



RUTGERS

UNIVERSITY HUMAN RESOURCES

New Brunswick Faculty Council

OneSource Update






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January 31, 2020

What is the OneSource Faculty and Staff Service Center?

What were the drivers?

- 28K+**
Size of the workforce supported 
- 400+**
People who perform HR and Payroll activities across Rutgers 
- 155K+**
Inquiries UHR responded to in 2017 
- 130K+**
Transactions processed by HCM in 2017 
- 1 : 257.6**
Ratio of employees served to HR FTE 

Rutgers has created a customer focused service center that provides HR and Payroll services to all Faculty and Staff in an efficient, simplified, and friendly manner

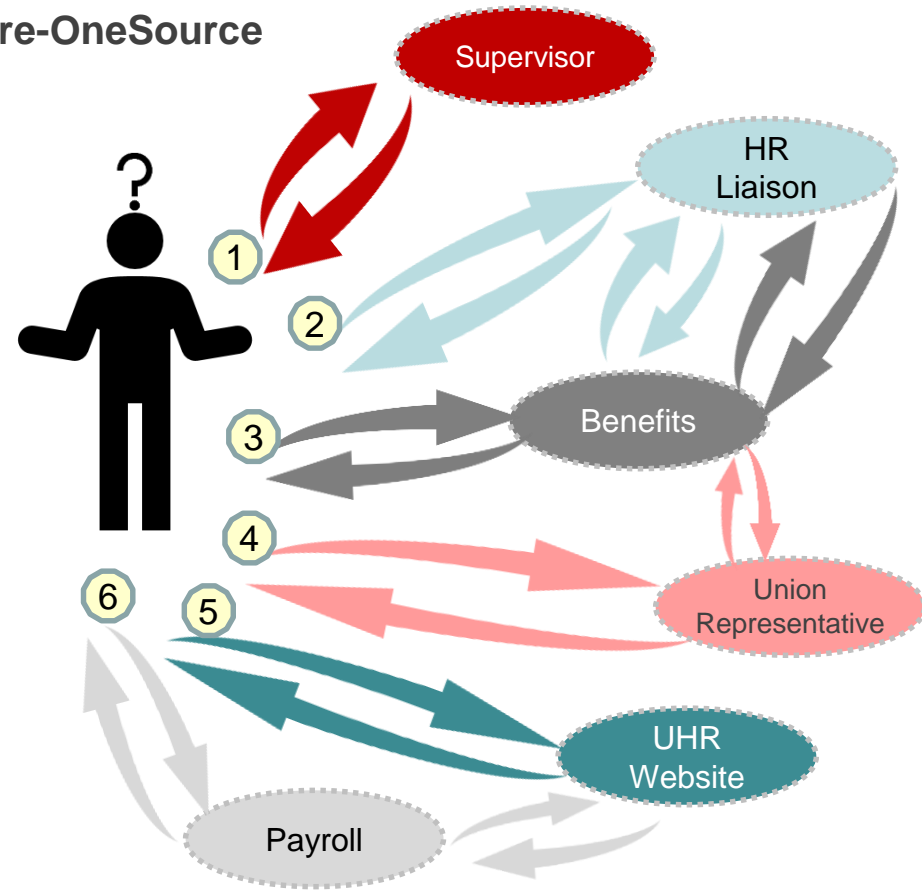
The Benefits

- Improve customer experience*
- Greater level of service specialization*
- Simplify and automate the process*
- Focus employees on value-add work*
- Create one point of contact, uniform messaging*
- Improved communications*
- Unify the Rutgers experience*

