



UNIVERSITY OF
CENTRAL
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UCA Human Resources FY2022 Annual Report

Mission & Vision

Mission: UCA Human Resources and Risk Management advances the overall mission of the university through recruitment, hiring, and support of a diverse, qualified workforce while cultivating an atmosphere where employees feel strengthened and valued.

Vision: UCA Human Resources and Risk Management will be strategic partners who support the overall mission of the university by serving all prospective, current, and past employees. We will promote a collaborative, safe, and healthy workplace environment where our employees can flourish personally and professionally. We will value and respect our employees, the people who serve UCA students, while encouraging collegiality and worksite wellness in the pursuit of institutional goals.

Core Values

Collaboration: We value teamwork, creative problem solving, and relationships

Diversity: We value diversity in the workplace

Integrity: We promote ethical and legal conduct

Service: Serve employees, so they can serve students

Wellness: We will promote a collaborative, safe, and healthy workplace

Message from the Associate Vice President

It has been a busy year for HR and Risk Management. We have completed many new projects and have some big goals in front of us. We enjoy serving our employees, and that is and always will be our top priority. I have an outstanding team, and am in awe of their talents and hearts. They truly embody the mission of UCA and sincerely care for our employees. My hope is for you to see them shine through this report.

A handwritten signature in black ink, appearing to read "Britni Elder". The signature is fluid and cursive, with a long horizontal flourish at the end.

Britni Elder, MBA, SHRM-CP

Associate Vice-President for Human Resources and Risk Management

FY2022: Year at a Glance

5,232	Personnel Action Forms
1,039	Job Postings
706	Background Checks
390	Volunteers Processed
548	Tuition Remissions
1,096	Files Scanned and Entered into Employee Records
133	FMLA and Catastrophic Leave Requests
1,378	Hiring Proposals

Classification and Compensation

Classification and Compensation has had a busy and successful year. Above all else, one of the most important goals reached this year was education and communication. In addition, promoting equity in pay among positions has been a growing achievement this year.

Internal Collaboration

Beyond the scope of the 2021 market salary review, at the request of departments, Taylor May has worked to identify more specific market salary studies. She worked with Student Health to identify market salaries for licensed practical nurses within the Conway area. She worked with the Procurement Office to identify market salaries for buyer positions among other higher education institutions. Last but not least, she has worked with the Physical Plant to help identify market salaries within the private industry for skilled trades positions.

Formal Classification and Compensation Trainings

- Executive Staff
- Council of Deans
- Staff Senate Compensation Committee
- Student Affairs Leadership Team

Completed Projects

- Total Compensation Statements
- Developing and maintaining processes and procedures
- 2021 Staff Position Review project
 - 94% participation rate (745 employees)
 - 184 suggested state title recommendations
 - 101 working title recommendations
 - 17 FLSA status recommendations
 - Approved to utilize a more competitive labor market rate for Administrative Specialist II

State Reporting

- 2023-2025 Biennium (biannual)
- Vacancy Report (annual)
- Provisional Report (annual)
- COLA & Merit Report (annual)
- Labor Market Rate, Shift Differential, & Certification Report (annual)
- Administrator's Compensation Survey (annual)
- Crossgrade/Downgrade Continuation Request (annual)
- Employee Disclosure Report (quarterly)
- 1 Labor market rate established (as needed)
- 10 Move requests to Labor Market Rate (as needed)
- 1 New Pool position request approved (as needed)
- 5 Classified Salary move requests for additional permanent duties (as needed)
- 12 Crossgrade/downgrade requests (as needed)

- 336 Concurrent Employment Requests (as needed)

UCA BeWell

The well-being and health promotion program for UCA faculty and staff

The 2020-2021 BeWell program year was a busy one and relied on the tremendous support of community partners and colleagues that contributed their time, resources, and expertise to further BeWell's mission to help employees thrive in the workplace and at home and promote a culture of wellness at UCA that enables student learning and success.

While the pandemic has complicated the challenge of building a healthy workplace culture, it has created new opportunities for BeWell to drive awareness of mental health resources and initiate open and candid dialogue with UCA employees about how they are feeling. Expanded mental health programming includes support and resource groups, guided mindfulness sessions, and other opportunities to build employees' resilience and help them process grief, change, and other emotional needs. Most importantly, UCA employees are now more aware of the mental health resources available to them, the importance of seeking help when it is needed, and how to access these services easily and discreetly.

