

Administration and Finance – 2019/2020

# **PAYROLL SERVICES ASSESSMENT PLAN**

MAY 5, 2020



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# PAYROLL SERVICES

## ASSESSMENT PURPOSE

- Determine why staff and faculty attendance absences are not reported in an accurate and timely manner
- Provide an understanding of the importance of accurate and timely reporting
- Evaluate current process and identify any changes needed for improvement or program inefficiencies

# PAYROLL SERVICES

## ASSESSMENT METHODOLOGY

- How was the assessment conducted?
  - Absence Management reports and queries
- How many people/groups targeted?
  - All employees who earn vacation and/or sick leave
- Timeframe of the assessment?
  - September 2018 - October 2019

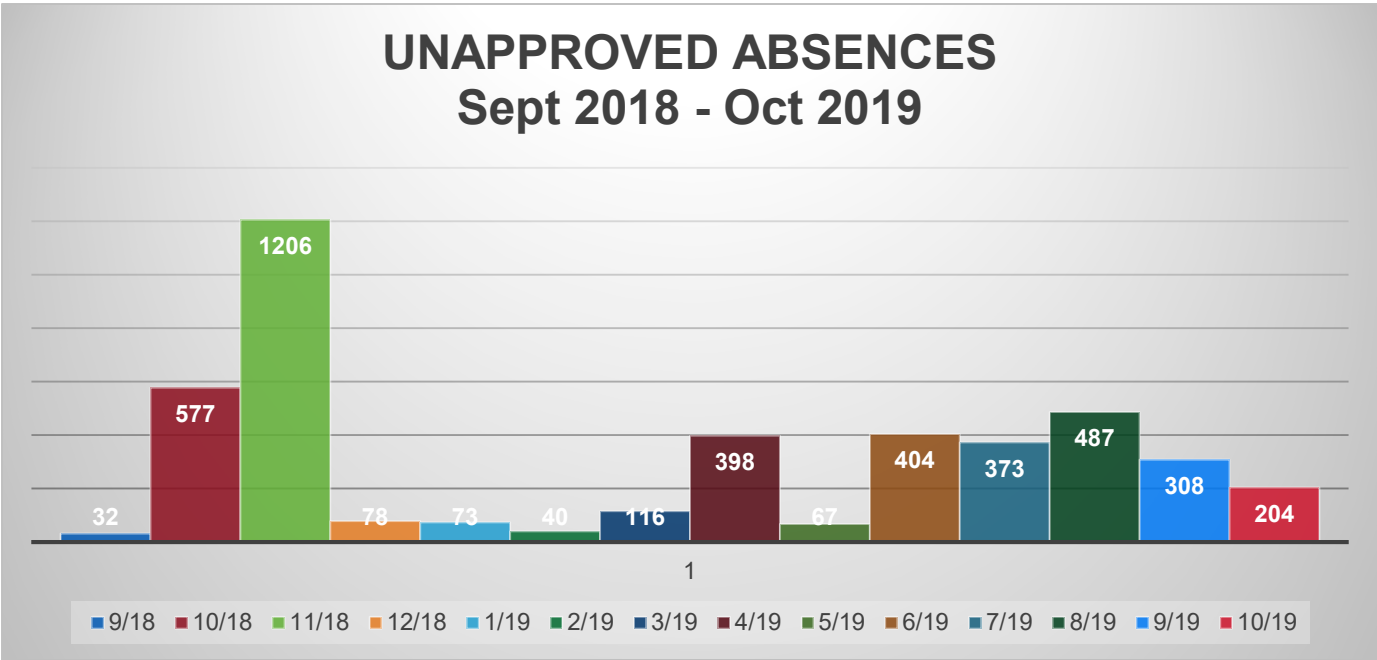


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**TOTAL UNAPPROVED HOURS  
SEPT 2018 – OCT 2019**

**4363**



# PAYROLL SERVICES

EMPLOYEE TYPE	AVG HOURLY RATE
■ CSUEU	■ \$24.24
■ UNIT 4	■ \$26.63
■ CONFIDENTIAL	■ \$32.11
■ TEAMSTERS	■ \$32.80
■ PD	■ \$40.09
■ MPP	■ \$57.65



# PAYROLL SERVICES

EMPLOYEE TYPE	LIABILITY
■ CSUEU	■ \$105,759.12
■ UNIT 4	■ \$116,186.69
■ CONFIDENTIAL	■ \$140,095.93
■ TEAMSTERS	■ \$143,106.40
■ PD	■ \$174,912.67
■ MPP	■ \$251,526.95



# PAYROLL SERVICES

## ASSESSMENT FINDINGS & IMPLICATIONS FOR PRACTICE

- Campus not aware of potential monetary losses
  - Develop report to inform departments of cost of not entering or approving absences each month
  - Establish reports and/or dashboards to report unapproved absences
- Payroll deadlines not met
  - Campus currently notified to enter and approve absences
  - Require departments to review and approve absences by deadlines



# PAYROLL SERVICES

## ASSESSMENT FINDINGS & IMPLICATIONS FOR PRACTICE

- Potential process improvements
  - Evaluate and modify notifications sent to department approvers for timeframes and effectiveness
  - Refine Absence Management reports to departments and leadership
  - Review and update training by ITS Training Services to include above changes
  - Establish an escalation protocol to ensure all absences are entered and approved

