

“One of the hardest tasks of leadership is understanding that you are not what you are, but what you’re perceived to be by others.” *Edward L. Flom*

Inside this issue:

Before You Go	2
Diversity Community Corner	2
Time To Enroll	2
Orientation Gets Makeover	2
HR Dates To Remember	3
Reduce Work-Related Stress	3
Inquiring Minds Want to Know	3
Training Opportunities At A Glance	4-5

PEOPLESOFT TIME & LABOR PROJECT UNDERWAY

The Information Technology, Payroll, and HR Departments are collaborating on the implementation of the PeopleSoft Time & Labor 8.8 module. Scheduled for an all-college implementation in October

2009, this module will replace a fragile proprietary system. Beginning in April 2009, four groups (HR, Finance, IT, and Coleman College) will pilot the new system. In preparation for this transition, information

about current time and labor practices have been collected. These findings will be utilized to design a streamlined and less manual-intensive workflow.

@ YOUR SERVICE: NEW FEATURE

One year ago HCC implemented @ Your Service, the employee gateway to information stored in the PeopleSoft HR system. @ Your Service is the place to view your pay information, make changes to selected personal information retained by HCC, work on your performance documents, and view your HCC training history. A new feature, within Training

and Development, will soon be available.

During late September, you will be able to use @ Your Service to register and cancel registration for all courses offered by the HR-Employee Learning & Organizational Development (ELOD) Department. These include courses in the College Leadership and College Office Professionals Programs, as

well as PeopleSoft 101 workshops. Faculty will also be able to register for the Teaching & Learning Excellence (TLE) Program classes. In January 2009, these capabilities will be extended to other courses offered by the Instructional Media Center (IMC). These changes will make it even easier for you to manage your lifelong learning journey!

COMING SOON!

A Special Edition of HR News You Can Use . . .

Spotlight on Compensation

THE NUMBERS ARE IN

As of 7/30/2008, 727 (91%) full-time faculty PEP documents and 976 (92%) full-time staff PEP documents have been completed, using PeopleSoft PEP and the automated workflow. This represents the highest number of performance evaluations ever completed at HCC!

It is important to remember that performance management is

not really about the completion of a form, but is ALL about the quality of planning, continuous feedback, execution of duties and re-



sponsibilities, and positive results that when combined lead to excellence in serving HCC students. PEP is a tool to be used to facilitate those activities. Thanks to all involved in this first year of college-wide PEP.

HR News You Can Use

BEFORE YOU GO . . .



HR along with other departments who manage HCC assets are partnering to improve the employment exit process. Why is this important to HCC? Protection of HCC information and assets, elimination of inventory loss, collection of exit data that may help with future employee retention, and reduction of employee frustra-

tion with the current termination/exit processes are just a few of the driving factors.

Work is underway to define current employee termination/exit procedures. The purpose of the project is to unify and streamline the process, so that supervisors know what questions to ask exiting employees, what information to gather, and

who to contact. While all employees are expected to protect HCC assets, supervisors are responsible for making sure that assets are secure and accounted for. The project team will deliver an improved tool to assist supervisors in the important activity. Questions? Contact Jesus Aguayo, Jr., HR Generalist, Central College.

DIVERSITY COMMUNITY CORNER

NOW SHOWING -

Tune in on August 22

On August 22nd, HCC – TV, in conjunction with HR Diversity Recruitment, will pilot Diversity Community Corner (DCC) focusing on diversity initiatives, issues, events, job fairs, and projects of interest to the com-

munity. HCC Diversity Manager, James Corona will host the 30-minute program. DCC's first guest is scheduled to be Javier Ferrer, event chair for the Puerto Rican - Cuban Festival. The September 20-21,

2008 festival to be held at Tranquility Park will showcase Latino celebrity performers, exhibits, food, dancing and more. Stay tuned for more exciting news in the Diversity Community Corner!

TIME TO ENROLL



The College Leadership Program (CLP) is currently accepting enrollment forms and applications for the 2009 cohort.

The CLP is a 76-hour certificate program consisting of core and elective coursework, coaching, supervisory guidance, and personal development. Designed to equip new supervisors with the knowledge and skills they need for success, the CLP is required for all supervisors new

to supervision or new to HCC and is encouraged as a refresher for experienced supervisors.

New managers, supervisors, administrators and department chairs should complete and submit the CLP Enrollment Form. Those aspiring to supervisory or chair positions should complete and submit the CLP Application Form. The deadline

for completed CLP Enrollment and Application Forms is **October 16**.

Enrollment and application forms and additional information can be found on the CLP web page. From the HCC Home Page, click "Faculty and Staff", "Training" (under the Human Resources heading), then "College Leadership Program." Submit your form today!

NEW EMPLOYEE ORIENTATION GETS MAKEOVER



Beginning September 2, 2008 General New Employee Orientation (GNEO) for full-time employees will be shortened from 2 to 1 ½ days. After revisiting GNEO course objectives, changes were based upon in-

put from end-of-course evaluations, instructor suggestions, and a review of existing course materials. Overall the course gets rave reviews from HCC new hires, however there were several areas where the

agenda could be "tightened up." Supervisors, be advised that your new full-time employees will be reporting for duty a half day sooner than in the past.