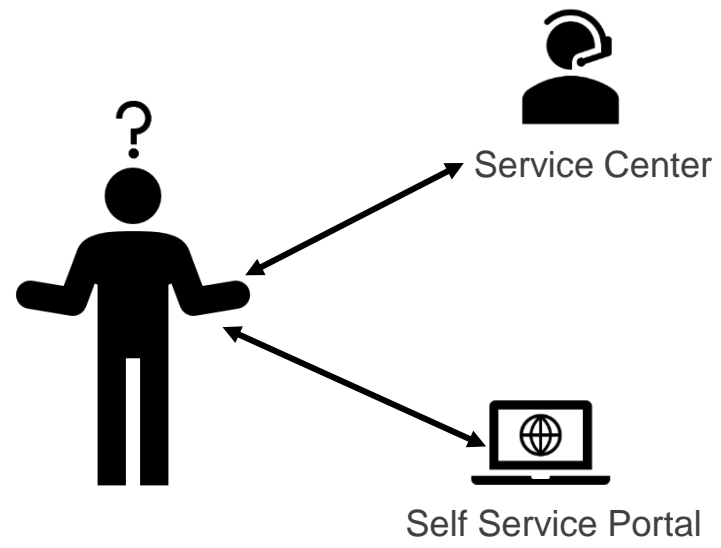
One-Stop Assistance and Problem Resolution

Example: *My benefits deductions were not taken this paycheck.*

Pre-OneSource



OneSource



Three Tiers of Customer Support

Tier 0: Online Self-Service

Customers can complete some tasks on their own

- ▶ Find answers to over **300** HR/Payroll questions through a **simple self-service** portal
- ▶ **Navigate faster** to HR/Payroll information through reduced number of clicks on the portal
- ▶ **Easily access** policies, procedures, and forms related to HR and Payroll (e.g., enrollments, verifications, leave requests)
- ▶ **Track current status** of open HR/Payroll cases with guaranteed turnaround times
- ▶ Access new repository of HR/Payroll information to find **consistent answers**
- ▶ **Submit forms** i.e. Leave request directly to HR
- ▶ **Available 24 hours a day 365 days a year**

Tier 1: Issue Resolution

Work with customer service representative to resolve questions

- ▶ **Only need to know ONE** number for all HR/Payroll inquiries
- ▶ Call a **knowledgeable** service center professional and receive consistent answers to all HR/Payroll questions
- ▶ Quickly receive consistent and **accurate solutions** to HR/Payroll issues
- ▶ **Receive prompts** to take action when additional documentation (e.g., doctor's note) is required to complete the request
- ▶ Customers no longer need to use HR Liaisons for problem resolution – **get to HR directly**
- ▶ **Online Chat function coming soon**

Tier 2: Specialized Support

Work with functional specialists to resolve complex transactions

- ▶ Receive **consistent** and **accurate** solutions to **complex** HR/Payroll transactions such as:
 - ▶ Assistance when preparing for and returning from a leave of absence
 - ▶ Decreased payment errors through proactive tracking of job status (e.g. paid/unpaid leaves)
 - ▶ Ability to submit verification of eligibility for tuition reimbursement online
- ▶ **Robust reporting** will allow us to track trends and proactively address HR needs University wide (across all tiers)

Processes Initiated in Tier 0*

Employee Personal Data Changes

- DOB, SSN, Name Change, Address Change

Leave Administration: Initiate and Resolve

- Initiate leave of absence for Faculty and Staff

Leave Insurance

- Initiate Leave Insurance
- Temporary Disability, Family Leave

Benefits

- Initiate Benefits Enrollments
- Health, Retirement
- Initiate Verification Requests
- Initiate Employee Deductions
 - ACTS/403b, Flexible Spending Account, SACT, Deferred Compensation,
- Initiate Tuition Reimbursement and Remission

Processes Initiated in Tier 1*

Employee Indicative Data Changes

- Initiate Former Employee Personal Data Change

Leave Administration

- Initiate Return From Leave of Absence
- Initiate Suspension

Benefits

- Initiate Tuition Remission for Retirees

Payroll

- Kite and Key Technology Store Deduction Verification
- Former Employee Payroll Support Services
- Management of pending job changes that can impact payroll

