1) **State the problem or issue.**
   a. Connect to the Standard and/or Recommendation.
      — No written hiring procedures exist for COS Confidential employees.
      — The college needs to “expand human resource processes to include hiring procedures for all employees”, per the findings of the Accreditation Team in October 2012, Evaluation Team Report, page 36, Recommendation #6, Standard III.A.1

2) **Gather data on the problem/issue.**
   a. What data did you gather?
      — Visited the website containing COS Board Policies and the COS Human Resources’ website. Determined only hiring procedures for Faculty and Management have been created and posted.
      — Conferred with Confidential employees regarding Confidential Hiring Policies. No Confidential collective bargaining agreement exists.
      — Reviewed the Faculty Hiring Procedures, which were listed on the COS Human Resources’ website.
   b. What did you find through the process of your evaluation?
      — Although, there are unwritten hiring procedures followed by COS Human Resources and corresponding hiring committees, there are no written hiring policies for Confidential employees.

3) **Describe the proposed resolution.** *(4-W’s and How?)*
   a. How does the resolution address the problem/issue?
      — *(How/What?)* Confidential Hiring Policies have been written and need review/approval by Management Council and the COS Board of Trustees. Upon approval, the Policies can be posted to the COS Human Resources' website and adopted as Board Policy. The new written policies nearly mirror the hiring procedures for faculty. The Faculty Hiring Procedures were the guide used when writing the Confidential Hiring Policies.
      — *(Why?)* Adopting and posting the Confidential Hiring Policies will provide a clear, written process for hiring Confidential employees and will fulfill Accreditation Recommendation #6 and meets Standard III.A.1.
      — *(When?)* Upon review and approval by Management Council, the Confidential Hiring Policies can be forwarded to the COS Board of Trustees for approval and ratification by May 15th, 2013.

4) **Describe assessment process.** *(connected to the standard)*
   a. How will you assess implementation?
      — An Exit Survey currently exists for job interviewees. After each interview is completed, candidates are given the Exit Survey to complete. The Exit Survey will be revised to include questions that evaluate the hiring process.
      — Answers from the Exit Surveys will be compiled an annual Exit Survey Report by Human Resources in December. The information will be given to the Equal Employment Opportunity Advisory Committee.
      — The EEOAC will assess the Exit Survey Reports and provide feedback to improve and modify the hiring policies.
   b. What is your timeline for assessment?
      — The annual Exit Survey Report will be given to the EEOAC in January, in order to evaluate the effectiveness of the policies and modify them in the future.