

YEAR IN REVIEW 2018

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

THE HIGHLIGHTS

1. UCR went live as a Pilot Campus on January 1, 2018
2. Introduced limited Tracker I-9 solution fully implemented
3. President Napolitano visited UCR to recognize the campus' efforts as a Pilot Location for UCPath
4. UCLA and UCSB deployed UCPath
5. First Open Enrollment in new system

LOCAL SYSTEMS

TARS

- TARS to Express I-181 Comparison Report deployed
- Telestaff integration - July 2018
- "Reports To" fix deployed
- Improved logic to detect changes to jobs/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
- Database and ETL modifications to improve performance of accuracy

SuperDOPE

- Business & Financial Services information for SuperDOPE user groups to provide updates on UCPath general ledger related topics.
- Ongoing stabilization
- Automation of feeds

FAU/SCT REQUEST TOOLS

- Launched through ServiceLink
- Ongoing Stabilization

HYPERCARE

1766
HYPERCARE TICKETS WERE RESOLVED



REPORTS

89
COGNOS REPORTS AVAILABLE



FIRSTS

As one of the first campuses deployed on UCPath, UCR experienced numerous "firsts" as we worked through our initial annual business cycle in UCPath. With each new event, issues were discovered and impacts were felt by the campus. UCR's efforts to address the issues below will be beneficial, not only to our campus but to all locations that deploy after UCR.

- Next day checks • Off cycle checks • Work Authorization Expiration Dates • FICA and DCP • Salary Tables • Post-Doc Benefits • Overpayments • Accuracy of financial/general ledger data • Mass transaction for Short Work Breaks • Graduate student payroll issues • General Ledger issues included: FAU change requests, SCT request tool, UCRFS/SuperDOPE, graduate student fees, Work-Study • Reports • Summer salaries • Job record end dates • Visa end dates • Adjustments to salaries • Other campuses joining UCPath • Staff merits with a retroactive payments • Fall quarter new hires • ASE/GSR range adjustment • Tracker • Delayed ODS updates • Open enrollment

TRANSACTIONS

236,000 +
TRANSACTIONS SUBMITTED TO UCPath BY THE CAMPUS, OVER 50% VIA AUTOMATED FEEDS.

ENTRIES

92,053
ENTRIES INTO UCPath

TIMESHEETS

144,710
TOTAL NUMBER OF TIMESHEETS SUBMITTED IN 2017

TRAINING

862
UNIQUE USERS TRAINED



76
COURSES OFFERED



12 NEW in-person courses developed, produced, and facilitated, **86** in-person training sessions facilitated



82
NEW JOB AIDS CREATED



Training Resources web page re-designed

7 User Guides developed



OCM-COMMUNICATIONS

Over **50,000** hits to the FOMUCPath Website, Training website recreated, faculty website created/updated



1,000+ TARGETED COMMUNICATIONS SENT



1,400+ INQUIRIES RECEIVED AND ANSWERED IN FOMIUCPATH INBOX

10 POST DEPLOYMENT PRESENTATIONS FOR OVER 100 STAFF MEMBERS



Client Experience Survey – Launched and results collected from **161** individuals

15 NAVIGATORS SENT OUT TO OVER 400 STAFF



12 MONTHLY EMAILS SENT OUT TO ALL FACULTY AND STAFF



SERVICELINK ENHANCEMENTS

Our local case management tool, ServiceLink, was originally launched in January 2018 with limited functionality. As the campus used the tool and provided feedback, enhancements were identified and prioritized. As a result, the system has been continuously enhanced to include greater functionality, such as dashboard/grids designed to facilitate processing for all ServiceLink roles, email notifications, searchable fields, a new ServiceLink FAU Change Request tool, a new SCT Request Tool, and improvements to many forms (onboarding, SWB, update position, extended leave admin, etc.).

ACADEMIC MEETINGS

55
MEETINGS



987
ATTENDEES



6 FACULTY LIASIONS