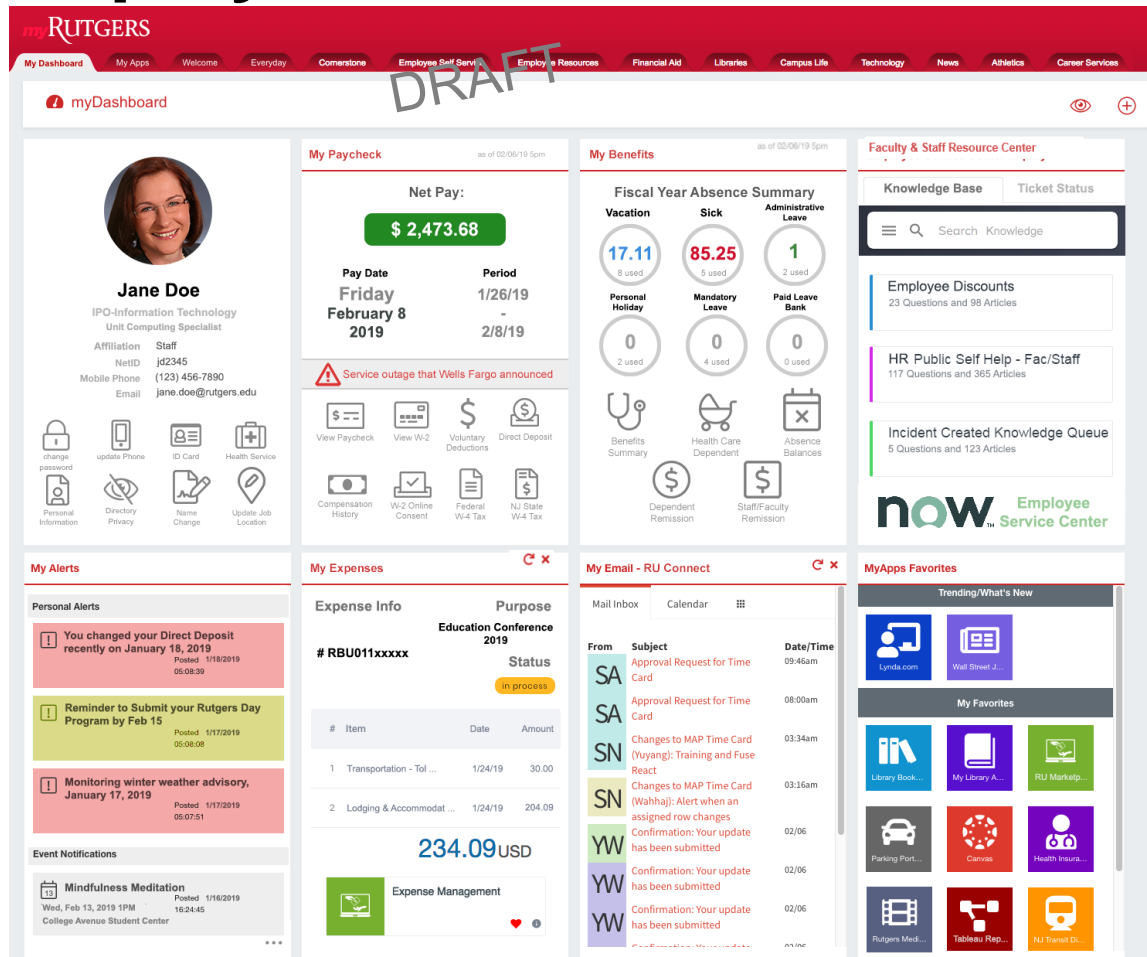
*All Tier 0 Processes can also be initiated in Tier 1

Processes Initiated in Tier 2

All Services will be initiated through Tier 0 and Tier 1 and escalated to Tier 2 for resolution

- Employee Personal Data Changes
- Leave Administration: Initiate and Resolve
- Leave Insurance
- Benefits
- Employee Indicative Data Changes
- Payroll

Immediate and User Friendly Access to Employee Data



myRutgers myDashboard

Jane Doe
 IPO-Information Technology
 Unit Computing Specialist
 Affiliation: Staff
 NetID: jd2345
 Mobile Phone: (123) 456-7890
 Email: jane.doe@rutgers.edu

My Paycheck (as of 02/09/19 5pm)
Net Pay: \$ 2,473.68
 Pay Date: **Friday February 8 2019**
 Period: 1/26/19 - 2/8/19

