

**Piedmont Community College  
Personnel Office Executive Summary  
December 16, 2011**

This Executive Summary focuses on strengths, challenges, recommendations, and an action plan for the Personnel Office. Members of the committee are as follows:

Pam Hobbs	Director, Personnel/Payroll
Lisa Palmer	Institutional Researcher
Denise Zdanowicz	Personnel/Payroll Technician
Cindy Fox	Executive Assistant to the President
Dave Wehrenberg	Faculty – Technical and Occupational Programs
Mary Ellen West	Student Representative
Brenda Hollingsworth	North Carolina Department of Commerce Division of Employment Security

**STRENGTHS**

Strengths identified by committee and external sources, such as advisory committees, staff, faculty, and students.

- Efficient
- Pay advices and payroll checks are correct and timely,
- Benefits maintained correctly,
- Problems resolved quickly, and
- Changes/additions communicated in timely manner

**CHALLENGES**

- Confidentiality: (location of Personnel staff)
- Application for Employment obtained by either the applicant coming to campus or the application being mailed
- Employees Not aware of Benefits offered  
Benefit Question Assistance

**RECOMMENDATIONS**

Recommendations to improve the program:

- Require employees to read emails
- Survey employees for benefit fair interest
- Color code emails to get employees’ attention
- WebAdvisor Alerts

**ACTION PLAN**

Item	Plan	Responsibility	Timeline
Require employees to read emails	Have Executive Council to notify their employees that this is required	Pam Hobbs and Executive Council	February 2012
Survey employees for benefit fair interest	Create a survey	Lisa Palmer and Pam Hobbs	February 2012
Color code emails to get employees’ attention	Contact IT to see if color coding emails is possible and if so train HR personnel to use the color coding process.	IT staff and Pam Hobbs	February 2012
WebAdvisor Alerts	Set up important employee related information on WebAdvisor.	IT staff and Pam Hobbs	March 2012