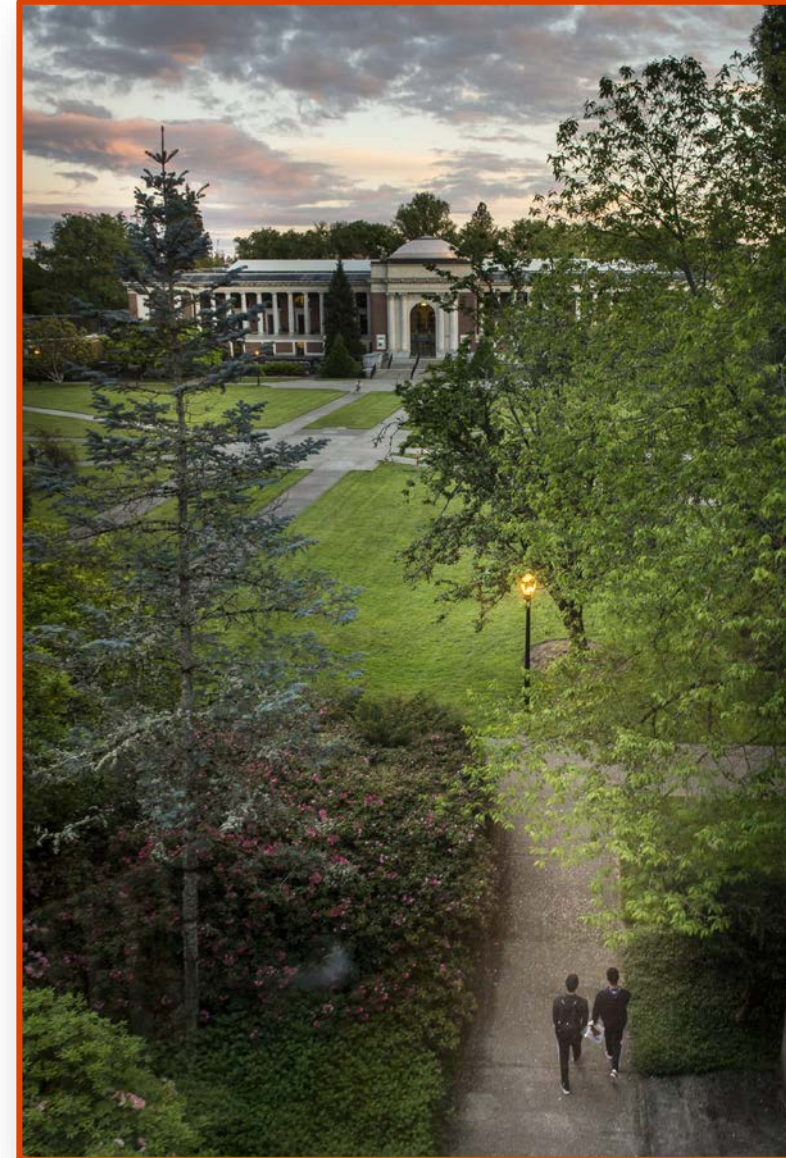




Beaver Works Project

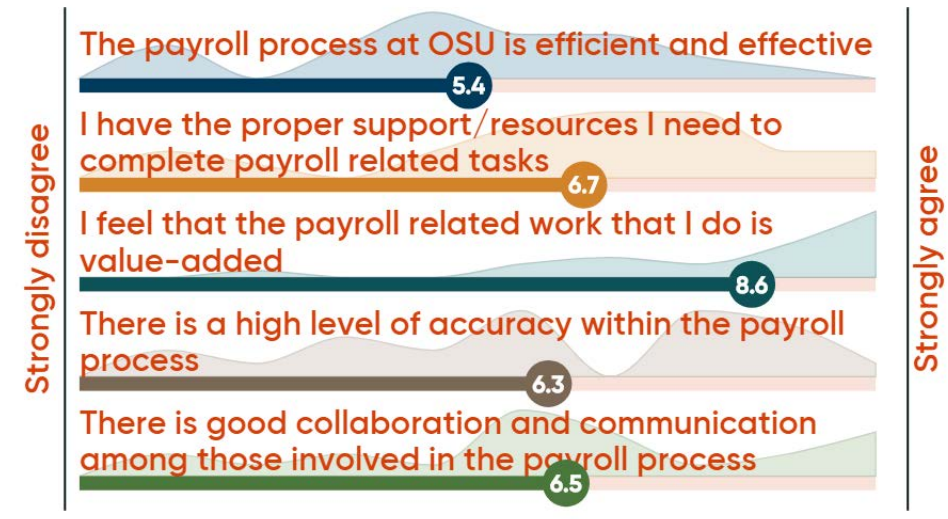
Summary of Payroll Focus Groups



Payroll



HR



Central/BCs

- Overall perspective for the Payroll focus groups was relatively optimistic, both groups scoring above average on the scale. Central/BCs, specifically, feel that their work is important and value-added to the University.
 - Perspectives regarding the efficiency and effectiveness of the payroll processes are neutral across both groups with a perceived lack of good collaboration and communication among those involved.
 - Additionally, participants only mildly agreed the support and resources needed to perform payroll-related tasks was adequate and they had enough transparency to be successful in their roles.

Payroll



❑ Value Added:

- Central received high praise for being supportive and timely in their responses to inquiries, their processes, and overall customer service demeanor.
 - ❑ Considered very knowledgeable and thorough in various areas
 - ❑ Provide a strong team oriented and supportive environment
- Technologies, such as Empcenter, Nolij, and Banner, have added valuable improvements to payroll processes

❑ Challenges:

- The lack of automation and standardization provides a challenge for overall payroll processes, in addition to training and transparency and collaboration
- Tension between HR and Central/BCs interactions and process approaches, including problem solving

❑ Feedback from Focus Group Recommendations:

- Improvements to the clarity of procedures and instructions and standardization of jobs, forms, and processes
- Better automation and improved software, investment in IT resources, and increase in the frequency of manual updates
- Investment in training updates, cross-training/job shadowing advancements between HR and Central/BC ³