

Business Update

May 4, 2017



Agenda

Enrollment Management

- Niner Central - Student 'One-Stop-Shop' - Fall 2017

Information Technology Services (ITS)

- Client Engagement - FAQ.uncc.edu

Business Affairs

- Crisis Communication Planning Efforts

Internal Audit

- 2017/2018 Audit Plan

Human Resources

- Performance Management: FY18 Work Plans
- Benefits

Financial Services

- Payroll/HR-related Reminders
- New eForms & Year End Reminders

Enrollment Management Update

Tina McEntire

Associate Provost

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Cato 120

Kimberly W. Laney

Director of Niner Central

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Cone Center 310C

NINER CENTRAL BUSINESS UPDATE

April 2017

Agenda

- Mission
- Goals
- Timeline
- Staffing Structure
- Hours of Operation
- Questions

Niner Central Mission Statement



Niner Central simplifies access to University services for 49ers and their families. We partner to create lifelong connections and deliver world class service that is convenient, courteous and responsive.

- Web-enabled and simplified services for navigating management of registration, financial aid and student accounts
- Professional, equipped, knowledgeable and dedicated staff
- Robust campus partnerships and effective data management
- Proactive and continuous improvement focus

Student Focused Goals

Create a new culture of world class, student-focused service

- *Putting ourselves in student's shoes*

Utilize holistic approach to accurately resolve multiple student issues

- *Cross-training staff to assist students with multiple cross-departmental issues*

Minimize referrals to other administrative offices on campus

- *Eliminating the ping-pong effect*

Help students easily and efficiently navigate many student services

- *Empowering students to fully utilize online services*

Improve technology tools to empower students

- *Offering 24/7 online services*

Streamline business processes

Leadership

- New Director of Niner Central
 - Kimberly Laney
- Project Champions
 - Dr. Dubois and Dr. Lorden
- Steering Committee:
 - Tina McEntire-Associate Provost, Enrollment Mgmt
 - Patrick Versace-Asst. Vice Chancellor for Enterprise Applications, ITS
 - Laura Williams-Controller, Business Affairs
- Consultant: Nancy Sinsabaugh
- Project Manager: Katie Ramstack

