HR Officer at UC Berkeley; discussed diversity, equity and unconscious bias in the hiring process (during the fall) and in the classroom (during the spring).

- Exploring Equity and Diversity (Title 5) training series
- Faculty & Staff Diversity Report 2019 completed and uploaded to HR website
- SMC was selected to present a workshop at the Diversity in Leadership Conference 2020 at Harvard University on April 2, but was cancelled due to Covid-19
- Student Equity Center (SEC) Advisory Group formed

HR Office Staff

- Filled one long-time vacancy: Professional Development Coordinator
- Filled two vacancies: HR Analysts-Employee & Labor Relations
- Filled two vacancies: HR Specialists
- HR Senior Management transition: Interim VP to VP; Interim Dean to Dean
- Transition to paperless processes moving forward with acquisition of desk top scanners for Operations Team

Leaves & Benefits

- Annual Benefits Fair
- Open Enrollment – 195 ft faculty, adjunct faculty, management and staff changes processed
- Orientations held: Faculty New Hire, Classified New Hire, and Faculty Benefits Conference
- Retirement workshops (CalPERS, CalSTRS)

Management Support

- Custodial Operations intervention
- New Management Orientation, Mini-management Boot Camp, Performance Evaluation workshops/trainings series
- Personalysis workshops focused on team dynamics, communications and problem solving within selected departments
- Progressive Intervention Workshop Series
- SMC Management Academy created to support managers and supervisors on a variety of topics

Policy and Regulation Review

- Initiated the review and update to the administrative regulations related to academic administrators

Professional Development

- Began announcements of Bi-weekly Professional Development Digest training opportunities to all District employees
- Coordination with the Classified Professional Development Committee, City of Santa Monica and faculty from LA Valley College resulted in 5 new training sessions focused on communication in the workplace and student success
- Cornerstone Learning Management System implementation
- IEPI grant awarded to support Professional Development (meetings with IEPI consultants scheduled for 2020-2021)
- Pre-Supervisory Academy in partnership with the City of Santa Monica for selected, non-supervisory staff (Fall 2019-Spring 2020)

Recruitment

- 2nd Annual Faculty Job Fair and Open House - October 2019; almost 700 attendees
- Initiated recruitment and hiring orientations for 23 full-time faculty positions resulting in 28 newly hired tenure-track full-time faculty and counselors across 17 departments.
- Recruitment advertising placed in 70 publications totaling 206 published postings

Social Justice Support

- Assisted with the Affinity Group webinars and discussions with Dr. Grant
- District-wide Zoom meeting and subsequent Affinity Group webinars in response to historical and on-going racism

Title IX

- Sexual Violence Resources website created and linked to the SMC Covid-19 website.
- Sexual Violence Response and Prevention website updated.
- Review of new Title IX federal regulations and planning related to implementation

IV. CURRENT PLANNING AND RESOURCE NEEDS

Part 1: Narrative

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

The District is committed to a number of major cultural issues that have come to the forefront during 2019-2020. Title IX is undergoing change in which federal regulations dictate major responses from educational institutions in a short time frame. The Black Lives Matter movement has required the District to respond in a number of critical ways advocating for racial equality and social justice. And Covid-19 has impacted each and every program and how we work.

Creating change in the search for social justice requires us to engage in improving our lines of communication and implementing meaningful change; it requires us to educate and to engage the District community in ways we have not previously done. The need for attention to these issues will not lessen over time, and it is incumbent upon the District to remain committed. The Office of Human Resources has functioned in a leadership role in all of these important efforts. Therefore, the list of resources, below, is based on the needs we see as vital in this work.

Part 2: List of Resources Needed

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Director-Human Resources Assistant Director-Human Resources Employee Benefits Specialist	Due to the current budget situation, HR acknowledges that all three vacant positions will most likely not be filled. However, the position of Assistant Director-HR as a temporary position has been filled by highly experienced individual, and the department requires his experience and knowledge in the areas of compliance, discipline, and progressive intervention in the next academic years in order to remain compliant with federal, state and district laws, regulations and policies.
Facilities (<i>info inputted here will be given to DPAC Facilitates Comm.</i>)	Additional conference room and office space	There is minimal conference space in the 2714 building. Currently the two conference rooms in the HR areas are used by the PC as

		well as the Fiscal group and auditors. Office space is restricted and the department needs additional offices due to confidentiality issues.
Equipment, Technology, Supplies <i>(tech inputted here will be given to Technology Planning Committee)</i>	Continued updating of all computer systems in department to allow for online training, processing, and operations; continued ability to work remotely as needed. Case management system	Antiquated technology supports various HR functions such as HRS and ISIS. All of our compliance and operational work is computer dependent. For example, online training of all staff regarding SB 1343 (Title IX), as well as managerial training for supervisors and non-supervisory staff in professional development. Several of our staff require remote working accommodation during the Covid-19 period. The requirement to continue to communicate, and educate via Zoom or other online platforms will continue through the 2020-2021 period.
Professional Development (Institutional Outreach)	Funding for professional development activities	Funds for professional development trainings of staff and faculty. Additional funds will be needed for consultants to engage the district community in the work needed as defined in Part 1: Narrative, above.

V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also Include your responses and solutions to this crisis.

- Transitioning staff to working remotely, and adapting to the lack of face-to-face interaction with the SMC community and the general public.
- Interpretation of the Covid-19 emergency MOUs relating to the administration of leaves of absence.
- Continuing the compliance investigations.
- Continuing progressive intervention and discipline processes while staff is working remotely.
- Continuing the compliance training required by law. i.e., SB 1343 state mandated sexual harassment training requirement for supervisors and non-supervisors to be completed by every employee by December 31, 2020.
- Converting every operation to an electronic process.
- All hiring activity for faculty and staff has been frozen due to Covid-19, impacting all services to students and staff.

VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY

PARTNERSHIPS: N/A

Part 1: Industry advisory meeting dates and attendance for 2019-2020.

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.

Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.

Employer Name	Type of partnership or Collaboration <ul style="list-style-type: none"> Advisory attendance Internship site Donations Job placement Other 	Optional: Additional information about partnership or collaboration
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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CONGRATULATIONS – that’s it! Please save your document with your program’s name and forward it to your area Vice President for review.

The following section will be completed by your program’s area VP

Vice Presidents:

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources
- Jennifer Merlic, Vice President, Academic Affairs
- Teresita Rodriguez, Vice President, Enrollment Development
- Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program’s annual report. Provide any feedback and comments for the program here:

No additional comments

Finally, please **save the document** and email it to both Stephanie Amerian (amerian_stephanie@smc.edu) and Erica LeBlanc (leblanc_eric@smc.edu). If you have any questions, please contact us!

Thank you for your input!