

Indiana State University

2006 - 2007 Administrative Annual Report

Payroll

Vision Statement

[View/Modify Vision](#)

The following is your vision statement loaded from previous submissions. Some administrative units, but not all, may wish to revise their vision statements based on the direction of the University toward pre-eminence. If this pertains to you, then please make changes in the box below:

The Payroll Office mission is to provide prompt and accurate payments to all employees of Indiana State University, while maintaining procedural integrity, accounting accuracy, and compliance with state and federal regulations and University policies. With more efficient use of technology and by enhancing the training we provide to the campus community, we envision that employees and supervisors will be able to more effectively submit, view, and verify both individual and departmental payroll information, resulting in even greater accuracy and timeliness of payments.

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. Developed a new academic year pay calendar that will allow faculty and graduate assistants to receive an earlier first pay each academic year. The new academic payroll calendar will move the first pay of the academic year for faculty to September 1 and move the pay for graduate assistants to the biweekly student payroll allowing them to receive their first pay in early September. The new academic pay calendar was approved by the ISU Board of Trustees at their April 27 meeting. This project was coordinated in the Payroll Office and involved the input of Academic Affairs and Human Resources. The new academic pay calendar will be effective with the 2007-08 academic year. 2. Coordinated the development of a new cellular device policy designed to eliminate any potential tax compliance issues for the University. The cellular device policy was approved by the ISU Board of Trustees at their September 22 meeting. The Payroll Office worked to implement the new policy by gaining approval from the State Board of Accounts on a new Cellular Device Additional Pay Authorization Form, setting up the payroll system to handle the new payment, and communicating with departments to ensure they were notified of the policy change. The new cellular device policy took effect on November 1, 2007 with the first payments being made on the December 1 pay. 3. Implemented electronic direct deposit notifications for employees paid on the Monthly Payroll effective with the April 1, 2007 pay. In the efforts to continue to utilize new technology, employees paid on the Monthly Payroll now receive an email on the date of their pay that serves both as a notification of their deposit and provides them with their pay stub by attaching a secure PDF file to the email that they receive. In addition, detailed instructions are also provided to employees on how to retrieve additional pay information via the MyISU Portal. As a result of this new capability, employees on direct deposit no longer need to retrieve paper pay stubs from their employing departments. Utilizing email as a means to notify monthly-paid employees of their

deposit results 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 the monthly payroll. 4. Implemented a restructured federal work study allocation program during 2006-07 that allocated work study funds to both students and employing departments. The primary goals of restructuring the work study allocation were to provide more students with work study awards and thus increase the employment pool of eligible work study students, and to ensure that all federal work study dollars were spent. The Payroll Office is extensively involved in the expensing of work study dollars through the student payroll process and this past year has been more involved than ever before. During 2006-07 we worked to revise internal operating procedures to handle the increased volume of work study jobs and the additional tracking requirements. We also developed new audit reports designed to track work study expenditures at both the student and departmental levels. 5. Started the implementation of the Kronos time and attendance system to replace the current unsupported system being used to collect time for nearly half of the employees on the support staff payroll. The new time and attendance system will have improved features, additional functionality, and the capability to allow for expansion to additional campus departments who currently use manual time clocks for time collection. This past year we worked with Information Technology to determine the computer hardware required for the project, documented payroll policies for the Kronos system configuration, documented interface specifications, and scheduled required training. The implementation should be completed by September 2007. 6. Assisted approximately 90 international students with federal and state tax returns as part of eight workshops offered on campus in conjunction with the Office of the Controller. In order to provide this service, we participated in the Internal Revenue Service Volunteer Income Tax Assistance Program for Foreign Students and Scholars and received certification for the 2006 tax year as volunteers to assist international students in the preparation of their federal income tax returns. For the first time this past year, we assisted students using the CINTAX computer software designed specifically for international students. Using the computers allowed students to enter important information into the software which then performed a treaty analysis, made appropriate tax calculations and allowed the students to print the appropriate tax forms. In addition, we also assisted international students in filing state tax forms via the internet. 7. Received approval by the State Board of Accounts to use the Banner Web Time Entry feature within the MyISU Portal as a means of collecting time from employees not utilizing the Kronos time and attendance system. Banner Web Time Entry allows us the ability to offer a paperless time collection and approval process for both employees and supervisors who currently sign printed timesheets. 8. Redesigned the Recap Time Sheet to provide a better format for accurate time reporting. The software used to design the new Recap Time Sheet will also allow us to email the Recap Time Sheets to departments in the future making the entire process more efficient. 9. Received another successful review during the annual State Board of Accounts audit. The State Board of Accounts audits a sample of pay transactions each year on the monthly, support staff and student payrolls. Again this year we received positive reviews on the accuracy and controls we have established as part of the payroll process. 10. Completed the Payroll Office Fiscal Year Annual Report which is designed to capture the volume of transactions completed within our office on an annual basis. The data from this report demonstrates an accomplishment that reflects the hard work from each of our staff members. During the 2006 fiscal year, we processed 81,606 payroll transactions totaling \$86.1 million in gross payroll. As part of these pay transactions we processed \$29.6 million in benefits expenses and another \$27.6 million in taxes and other deductions. In addition, we successfully issued 5,337 W-2s to employees accurately reporting all taxable earnings and withholding for the 2006 calendar year.

