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 on all planned improvements, including a pilot program. Details and updates will be announced soon!

THE HIGHLIGHTS

1. Introduced limited Tracker1-8 solution fully implemented
2. President Napolitano visited UCR to recognize the campus’ efforts as a Pilot Location for UCPath
3. UCLA and USC deployed UCPath
4. First Open Enrollment in new system

LOCAL SYSTEMS

- HYPERCARE
  - TARS to Express I-181 Comparison Report deployed
  - NewHire self-service for new hires
  - Improved logic to detect changes to positions within time reporting period

- HRDW v.2
  - User Guide and data dictionary developed
  - 100 new data fields, ability to view past, present, and future dated records
  - Ongoing stabilization

- SuperDOPE
  - Business & Financial Services Information for SuperDOPE user group to provide updates on UCPath general ledger related topics.
  - Ongoing stabilization

- FAU/SCT REQUEST TOOLS
  - Launched through ServiceLink
  - Ongoing Stabilization

- OCM-COMMUNICATIONS
  - 1,000+ Unread communications sent
  - 1,400+ emails received and answered in Fatiguable Inbox

- SERVICELINK ENHANCEMENTS
  - Post deployment presentations for Staff members
  - Navigators sent out to over 400 staff

- ACMEDIC ACADEMIC MEETINGS
  - 35 MEETINGS
  - 987 ATTENDEES

- FACULTY LIASIONS
  - 6 FACULTY LIASIONS