

HR Review Process Creates Efficiencies

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- Please turn off your cell phone/pager
- If you must leave the session early, please do so as discreetly as possible
- Please avoid side conversation during the session


Thank you for your cooperation!

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2

Delta State University

- Located in Cleveland, Mississippi
- Heart of the Mississippi Delta
- Carnegie II Regional Institution
- 4,000 Student Enrollment
- 1,200 Residential Students

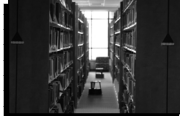


Session ID 1110

3

Delta State University Institutional Challenges

- Decreasing budgets/Increasing Costs
- Distributed responsibilities
- Numerous paper processes
- Duplication of work and data efforts
- Manual time-entry for staff
- Manual leave records of varying accuracy
- No readily available data reporting source for leave and time records





Business Process Analysis

Efforts to Streamline

What is a Business Process Analysis?

- Diagnostic tool for examining current business processes to ensure they are both effective and efficient
- Streamlines the existing activities to make incremental improvements in processes
- Enables key personnel to take an objective view of the way in which they do business
- Forces personnel to think systematically about how they can improve processes



The Process

- Consulted with SunGard Higher Education
- Engaged Business Process Analysis Services
- On campus consultant
- DSU Team Members: Human Resources, Payroll, Accounting, Office of Information Technology



Session ID 1110

7

The Process – Part 2

- Extensive process analysis
- Identification of duplicated efforts
- Removed the “shoe-boxes” across the team
- Developed a shared vision
- Identified where processes could be streamlined
- Developed new process flow
- Implemented Banner modules not previously used
- Implemented new processes
(online time entry, leave records, employee self-service)

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8



Realized Efficiencies and Cost Savings

Successes

Success #1: Online Time & Leave Accrual for Employees

- HR in leadership role
- Former Process: Manual by department
 - Not consistent
 - Accuracy of records in question
 - End of year “crunch” for departments and HR
 - HR not “in the loop” until after the fact
 - Significant reporting challenges for HR and Institutional Research



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10

Success #1: Online Time Entry & Leave Accrual for Employees

- Establish process and setup Banner forms
 - 10 forms for leave accrual set-up (part of base-line Banner)
 - Establish security roles
 - Establish leave codes (COMP, PERS, FMED, MMED)
 - Establish leave categories
 - Setup employees based on job roles
 - Assign timekeepers and proxy for each department
 - Mandatory training held for all timekeepers
 - Implement online timekeeping/leave entry

Session ID 1110

11

Success #1: Online Time Entry & Leave Accrual for Employees

- Benefits
 - Leave records timely and accurate
 - Time records readily available
 - Improved reporting and accuracy
 - Estimated 300 annual man hours saved for HR
 - Estimated 50+ man hours saved per department, per year



Session ID 1110

12

Success #2: Improved Payroll Processes

- **Benefits**
 - Automated time-entry eliminated manual processes
 - Reporting processes that took 40 hours per month now take five minutes per month resulting in an estimated savings of 500+ man hours per year
 - Substantial reduction in paper costs (*estimated annual savings at \$9,000*)
 - Increased number of employees using direct deposit



Session ID 1110

13

Success #3: Employee Self Service

- **Benefits**
 - 24/7 access to employee information
 - Readily available to employees and uses established identification information
 - Reflects accurate, timely information
 - No longer required to obtain information from both departments and human resources when reviewing employee time/leave records
 - Improved employee satisfaction



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14

Summary & Benefits for Delta State University

- Strengthened our capacity to deal with change
- Supported our efforts to achieve measurable performance improvements
- Improved our reporting capabilities and accuracy
- Reduced our costs
- Improved efficiencies
- Improved communication throughout campus
- Improved satisfaction of employees
- Catalyst for change across the campus

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15

Questions & Answers



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16

Thank You!

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17
