

July 2005

Human and Quality Resources Report

ISO. The data from the customer satisfaction surveys including the parent and student surveys has been compiled. The plan is to spend more time reviewing the data and ask more questions to understand the data. At that point it will be important to look at improvements that may need to be made based on the research done.

Payroll. The payroll transition is complete. Two payroll cycles have been completed with the new system. The transition went quite smoothly. There were a few minor issues that were all easily corrected. ECCA has been quite easy to work with and we have been able to address each issue as they have surfaced. There are new features in the software that will be set up and tested before they are able to be used by employees. Some of the features include benefit time tracking on the pay stub, and online features for employees to use. In addition, training will be available so employees will know how to use the features and understand what they mean.

Recruiting. Currently ECTS is recruiting for a Networking Technologies Instructor and an Alternative Education Secretary. The Networking Instructor has been a difficult search and there have been few applicants. We are still diligently working on filling this position. It has been difficult due to the half time nature of the position thus Dr. Jackson has presented the full-time position as an option. We have used many avenues to recruit including networking with others in the field, agencies and advertising. It is important that we don't make a rash hiring decision therefore are continuing the search and exploring all avenues possible. There have been quite a few for other Technical Schools who are recruiting as well. The secretary search has just begun and we have received a few applications to date but generally there are many applications for clerical positions so hopefully this won't be quite as large of a challenge.

End of the Year. At this time there are reconciliations that need to occur including benefit time which will affect the new features in the payroll software. In addition, new rates need be entered before the start of the year.