

# 1. Assessment Plan - Four Column



## PIE - Administrative Services: Payroll Unit

### Where We Are: Analysis and Summary

#### 2017-18

**Contact Person:** Richard Lee

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**External Conditions, Trends, or Impacts (Student Services):** CalPERS now requires employers to track hours worked in certain out of class assignments to ensure they do not exceed 960 hours.

The Janus v. AFSCME decision made agency shop fees unconstitutional. This now requires Mt. SAC to work more closely with the unions to ensure they are providing certified lists on a regular basis detailing who is a voluntary union member and have given affirmative consent to have dues withheld from their pay.

**Internal Conditions, Trends, or Impacts (Student Services):** The new hourly employee pay structure greatly reduced the number of position titles and pay rates, however, this required Fiscal Services to create 1,000+ new position numbers in a short period of time to meet HR's implementation goal. We have also seen an uptick in timesheet/hire doc mismatches due to incorrect account codes being used.

A lack of student assistant support in our office has created a backlog for scanning and filing documents.

**Critical Decisions Made by Unit:** The Payroll Department worked with Technical Services to identify Workforce as a viable electronic timekeeping system.

**Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources:** Hired a new Fiscal Technician II in November 2017 to fill a vacancy due to retirement.

Went live with direct reporting our retirement reports to CalPERS effective January 1, 2018.

Went live with a modified version of direct reporting our retirement reports to CalSTRS effective April 1, 2018.

As a direct result of the College moving to Office 365 and Outlook, we now have the ability to create and send targeted mass emails to campus employees. This has been a tremendous benefit for timesheets submission and approval reminders for which we have seen much quicker turn around times.

**Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration:** Started a pilot program to go live with the new APEX hourly web timesheets.

**Contributors to the Report:** Richard Lee, Amy Cheung, Lakshmi Fontecha, Evelyn Ramirez, Priscilla Romero, Ron Titus

*Unit Goals*

*Resources Needed*

*Where We Make an Impact: Closing the Loop on Goals and Plans*

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<p><b>Time and Leave Reporting Enhancements (IT/Payroll)</b> - The Banner system has web time and leave reporting functionalities, however, there are numerous inadequacies with both. Our goal is to utilize an alternative method of collecting and maintaining this important data while at the same time improving efficiency of the overall process as well as the accuracy of the data maintained.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19</p> <p><b>Goal Entered:</b> 06/14/2016</p>	<p><b>In Progress</b> - Using Oracle's APEX (Application Express) software, create a web-based time reporting system and database from scratch, that mimics the way the current paper time sheets are completed, submitted, and routed for approval without the constraints of the Banner web time sheet system.</p> <p><b>Describe Plans &amp; Activities Supported:</b> IT programmer(s) to build and script the program.</p> <p><b>Lead:</b> Richard Lee (Payroll)</p> <p><b>One-Time Funding Requested (if applicable):</b> 0</p> <p><b>Type of Request:</b> Human Resources</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>What would success look like and how would you measure it?:</b> We can measure the success of this project by counting the number of paper time sheets we process each month. Currently, that number hovers between 1,000 and 1,500.</p> <p><b>Documentation Attached?:</b> Yes</p> <p><b>Related Documents:</b>  <a href="#">APEX Short Term Hourly Time Sheet Project.pdf</a></p>	
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<p><b>Customer Service</b> - To provide excellent customer service to the campus community.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19</p> <p><b>Goal Entered:</b> 06/30/2015</p>	<p><b>In Progress</b> - Modify Payroll Department's service window.</p> <p><b>Describe Plans &amp; Activities Supported:</b> Funds and Project Manager to replace the front counter window with a sliding window similar to Human Resources. The front desk at the window will also need to be modified so that the reach from the desk's sitting area to the sliding window is not too distant</p>	
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and hopefully avoiding the need to stand up each time someone comes to the window. Our intent is to keep the sliding window closed when no customers are present to reduce hallway noise coming into the office. We have not received an official estimate for the cost of such alterations, but entering \$30,000 in the field below allows me to submit this request.

**Lead:** Roger Sneed or other Project Manager

**One-Time Funding Requested (if applicable):** 30000

**Type of Request:** Facilities, Workstation

**Planning Unit Priority:** Medium

**Documentation Attached?:** No

**In Progress -** The Payroll Department has an ongoing need for one student hourly position. With the use of the new OnBase document imaging system, more time and attention is needed in order to scan and index all of our various forms and time sheets. This task is best suited for a student worker or other hourly position. In the past, the Work Study program was utilized to fill our hourly support needs. However, the pool of talent in the Work Study program over the years has been inconsistent and sometimes unreliable. Having dedicated funds for this support would allow us to select the best candidate for the job and hopefully retain them for longer than a semester.