HR News You Can Use

MARK YOUR CALENDAR! UPCOMING HR DATES TO REMEMBER



- **College Leadership Program (CLP):** Application/ Enrollment Deadline for 2009 Cohort is October 16th
- **Summer Enrollment for HCC Benefits Changes:** July 28–August 22, 2008
- **Annual Benefits Fair:** August 20th 9 a.m.-1 p.m., 3100 Main Auditorium
ERS and HCC Vendors will be present. Enrollment Assistance in Basement Computer Lab
- **2008-9 Benefits Briefings & Enrollment Assistance**
August 14th 9 a.m.-1 p.m. Central Library

EFFECTIVE PERFORMANCE MANAGEMENT REDUCES WORK-RELATED STRESS

Contrary to popular opinion, effective utilization of PEP can actually reduce work-related stress.

A Luminari study found less heart disease and depression-related illness when employees had more control over

their work and their schedules. The top five work-related causes of stress and ill health for both genders: mentally tiring work, time pressure, too many changes within the job, not getting enough feedback on how they are doing and not having enough influence over



the job and how it is done.

Are you experiencing stress? If so, visit the UT-EAP web site (www.uteap.org) or call 713-500-3327 for more information or to schedule an appointment.

INQUIRING MINDS WANT TO KNOW . . .

Q: Is it true that I can no longer designate someone in my department to verify part-time hire employment eligibility information and sign the federal I-9 form?

A: Yes, this is true. Effective August 15, 2008, supervisors will be responsible for completing the I-9 form. No longer will a non-supervisor designee be allowed to verify the documents and complete the form.

Q: Where can I find more information about employment eligibility and the recent changes in the federal requirements?

A: See Revised (8/15/08) HR Procedures C: 2.2.3 – Employment Eligibility for more information, located on the Faculty & Staff web page under the Employee Support heading. Click the HCC Policies & Procedures link.

Q: Are there any new ELOD courses in the lineup for the coming year?

A: The College Leadership Program has two new electives: *L.E.A.D. with Integrity* and *Process Improvement Methods in Higher Education*. Additionally, the former core courses, *Survival Skills* and *Strategies*, have been redesigned with new and updated content. Now delivered in six learning blocks, each six-hour session is built around a theme: *Bringing Out the Best in Others*, *Creating a Positive Work Environment*, *Finance & Accounting for Higher Education Managers*, *Managing Leave*, *Compensation & the Payroll Cycle*, *Operational Effectiveness & Efficiency*, and *Recruiting, Hiring & Developing Talent*.

The College Office Professionals Program has one new elective, *Bridging the Generation Gap*, open to all employees.

Q: How many HCC employees use the Employee Higher Education Program (EHEP) for tuition reimbursement?

A: Sixty six applications were approved for fall 2008. Of these, eleven were for the time-off option and fifty five were for tuition reimbursement. Not counting the dollar value of paid time-off, HCC will spend \$24,000 in support of its employees' pursuits of higher education through EHEP.



SEPTEMBER TRAINING OPPORTUNITIES AT A GLANCE

College Leadership Program

College Leadership Program (CLP) courses are open to all supervisors, managers, department chairs and CLP participants. *** Courses noted with an asterisk are open to all staff and faculty.** Register for CLP online at <http://swc2.hccs.edu/Clp/>

Delegating for Results

September 23, 2008
9 a.m.—11 a.m.
Coleman College

Delegation is a useful supervisory tool that frees time for management activities and develops employees' skills. Effective delegation requires preparation, skill and follow-up. In this course, participants learn how to identify which tasks to delegate, determine whom to delegate, prepare the employee to assume the task, and monitor delegation to assure optimum results. Join Primeway Federal Credit Union Vice President and Chief Financial Officer Mary Brammer at Coleman College for Health Sciences, on Tuesday, September 23, 2008, from 9:00 AM to 11:00 AM and improve your delegating skills!

Planning & Goal Setting

September 25, 2008
9 a.m.—12 p.m.
Central College

When you set goals that are realistic and reachable, you will obtain them. In the "Planning & Goal Setting" course, participants learn a goal setting process and practice aligning departmental goals with the HCC Strategic Plan. Join Employee & Organizational Development Manager Debbie Sharp on Thursday, September 25, at the Central College Willie Lee Gay Hall in Room 150 and develop a workable plan to accomplish your goals!

College Office Professionals Program

College Office Professionals Program (COPP) courses are open to all full-time and part-time HCC employees.. Register for upcoming courses online at <http://swc2.hccs.edu/COPP/>.

Dealing with Difficult Customers

September 18, 2008
9—11 a.m.
Coleman College

How do you provide excellent service to a customer who seems unreasonable? This class explores underlying causes of difficult behavior and identifies strategies for interacting successfully with demanding internal and external customers.

PEP for Employees

September 30, 2008
1—3 p.m.
Northwest College

In this course, employees learn about HCC's performance management process, the Performance Excellence Program (PEP). You will understand your role in managing your own performance, including setting meaningful expectations and goals, communicating and documenting accomplishments, giving and receiving constructive feedback, and using the PEP form. This course is recommended for non-faculty and non-supervisory staff.

PeopleSoft 101: The Basics

These 3.5 hour courses provide you with an overview of navigation and basic functionality for PeopleSoft 8 Student Administration and Finance. Register for *PeopleSoft 101: The Basics* at <http://swc2.hccs.edu/ps8train/>

Finance

Wednesday, September 10, 2008
 9:00 a.m. - 12:30 p.m.

All PeopleSoft classes will be held at 3100 Main, Computer Lab BD12.

Performance Excellence Program (PEP)

PeopleSoft PEP Training is available using UTRAIN. The computer-based, hands-on, self-study module will take you through the PeopleSoft PEP process using a simulated scenario. To access UTRAIN, go to the HCC webpage > Faculty & Staff > Performance Excellence Program (PEP).



3100 Main Street
 Houston, Texas 77002

Phone: 713-718-8565
 Fax: 713-718-8641
 E-mail: elod@hccs.edu