

ATTACHMENT V

<i>List one major concern with the University, and if you have a solution to the problem, make a recommendation.</i>
<i>Office of Human Resources</i>
The salary band system has the potential to keep prospective excellent employees away. For those already in the system; it is discouraging. Research on other hiring systems should be looked into. It is DISHEARTENING (Band). Cost of living increase back to July 1
Change in anniversary date raises.
Raises should be given in July across the board not on anniversary dates!!!
The Human Resource office needs to get an overhaul. HU needs a qualified, educated and experienced director who is fair and unbiased. Provide a description in writing on how the salary bands are awarded and adjust salaries according to education, qualifications and skill.
Pay should match education level and experience.
Review salary bands and process for banding, I think where we are at not is NOT the original intent of the process when it was adopted. Supervisors should have more of a say in the process and not have the process "dictated" to them.
Salary bands/pay/job descriptions need to be evaluated much more closely.
Re-evaluate job position and make sure they are honest. Some supervisors say employees are doing certain duties when infact they are NOT.
HR Office, employees can't go there. Very uncomfortable and if you complain you get fired maybe.
Communication and Human resources; replace supervisors if needed. Some don't care about anything.
Communication between top all others. Head-human resource need big improvement, need to serve employees not administration.
Better human resource - can't talk to no one. HR- not answering phones or return messages.
The amount of time waiting for approval for hiring is ridiculous! Some positions are posted quicker than others. Perhaps a position should be posted when it comes in and not put off. And lit shouldn't matter what dept. is submitting it. It bothers me that the football coach was posted so quickly when we waited months for a position to be posted!
Policy - this should be revised and made appropriate for all - including 9-10 month employees and it should be followed appropriately - not just with the policy that they feel like following.

I feel the Human Resources department is poorly run and policy is not adhered to across the board.

Personnel Handbook needs to be revised and enforced.

I would like to see a fair practice of hiring administrators.

Hiring procedures need to be looked @ closely.

Communication-training for supervisor between each other how to communicate without attacking.

Terrible costumer service-better training.

Treat all employees equally regardless of position held.

Retention

Student attrition and under preparedness for college requirements is a major issue. NMHU can better compete in recruiting efforts by first focusing on retention - take an initiative of prioritizing (and investing in) retention efforts of understanding college students needs and provide quality services with a "learner-centered" focus. Along with this, faculty and staff need to be better trained with teaching/learning strategies and how to help students to take Responsibility for their learning outcomes. Establishing some sort of Center for Teaching/Learning Excellence can help accomplish this by serving as a resource to help faculty improve their teaching techniques with better understanding of learning processes and helping students to become better learners.

HU should stop looking for higher enrollment numbers and focus on the retention of higher classifications e.g juniors, seniors and grads.

Student retention-several top-down initiatives that didn't allow faculty input in the planning stage (find student-friendly classes for low achievers; establish a reading program). Quick timelines-hasty decisions. Give long timelines and put some good brains together. You'll get great results!

The retention program in place is very idle and week (not the committee).

Poor student retention. As an open admissions school, NMHU is not providing quality remediation services for underprepared students.