

**CALIFORNIA STATE UNIVERSITY SAN MARCOS**  
**Finance and Administrative Services**  
**2016-2017 Strategic Objectives**  
**Quarter 3**

**OFFICE OF HUMAN RESOURCES**

**Human Resource Services**

<b>FAS Strategic Objectives</b>	<b>Department Goals</b>	<b>Progress</b>
<b>Develop workforce strategies</b>	Roll out iCIMS onboarding platform.	● On Target
	Research and identify a list of behavior based interview questions and require at least 1 to be used in each candidate search.	● On Target
<b>Create and refine innovative business practices</b>	Actively participate in the design of PS 9.2 modules for the Common Human Resource System (CHRS).	● On Target
<b>Deliver legendary service</b>	Provide legendary service by responding to customers within one business day, inform customers of the estimated length of time for completion of request, and will proactively follow up to ensure resolution achieved.	● On Target
	Deliver legendary service by utilizing the HR2U Cart across the campus on a quarterly basis.	● On Target
<b>Identify new and strengthen existing partnerships to support the campus community</b>	Meet with campus wide leadership teams once per semester to build and strengthen partnerships.	● On Target
	Create a campus environment in which staff, faculty and administrators are encouraged to pursue opportunities for learning and professional growth and to draw on CSUSM's own intellectual resources as well as external sources in seeking those opportunities.	● On Target
<b>Foster a culture of sustainability</b>	Support campus sustainability efforts by reducing amount of paper usage.	● On Target

**Payroll**

<b>FAS Strategic Objectives</b>	<b>Department Goals</b>	<b>Progress</b>
<b>Develop workforce strategies</b>	Explore utilization of PS Self-Service functionality for total compensation information.	● On Target
<b>Create and refine innovative business practices</b>	Actively participate in the design of PS 9.2 modules for the Common Human Resource System (CHRS).	● On Target
<b>Deliver Legendary Service</b>	Deliver legendary service by utilizing the HR2U Cart across the campus on a quarterly basis.	● On Target
<b>Identify new and strengthen existing partnerships to support the campus community</b>	Meet with campus wide leadership teams once per semester to build and strengthen partnerships.	● On Target
<b>Foster a culture of sustainability</b>	Explore utilization of PS and iCIMS to reduce paper copies/forms where applicable.	● On Target

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**Labor and Employee Relations**

<b>FAS Strategic Objectives</b>	<b>Department Goals</b>	<b>Progress</b>
<b>Develop workforce strategies</b>	Develop labor & employee relations related resources for new managers.	● Approaching Target
<b>Create and refine innovative business practices</b>	Implement online Compliance Training through ETC for new employees.	● On Target
	Develop MPP Toolkit/Resources and collaborate with IITS to deploy.	● Approaching Target
<b>Deliver legendary service</b>	Provide legendary service by responding to customers within one business day, inform customers of the estimated length of time for completion of request, and will proactively follow up to ensure resolution achieved.	● On Target
	Deliver legendary service by utilizing the HR2U Cart across the campus on a quarterly basis.	● On Target
<b>Identify new and strengthen existing partnerships to support the campus community</b>	Meet with campus wide leadership teams once per semester to build and strengthen partnerships.	● On Target
	Offer Workshops and Trainings, including First Time Manager and The ART/Exchange, twice per FY.	● On Target