From: UCPath, University of California
Subject: UCPath Notice: Announcing the New UCPath Metrics Site
Date: Tuesday, May 10, 2022 4:12:13 PM

UCPath_Vertical response 650x126 Email Header 2

UCPath Notice: Announcing the New UCPath Metrics Site

To: General UCPath Communications distribution

UCPath is pleased to launch its new metrics site for the UCPath community:

UCPath Metrics Dashboard

The SharePoint-based site includes a variety of operational metrics, including those currently shared via the weekly UCPath Operations Summary report and the monthly service description reports. It supports more in-depth analysis, comparative review, and downloadable access to underlying data than current reporting. The new site enables UCPath to deliver more complete and actionable operational data more timely and efficiently than current reporting methods.

Available metrics:

- Cases: Open, exceed service target, new
- Calls: Answered, service level, wait time
- Customer satisfaction: Overall experience, accuracy, knowledge, professionalism, speed of response, timeliness, survey volume
- Off-cycle transactions: Approval time, UCPath processing time, payroll processing time, volume
- Workforce administration transactions: Approval time, UCPath processing time, volume
- Salary cost transfers: Volume
- Defects: Volume

UCPath is transitioning to automatic data collection for overpayments and adjustments and will add these metrics to the site later this month. As new features and metrics become available, UCPath will announce them in the weekly Changes & Announcements email.

UCPath will hold two webinars to demonstrate the site's features, including use of filters and

download capabilities. The webinar will be recorded for future use.

- **Tuesday, May 17, 2-3 p.m**. *(no registration required, simply join the webinar at the listed time)*
- **Thursday, May 19, 9-10 a.m**. *(no registration required, simply join the webinar at the listed time)*

In addition, UCPath has posted a UCPath Metrics Site job aid directly on the site to help you get started. There is also an email link for questions and feedback, including requests for new metrics.

UCPath will continue the current reporting formats through May and will discontinue the manual Operations Summary and service description reports in June.

If you have questions about the new site, please contact us at UCPath-Metrics@ucop.edu

Thank you,

UCPath
(855) 982-7284
Monday - Friday from 8:00 a.m. - 5:00 p.m.
ucpath.universityofcalifornia.edu