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

UCPath Feedback
Georgana Thompson Simonowitz, UCI Project Director Interim
Deborah Kistler, Training, Communications, Change Manager

UCPath Center Improvements
Susan Pihl, Director Liaison Support

Employee Experience Center (EEC) Improvements
Stephan Whelan, Executive HR Director, UCI People Services

Closing Remarks
Richard Coulon, Associate Vice Chancellor, Campus Operations, DFA
Welcome

Ron Cortez
Chief Financial Officer & Vice Chancellor
Division of Finance and Administration
Welcome

Richard Coulon
Associate Vice Chancellor
Division of Finance and Administration
Cheers to One Year and the Path is Clear! Campaign

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

---

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.
UCI UCPath launched 18 months ago!

Project Launch: Jan. 2020

Year of Firsts: Jan. – Dec. 2020

Continuous Improvement – 2021 and Beyond:

- Jan: Cheers to One Year
- Feb: Survey Launch
- Mar: Focus Groups
- Apr: Town Hall
- May: Communicate
- Jun: Leverage
- Jul: Educate
- Jul →: Adapt
- Jul →: Refine
Survey Respondents

648 Survey Responses
- 85% Staff
- 15% Academic

Transaction Processing
- 80% Transactors
- 20% Non-Transactional Employees

Organization
- 77% Campus & COHS
- 23% 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...

1. Used Ask UCPath
2. Used Dept. HR/Payroll
3. Used more than one source
Focus Groups

- 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

<table>
<thead>
<tr>
<th>72% Noted Opportunities</th>
<th>17% Stated What’s Going Well</th>
<th>11% Top Improvement Ideas</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCPath response delays</td>
<td>Training and Support from local teams including UCI UCPath support, and EEC are timely and very helpful</td>
<td>Reduce turnaround time to resolve issues</td>
</tr>
<tr>
<td>System hard to navigate; too many clicks</td>
<td>Reporting Tools created by UCI helpful and easy to use</td>
<td>Reduce UCPath call center wait time to 5 minutes</td>
</tr>
<tr>
<td>Dislike download of paycheck; redundant security steps</td>
<td>Appreciate how easy to link to Fidelity account and the employment verification letter availability</td>
<td>Easier to find answers without calling or submitting case</td>
</tr>
<tr>
<td>Complex system; time consuming for transactors resulting in errors and delays</td>
<td>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)</td>
<td>Improve paycheck visibility</td>
</tr>
<tr>
<td>When things go wrong, resolutions are time-consuming and difficult</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The UCPath Change Partnership

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

UCI UCPath

- 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

UCPath Center

“Coming together is a beginning; keeping together is progress; working together is success.”
- Henry Ford

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

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

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

**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**

- Many said that the UCPath site is difficult to find information and to navigate
- Employees expressed desire to talk to someone about their issues and that it may be long wait to get someone on the phone
- Difficulties in getting issues resolved

**Response/Solution**

- 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](https://ucop.zoom.us/j/578608466)
- 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
- UCI works with UCPath to escalate and help resolve issues
UCPath Center

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)

Backlog As of 06/17: 2,353

Daily Resolution Goal: 192

Daily Resolution Actual: 318

Days Remaining to Target: 12
UCPath Improvements Since January 2020

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

Stephen Whelan
Executive HR Director, UCI People Services
UCI Human Resources
June 30, 2021
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

UCI’s localized one-stop-shop  ♦  (w) https://eec.hr.uci.edu/  ♦  (e) eec@uci.edu  ♦  (p) 949.824.0500

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

- Courteous: 5.4
- Ease of Use: 4.9
- Experience: 4.5
- Timely Resolution: 4.4

- 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 website homepage.