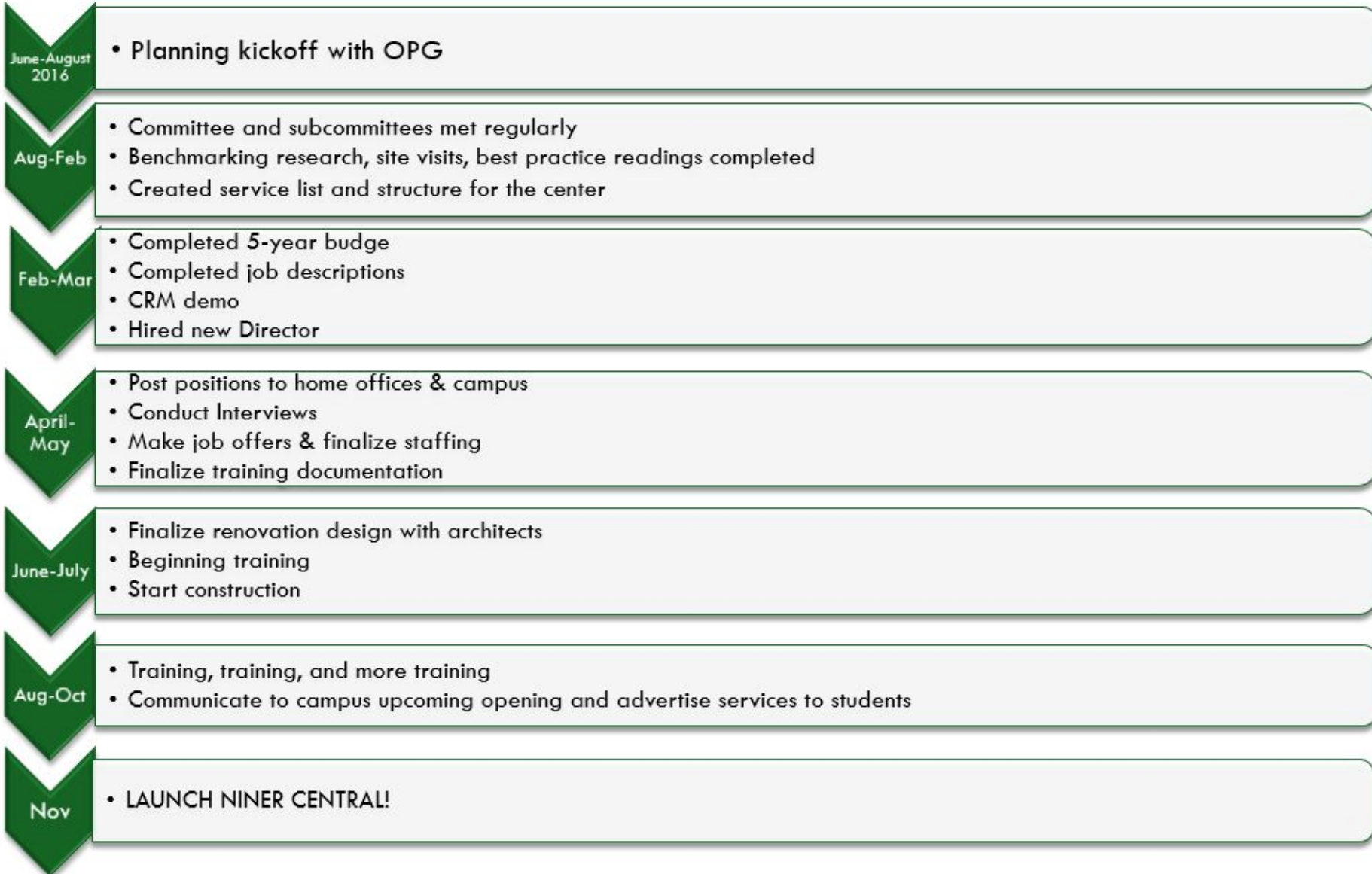
Operations Planning Group (OPG)

- Operations Planning Group (OPG)
 - Katie Ramstack (Project Manager)
 - Bruce Blackmon (Financial Aid)
 - James Birkett (Graduate School)
 - Diane Bizzell (ITS)
 - Alyson Ebaugh (Human Resources)
 - Chris Garcia (Call Center)
 - Kathryn Horne (Facilities)
 - Chris Knauer (Registrar)
 - Lisa Meckley (Enrollment Management Communications)
 - David McIntosh (ITS)
 - Heather Vetzner (Student Accounts)

Subcommittees:

- Virtual Redesign
- Space
- Business Process Redesign
- Human Resources
- Change Management
- Communications

Niner Central Planning Timeline



Niner Central Staffing Structure

- Call Center will merge and become part of Niner Central
- Staff of 21 staff members (including 6 Call Center Staff)
- Staffing priority will be given to staff in home offices and second priority will given to internal campus staff, if needed.
- Staff will remain in home offices, but will participate in training 3-6 hours per week and will join Niner Central permanently in September.

Hours of Operation/ When & Where

Niner Central Hours:

