ESR Targeted SME Session: UC Path / Ecotime

UC San Diego, Academic Affairs - Resource Administration

OSI Partners: Allorah Pradenas, Kristin Kielich, & Savannah Bradley

Thank You - We Hear You

- 9 Academic Affairs Sessions with 100+ attendees
    - JSOE
    - DSS
    - DPS
    - DoBS
    - DAH
    - Rady
    - GPS
    - Quartet
    - EVC Units
- 300+ Challenges (Anonymized & Themed)
    - Change saturation
    - Reporting challenges
    - Training needs
    - Communication challenges
    - Lack of department engagement in decision-making
    - Overall low morale
- 100+ Potential Solutions

Session SMEs

SME	Title	ESR System Expertise
Pearl Trinidad	Executive Director – BFS & Human Resources	UCPath
Kelly Maheu	Sr. Director, Academic Data and Compensation Initiatives	UCPath
Mike Hereid	Managing Director, Client Engagement	UCPath
George Gomez	Timekeeping Manager- HR/Payroll	Ecotime
Andreas Ericzen	Acting Director – Human Capital Management Information Services	UCPath

Expectations

1. Speak one at a time
2. Stay on topic
3. Respect each other's unique experiences
4. Focus on moving forward

Moving Forward:

Discussion

ESR Stabilization Discussion

ECOTIME THEMES

- Increase automated reminders (e.g., timesheet submission) and provide timesheet submission notifications to managers from Ecotime - *George Gomez*

- Increase reporting capabilities in Ecotime – *George Gomez/ Andreas Ericzen*

- Reduce time to set up new employee AD accounts and email due to UCPath processing time – *Andreas Ericzen*

ESR Stabilization Discussion

UC PATH THEMES

- Decrease UCPath Center delays/processing time (e.g., overpayment processing delays, off-cycle check delays, slow to approve hires, etc.) - *Mike Hereid*

- Decrease the number of steps to process requests in UCPath (e.g., hours to enter certain types of requests) – *Kelly Maheu*

- Reduce work that is time-consuming and complicated (e.g., MCOP worksheet for direct retros, General Campus Compensation Plan entries in UCPath take 3-4 hours to complete, etc.) – *Kelly Maheu*

- Resolve workflow issues and work management in UCPath (e.g., position owning departments handle direct retros for funding owned by other departments and ORUs, increasing workload, initiating transfers that are not done by funding owning units, and approval) – *Pearl Trinidad*

UCPATH ESCALATION CONTACTS

UCPath Escalation Contacts

Academic pay (excluding postdocs and grad students): Academic Personnel: Kelly Maheu kmaheu@ucsd.edu; Heather Zion hzion@ucsd.edu

Academic Grad Students: Grad Division grademployment@ucsd.edu - Courtney Aguila and Kacy Cashatt

Postdocs: Office of Postdoctoral and Scholar Affairs opsa@ucsd.edu –Jenn Bourque and Jennie Salomon

Staff: tgiuffre@ucsd.edu – Tom Giuffre

Benefits: nzouari@ucsd.edu - Noelle Zouari

Steps to Escalation

1. Complete Transaction
2. Submit Case
3. Contact local escalation if not within a reasonable time, financial hardship or UCPath Error impacting pay or benefits. Please be prepared to provide transaction and case number.

ESR Stabilization Discussion

RESOURCES

UCPath

UCPath: https://ucpath.ucsd.edu

UCPath Transactors Page: https://ucpath.ucsd.edu/transactors/index.html

UCPath Job Aids: https://ucpath.ucsd.edu/transactors/job-aids.html

UCPath Training Requirements: https://ucpath.ucsd.edu/training/roles-access.html

UCPath Payroll Page: https://ucpath.ucsd.edu/benefits-payroll/payroll/index.html

UCPath Subscribe to Biweekly Transactor's Email: https://ucpath.ucsd.edu/transactors/email-subscription.html

