



HUMAN RESOURCES DEPARTMENT and PROGRAM REVIEW: DEPARTMENT PLAN

Part 1: Department Mission Statement

Human Resources provides people-focused responsive services and reliable employment practices at COCC. Through partnerships, we foster equity and accountability to create a workplace that supports the success and well-being of employees and the students they serve.

Part 2: Strategic Plan Connection

COCC's Strategic Plan includes five goals. Select one to three goals that most closely align with the strategic plan goals:

- [Community Engagement](#)
- [College Sustainability](#)

Part 3 and 4: Goals/Outcomes and Activities

Goal 1: Review and revise all internal Human Resources forms for content, length, ease of use, and format/process in order to improve user and HR experience.

Activities:

- inventory forms
- determine best format (adobe sign, etc.)
- training
- website changes

Goal 2: Streamline recruitment timeline and provide “just in time” communications for benefited positions with a focus on after position closes.

Activities:

- evaluate workflow states
- supervisor training
- create just in time communications
- include aspects of culturally inclusive hiring practices in alignment with strategic plan

Goal 3: Revamp onboarding/orientation/offboarding process for all employee groups (benefited and non-benefited).

Activities:

- form campus-wide work group

- research best practices
- evaluate current process

Goal 4: Review current employee engagement practices and create/add new ones in order to improve retention of benefited employees.

Activities:

- inventory current practices
- sustain and further develop a COCC wellness program

Part 5: Measurement Tool and Timeline

Goal 1: Review and revise all internal Human Resources forms for content, length, ease of use, and format/process in order to improve user and HR experience.

Measurement: Review and revise 25% of all HR forms each year. This will be measured through the monitoring of our forms index each summer.

Goal 2: Streamline recruitment timeline and provide “just in time” communications for benefited positions with a focus on after position closes.

Measurement: Days spent in “matrix to committee” and “committee interviewing” will decrease by a minimum of 10% each year. This will be measured using Tableau and PeopleAdmin data each Fall.

Goal 3: Revamp onboarding/orientation/offboarding process for all employee groups (benefited and non-benefited) with the goal of obtaining better employee satisfaction, engagement, and knowledge of COCC’s mission, values, and culture.

Measurement: Review and revise the onboarding process in 2025-26, the orientation (both online and in person) in 2026-27, and the offboarding process in 2027-28. This will be measured through the monitoring of our processes and feedback from newly hired employees through stay interviews, current employees through targeted feedback, and exiting employees through the exit survey.

Goal 4: Review current employee engagement practices and create/add new ones in order to improve retention of benefited employees.

Measurement: Turnover will be <12% in 2026-27, <11% in 2027-28 and <10% in 2028-29. This will be measured by the data from the Tableau – Turnover Rate report each August and data from the Great Colleges to Work For survey the years it is used.