Highlights of the 2021 program year included a very successful COVID-19 vaccine campaign, as well as new partnerships with Psychology and Counseling, Health Sciences and Occupational Therapy that offered UCA undergraduate and graduate students numerous opportunities for experiential learning and exposure to a real-world interdisciplinary approach to worksite wellness.

Other highlights included the ongoing condition management programs—Diabetes Education and Prevention and Weight Management—that are presented in collaboration with Nutrition and Family Sciences Dietetic Internship. In Fall 2021, the programs were expanded to include optional one-on-one nutrition coaching with dietetic interns and fitness coaching with exercise and sport science students, providing additional opportunities for students to hone their professional skill sets and employees to receive the individualized support they need to improve their wellbeing.

Lastly, despite the challenges of the pandemic, BeWell has seen a 5% increase in eligible employee participation in health screenings over the last two years! BeWell ended the 2021 program year with a 2% increase in the percentage of eligible participants completing biometric screenings and health risk assessment surveys to earn the health insurance premium discount for 2022, as well as a 4% increase in the percentage of eligible participants earning BearBucks.

To read the full 2021 BeWell Annual Report, visit: <https://uca.edu/bewell/annualreport/>

Note: The BeWell program year is November 1 through October 31. The 2022 BeWell Annual Report will be published in early December.

Payroll

Payroll has had a busy and successful year. Over the last several years, the primary focus has been to streamline our internal and external payroll processes (six payrolls each month). While work to streamline processes is ongoing, we have made significant improvements by working internally and externally to help achieve our goals.

Payroll also has many checks and balances put into place to help ensure we stay as accurate as possible when running payrolls to help keep our error rate less than 1%.

Internal Collaboration

Payroll has updated our processes and policies for direct deposit changes and out-of-state employees to help ensure we protect them from fraud and stay compliant with state and federal guidelines and laws. Currently payroll has 16 states set up for payroll in addition to Arkansas. We also completed an audit of career service dates with employment services.

External Collaboration

- Electronic payments for garnishments and child support with the help of the Procurement Office, Accounts Payable and the UCA Foundation.
- Salary Reports-Payroll, Budget, Student Services, Accounts Payable/Grants and Financial Aid worked together to create new processes to support campus awareness of student worker and grant funds for students within their areas.
- Student Worker Policy with the help from a student worker committee which included Student Affairs, Financial Aid, Career Services, Budget and the Center for Global Learning and Engagement. The new policy will take effect in fiscal year 2023.

Completed Projects

- Salary Reports: worked with Financial Aid and Grants to get student workers on a salary report so departments could see how much federal and student funds each student has used.
- Developing, updating and maintaining processes and procedures
- Student Worker Policy
- Career Service Dates Audit

Reporting

- Payroll payables: reporting of hiring forms (PAF's) received after 06/30 (paid on 07/15) each year that should have been received/paid in the past FY must be reported to AP so they can ensure they are recording into the correct FY.
- Compensated absences
- Deferred faculty payroll data
- Monthly, quarterly and yearly Taxes
- 10 Employment verifications per week on average
- Monthly, quarterly and yearly payroll balancing
- W-2s
- Unemployment claims

Payroll by the Numbers

- 2,540 Personnel Action Forms processed in DocuSign
- 621 Personnel Action Forms processed in PeopleAdmin
- 1,494 Student worker DocuSign forms processed
- 667 Student worker new hire forms processed
- 16 States set up for payroll

Employment Services

Employment services had a successful year. The goal for streamlining and completing workaround processes for hiring applicants, collection of paperwork and data entry into PeopleAdmin and Banner has been very challenging but successful.

Internal Collaboration

- Implemented a new position type in the applicant tracking system for Graduate Assistants (GAs). Employment Services worked closely with the Graduate School to ensure this new position type met the requirements needed to hire new GAs on campus. This has created a more efficient process not only for Human Resources but also the Graduate School and the entire campus.
- Student hiring process was reorganized to better meet the needs of departments when hiring student workers. We worked with the Human Resources payroll area and Student Affairs to implement the reorganization.
- Worked closely with onboarding new faculty during the New Faculty Orientation Fair to ensure an efficient onboarding process.
- Converted the tuition remission procedure from paper to an electronic system. Worked with Student Accounts and Data Management in Human Resources to implement the new process.

External Collaboration

- Meetings with outside vendors to preview new applicant tracking software systems
- Extended meetings with PeopleAdmin to troubleshoot issues and better improve processes with the current applicant tracking system and employee records. This consisted of numerous meetings throughout the year.

