

Human Resources

Discussion with Strategic Plan Steering Committee, January 9, 2018

1. What data does your department use to monitor performance and/or make decisions?

- Industry market benchmarking data
- External and internal audits
- Employee surveys
- Customer Satisfaction/Customer Feedback tools
- Key HR metrics: absenteeism rate, hiring timeline, retention/turnover, performance management, teacher tenure, and fill rate

2. What are your department's three greatest strengths?

1. Customer service: *educate, support, and serve as a resource.*
2. Ability to identify quality candidates and hire a talented workforce.
3. Invest in and develop our instructional workforce.

3. What are your department's three greatest areas of need?

1. Department capacity (human capital and technology) to meet the needs created by increased student enrollment, growing workforce and technology enhancements.
2. Strengthen data-driven decision making.
3. Design and implement a comprehensive professional development for ***all*** employees.
4. Implement a holistic employee engagement framework.