



Employee Engagement

Group 3: Streamlining Internal Processes

Top Processes that Require Streamlining From a Pan College Wide Perspective

1) Faculty Course Evaluations

This is an example of a streamlined process that has not worked well to date.

Meaningful responses from the students are important.

Issue:

- Low participation rates resulting in a low rate of return;
- Hybrid courses offered to students. Result is less time for the Faculty Course Evaluation Survey;
- Evaluations occur at the wrong time when students are busy studying;
- Evaluations are polarized - some students love you and some students do not;
- Who reads the evaluations?

Solutions/Recommendations:

- Review questionnaire;
- Make the questionnaire shorter;
- Engage students on an ongoing basis;
- Leverage Blackboard for student feedback;
- Allow for anonymous posts from students;
- Faculty Course Evaluations Surveys should be online for a longer period of time, for example: 6 weeks;
- Conduct the Faculty Course Evaluation Survey after student exams;
- Consider time in class for students to complete the survey;
- Consider leaving a laptop in class for students to complete the survey. Some students find their laptops are too heavy and do not bring their laptops to class;
- Faculty can distribute a paper survey during class commencing at midterms to ensure

<ul style="list-style-type: none"> • What is the point of the survey? • What happens to the results? • Remove the question “Do you like the professor?” • Is it feedback on the Professor or on the course? 	<p>things are on track (short 4 or 5 questions);</p> <ul style="list-style-type: none"> • Blog at end of course; • Faculty Course Evaluations, link to Professor instead of course; • Consider linking evaluations to performance.
<p>2) Duplication of effort in a number of manual Algonquin processes</p> <p>For example:</p> <ul style="list-style-type: none"> • Timesheets; • Travel authorization; • Sick leave/Vacation Leave. Currently use a manual employee leave entry form. • Grade reporting – there is too much duplication of effort. If data is entered more than once, the process is wrong. 	<p>Solutions/Recommendations:</p> <ul style="list-style-type: none"> • ERP strategy. ITS team is now engaging in this process; • Automate processes; • Ensure risk management is a part of the project plan; • Stakeholder impact assessment is important so we do not have to retrofit; • Formalize a communication strategy; • Ongoing process improvement for the college; • Change Management; • Tie the process and procedures back to core values.
<p>3) Streamline the Registration Process</p>	<p>Solutions/Recommendations:</p> <ul style="list-style-type: none"> • Create a better experience for the student; • Work with Business Process Review

	expert to ensure this process is LEAN.
<p>4) Hiring Process</p> <p>Hiring top talent is the most important job for a Manager. When all things are equal, the hiring manager can decide between the top two candidates.</p> <p>Hiring Process for Full-time Employees:</p> <ul style="list-style-type: none"> • Time to hire: concern that position remains vacant for too long; • Ensure Selection Committee has a fair representation at the table and members are not being overridden. <p>Hiring Process For Part-time Employees:</p> <ul style="list-style-type: none"> • Part-time faculty employees may not be qualified for full-time positions. This is frustrating for part-time employees that have worked at the College for years. 	<p>Solutions/Recommendations:</p> <ul style="list-style-type: none"> • Keep the positions descriptions, JFS's up-to-date. If someone is eligible to retire, why wait to review the position description? Ensure position description is up to date to reduce time to hire. • Refresher training for Hiring Managers on the Recruitment process. <p>Hiring Process For Part-time Employees:</p> <ul style="list-style-type: none"> • Part-time employees should meet with their Chairs to understand and discuss credentials. This will ensure part-time staff are qualified for future full-time positions. • Consider a succession plan or a career plan for part-time faculty. Keep the process transparent.
<p>5) Digital College - Technology Resource Availability</p> <p>It would be nice to find/share college technology resources.</p> <ul style="list-style-type: none"> • Algonquin College has technology available that is not 	<p>Solutions/Recommendation:</p> <ul style="list-style-type: none"> • Ensure employees understand the technology available for their use; • Allow employees the opportunity to try different technology and/or use it.

fully utilized.

Example: white board, monitors, wireless VOIP phones, Smartboards, laptops, height adjustable desks, microphones, LED projectors etc.

- These items are purchased for use and/or for testing and are either no longer used or did not work as intended. Other people may want to leverage these resources. Why buy when we already own?