Employment Services Trainings

- New GA position type
- Hiring of student workers
- New hires – applicant tracking/records
- New process for tuition remission
- Camp Director training

Completed Projects

- New Graduate Assistant position type implemented in PeopleAdmin
- Student hiring process reorganized in PeopleAdmin

- New process implemented for tuition remission moved from paper to electronic system in DocuSign
- Policies and procedures updated
- Cross training in the different areas of Employment Services (ongoing)
- Background check audit for the music department
- New Faculty Orientation Instructional Fair – assisted new faculty with onboarding and benefits questions
- Employee and Retiree Recognition Awards Program
- Proof of Prior Service Project – recalculated all days of service for employees who had prior years of state service. Updated banner to reflect the changes.
- PeopleAdmin project – updated the system to prevent duplicate user accounts
- Conducted an I-9 review
- Implementation of a new procedure on record keeping retention with a map key
- Updated cash handling procedures for audit compliance
- Improvements made on scanning and filing of employee records to help reduce cost of office supplies and streamline the filing process

Employment Services by the Numbers

- 88 Open postings
- 229 Canceled postings
- 53 Closed postings (not filled) or in workflow
- 669 Filled postings
- 358 Part time/Adjunct/Graduate Assistant hiring proposals completed in PeopleAdmin
- 667 Student worker hiring proposals completed in PeopleAdmin
- 353 Full time hiring proposals completed in PeopleAdmin
- 246 Full Time employee onboarding events created in Employee Records and entered in banner
- 140 Part Time employee onboarding events created in Employee Records and entered in banner
- 706 Background checks
- 39 Volunteers processed
- 19 Camps processed which consisted of 351 camp volunteers including setting up the training website for volunteers to complete the required child maltreatment training
- 4,034 DocuSign PAFs scanned and filed into the appropriate employees electronic file in Employee Records
- 548 tuition remissions processed
- 1,096 Scanned and filed documents into employees electronic file in Employee Records
- 214 Web directory changes
- 147 Organization changes updated in the applicant tracking system
- 112 Trainings completed for PeopleAdmin

Risk Management/Insurance Renewals

- Renewal insurance policies processed for auto, property, cyber, and excess auto, and the postal bond with the State of Arkansas
- Student professional liability Insurance

- Educators legal liability Insurance
- Student Health insurance for Student Health Clinic
- Athletic Training renewals for 15 athletic trainers
- Bear Hall skyboxes
- UCA Downtown
- RFP completed and insurance policy renewed for College Square Independent Living Facility

Total Rewards

The Total Rewards Team had an extremely active year. Acknowledgement should go out to the UCA consultants, Stephens Insurance, for always providing support and answering our questions as we worked through various projects throughout the year. Some of the accomplishments of the Total Rewards Team over the past year were creating and improving procedures, preparing and submitting RFPs, implementing new benefit plans during open enrollment, creating a benefits guide, and implementing an electronic transmission file for COBRA while simultaneously providing great customer service to the UCA employees.

The Benefits Guide provided a significant improvement to Benefit communication with new hires and current employees. Additionally, the COBRA transmission file removed hours of work from the HR employees allowing better use of their time.

RFPs

During FY22 the Office of Human Resources collaborated with the Stephens Insurance team to create and publish Requests for Proposals for the group dental insurance, group life and long-term disability, group voluntary products, and group health plans.

The group dental RFP resulted in BlueAdvantage being awarded the contract for the UCA group dental plan for the plan year of 2022 with no changes.

The group life and long-term disability RFP resulted in Ochs/Securian being awarded the contract for the UCA group life and long-term disability plan for the plan year of 2022. Improvements to the plan design included:

- Optional coverage: 1 - 7 times annual salary with \$1,000,000 maximum of \$1,000,000 (guaranteed issue lesser of 3 times annual salary or \$400,000)
- Spousal life coverage of \$25,000
- Child life coverage of \$10,000 per child

The Voluntary Products RFP resulted in Lincoln Financial Group being awarded the contract for the plan year beginning January 1, 2023. Improvements to the plan design include:

- Reducing current plans from 8 to 3 (Accident, Critical Illness, Short-term Disability)
- Removing six individualized plans with low participation
- Adding group short-term disability plan
- Adding group critical illness plan including cancer coverage

A group health RFP resulted in BlueAdvantage being awarded the contract for the plan year beginning January 1, 2023. The plan design has not been finalized as of this report.