My Benefits (as of 02/06/19 5pm)
Fiscal Year Absence Summary

Vacation	Sick	Administrative Leave
17.11 (8 used)	85.25 (5 used)	1 (2 used)
Personal Holiday	Mandatory Leave	Paid Leave Bank
0 (2 used)	0 (4 used)	0 (0 used)

My Alerts

Personal Alerts

- You changed your Direct Deposit recently on January 18, 2019. Posted: 1/18/2019 05:08:39
- Reminder to Submit your Rutgers Day Program by Feb 15. Posted: 1/17/2019 05:08:08
- Monitoring winter weather advisory, January 17, 2019. Posted: 1/17/2019 05:07:51

Event Notifications

- Mindfulness Meditation. Wed, Feb 13, 2019 1PM. Posted: 1/16/2019 16:21:45. College Avenue Student Center

My Expenses (Expense Info)
 Purpose: Education Conference 2019
 # RBU011xxxxx
 Status: in process

#	Item	Date	Amount
1	Transportation - Tol ...	1/24/19	30.00
2	Lodging & Accommodat ...	1/24/19	204.09

234.09 USD

My Email - RU Connect

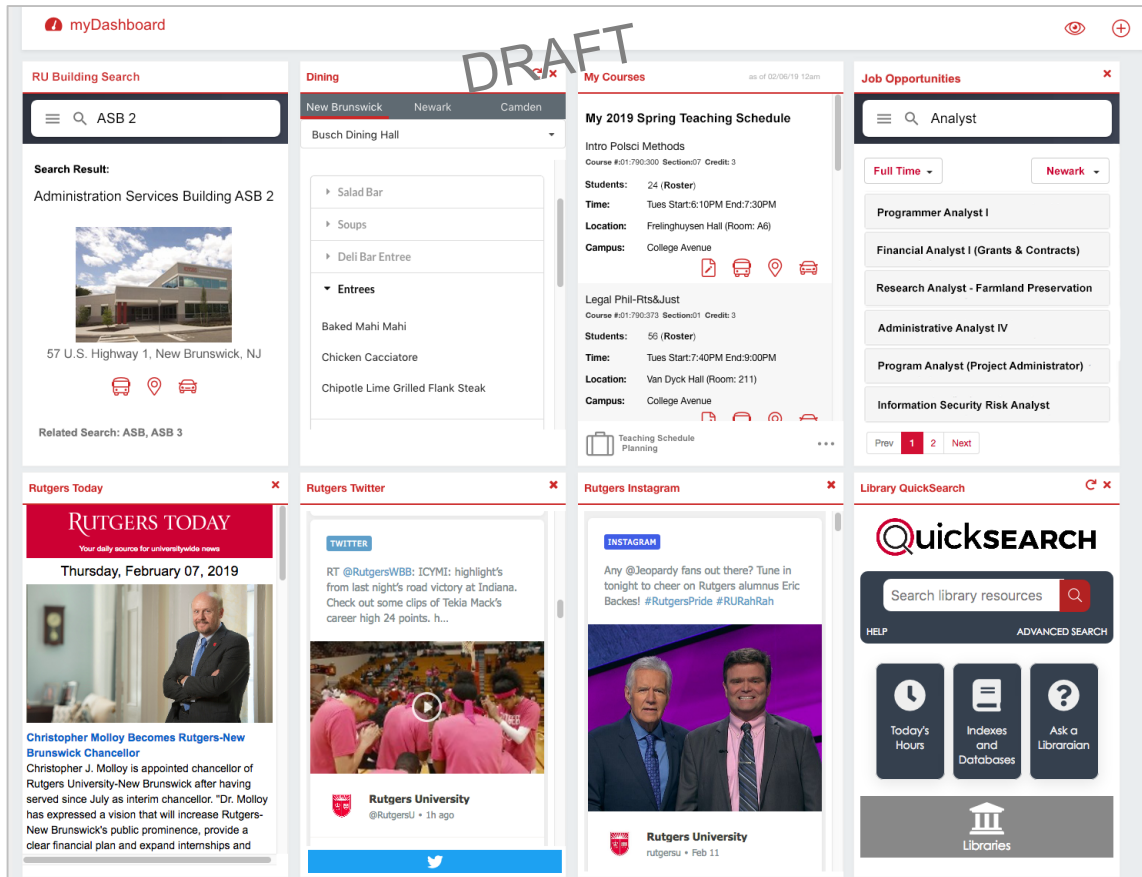
From	Subject	Date/Time
SA	Approval Request for Time Card	09:46am
SA	Approval Request for Time Card	08:00am
SN	Changes to MAP Time Card (Yuyang): Training and Fuse React	03:34am
SN	Changes to MAP Time Card (Wahhaj): Alert when an assigned row changes	03:16am
YW	Confirmation: Your update has been submitted	02:06
YW	Confirmation: Your update has been submitted	02:06
YW	Confirmation: Your update has been submitted	02:06

