

#### www.fomucpath.ucr.edu

## NAVIGATOR MARCH 2019

# YEAR IN REVIEW 2018

Now that 2019 is well under way, we have had a chance to look back at 2018, the first year of UCPath at UCR, to review the progress, challenges, and lessons learned. From extending Hypercare from 60 days to 6 months, to the many tools and systems that were deployed and regularly updated, to setting up four Shared Services Centers, the campus has put forth a tremendous amount of effort to fix immediate mistakes, escalate recurring issues, and deal with the unknown, all while pushing for progress and improvements along the way. Below is a recap of some of the challenges and progress from 2018. Currently the project team is hard at work at more planned improvements, including a pilot program. Details and updates will be be announced soon!

#### THE HIGHLIGHTS



UCR went live as a Pilot Campus on January 1, 2018

2.

Introduced limited Tracker I-9 solution fully implemented

3. President Napolitano visited UCR to recognize the campus' efforts as a Pilot Location for UCPath



UCLA and UCSB deployed UCPath

5.

First Open Enrollment in new system

#### LOCAL SYSTEMS

#### TARS

•TARS to Express I-181 Comparison Report deployed

- •Telestaff integration July 2018
- "Reports To" fix deployed

•Improved logic to detect changes to jobs/positions within time reporting period

176

**HYPERCARE TICKETS** 

WERE RESOLVED

#### HRDW v.2

- •User Guide and data dictionary developed
- •100 new data fields, ability to view past, present, and future dated records
- •Database and ETL modifications to improve performance of accuracy

### **SuperDOPE**

Business & Financial Services information for SuperDOPE user groups to provide updates on UCPath general ledger related topics.
Ongoing stabilization

•Automation of feeds



Launched through ServiceLinkOngoing Stabilization

#### HYPERCARE





REPORTS



**FIRSTS** 

Next day checks
 Off cycle checks
 Work Authorization Expiration Dates
 FICA and DCP
 Salary Tables
 Post-Doc Benefits
 Overpayments
 Accuracy of financial/general ledger data
 Mass transaction for Short Work Breaks
 Graduate student payroll issues
 General Ledger issues included: FAU change requests, SCT request tool, UCRFS/SuperDOPE, graduate student fees, Work-Study
 Reports
 Summer salaries
 Job record end dates
 Visa end dates
 Adjustments to salaries
 Other campuses joining UCPath
 Staff merits with a retroactive payments
 Fall quarter new hires
 ASE/GSR range adjustment
 Tracker
 Delayed ODS updates
 Open enrollment

#### TRANSACTIONS

ENTRIES

#### TIMESHEETS

TOTAL NUMBER OF TIMESHEE

**SUBMITTED IN 2017** 

236,000 +

TRANSACTIONS SUBMITTED TO UCPATH BY THE CAMPUS, OVER 50% VIA AUTOMATED FEEDS.



#### TRAINING







12 NEW in-person courses developed, produced, and facilitated, 86 Inperson training sessions facilitated



Training Resources web page re-designed

7 User Guides developed



#### **OCM-COMMUNICATIONS**



Over **50,000** hits to the FOMIUCPath Website, Training website recreated, faculty website created/updated



**LO** POST DEPLOYMENT PRESENTATIONS FOR OVER 100 STAFF MEMBERS Client Experience Survey – Launched and results collected from 161 individuals

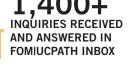


SENT OUT TO

**OVER 400 STAFF** 

1,000+ TARGETED COMMUNICATIONS SENT





**12** MONTHLY EMAILS SENT OUT TO ALL FACULTY AND STAFF



#### SERVICELINK ENHANCEMENTS

Our local case management tool, ServiceLink, was originally launched in January 2018 with limited functionality. As the campus used the tool and provided feedback, enhancements were identified and prioritized. As a result, the system has been continuously enhanced to include greater functionality, such as dashboard/grids designed to facilitate processing for all ServiceLink roles, email notifications, searchable fields, a new ServiceLink FAU Change Request tool, a new SCT Request Tool, and improvements to many forms (onboarding, SWB, update position, extended leave admin, etc.).

#### ACADEMIC MEETINGS









