

Administration and Finance - 2019

UNIVERSITY ENTERPRISES CORPORATION

ASSESSMENT PLAN



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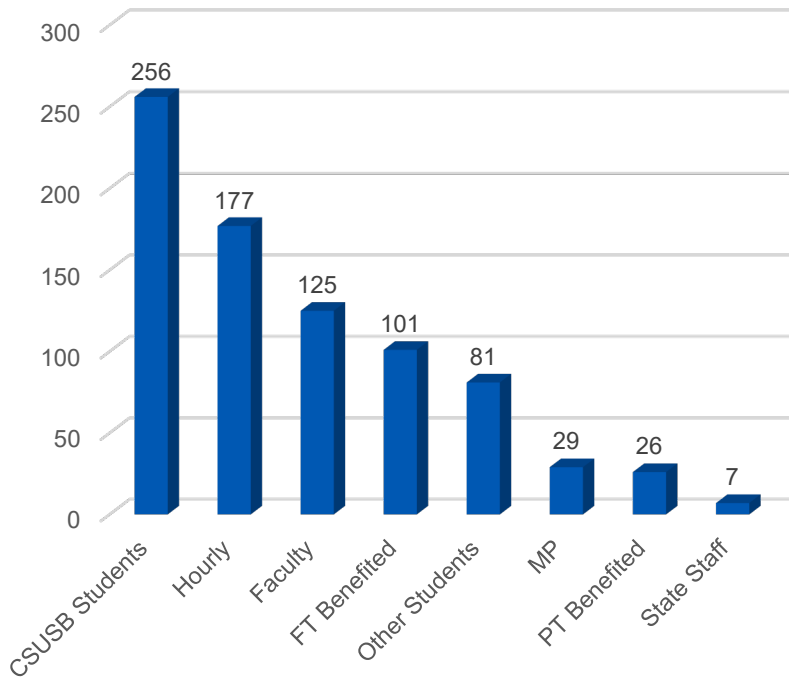
UEC Background

- University Enterprises Corporation at CSUSB ("UEC")
 - Is an auxiliary organization formed as a separate 501(c)(3) legal entity under California Corporation law in 1962.
 - UEC is the second largest employer on campus with an average of 800 to 850 total employees. In combination with our two contract service providers, Sodexo and Follett, UEC provides employment for over 450 students.
 - Serves as the grantee for federal, state, and local funding for research and sponsored projects. Over 95% of UEC employees are employed by Sponsored Research projects.
 - Responsible for business enterprises on campus including, but not limited to, dining services, bookstore, and vending services.

Human Resources & Payroll Data

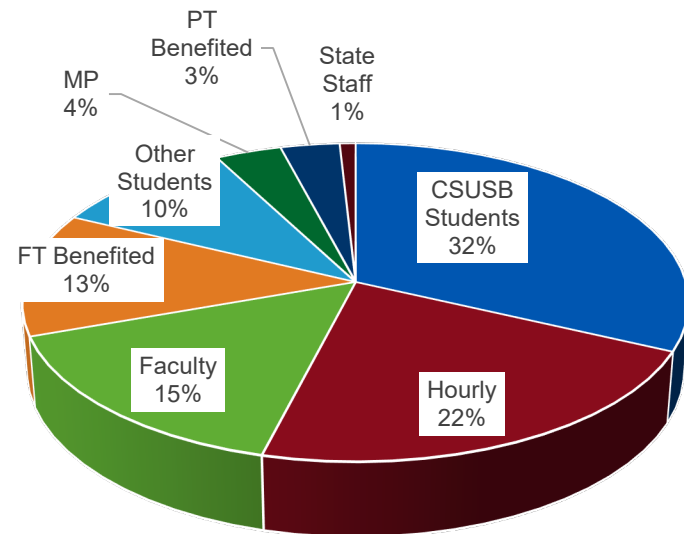
Employee Headcount

UEC Active Employees
as of September 2019



Employee Percentages

UEC Active Employees
as of September 2019



UEC currently averages 800-850 active employees at any given time, and Payroll issues approximately 600 pay checks per semi-monthly pay period (not including ASI & SMSU).



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Assessment Purpose

- To acquire feedback from primary UEC customers on the level of services received by the Human Resources and Payroll Departments. Primary customers include Sponsored Programs Principal Investigators (mostly faculty) and campus Center Directors.
- To determine improvement opportunities for providing better customer service from both departments.

Assessment Methodology

- Methodology:
 - UEC utilized a Qualtrics survey tool
 - We created a list of 71 primary customers consisting of Principal Investigators and Project Directors
 - The survey contained 8 questions pertaining to the Human Resources Department and 4 questions for the Payroll Department
 - The survey was conducted from May 2 -16, 2019

Assessment Data

■ Assessment Data:

- 52% response rate based on receiving 37 responses from the 71 individuals selected for the survey
- A Likert scale ranging from strongly agree to strongly disagree was utilized to rank the 12 total questions.
- The survey also contained one open-ended question for each department – “How can the UEC Human Resources or Payroll Department improve your experience with them?”



Assessment Findings

- Utilizing a weighted average approach, 82% of responses were favorable for Human Resources and 91% of responses were favorable for Payroll.
- Overall assessment for Human Resources was that customers feel well informed, are comfortable discussing their concerns and working with Human Resources and feel Human Resources is relatively responsive to their needs. However, they would prefer Human Resources be more collaborative, provide better alternative solutions and more services overall.

Assessment Findings Cont'd

- Overall assessment for Payroll-
 - Does a good job with keeping PIs informed on policy and procedures
 - Strong confidence in Payroll providing the required services and information
 - Good job with responding to customers
 - Works collaboratively with customers



Assessment Recommendations

■ For Human Resources:

- Extending the automatic separation policy for faculty from not having worked in 6-months to one-year, which would decrease the number of required appointment extensions
- Streamline onboarding and notification of eligibility to begin work, specifically for non-benefited staff and student appointments
- Provide quicker and/or more temporary hiring solutions
- Cross-train/offer more professional development to HR Staff
- Develop more alternative solutions to meet their needs



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Assessment Recommendations Cont'd

■ For Payroll:

- Move more quickly from paper timesheets towards automated time clocks and online portals
- Increase number of employees on direct deposit
- Establish better communication channel with Human Resources



Assessment Outcomes

Outcomes for Human Resources include:

- Successfully developed and implemented a Managers HR Workshop
- Developing micro training sessions for PIs
- Extended faculty automatic separation policy
- Offering internal recruitments when appropriate and more temporary hiring solutions. Created graphic to better explain regular recruitment timeline
- Researching onboarding enhancement options
- Moving to a “It depends” model for answering situational based questions and more discussion of alternatives when available
- On-going cross-training/professional development of HR staff

Assessment Outcomes Continued

■ Outcomes for Payroll:

- Looking into the acquisition of new time clocks for a few campus centers.
- Currently only 12% of UEC employees are not signed up for direct deposit. We will increase the effort to convert this last group of employees.
- Regular meetings have been initiated with Human Resources to improve communication and resolve issues.
- Updating the new website with all current payroll forms and processes