MyApps Favorites

- Trending/What's New: Lynda.com, Wall Street J...
- My Favorites: Library Book..., My Library A..., RU Marketp...
- Parking Port..., Canvas, Health Insura...
- Rutgers Med..., TableBU Rep..., NJ Transit D...

- ✓ Personalized based on individual, campus, school, roles, etc.
- ✓ Single sign-on direct links to relevant applications and forms
- ✓ Standard required widgets, and available optional widgets
- ✓ Privacy setting customizable, display all data or hide sensitive data, and present item when selected
- ✓ Widget order is customizable by user, in addition to add/remove optional widgets
- ✓ Mobile device friendly, display & navigation on phones, tablets, etc.

Mobile Friendly



myDashboard

RU Building Search
ASB 2
Search Result: Administration Services Building ASB 2
57 U.S. Highway 1, New Brunswick, NJ

Dining
New Brunswick Newark Camden
Busch Dining Hall
Salad Bar
Soups
Deli Bar Entree
Entrees
Baked Mahi Mahi
Chicken Cacciatore
Chipotle Lime Grilled Flank Steak

My Courses
My 2019 Spring Teaching Schedule
Intro Polsci Methods
Course #01-790-300 Section07 Credit: 3
Students: 24 (Roster)
Time: Tues Start:6:10PM End:7:30PM
Location: Frelinghuysen Hall (Room: A6)
Campus: College Avenue

Job Opportunities
Analyst
Full Time Newark
Programmer Analyst I
Financial Analyst I (Grants & Contracts)
Research Analyst - Farmland Preservation
Administrative Analyst IV
Program Analyst (Project Administrator)
Information Security Risk Analyst

Rutgers Today
RUTGERS TODAY
Your daily source for university-wide news
Thursday, February 07, 2019
Christopher Molloy Becomes Rutgers-New Brunswick Chancellor

Rutgers Twitter
RT @RutgersWBB: ICYMI: highlight's from last night's road victory at Indiana. Check out some clips of Tekia Mack's career high 24 points. h...

Rutgers Instagram
Any @Jeopardy fans out there? Tune in tonight to cheer on Rutgers alumnus Eric Backes! #RutgersPride #RURahRah

Library QuickSearch
Search library resources
Today's Hours
Indexes and Databases
Ask a Librarian