8:00 am - 6:00 pm Mon-Fri

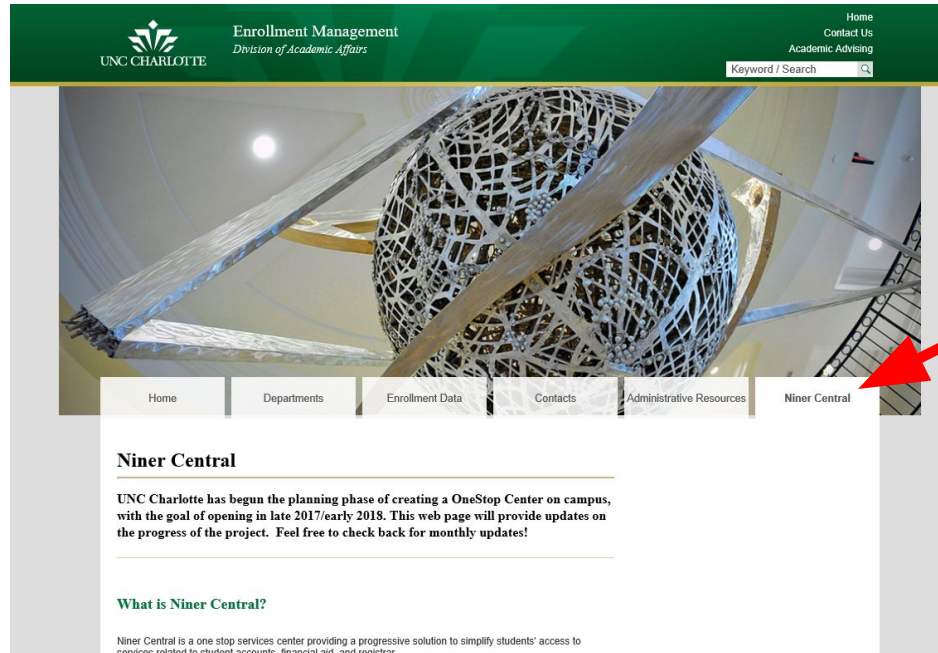
(additional flexible hours during peak times TBD)



Target Launch: November of 2017

Location: Cone- Candy Counter

Updates



The screenshot shows the top navigation bar of the UNC Charlotte Enrollment Management website. The header includes the UNC Charlotte logo, the text "Enrollment Management Division of Academic Affairs", and a search bar. Below the header is a large image of a modern building interior with a large, spherical, lattice-like structure. A red arrow points to the "Niner Central" link in the navigation menu. Below the navigation menu, the "Niner Central" page content is visible, including a title, a paragraph of text, and a section titled "What is Niner Central?" with a brief description.

UNC CHARLOTTE Enrollment Management
Division of Academic Affairs

Home
Contact Us
Academic Advising

Keyword / Search

Home Departments Enrollment Data Contacts Administrative Resources **Niner Central**

Niner Central

UNC Charlotte has begun the planning phase of creating a OneStop Center on campus, with the goal of opening in late 2017/early 2018. This web page will provide updates on the progress of the project. Feel free to check back for monthly updates!

What is Niner Central?

Niner Central is a one stop services center providing a progressive solution to simplify students' access to services related to student accounts, financial aid, and registrar.

Please check back at our project website:
enrollment.uncc.edu/niner-central

ITS Client Engagement Update

Beth Rugg

Assistant Vice Chancellor Client Engagement

Ext. 7-6118

Kennedy

Does Your Department Receive...

Frequently Asked Questions (FAQs)?

- **Improve Customer Service**
- **Improve Efficiency**

Self Service Support

- **Goal:** provide answers to questions for customers to find on their own
- **Faq.uncc.edu**
- Available to community
- **Benefits**
 - Searchable
 - Key words
 - Easy to update, add screenshots, embed video
- User group
- Contact Beth for more information



Can't Find What You Need?

Support

Have a Suggestion?

Suggest

Browse by Category

- > About the FAQ
- > Atkins Library
- > Financial Services
- > Information Technology Services
- > Research & Economic Development

Pages

Getting Help

Created by Administrator, last modified by Hicks, Jennifer on Jan 06, 2017



Welcome!

You've reached UNC Charlotte's FAQ home page. Enter a question in the search box below or upper-right corner. Feel free to ask a question by using the yellow suggest button. Note: Departments with FAQs are listed on the left-side of the screen; click the arrow button to view the list.

Search for a Topic of Interest Below

Browse By Topic

Sponsored Guests

- **Process**
 - Business Coordinator
 - Information Security Liaisons
- **Perceptive Content**
- **Citizens and International Guests**

Questions??