Open Enrollment

The annual open enrollment period for the 2022 plan year was held November 1 – 12, 2021. In preparation for open enrollment, the Office of Human Resources and the Stephens Insurance team developed and published a benefits guide which provided benefit plan information. This guide was presented to employees via zoom on October 19, 2021. Representatives from each carrier were present during the Zoom meeting and explained the benefits provided by each plan. Additionally, the benefits guide provides an excellent resource for employees to refer to throughout the year as it provides premiums, high-level details (copay amounts, annual deductible amounts, etc.), and contact information for carriers.

TIAA Small Account Balance Close-Out

As recommended by the UCA Retirement Committee, the Office of Human Resources implemented a process to close out the small balance accounts within TIAA for former employees with balances less than \$5000. To date, there have been two phases. The first phase began in the Spring of 2021 with completion in December 2021 closing out 1014 social security alternative accounts equal to \$531,685.91. The 2022 phase began in Spring 2022 and as of June 30, 2022 is currently in the stage of providing the account holders a 60-day window for decision making and appropriate action.

Projects Completed

- **Cobra File Transmission** - A file was created and began transmitting from Benefitfocus, the online benefit carrier, to the university's COBRA carrier, PrimePay, on a weekly basis. The file provides the COBRA vendor with new hire and former employee information which generates the COBRA general notices to new hires and the Cobra Election Notices to former employees thus removing the time-consuming process of manually entering data for estimated 222 new hires and 216 former employees.
- **457 Roth Plan Creation in TIAA** –At the recommendation of the UCA Retirement Committee, TIAA set up a 457 Roth Plan for UCA employees.
- **Amended the Record Keeping Services Agreement with TIAA** - This amendment facilitates the administrative tasks of processing loans and/or hardship withdrawals while ensuring compliance with IRS regulations.
- **Annual OPEB report for Controller**
- **Reviewed, updated and developed procedures**
- **Insurance representatives returned to campus post-COVID**

Total Rewards by the Numbers

- 31 Catastrophic Leave requests
- 38 Injuries reported
- 102 Family Medical Leave Requests
- 1,069 Affordable Care Act forms mailed
- \$8,241,727 in health claims paid
- \$718, 420 in dental claims paid

- \$3,136,665 in pharmacy claims paid
- 100 gap claims reimbursed totaling \$58,692.18
- 22 New retirees
- 157 Benefitfocus Tickets

Data Management

Data Management in Human Resources has completed many projects this year while providing support for the department and other departments on campus.

Internal and External Collaboration

- **PeopleAdmin Clean-Up Project:** Managed this project to eliminate duplicate users within the Employee Records and Applicant Tracking system of PeopleAdmin. This involved creating leaner and more efficient processes to accommodate the limitation of the PeopleAdmin System.
- **Banner - PACx Integration Project:** The majority of the first half of the year was spent in meetings and negotiations with the PACx integration team of PeopleAdmin. This involved the coordination of multiple meetings between UCA's HR and IT teams along with the PowerSchool sales reps and implementation team.
- **Graduate School Hiring Process:** In collaboration with the Graduate School, we created and implemented a new hiring process for all Graduate Assistants. Rachel Hall facilitated this project from the HR side with the creation and implementation of the new GA Position Type in PeopleAdmin. This also involved the creation of a brand new PAF for GAs in DocuSign formatted for GA specific hiring needs. This required four new DocuSign PowerForms making a total of eight PAF templates managed in DocuSign. She also led training on the implementation of the DocuSign portion of the process.
- **Blue Evaluation Project:** Three employees were trained and certified in Blue 360, and Built the Non-Classified Employee Evaluation project in Blue. Rachel managed its implementation on campus including all training and troubleshooting for departments.
- **Tuition Remission:** Moved the tuition remission process from paper to electronic through creation of a DocuSign form
- **Position Review Project:** Created the form and DocuSign portion of this project.
- **Payroll Disbursement:** Back-filled for payroll disbursement for the end of the fiscal year and assisted throughout the rest of the year helping troubleshoot any reconciliation/tax issues.
- **Website Clean Up Project:** Assisted with updating the HR website.
- **New Applicant Tracking System:** Met with several vendors for demos of a new applicant tracking system for HR. This is an ongoing project.

Data Management by the Numbers

- 163 Reports requested/run for HR and/or other departments on campus
- 32 New Banner security set-ups
- 313 Support meetings