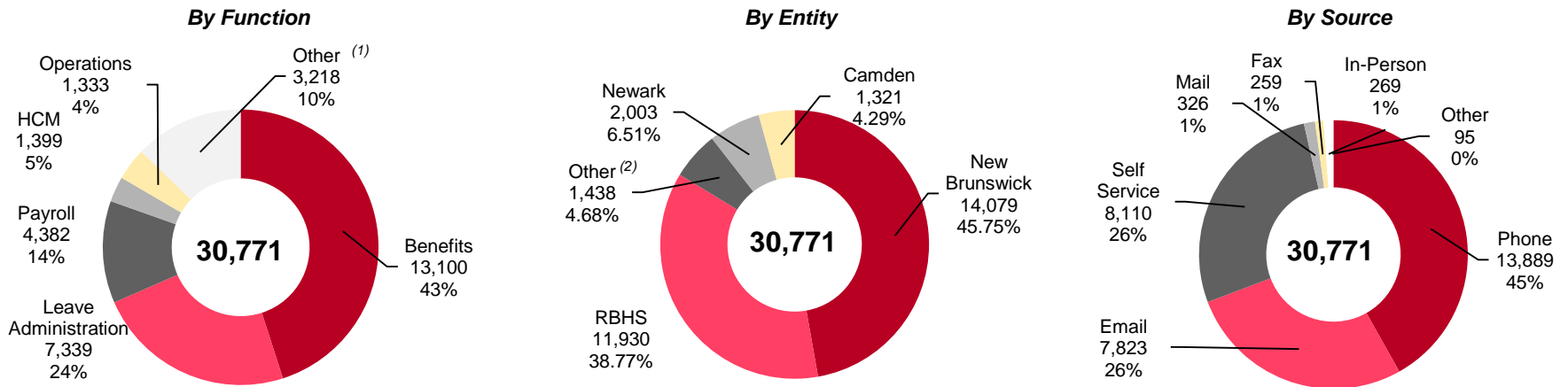
mobile friendly



OneSource Stats as of 8/29/19 – 1/28/20

Total # of Cases	30,771
# of Open Cases	4,461
# of Closed Cases	26,310

TOTAL # OF ONESOURCE CASES



⁽¹⁾ Includes Recruitment, Absence Reporting, OLR, ALR, HRIS, Compensation, Learning/Development, OEE, Talent Management

⁽²⁾ Not Active Employees

OneSource Stats as of 8/29/19 – 1/28/20

Results:

Total # of Calls	41,244
Estimated Average Daily Call Volume - Peak	600
Estimated Average Daily Call Volume - Non- Peak	400
Average Daily Call Volume - January 2020	300
Average Daily Call Volume - December 2019	279
Average Daily Call Volume - November 2019	307
Average Handle Time	12.59 minutes
Average Call Time	7.15 minutes

Additional Stats ⁽¹⁾:

Total Portal Hits	296,485
Unique Visitors on OneSource Portal	6,362
99 Unique Articles in Knowledge Base Viewed	by 2,143 unique users

⁽¹⁾ Data is from the last 90 days ending on 1/28/20

OneSource Stats as of 8/29/19 – 1/28/20

Go Live Issues:

- Call volume
- Response time
- Speed to answer
- Abandon rate

Increased Staff:

Optimal Staffing Given Existing Call Volume **16-20**

Original Call Center Staffing **8**

Temporary Seasonal Staff Supplement **8**

Customer Service Ratings as of 8/29/19 – 1/28/20

From the surveys:

YTD Customer Service Average: **4.10/5**

Current Week Customer Service Average: **4.85/5**

YTD Customer Satisfaction Average: **3.94/5**

Current Week Customer Satisfaction Average: **4.62/5**

Customer Service Survey Feedback

What have we done well?

- I have worked at Rutgers for over 20 years and I was blown away by how professional and timely everything was handled with my case. Everyone I spoke with was nice and helpful. I have to say I was shocked. Thank you! Keep doing what you are doing.
- This was the most streamlined efficient benefits change that I have experienced in my 14 years at the university. I received a response approximately one hour after submitting my request with confirmation of when the change would be applied.
- Great job in meeting my needs; keep up the outstanding work!
- The whole process is quick and easy; and Linda was extremely helpful with my case.

What do we need to improve?

- I am VERY grateful for Rutgers' initiative to make HR communications and transactions easier and more transparent. There's going to be a learning curve for all of us, but this is a big step in a good direction.
- The initial period following my application was problematic. The "system" was not responsive and I was left uninformed as to the status of my application. If you could adjust that to keep the applicant informed it would be almost a perfect system.
- I never spoke to a representative about my ticket. I think the feedback needed to have details.
- More videos would be great.

Q&A



OneSource Rutgers Faculty and Staff
Service Center at **(732) 745-SERV (7378)**