

ADMINISTRATIVE UNIT PERFORMANCE REPORT

FY: 96-97

Division: Administration and Finance

Unit: Human Resources

Unit Mission	Performance Indicators	Performance Measurements	Measurement Results	Results Utilization
<p>The mission of UCF's Human Resources is to advocate and encourage the general welfare and safety of UCF personnel and afford all university personnel the opportunity to realize their full potential as public employees. It is Human Resource's mission to assist UCF's management in ensuring that UCF personnel are cognizant of their rights and responsibilities in achieving the primary mission and objectives of UCF.</p>	<p>1. In the Employment Section, 85% of all vacancy packages will be referred to the appropriate department within three work days following the vacancy announcement.</p>	<p>1a. A time cycle measurement system was implemented to track the lag time between vacancy announcement deadlines and referral of vacancy packages to UCF hiring departments. This consisted of revising the Recruitment Request to include an area to document the date applications were referred to the departments.</p>	<p>1a. During the 1996-97 fiscal year, the Employment Section referred 317 vacancy packages to the recruiting departments. All but four of the 317 vacancy packages were referred within three work days following the vacancy deadline resulting in a measurement of 98.7%, exceeding the performance indicator.</p>	<p>1a. Target was met. The Employment Section will continue to monitor this indicator as it is a primary issue for those we serve.</p>
	<p>2. There will be a 90% customer satisfaction rate with the services offered by Human Resources.</p>	<p>1b. Responses of UCF departmental customers surveyed will reflect a 90% customer satisfaction rate with the timeliness of receipt of vacancy packages.</p>	<p>1b. The survey was conducted by the Division of Administration and Finance and results indicated an 89.13% satisfaction rating.</p>	<p>1b. Target was not met. The Employment Section will continue to monitor this issue and the performance goal will be revised to 80% satisfaction rate in line with other similar departmental goals.</p>
	<p>2. Responses of UCF customer survey will reflect a 90% customer satisfaction rate with the services of Human Resources.</p>	<p>2. The survey conducted by the Division of Administration and Finance indicated that 60.7% of respondents were satisfied with Human Resources Services.</p>	<p>2. The survey conducted by the Division of Administration and Finance indicated that 60.7% of respondents were satisfied with Human Resources Services.</p>	<p>2. Target not met. The Department has provided mandatory customer service training to the entire HR staff and will continue to monitor this issue. The performance goal for 1997-98 has been revised to 80% satisfaction.</p>

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	<p>3. In the Records Section, written employment verification requests will be completed and returned to the originator within three work days.</p>	<p>3. On a daily basis, the Records staff monitors and tracks written employment verification requests and monitors the time it takes to complete and return the requests to the originators. This is accomplished through the use of a written tracking log which documents the date of receipt, the completion date, and the date the request is either returned to the originator or referred to Benefits or Payroll for additional information.</p>	<p>3. During the 1996-97 fiscal year, the Records Section received 436 requests for written employment verifications from mortgage companies, banks, credit card companies, and governmental agencies. Of those 157 (36%) were completed and returned to the originator the same day; 147 (34%) were returned within one day; 63 (14.5%) were returned within two days; 63 (14.5%) were returned within three days. The remaining 6 (1%) were completed within three days and forwarded to either Payroll or Benefits for additional information.</p>	<p>3. The target has been met and is not considered vital to the mission of the department. A new goal will be set of the Benefits Section responding to 90% of all voicemail and electronic mail within eight business hours. This goal is vital to the unit's overall customer service goals.</p>