

Administration and Finance

UNIVERSITY ENTERPRISES CORPORATION

ASSESSMENT PLAN 2020



CSUSB WE DEFINE THE *Future*

Assessment Purpose

- The 2020 Assessment Plan was to assess the payroll services provided by the UEC Payroll Department to Associated Students Incorporated (ASI) and the Santos Manuel Student Union including the Student Recreation & Wellness Center (SMSU). These customers were not included in the UEC assessment plan conducted last year.

Assessment Goals

- To acquire feedback from ASI and SMSU primary customers on the current level of services received from the UEC Payroll Department. Primary customers contacted included supporting staff, Administrators, and Directors.
- To determine improvement opportunities for providing better customer service from the UEC Payroll Department.

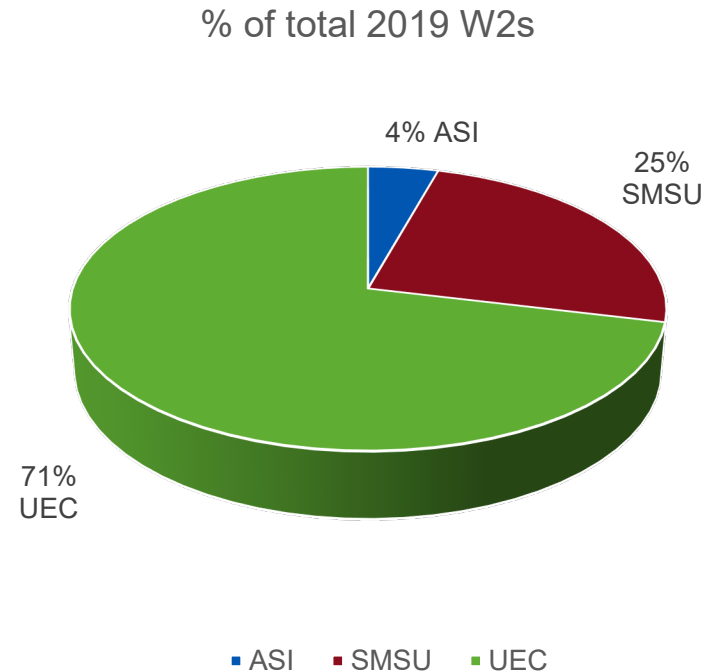
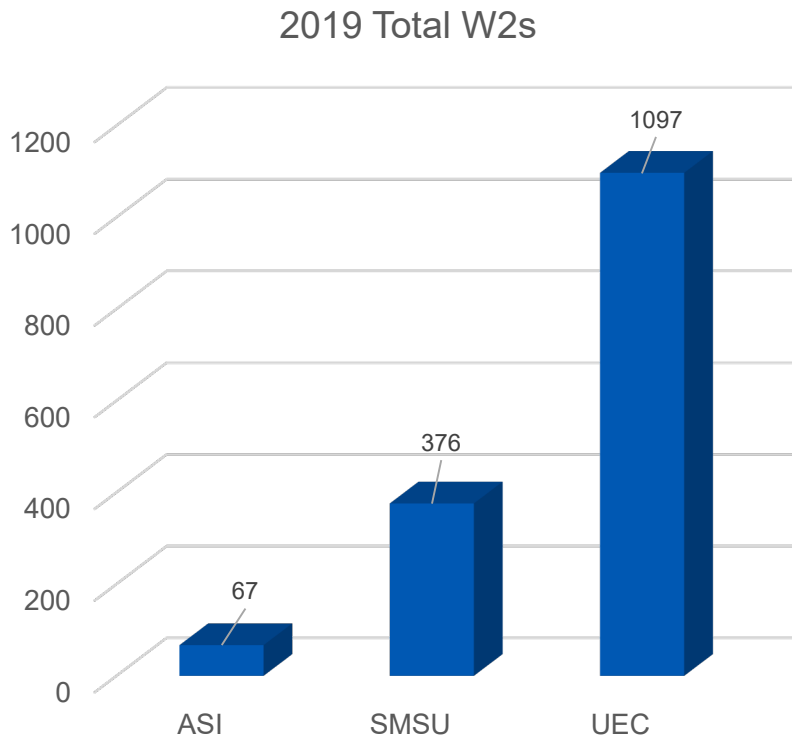
UEC Payroll Department Background

- In addition to UEC employees, the UEC Payroll Department provides payroll services to Associate Students Incorporated (ASI) and Santos Manuel Student Union (SMSU)
- UEC took over payroll processing for ASI and SMSU in 2010 from campus General Accounting

UEC Payroll Department Background

- ASI and SMSU pay their employees twice a month with different pay dates from UEC. Benefited staff employees are paid at the end of the pay period while student and hourly employees are paid 8 days after the end of the pay period. These multiple payroll schedules create the need to perform weekly payroll processing.
- In 2019 the UEC Payroll Department processed 1,097 W2s (480 avg checks per payroll) for UEC employees, 67 W2s (40 avg checks pp) for ASI employees, 376 W2s (250 avg checks pp) for SMSU employees.

Total W2s produced by UEC Payroll in 2019



Assessment Methodology

- Methodology:
 - UEC Payroll utilized a Qualtrics survey tool
 - A list of 12 primary customers was created consisting of Administrators, Directors, and Supporting Staff
 - The survey contained 7 questions pertaining to the Payroll Department
 - The survey was conducted from October 7- 19, 2020

Assessment Questionnaire

- There were five core questions -
 - Are customers confident in the UEC Payroll Department's ability to deliver the services required?
 - Does the UEC Payroll Department keep customers informed on updates and procedures?
 - Is the UEC Payroll Department responsive to your department needs?
 - Does the UEC Payroll Department work collaboratively on issues?
 - Does the UEC Payroll Department recommend alternative solutions to meet objectives?

Assessment Questionnaire

- The survey also contained two open-ended questions -
 - How can the UEC Payroll Department improve your experience with them?
 - What other services would you like to see from the UEC Payroll Department?

Assessment Data

- Assessment Data:
 - 50% response rate based on receiving 6 responses from the 12 individuals selected for the survey
 - A Likert scale ranging from strongly agree to strongly disagree was utilized to rank the 5 core questions

Assessment Findings

- Overall assessment for UEC Payroll Department -
 - Does an excellent job with keeping customers informed on policy and procedures
 - Strong confidence in UEC Payroll providing the required services and information
 - Works collaboratively with customers
- Customer Comments -
 - “ASI really appreciates the UEC Payroll Team and their efforts. We have no recommendations at this time.”
 - “I think that they do well and have no suggestions at this time.”

Assessment Recommendations

- More consistency with payroll procedures & providing directions
- Provide more complete explanations

Assessment Outcomes

- Include more ASI and SMSU related information on UEC Payroll Department website -
 - ASI and SMSU Payroll Calendars
 - Create a list of frequently asked questions (FAQ) for ASI and SMSU customers