Enrollment

What steps did you take this year to aid ISU in overcoming enrollment challenges?

1. Continued to work with the Office of Student Financial Aid to implement a restructured the federal work study allocation during 2006-07 which allowed more students to be eligible for work study when searching for student employment opportunities (see accomplishment #4 above). This initiative should have a positive impact on retention as more eligible students find on-campus employment and some are able to utilize positions for experiential learning opportunities. 2. Continued to assist international students with federal and state income tax returns (see accomplishment #6 above). As we continue to provide these types of services to students and go show our commitment to helping students with important issues like this, we contribute to the campus-wide effort to retain students.

Action Steps

Do you have any further progress you would like to report?

2005-06 Action Step: Implement a new time and attendance system to replace the current unsupported system being used to collect time for nearly half of the employees on the support staff payroll. The new time and attendance system will have improved features, additional functionality, and the capability to allow for expansion to additional campus departments who currently use manual time clocks for time collection. This system will be used by departments wanting to “time stamp” in and out times via telephone as opposed to the web time entry product which will allow employees to enter payable hours through the web. Progress: We started the implementation of the Kronos time and attendance system to replace the current unsupported system being used to collect time for nearly half of the employees on the support staff payroll. Over the past year we have worked with Information Technology to determine the computer hardware required for the project, documented payroll policies for the Kronos system configuration, documented interface specifications, and scheduled required training. The implementation should be completed by September 2007. 2005-06 Action Step: Provide faculty and staff with a paperless direct deposit notification. By utilizing technology available to us through Intellectcheck check processing software, we will work to set up a process to email faculty and staff when their pay has been deposited. The email will provide a secure PDF deposit notification and also direct faculty and staff to the ISU Portal to view additional information regarding their pay stub that is currently available through Banner Employee Self-Service. Just as we did with student payroll, this initiative will eliminate the need for faculty and staff to receive paper direct deposit notifications. Progress: We implemented electronic direct deposit notifications for employees paid on the Monthly Payroll effective with the April 1, 2007 pay. Utilizing email as a means to notify monthly-paid employees of their deposit results 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 the monthly payroll. 2005-06 Action Step: Implement the web time entry product within Banner Employee Self Service. As listed above, we have been in the testing phase and are ready to use pilot departments and seek approval from the State Board of Accounts. This will allow us a cost effective option to electronically approve timesheets through Banner Employee Self Service. The development of this web time entry product will allow us to offer a paperless process to employees and students who currently manually approve and submit timesheets. Progress: This past year we received approval by the State Board of Accounts to use the Banner Web Time Entry feature within the MyISU Portal as a means of collecting time from employees so that we can now move forward and work with departments to implement this feature within Banner Employee Self Service.

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 May of 2006 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 released its 2006 "Payroll Best Practices Survey" in March of 2007. 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 continued to collect 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.

Budget

As you know, ISU is facing significant budget challenges. Finding ways to overcome these while increasing efficiency requires innovation. How are you overcoming your budget challenges this year?

At the close of 2006-07 we will have completed the first full year with the loss of a one full time support staff position. Although the loss of the position has not been easy, we are working diligently to gain greater efficiencies through the use of technology that will help us both now and in the future. Paperless direct deposit notifications, implementation of a time attendance system with new electronic approval features, and implementation of the web time entry feature within Banner Self Service all will be major steps forward to improve efficiencies in the upcoming year.