Ecotime

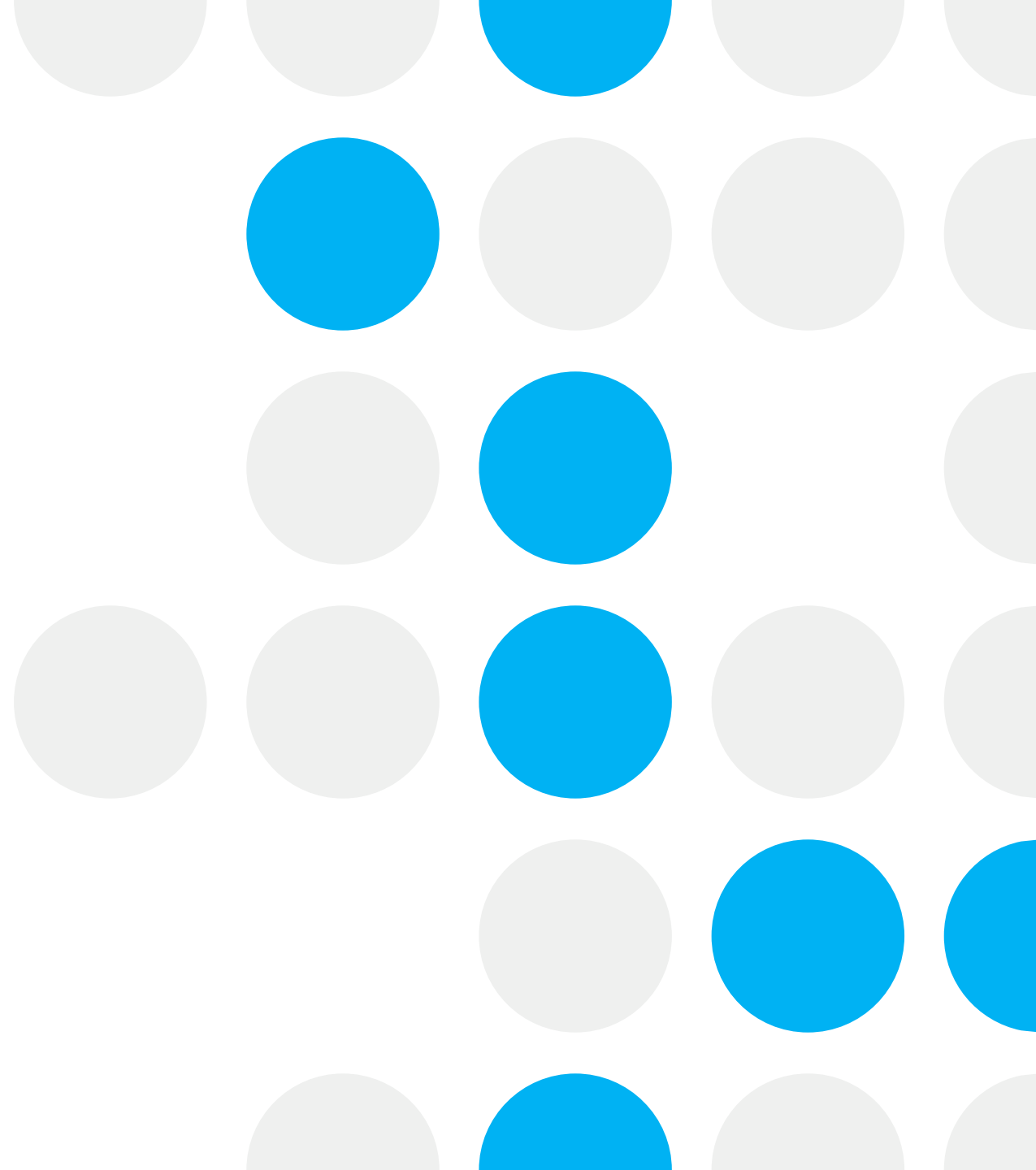Ecotime: https://blink.ucsd.edu/finance/payroll/timekeeping/ecotime/index.html

Thank You

ADDENDUM

Post-Meeting: Recurring Themes, Questions, and Comments

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Ecotime

Automated Reminders
- It would be helpful to receive automated reminders and emails to supervisors when an employee completes a timesheet, along with a direct link to the timesheet (similar to MyTime).
- Individual timekeepers manually send reminders by email every pay period.
- For employees that are receiving reminder notifications, can you clarify if that notification goes out to any employee without an approved timesheet? Or only those who have saved a timesheet?
- Can an example reminder email be shared with timekeepers? Several supervisors report they have never received a reminder to complete or approve timesheets.
- Change notification submitted to supervisors each time a retro timesheet is opened/viewed, even if no changes are made

Time-off Approvals
- The time-off exceptions are additive (rather than substitute) for folks with pre-populated schedules, resulting in double time accounting for those days. For that reason some depts. have opted not to use the time-off feature. Is this there a workaround / feature enhancement on this that has been developed since implementation?

Supervisor Approvals
- Would having dotted line timekeepers alleviate the one supervisor approval issue?
- If we use the dotted line feature, would there be a mass upload to update that field across all active employees within a dept code?

Post-Meeting: Recurring Themes, Questions, and Comments

Ecotime (cont.)

Reports

- When time is entered into Ecotime, are we able to run reports of how hours were paid/worked, whether time was FML, etc., in UCPath?
  - You can run a report that allows you to see what exactly was sent to UCPath from Ecotime. Demo conducted in Ecotime Q&A (in another meeting) by a session participant.

Timesheets

- Many employees have multiple appointments on campus. Could they have separate tabs for each appt. to keep it better organized, especially for student workers?

ESR Stabilization Discussion

Post-Meeting: Recurring Themes, Questions, and Comments

UCPath

Website / Interface
- It would be really nice to have security question answers viewable. Not being able to check for typos is not great.

Approvals
- Is there any discussion to allow more approvals at the local level only, rather than going to UCPC? For example, contingent workers and personal data updates.
- If mass upload sheets are allowed without approval, why are approvals still needed on the individual transaction level?

Centralizing Departmental Transactions
- Is there any consideration to centralize some of the transfer, concurrent hire, multi-location hire etc. transactions within talent acquisition? We've had a number of these transactions denied or otherwise incorrectly processed due to our knowledge limitations, unclear job aids, or other reason. It seems other UCs (such as Santa Cruz) have centralized this function?
- A centralized office to do these transactions would eliminate the confusion that departments have when entering in less common transactions.
- Sometimes we really aren't even sure how to do a transaction and UCPC gives us conflicting information
- It's difficult for approvers at the department level to look through each transaction when there's a ton of other responsibilities they have.

Post-Meeting: Recurring Themes, Questions, and Comments

UCPath (cont.)

Overpayment Requests
- Overpayment requests are taking 2 months to process. Can we escalate this?
- The delay in receiving overpayment packets (usually multiple months) has been an issue ever since we went live so an improvement in the time it takes for these packets to be sent back to the transactors and employees would be helpful. We are also seeing errors in the calculations done by UCPC and that just adds to how long it takes to resolve these overpayments.
- We have to process an overpayment where an employee put in 8 hours of pay per day in Ecotime when it should have been 3.2 hours (They thought it was deducted due to FTE like MyTime). We were advised we need to submit the overpayment line by line based on the pay code which is taking hours to go through the timesheets and enter it via payroll request. It would be much easier if we could just request an overpayment of a certain amount based on our calculation.

Other
- For central areas with access to more than 1 dept, we are still seeing the transactor name change to batch submitter after 3 days
- Can we create more scenario based resources to complement the Job Aids?