

A stone wall sign for the University of California, Irvine. The sign is made of light-colored stone blocks and features the university's name in large, dark, serif letters. To the left of the main text is a circular seal of the University of California. The sign is set against a background of green trees and a clear blue sky. In the foreground, there is a field of tall, green grasses.

University of California, Irvine

# UCPath Town Hall

Wednesday, June 30, 2021

**UCI** Division of Finance and Administration | With U • For U

# UCPath Town Hall Agenda

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## 01 **Welcome and Remarks on UCPath and the C.L.E.A.R. Campaign**

*Ron Cortez, CFO and Vice Chancellor, DFA*

*Richard Coulon, Associate Vice Chancellor, Campus Operations, DFA*

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## 02 **UCPath Feedback**

*Georgana Thompson Simonowitz, UCI Project Director Interim*

*Deborah Kistler, Training, Communications, Change Manager*

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## 03 **UCPath Center Improvements**

*Susan Pihl, Director Liaison Support*

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## 04 **Employee Experience Center (EEC) Improvements**

*Stephan Whelan, Executive HR Director, UCI People Services*

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## 05 **Closing Remarks**

*Richard Coulon, Associate Vice Chancellor, Campus Operations, DFA*

# Welcome

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## **Ron Cortez**

Chief Financial Officer & Vice Chancellor  
Division of Finance and Administration

# Welcome

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## **Richard Coulon**

Associate Vice Chancellor  
Division of Finance and Administration



# Cheers to One Year and the Path is Clear! Campaign

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UCI UCPath: Cheers to One Year and the Path is Clear Video  
<https://www.youtube.com/watch?v=hUM9wghTN3w>

# Customer Service Model

## 01 UCI UCPATH

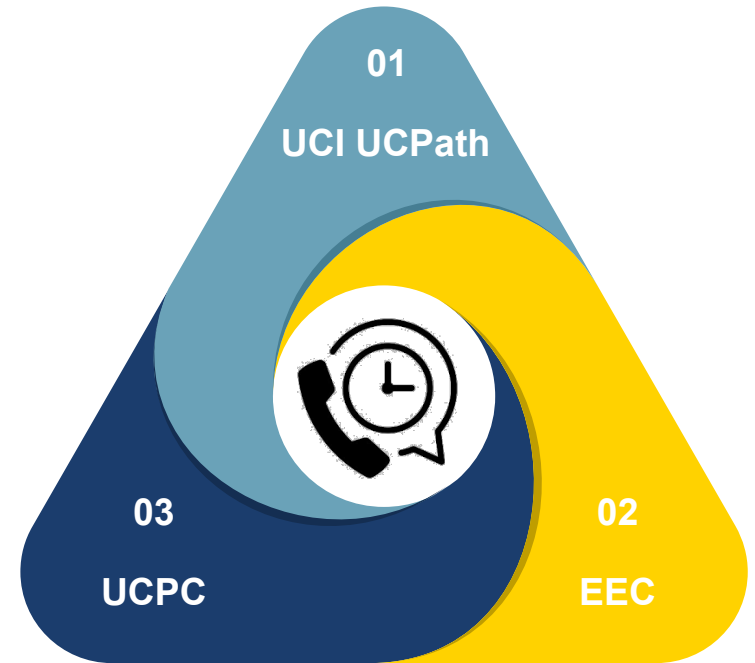
Serves the UCI campus and Medical Center communities and helps to educate, support, and train employees. Reach out to the project team with any questions and comments at [ucpath@uci.edu](mailto:ucpath@uci.edu).

## 02 Employee Experience Center (EEC)

Centralized UCI service team that supports all UCI employees, dedicated to answering commonly asked questions and providing support related to HR, UCPATH, benefits, leaves, payroll, and HR systems.