Business Affairs Update

UNC Charlotte Crisis Communications Planning Project

Christy Jackson

Director of Communications for Business Affairs

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Chris Gonyar

Director of Emergency Management

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Project Overview

- Project began in ***summer of 2016*** as a way to develop an all-hazards crisis communications plan
- Includes ***multi-departmental*** planning teams
- Addresses communications for small incidents to larger emergencies
- Focuses on ***family assistance***
- ***Survey*** was developed and submitted to students, faculty, staff, and families in November 2016

Survey Results

- Events that demand ***action*** are perceived to be better communicated than those that are just ***informational***
 - Severe weather v. civil unrest
- Families desire ***more frequent*** communication and for ***timeliness*** to be improved
- ***Email*** is the preferred method for both emergency and non-emergency situations
 - Students, faculty, and staff also desire ***text*** in an ***emergency requiring action***

Next Steps

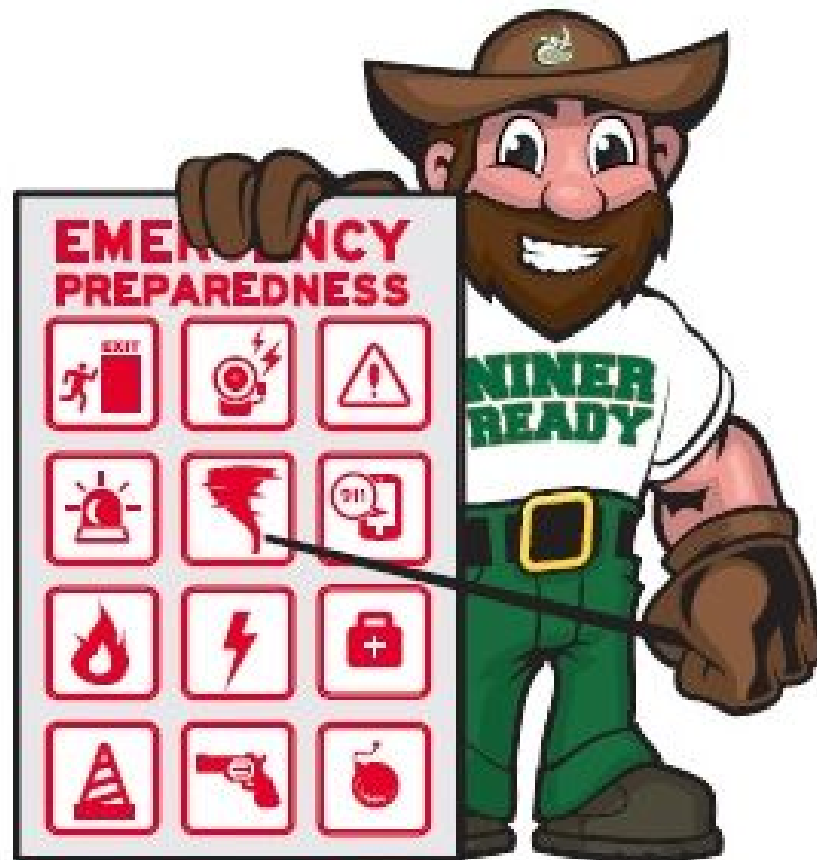
- Operationalizing survey results
 - Stakeholder Group
- Implementation of NinerAlerts (Rave)
 - Results of April 19 test



- Developing process and roles
- This fall: communication and education for campus

Resources

emergency.uncc.edu



Questions??

Internal Audit Update

Raheel Qureshi

Auditor

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Cato 337

FY2018–FY2020 Audit Plan

University Goal	FY2018	FY2019	FY2020
<p>Goal 1 Deliver a high-quality, accessible, affordable, and integrated academic experience that produces responsible global citizens and a competitive workforce.</p>	<ul style="list-style-type: none"> • Admin Review: College of Computing & Informatics • Institutional Research Residency Classification 	<ul style="list-style-type: none"> • Admin Review: Cato College of Education • Admin Review: Atkins Library 	<ul style="list-style-type: none"> • Admin Review: College of Arts + Architecture • Admin Review: University College
<p>Goal 2 Stimulate increased research, creative activities, and community engagement with a focus on programs and partnerships that address the major needs of the Charlotte region.</p>	<ul style="list-style-type: none"> • Centers and Institutes 	<ul style="list-style-type: none"> • Vivarium Operations • IRB/IACUC 	<ul style="list-style-type: none"> • Export Controls