**Describe Plans & Activities**

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**Supported:** Ongoing Student Hourly Support

**Lead:** Richard Lee

**One-Time Funding Requested (if applicable):** 10000

**On-Going Funding Requested (if applicable):** 10000

**Planning Unit Priority:** Medium

**Documentation Attached?:** No

**In Progress** - A need has arisen to hire one additional full-time permanent position within the Payroll Department. This position would be an Administrative Assistant I and would be responsible to working at our front counter window. Currently, the Payroll staff rotate manning the front counter on a daily basis. Over the past few years, they have encountered the following issues: 1) They are often interrupted by visitors looking for the Bursar's Office or Fiscal Services window looking to pay fees or those looking for the restrooms. This can be especially concerning when they are in the midst of auditing time sheets or entering payroll into Banner. 2) Each day they are assigned to work the front counter they must "bring their entire desk" with them, meaning all of the time sheets, W4/DE-4's, direct deposit authorizations, folders containing payroll adjustments, etc. they will be working on for the day. 3) There are concerns with hygiene having to share the keyboard and mouse with fellow staff as well as having to reposition workstation equipment

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(chair, monitors, keyboard) so that they meet their ergonomic needs for the day. Having a dedicated person work at the front counter would enable the existing Payroll staff to focus on their work, especially during busy payroll and audit days as well as provide backup/backfill in the event of leaves or separations.

**Describe Plans & Activities**  
**Supported:** One (1) new 100% Administrative Assistant I position  
**Lead:** Richard lee  
**On-Going Funding Requested (if applicable):** 72500  
**Planning Unit Priority:** High  
**Documentation Attached?:** No  
**Full Funding Requested - New position (1 FTE) "Payroll Specialist"**  
**Describe Plans & Activities**  
**Supported:** The College now directly reports its monthly retirement files to CalPERS and CalSTRS. While this is better for the College in the sense it can now control the accuracy of the data being reported, it did create an additional workload burden. A new "Payroll Specialist" position would allow this additional workload to be absorbed as well as relieving current staff from doing time-consuming tasks that add little value overall to the College such as: verifications of employment, CalPERS service credit purchase requests, CalSTRS Express Benefit forms, Employment Development Department benefit audits, Metlife withdrawal requests just to name a few. This new position would also serve as a

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second layer of redundancy for the processing of our 3 monthly payroll cycles (first layer being the Payroll Coordinator).  
**Lead:** Richard Lee  
**On-Going Funding Requested (if applicable):** 93097  
**Type of Request:** Staffing  
**Planning Unit Priority:** High  
**What would success look like and how would you measure it?:** Hiring a new Payroll Specialist.  
**Documentation Attached?:** No

<p><b>Implement New Technologies</b> - The Payroll Department is always searching for ways to improve efficiencies in our processes through the adoption of new technologies.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19  <b>Goal Entered:</b> 06/30/2015</p>	<p><b>Completed</b> - The College has a need to comply with the Employer Mandate provisions of the Patient Protection and Affordable Care Act of 2010 (commonly referred to as Obamacare or ACA). This requires the College to track and maintain hours for all employees to determine ACA eligibility for health insurance. The College must also issue Forms 1095-C to employees each January and submit an electronic file with the same data to the IRS each year. The Worxtime service allows the College to more easily identify those employees who should be offered health coverage and also creates and distributes a Form 1095-C to each eligible employees as well as transmits the required data to the IRS.  <b>Describe Plans &amp; Activities</b>  <b>Supported:</b> AFComply (formerly Worxtime) Affordable Care Act (ACA) Compliance Service  <b>Lead:</b> Richard Lee</p>	
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**On-Going Funding Requested (if applicable):** 40000  
**Planning Unit Priority:** High  
**Documentation Attached?:** No  
**Full Funding Requested - Annual maintenance for Payroll Copy Machine**  
**Describe Plans & Activities**  
**Supported:** Funds were previously provided to purchase a copy machine in Payroll but ongoing funds for maintenance were not approved. We are requesting an increase in ongoing funds for the annual maintenance agreement that includes all parts, labor, and toner for the copy machine in Payroll office.  
**On-Going Funding Requested (if applicable):** 1000  
**Type of Request:** Non-Instructional Equipment  
**Planning Unit Priority:** High

**Implement Workforce Timekeeping Software** - In coordination with Technical Services and Information Technology, implement Workforce software to replace the Banner leave reporting timesheets for Classified staff.  
**Status:** Active  
**Goal Year(s):** 2018-19  
**Goal Entered:** 06/30/2018

**Partial Funding Requested - Ongoing funding to support the annual license fees for employees using the Workforce timesheets.** Ongoing funding of \$50k has already been set aside for Kronos timesheets, however, these timesheets were never fully utilized due to their limitations. My hope is that Kronos will be replaced by Workforce and that the \$50k funding can be used to support Workforce license fees.  
**Describe Plans & Activities**  
**Supported:** Workforce will replace all of the Banner leave reporting timesheets currently used by the

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classified staff (approx. 500) and potentially all Kronos timesheets (approx. 100).

**Lead:** Richard Lee

**On-Going Funding Requested (if applicable):** 15000

**Planning Unit Priority:** High

**What would success look like and how would you measure it?:**

Replacing all Banner leave reporting timesheets with Workforce.

**Documentation Attached?:** No