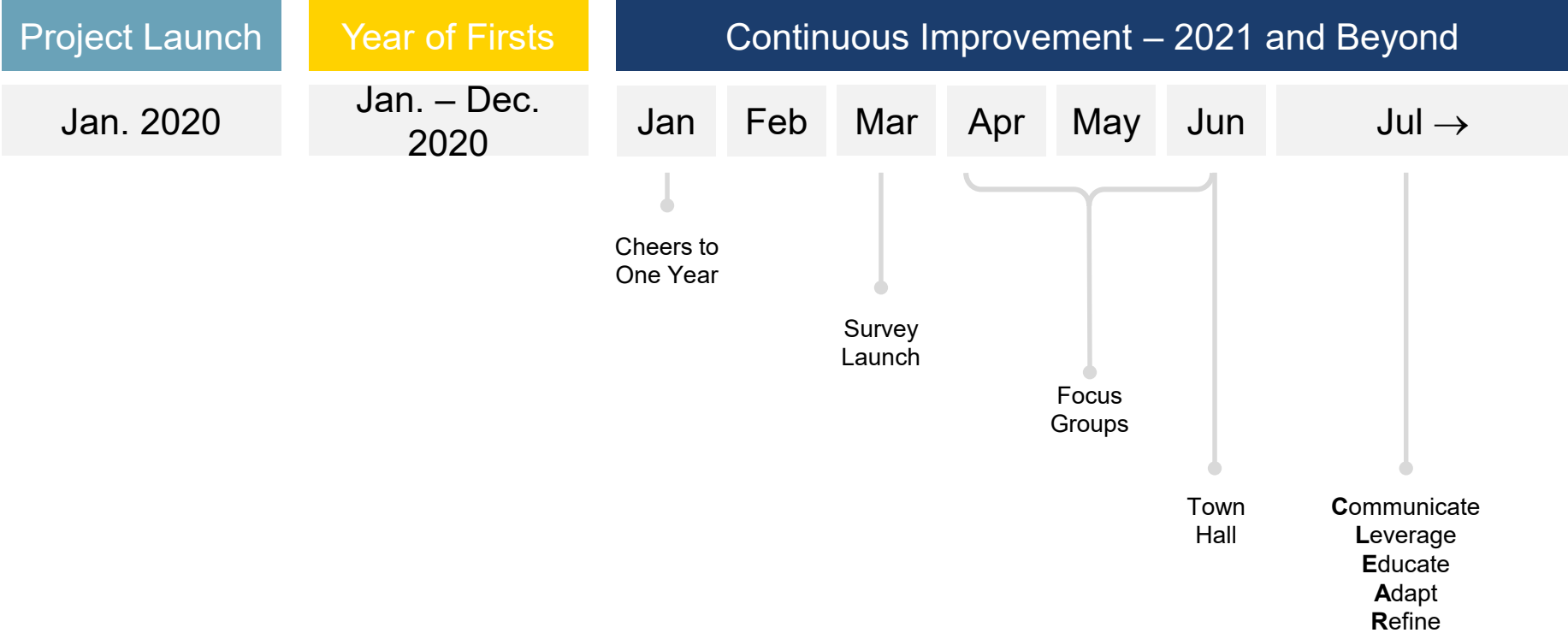
## 03 UCPath Center (UCPC)

Shared services center in Riverside, designed to process payroll, benefits and human resources transaction as well as support for University of California employees.



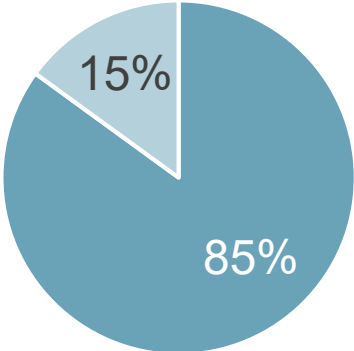
# Timeline

UCI UCPATH launched 18 months ago!



