

# Indiana State University

2004 - 2005 Administrative Annual Report

Payroll

Year in Review

## Achievements

**As you have heard, increasing public awareness of Indiana State University's accomplishments is crucial to building student enrollment, influencing policy makers, and developing a place of pre-eminence in the Midwest. What do you consider to be your department's accomplishments for the 2006-07 year that will contribute to this effort? (Please list in priority order and limit to no more than 8.)**

1. Implemented new technology in November of 2004 that allowed us to discontinue the printing of paper direct deposit notifications for students paid on the student payroll. Each pay students now receive an email on the date of their pay that serves both as a notification of their deposit and provides detailed instructions on how to retrieve their pay stub utilizing the MyISU Portal. As a result of this new capability, student employees on direct deposit no longer need to retrieve their paper pay stubs from their employing departments. Utilizing email as a means to notify students of their deposit resulted in a \$2,000 annual savings to the University in reduced printing costs and has allowed for a more efficient use of time for staff in payroll and in employing departments who were responsible for retrieving and distributing student payroll. This initiative also reduces the risk of compromising financial or identity information by eliminating unclaimed paper pay stubs. 2. Processed 1,522 compensation adjustments within a four-week time period for employees receiving pay increases as part of the compensation study. This was a major accomplishment considering all of the complexities involved in computing three to six months of retroactive pay for the majority of employees receiving adjustments. This project included: coordinating and ensuring the accuracy of reports between Human Resources, Staff Benefits and the Budget Office; building new job salaries; determining retroactive pay guidelines; writing reports to capture retroactive hours including overtime for non-exempt staff; calculating retroactive pay, data entry of pay and benefit information; auditing processes; and documenting procedures. This entire project was completed while continuing to meet ongoing payroll deadlines. The compensation adjustments were paid to employees by the promised January distribution date. 3. Successfully tested the Banner Web Time Entry product from the initial web time entry stage through final payroll processing. This product allows us the ability to offer a paperless time collection and approval process for both employees and supervisors who currently sign printed timesheets. Testing involved a thorough review of Banner documentation to ensure the appropriate set-up of all Banner-related forms to correctly configure the time entry system. In addition, we have made significant progress on training documents that will allow us to pilot this product in selected campus departments in the upcoming year. 4. Increased employee participation in the usage of electronic timesheets for time reporting again this past year. In less than three years after the development of the electronic timesheets we have achieved a 94% participation rate among support staff employees utilizing timesheets for time reporting. We have also increased the number of student employees utilizing the electronic timesheets by 25% from this same time last year. Just over 6

## Action Steps

**In light of the new [strategic direction](#) of the University can you modify your action steps or develop new action steps that will aid in the implementation of the University's Strategic Indicators?**

## Assessment

**What are two ways in which you evaluated the quality or effectiveness in your area last year? What changes did you make based on those assessments?**

1. In February of 2005 we surveyed our peer institutions and collected comparative benchmarking data designed to evaluate the quality and effectiveness of our office. In addition to the data we have collected from our peer institutions, the American Payroll Association just released its 2004 "Payroll Best Practices Benchmarking Study". By using benchmarking data from both our national organization and from our peer institutions we are able to continually evaluate the efficiency and effectiveness of our office. This data will also serve as a guide to assist us in our short and long term planning as we set goals and objectives for future initiatives to ensure we are continuing our move toward excellence among our peers and within our profession. 2. We continued to evaluate quality and effectiveness of the services we provide to employees and students. This past year we developed evaluation sheets as part of our training sessions to assess the quality of the material covered and to gather comments on how we could more effectively provide supervisors and timekeepers with relevant information relating to their departmental payroll duties. Based on the feedback we receive from training sessions and employee orientations, we are able to evaluate the quality and effectiveness of the services we provide and make the necessary improvements to ensure we are providing quality customer service at the highest possible level.

### **Future Goals**

#### Future Goals

**Please describe the progress you have made on these action steps.**

Progress on Future Goals 1. Upgrade our payroll processing system to Banner 6 - We successfully upgraded to Banner 6 in October of 2004. During the Banner 6 testing period we reviewed enhancements that provide greater flexibility in payroll processing and may be incorporated into our processing procedures as other initiatives move forward. 2. Provide students with a paperless direct deposit notification – This was accomplished in November of 2004. This was listed as one of our top accomplishments during this past year. Each pay students now receive an email on the date of their pay that serves both as a notification of their deposit and provides detailed instructions on how to retrieve their pay stub utilizing the MyISU Portal. 3. Develop the web time entry features within Banner Employee Self Service – We are making progress on this goal. We have fully tested the unmodified version of Banner Web Time Entry and have made significant progress on a training document that will allow us to pilot this product using selected campus departments. This initiative continues to be a priority as we work toward a paperless timesheet for the future.