

**REVISED**  
**OCT 16 2000**

**—Institutional Effectiveness Summary for Administrative Units—**

*"The institution must demonstrate planning and evaluation in its administrative and educational support services. Each unit, in its planning and evaluation processes, should consider internal and external factors and develop evaluation methods which will yield information useful to the planning processes of that unit." SACs 1998*

Date Submitted: October 10, 2000  
 Division Name: Administration and Finance  
 Unit Name: Human Resources  
 Unit Head: Mark Roberts  
 Participating Staff: Tracy Wall, Lorraine Pirino, Linda Browning, Mark Roberts, Vanessa Forzier, Peter Essental, Kelley Ford, Sandra Martinez

Approved by UAC Date: _____ Initials: _____	Approved by UAC Date: _____ Initials: _____	Approved by UAC Date: _____ Initials: _____	Approved by UAC Date: _____ Initials: _____															
Expanded Statement of Institutional Purpose:	Departmental/Program Intended Outcomes/Objectives	Assessment Criteria & Procedures	Assessment Results															
<p>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.</p>	<p>1. 90% of employment verifications requests will be completed and returned to the originator within three working days.</p> <p>2. There will be an overall customer satisfaction rate of 80% within the Training and Development Section of the HR Dept. The "customer" is defined as all UCF employees.</p>	<p>1.a. The records staff will monitor written verifications on a daily basis by recording time taken to return completed requests to originator.</p> <p>1b. Not Available</p> <p>2.a. Responses of Human Resources Departmental Survey will reflect a 80% customer satisfaction rate within the Training &amp; Development Section.</p>	<p>1.a. Due to staffing changes, the following results reflect written employment verifications completed between December, 1999 and September 8, 2000.</p> <p>The total number completed - 138</p> <table border="1"> <thead> <tr> <th>Completed within</th> <th># Counts</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>3 days</td> <td>110</td> <td>79.71</td> </tr> <tr> <td>4 days</td> <td>20</td> <td>14.49</td> </tr> <tr> <td>5 days</td> <td>5</td> <td>3.62</td> </tr> <tr> <td>6 days</td> <td>3</td> <td>2.17</td> </tr> </tbody> </table> <p>2.a. An HR survey was developed and distributed to all employees (approx. 2500), approx. 300 were returned. Training and Development had an overall satisfaction rating of 96%</p>	Completed within	# Counts	%	3 days	110	79.71	4 days	20	14.49	5 days	5	3.62	6 days	3	2.17
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Expanded Statement of Institutional Purpose:	Departmental/Program Intended Outcomes/Objectives	Assessment Criteria & Procedures	Assessment Results	Use of Results
	<p>3. 90% of all job posting packages will be referred to the appropriate department within three working days following the vacancy announcement.</p>	<p>3.a. Time required to complete job posting packages will be documented on each recruitment request form.</p> <p>3.b. Responses of UCF departmental customers surveyed will reflect a 80% customer satisfaction rate with the timeliness of receipt of job posting packages.</p> <p>The "customer" is defined as all UCF employees.</p>	<p>3.a. The Employment Section referred 343 job posting packages to the various departments. All but 2 were referred within three working days following the vacancy deadline, therefore our recruitment is 99.8%.</p> <p>3.b. An HR Survey was developed and distributed to all employees (approx. 2500), approx. 300 were returned. The Employment section had an above average rating of 87% with regard to efficiency in the job posting process.</p>	<p>3.a. [Click here and type]</p> <p>3.b. [Click here and type]</p>
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