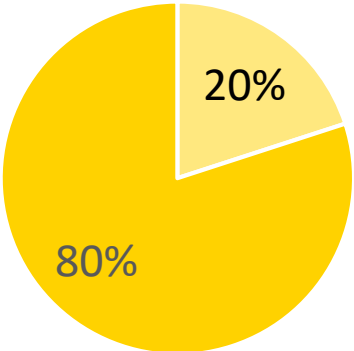
# Survey Respondents

648 Survey Responses



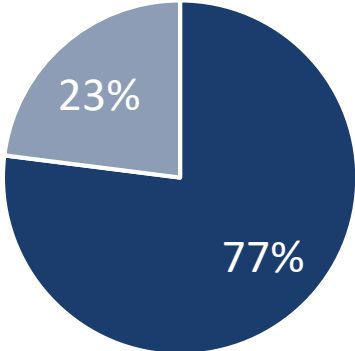
■ Staff ■ Academic

Transaction Processing



■ Transactors ■ Non-Transactional Employees

Organization



■ Campus & COHS ■ Med Center



# Survey Summary



**55%**  
*satisfied with  
UCPath paycheck,  
benefits, etc.*



**43%**  
*satisfied or neutral  
with the 'Ask  
UCPath' experience*



**65%**  
*satisfied or  
neutral with  
the EEC*



**40%**  
*those responding have  
experienced issues in  
past 6 months*



**82%**  
*said their issue was  
**not** resolved in a  
timely manner*

## Sought assistance...



# Focus Groups

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- Conducted **six one-hour** focus group sessions
- Included representatives from
  - HR
  - Faculty
  - Division Financial and Personnel leaders
  - Responders to the survey
- Provided additional details on some of the survey findings as well as additional information from their experiences

# Comments Received

## Survey Results Breakdown



**72%**  
**Noted  
Opportunities**

- UCPATH response delays
- System hard to navigate; too many clicks
- Dislike download of paycheck; redundant security steps
- Complex system; time consuming for transactors resulting in errors and delays
- When things go wrong, resolutions are time-consuming and difficult



**17%**  
**Stated What's  
Going Well**

- Training and Support from local teams including UCI UCPATH support, and EEC are timely and very helpful
- Reporting Tools created by UCI helpful and easy to use
- Appreciate how easy to link to Fidelity account and the employment verification letter availability
- Some employees commented that UCPATH is easy to use, well organized and a great tool to help access important documents in one place (lot of different views about UCPATH)



**11%**  
**Top  
Improvement Ideas**

- Reduce turnaround time to resolve issues
- Reduce UCPATH call center wait time to 5 minutes
- Easier to find answers without calling or submitting case
- Improve paycheck visibility

# The UCPath Change Partnership

## UCI UCPath

- Fix local system issues
- Suggest improvement ideas
- Design local business processes
- View and update information and data

## UCPath Center

- Provide system support and maintenance for 20 UCPath campus & medical centers
- Implement commonly agreed to “wants & needs” for the 20 UCPath campus & medical centers advocating for their locations



*“Coming together is a beginning; keeping together is progress; working together is success.”*

*- Henry Ford*

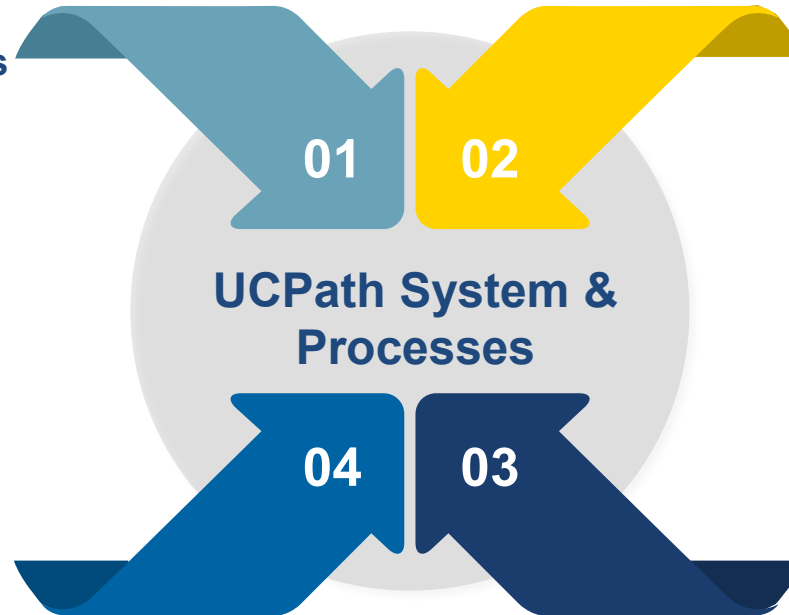
# UCI UCPath Deployment Improvements

## Division of Graduate Students

- Track down missing paychecks
- Help w/ Direct Deposit setup
- Graduate Students purchasing supplies, parking
- Short Work Break Business Process

## UCI Advocates

- Track down mailed paychecks
- Tip & Tricks Sessions
- Training
- Drop-in Office Hours
- Communications
- Help with issues UCPath, EEC
- Changes & Defects



