

# Human Resources – Area Council Meeting

July 16, 2025, 12 – 3 p.m.

J. Miyashiro	M. Peralta	M. Rogers	J. Ishikawa	R. Swain
M. Smith	M. Lopez	R. Gonzalez	N. Streicker	A. Florentino
L. Kohigashi	P. Jones	A. Webb	C. Nguyen	

Dave McLean, the consultant from McLean & Company, presented results from the recently deployed HR Organizational Alignment (HROA) Survey which had been distributed to managers and administrative assistants to collect feedback on the HR Area's service levels and areas for improvement. The first HROA Survey was deployed in 2023 and collected feedback from managers only. The 2025 HROA Survey was expanded to collect customer/client feedback from both managers and administrative assistants this time. Survey participation rate was around 60%.

Overall Results and Observations from the 2025 HROA Survey:

- 2025 scores were overall higher than 2023. About 3/4 of the HR Area's clients who completed the survey note that they are satisfied or mostly satisfied with services provided and service levels.
- Customer ranking of priorities changed from 2023 to 2025. El Camino is in a different stage, not doing as much external hiring, and creating more internal opportunities for career advancement.
- Areas for Improvement – 1) more outreach needed, particularly to admin staff; 2) streamline and educate more people on the recruitment process; 3) improve talent management strategies; and 4) build more awareness campus-wide of HR processes, procedures, and policies.

## Action Planning

Following the HROA Survey review with the consultant, the HR Area Team worked on developing Action Plans based on the survey results.

### Plans to Improve Outreach Efforts

1. Hold HR/Department Information Sessions in Fall/Spring – invite managers & admins. Possible topics: process for recruitments, job postings, special assignments. Title IX already goes to division meetings. VPHR recommended Title IX to use the opportunity to recruit hearing officers and expand their outreach to non-student-facing areas (e.g., Fiscal Services, Facilities, ITS).
2. Develop a list of topics (to be posted online or MyECC) that directs people to the proper office/department for the most frequently asked questions.

### Plans to Improve Talent Acquisition

1. Map and Simplify Hiring Process – review the hiring workflow, identify bottlenecks, propose streamlined steps.
2. Publicize Timelines – define target timeline for job posting approvals, candidate screening, offer generation.
3. Train Hiring Managers on Recruitment Process – Develop quick workshops or guides on: interviews, legal compliance, how to speed up the recruitment process. Host a training once a year or whenever managers are newly hired.

### Plans to Improve Talent Management

1. New Hire Orientation Checklist – add as a task in the RIVAL onboarding system to be sent to the hiring manager.
2. Provide new hire a list of resources and contacts, payroll info, etc. after being onboarded.

### Plans to Improve Campus Awareness of HR Services

1. Develop workflow charts and publish on MyECC for processes/procedures for special assignments, job requests, recruitments, changes in assignment, etc.
2. Develop simple infographics explaining HR processes. Possibly distribute campus-wide.
3. Build an HR Knowledge Hub – post with policies, FAQs, forms.