FY2018–FY2020 Audit Plan

University Goal	FY2018	FY2019	FY2020
<p>Goal 3 Improve the readiness of human resources and our academic, administrative, physical, and technological infrastructure to efficiently and responsibly operate an urban research university serving 35,000 students.</p>	<ul style="list-style-type: none"> ● IT security - DRP ● Capital ● Construction ● Contracting ● PCI Compliance 	<ul style="list-style-type: none"> ● IT security-related topic TBD ● Information Privacy <ul style="list-style-type: none"> -FERPA -HIPAA -GLBA ● Cell Phone Policy Application ● Emergency Response / Crisis Communications 	<ul style="list-style-type: none"> ● IT security-related topic TBD ● Reconciliations
<p>Goal 4 Improve significantly the base of supplemental non-state revenues for academic programs, administrative support, physical facilities, and student development, particularly need-based student financial aid.</p>	<ul style="list-style-type: none"> ● Scholarships / Restricted Gifts 	<ul style="list-style-type: none"> ● Treasury Services – gift accounting 	<ul style="list-style-type: none"> ● Capital Campaign follow-up

FY2018–FY2020 Audit Plan

University Goal	FY2018	FY2019	FY2020
<p>Goal 5 Enhance opportunities for learning and working together in a socially and culturally diverse world.</p>	<ul style="list-style-type: none"> ● International Programs Business Office Operations 		<ul style="list-style-type: none"> ● ELTI
<p>Goal 6 Enhance the quality of campus life and the collegiate experience for students and other members of the campus community, both on-campus and in adjacent University City neighborhoods.</p>	<ul style="list-style-type: none"> ● NCAA compliance: <ul style="list-style-type: none"> - Football Attendance - Rules Education ● Building Access Controls and 49er Card ● Dean of Students operations ● Minors on Campus 	<ul style="list-style-type: none"> ● NCAA compliance: <ul style="list-style-type: none"> - Football Attendance - Amateurism - Official Visits Policy (every 4 years) ● Auxiliary Services Contracts <ul style="list-style-type: none"> - Food Service - Bookstore - Vending - Repro Services 	<ul style="list-style-type: none"> ● NCAA Compliance: <ul style="list-style-type: none"> - Football Attendance - Governance and Organization ● Student Health Center ● Title IX program

FY2018–FY2020 Audit Plan

University Goal	FY2018	FY2019	FY2020
<p>Goal 7 Build local, state, and national awareness of and respect for the work of the University and its people.</p>	<ul style="list-style-type: none"> Alumni Affairs 	<ul style="list-style-type: none"> Early College High School support 	<ul style="list-style-type: none"> Advancement Division Business Operations Web Communications and Social Media
<p>Goal 8 Operational Basics University processes that are foundational to all University operations.</p>	<ul style="list-style-type: none"> Internal Audit QAR Travel / Complex Payments 	<ul style="list-style-type: none"> University Governance Committees Chancellor's Office 	<ul style="list-style-type: none"> Parking Mail Services

FY2018–FY2020 Audit Plan

University Goal	FY2018	FY2019	FY2020
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In-house		17	16	15
Outsourced				
Space for unplanned		0	4	4
By Division				
PROVOST		3	2	3
VCBA		4	4	3
VCSA		1		1
VCUA		1		3
VCIT		2	1	1
VCRED		1	2	1
ATHLETICS		2	3	2
VCII		0		1
Other		3	4	

Questions??

Human Resources Updates & Reminders

Paulette Russell

Human Resources Consultant

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King 113

Krissy Kaylor

Benefits Director

Ext. 7-0649

King 202A

Reminder: FY18 Performance

NinerTalent STAKES

Performance Period	April 1 – March 31, 2018
Performance Plan <i>(formerly Work Plan)</i>	<p><i>Due by TBD</i></p> <p>5 Institutional Goals (50%)</p> <p>3-5 Individual Goals (50%)</p> <p>Weighted, not Prioritized</p> <p>Rating Scale (1-3)</p>

EXPERTISE

ACCOUNTABILITY

CUSTOMER-ORIENTED

TEAM-ORIENTED

COMPLIANCE & INTEGRITY

Frequently Asked Questions...

- What will feed into the new plan?
- What should I do with my old SMART Goals?
- Explain old SMART Goals vs. new Individual Goals.