## Reporting

- +20 reports developed to support users
- Multiple suggestions on report design from users have been incorporated

## College of Health Sciences

- Advocate for staff with UCPath
- Vacation Leave Assessment work for year-end
- Transaction support
- School of Public Health setup support

# We Heard You and Some Things Have Been Addressed

## Issue/Concern



## Response/Solution



Many said that the UCPATH site is difficult to find information and to navigate



- Main page revised to move key information to the top
- UCPC 1-hour Zoom navigation training offered by UCPC on Thurs. from 2-3: <https://ucop.zoom.us/j/578608466>



Employees expressed desire to talk to someone about their issues and that it may be long wait to get someone on the phone



- UCPATH has increased chat options
- Started an appointment system with UCPATH team member calling you to discuss your case
- Instituted call-back feature to reduce time waiting



Difficulties in getting issues resolved



- UCI works with UCPATH to escalate and help resolve issues



# UCPath Center

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**Susan Pihl**

Director Liaison Support, UCPath  
June 30, 2021

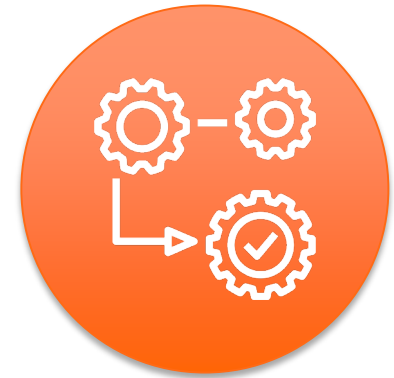
## What UCPath is working on



System wide  
overpayment process  
improvement  
workgroup



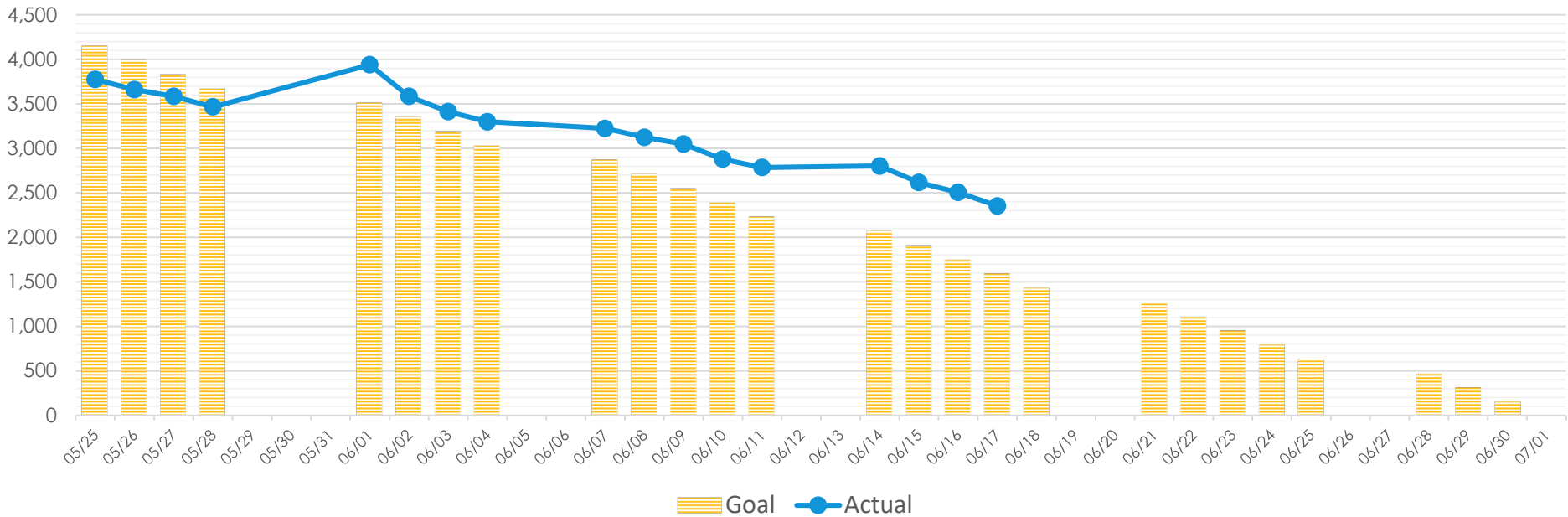
Improve UCPath  
communications –  
reviewing all templates  
and internal training  
(empathy)



