Unit Title: Human Resources Department

I. Mission: To contribute to Delta State University's strategic and operating success, and enhance the quality of work for all our employees.

II. The Institutional Mission in Alignment to the Human Resource Function:
- Provide administrative services, which are efficient and effective in the support of the institutional mission.

III. Goal #1: Develop and implement innovative recruiting programs and tools to assist search committees and department heads in attracting a diverse pool of applicants.

Indicators of Achievement
- Implement technology-based recruitment tools to expand our outreach and applicant pool, and to further diversity recruitment efforts.
  Start Date: 2002   Completion Date: 2005
- Implement image recruitment advertising to market Delta State University as an ‘employer of choice’ while maximizing web-based advertising and streamlining position specific advertising.
  Start Date: 2003   Completion Date: 2007
- Implement rigorous referencing and background investigation standards for all position categories.
  Start Date: 2004   Completion Date 2007

Goal #2: Provide a competitive compensation structure that is commensurate with University financial resources and helps in recruiting, hiring, and retaining talented employees.

Indicators of Achievement
- Continue implementation of new Staff Compensation Program.
  Start Date: 2001   Completion Date: 2005
- Develop and implement a compensation communication program emphasizing progress towards goals and market competitiveness.
  Start Date: 2004   Completion Date: On-going
- Develop merit increase model for annual increase program that is predicated on extensive use of performance measures and reward of objective outcomes for all staff.
  Start Date: 2004   Completion Date: 2006
- Implement an internal placement program that celebrates and promotes internally and externally the good works of employees at all levels.
  Start Date: 2004   Completion Date: On-going
Goal #3: Implement programs that increase staff satisfaction and expand opportunities for staff to resolve conflicts and address concerns and to minimize disruptions and barriers to excellent performance.

**Indicators of Achievement**

  
  **Start Date: 2000**  
  **Completion Date: 2005**

Goal #4: Continue review and enhancement of Human Resource systems, processes, and procedures, using the principles of continuous quality improvement that incorporate quality service, increased accountability, and maximizes cost-effectiveness.

**Indicators of Achievement**

- Implement improved performance evaluation systems.
  
  **Start Date: 2002**  
  **Completion Date: 2005**

- Continue design and development of Human Resources web page to provide access to employees of handbooks, procedural guidelines, forms and increased access to services. Leverage technology to implement “Employee self-service” opportunities to meet employee needs and reduce service delivery expense.
  
  **Start Date: 2005**  
  **Completion Date: 2007**

**Unit Title:** Auxiliary Departments

- Food Service (ARAMARK)
- Bookstore (Follett)
- Golf Course
- Laundry
- Post Office
- Copy Center
- Licensing / Trademark

IV. **Mission:** To ensure that business services enhance and support the core mission of Delta State University.

V. **The Institutional Mission in Alignment to Auxiliary Department Functions:**

- Provide administrative services, which are efficient and effective in the support of the institutional mission.

- To manage effectively the new support services partnerships.

**Goal #1:** Continue to improve recently implemented 3rd party partnerships with Follett and ARAMARK.

**Indicators of Achievement**

- Results of year-end student satisfaction surveys and 3rd party partnerships willingness to develop plans to respond to areas of concern or weakness.
  
  **Start Date: 2004**  
  **Completion Date: On-going**

- Follett & ARAMARK’s plans to develop and implement innovative strategies to assist Delta State University in attracting and retaining students.

  **Start Date: 2004**  
  **Completion Date: On-going**
Goal #2: Continue to evaluate the cost/benefit of all auxiliary programs to ensure they are competitive, and that funding is maximized and/or reallocated to priority initiatives.

**Indicators of Achievement**
- Cost effectiveness of each auxiliary program supports university mission.
- Auxiliary programs provide funds to support university objectives.
- Implement changes expand our outreach and assist recruitment efforts.
  
  **Start Date:** 2004  
  **Completion Date:** On-going

Goal #3: Improve effectiveness (cost and service levels) of all Auxiliary programs using the principles of continuous quality improvement that incorporate quality service and excellent performance standards, increased accountability, and maximizes cost-effectiveness.

**Indicators of Achievement**
- Implementation of Auxiliary programs achieve excellent and cost-efficient service results while supporting University business objectives.
  
  **Start Date:** 2003  
  **Completion Date:** On-going

VI. **Personnel:**

**Noteworthy Activities and Accomplishments**

*Ben Bufkin, Associate Vice President for Finance, achieved re-certification and designation as a Certified Professional in Human Resources (PHR) in December, 2003.*

VII. **Budget Requests To Achieve Objectives (2004-2007)**

**Human Resource Secretary (pending funding by university)**
- Coordinate reference and background checks with department heads of potential candidates.
- Coordinate hourly/clerical/professional applicant flow.
- Coordinate and audit compliance of federal and state employment and record retention programs.
- Coordinate data for various HR and Auxiliary reports.
- Receptionist for Department.
- Audit university job descriptions.