State Health Plan Changes – Eff. 1/1/18

- Elimination of **Consumer Directed Health** plan
 - HRA balances will not roll over to 2018 for current participants
- Freezing premium for **Family coverage tier**
 - Not inclusive of enrollee/children, nor enrollee/spouse tiers)
 -
- Reducing **Wellness credits** from 3 to 1
 - Keeping Tobacco Attestation credit (\$60)
 - Removing Health Assessment & Primary Care Provider credits
- Setting **Employee-only** base premiums to:
 - Traditional 70/30 Plan **\$25 per month**
 - Enhanced 80/20 Plan **\$50 per month**(includes the wellness credit)

State Health Plan Changes – Eff. Now

- Maternity incentive program, Stork Rewards not available for new enrollees, maternity coaching still available
- No longer subsidize the cost of the Diabetes Prevention Program and Eat Smart, Move More, Weigh Less (ESMMWL) for its members, lifestyle coaching and Diabetes Resource Center still available

Affordable Care Act (ACA)

Student employees

- Hired and reported as **part-time variable hour**
- Hours not to exceed 20 per week during the **academic year**, some flexibility to work more during the **summer**
- *If averaging FT (30+ hours per week) over measurement periods, **offered coverage***

Affordable Care Act (ACA)

Temporary salaried workers (regardless of the FTE)

- Reported as full-time & offered coverage

Temporary hourly workers (eligibility based on FTE, regardless of duration of appointment)

- FTE .75+ (cumulative of all jobs) or measured full-time, offered coverage

Temporary faculty (FTE calculated - 3 work hours for every credit hour)

- FTE .75+ (cumulative of all jobs) or measured full-time, offered coverage

Benefits Reminders

- [FMLA](#)
- [Community Service Leave](#)

Coming Soon!

New Employee Benefits Webpage

- **Benefits Orientation Process**
(Appointment/Agenda)
- **Resources**
 - Presentation
 - On-line packet
 - FAQs
 - Checklist
- **Effective dates and enrollment deadlines**
- **Contact**

Questions??

Financial Services Updates & Reminders

Alicia Bartosch

Business Process Analyst

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Reese 011D

Payroll/HR-Related Reminders

- **MCD Allowance Renewals**

- Due by May 31

- **Bonus Leave Payout Option**

- Complete the [Bonus Leave Payout Request](#) form by May 24
- Paid out with June 15 payroll
- Subject to all applicable taxes and retirement withholdings
- Bonus leave paid at retirement can affect the calculation of your benefits. Contact Krissy Kaylor with questions.

- **Student & Temporary Employment Reminders**

- Process Deadlines & Best Practices (in particular Fall Student employees)

Student & Temporary Employees

“Process Deadline” Reminder

EPAFs must be submitted...

1. **Prior to the employee's start date and**
2. **At least 7 business days prior to the end of the month**

The hiring manager and employee will receive an **email confirmation** once Payroll setup is complete.

Student & Temporary Employees

Tip & Best Practices

1. Verify the EPAF transaction status is **marked complete** in the EPAF system
2. Submit new hire or reappointment paperwork for the fall **prior to the start of the semester.**
3. Consider starting fall student employees in September

For any Questions, Please Contact

Student Employment

Teresa Shook

tshook4@uncc.edu

Temporary Staff

Rachel Pierson-Bonin

rpierso1@uncc.edu

or

Jim Rodgers

drodger7@uncc.edu

New eForms

- **Fixed Assets - coming in May**
 - **See [News Article](#)**
 - Training dates: May 3-5
- **Independent Contractor Checklist**
- **P-Card Application**
- **FTR - Budget Revisions**

Year End Reminders



- **Budget Availability - General Funds**

- Consider unencumbered transactions “in process”
 - P-Card expenses
 - Travel reimbursements
 - Future Payrolls

- **Disbursement Calendar**

- P-Card cut-off - **June 7**
- Other Payments & FTR submissions - **June 19**
- Budget Revisions - **June 16**
- Receiving entered in 49er Mart - Before noon June 30
- Last checkwriter - **noon on June 30**

Questions??

THANK YOU!!

Next [Business Update](#) September 28

Check the [Financial Services Calendar](#) for details