Various system  
enhancements,  
defects,

# Daily Backlog Tracking

Goal vs. Actual Daily Tracking



Resolution Goal calculated from 05/24/21 to 07/01 (Backlog/27 Days = Daily Goal)

	<b>Backlog As of 06/17:</b> 2,353		<b>Daily Resolution Goal</b> 192		<b>Daily Resolution Actual</b> 318		<b>Days Remaining to Target:</b> 12
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## Operational

- Chat – available for selected online pages
- Call back – employee opts to not wait on-hold
- Appointment Scheduling – employee opts to schedule a call to discuss open case(s)
- Backlog Project (discussed previous slide)
- Soft Case Closure – case remains open for five days
- More ability for UCI to participate in prioritization of UCPath system changes and to be included in more testing

## System Enhancements

- Off-cycle Dashboard – transactors able to see status of paycheck
- Medical Center Clinical Incentive payment process
- Reporting Instance – locations have more access to data
- UCPath Online Enhancements (latest item 6/7/21) – increased search functionality

# EEC Improvements

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**Stephen Whelan**

Executive HR Director, UCI People Services

UCI Human Resources

June 30, 2021

# EEC & Employee Experience

UCI's localized one-stop-shop ♦ (w) <https://eec.hr.uci.edu/> ♦ (e) [eec@uci.edu](mailto:eec@uci.edu) ♦ (p) 949.824.0500

The Employee Experience Center (EEC) is dedicated support for all UCI employees across the enterprise and offers:

- Employee Self-Service
- Live support, M-F 8:30 a.m. – 5:00 p.m.
- Email Support
- Realtime issue tracking
- Email notifications
- Over 100 knowledge based articles
- Employee satisfaction surveys





# EEC & Employee Experience

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## Services & Service

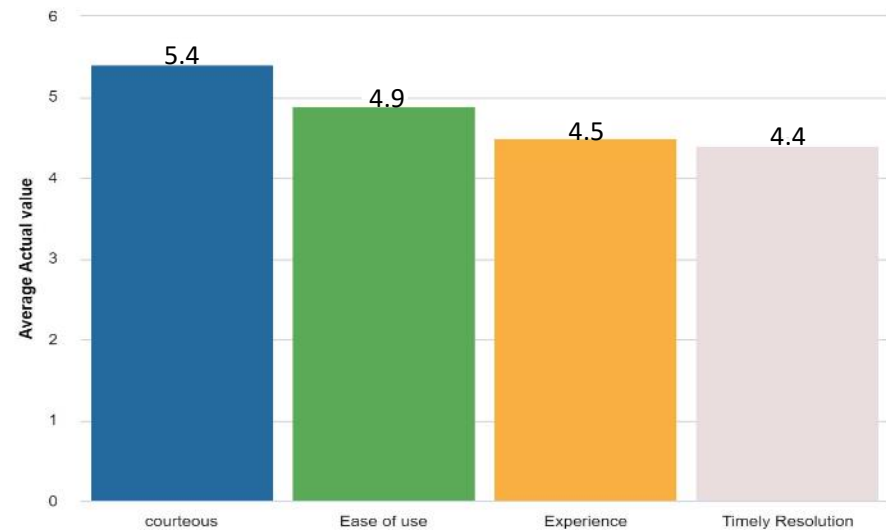
### Most Common Services:

- 42% Coronavirus Response Center
- 32% HR/Benefits
- 12% Payroll
- 7% Onboarding & Talent Acquisition
- 5% Students
- 2% Transactors

### New and Future Services:

- ACHIEVE
- UCLC
- Employee Engagement (Gallup)
- ARIISE
- Return to Work

Satisfaction Survey - Avg. Since Inception



- EEC
- HR Benefits
- HR Leaves
- HR Onboarding
- HRIS
- Medical Center Payroll
- Payroll Production
- TRS Support
- UC Path Support

# Thank You!

Today's recording and slides will be posted to [ucpath.uci.edu](https://ucpath.uci.edu) website homepage.