

## UCD HR Workshop Feedback captured from Mural Record 27.04.22

### 1. What Works Well

Category	Commentary	UCD HR Response
Information available:	<p><b><u>Accessibility</u></b></p> <ul style="list-style-type: none"><li>• Useful that info is available to line manager</li><li>• Head of School having access to info they need</li><li>• Increased availability of InfoHub reports - personal and team</li><li>• Info accessible online &amp; useful</li></ul> <p><b><u>Integration</u></b></p> <ul style="list-style-type: none"><li>• Integration of financial parts of Infohub into hiring form n(e.g. research account budget when hiring a postdoc)</li></ul> <p><b><u>Informative</u></b></p> <ul style="list-style-type: none"><li>• Lots of detailed reporting!</li><li>• New Org Reporting</li><li>• Very informative</li><li>• Online material - orientation page</li><li>• Organisational chart</li></ul> <p><b><u>Record</u></b></p> <ul style="list-style-type: none"><li>• Record available on view all ESS useful</li></ul> <p><b><u>Search Function</u></b></p> <ul style="list-style-type: none"><li>• to be able to look up cost centres in the staff profile</li></ul>	
User friendly:		

	<p><b><u>Usability</u></b></p> <ul style="list-style-type: none"> <li>• Personal Profile is really useful</li> <li>• Hourly pay report</li> <li>• My Details very useful.</li> <li>• Employee planning</li> <li>• OHFs are easy to fill in/submit and track</li> <li>• My development workspace</li> </ul> <p><b><u>Visibility</u></b></p> <ul style="list-style-type: none"> <li>• That you can see what systems/reports you have access to</li> <li>• P4G Reporting and the workflow</li> <li>• Hourly Setup &amp; tracking reporting works well</li> <li>• Ability to see sick leave days in new report</li> </ul> <p><b><u>Flexible</u></b></p> <ul style="list-style-type: none"> <li>• That you can do things in your own time</li> </ul> <p><b><u>Support Set Up</u></b></p> <ul style="list-style-type: none"> <li>• Hourly set up -</li> <li>• Once setup - it supports the hiring manager role</li> <li>• Online hiring forms</li> <li>• New team dashboard - very useful</li> </ul>	
<b>Customer Service &amp; Support:</b>	<p><b><u>HR Helpdesk &amp; Supports</u></b></p> <ul style="list-style-type: none"> <li>• HR Helpdesk - one stop shop</li> <li>• HR Helpdesk</li> <li>• HR Helpdesk- speedy responses</li> <li>• New HR website</li> <li>• New page for orientation</li> <li>• ESS</li> <li>• It works well until something doesn't work</li> <li>• Helpfulness</li> <li>• concept of central access</li> </ul>	

\*\*\*\* We thank all participants for all input during the workshop and responses have been captured & reflected to the best of our interpretation. Please contact UCD HR if you wish to pursue further clarification of responses given during the busy session.

## 2. Opportunities for Improvement

Category	Commentary	UCD HR Response
<b>Systems</b>	<p><b><u>Functionality</u></b></p> <ul style="list-style-type: none"> <li>• Gap between contract signed and start date - updates in ESS would be useful</li> <li>• More updates from Resourcing after the interview stage - more transparency</li> <li>• Online timesheets, sick leave, other reports - updates are not reflected in real time (used to be automatic?)</li> <li>• Leavers report - more frequent updates</li> <li>• Slow being added as a manager on systems</li> </ul>	<ul style="list-style-type: none"> <li>• <i>There is a new starter email issued to candidates once they sign their contract which indicates the next steps and to contact their line manager to discuss their first day. Unfortunately new contracts are only processed in the Payroll month and ESS access is tied to the employee's setup on the system.</i></li> <li>• <i>The post-interview process has a number of checks (references, medical, pension etc.) and we will be exploring options as part of Enabler 4 to provide a greater level of visibility to managers on this stage of the process.</i></li> <li>• <i>Reports are now based on nightly data extracts as per recommendation from IT Services. This is to ease pressure on IT systems.</i></li> <li>• <i>Reports are now based on nightly data extracts as per recommendation from IT Services. This is to ease pressure on IT systems.</i></li> <li>• <i>The quickest way to set-up a line manager in HR system is to email the request to <a href="mailto:HRhelpdesk@ucd.ie">HRhelpdesk@ucd.ie</a> The SLA is 3 days but is</i></li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to see what reports can be combined - maybe some functionality to self-combine, put less pressure on HRIS customised reporting</li> <li>• Why does it take 3 days for a post to be advertised after HR Recruitment Consultant approves</li> <li>• Org Structure - new hires defaulted to HoS even though OHF is correct</li> </ul>	<p><i>usually completed in 2. In terms of access to InfoHub reports reports for unit/area managers The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.</i></p> <ul style="list-style-type: none"> <li>• <i>If there are any reports you require on a regular basis that are not already available please let us know (<a href="mailto:hrhelpdesk@ucd.ie">hrhelpdesk@ucd.ie</a>) and we will see if they can be added to InfoHub</i></li> <li>• <i>There is a 3 day SLA in place for the advertising process as a number of processing and auditing steps have to occur prior to a role being advertised. In order to advertise a role the planned appointment has to be set up in the system. This includes all of the hierarchical data, cost centre, work groups etc. The post then has to be linked to the competition. All of the competition data is setup in the system (dates, hiring managers, salary etc). The job description and competition profile is then audited to ensure the correct details are in place (EDI, Pension etc). If external advertising is required this also has to be arranged and if Research Funded (advertising costs have to be charged to r-codes).</i></li> <li>• <i>The OHF will default to the HOS if the PI/reporting manager is not currently set up as a reporting manager in order to allow the form to proceed. Requests for new PIs/reporting</i></li> </ul>
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	<ul style="list-style-type: none"> <li>• Cost Code</li> <li>• Not always intuitive - need to know where something is to find it</li> </ul>	<p><i>managers to be set up should be requested from the HR Helpdesk.</i></p> <ul style="list-style-type: none"> <li>• <i>We require more Information on this point of feedback to respond. Please contact the HR Helpdesk for assistance.</i></li> <li>• <i>There is a search function in InfoHub to assist with finding content. Arising from this feedback we plan to create a directory of all reports available and make it available on our website.</i></li> </ul>
<b>Data and Reporting</b>	<p><b><u>Integration</u></b></p> <ul style="list-style-type: none"> <li>• Notify on access changes eg sick leave access</li> <li>• Notifications on Dashboards on Infohub HR as well</li> <li>• New requirement for External examiners to be paid through payroll, additional reporting would be useful</li> <li>• Joint guidebook from finance &amp; HR on paying once off lecture fees etc. All Adhoc items</li> <li>• Additional integration of financial information (e.g., staff plan numbers) into hiring form</li> </ul>	<ul style="list-style-type: none"> <li>• <i>We require more Information on this point of feedback to respond. Please contact the HR Helpdesk for assistance.</i></li> <li>• <i>We require more Information on this point of feedback to respond. Please contact the HR Helpdesk for assistance.</i></li> <li>• <i>We do not have specific reports available for External Examiners only, but Schools/Units can track hourly paid hires and payments through suite of reports available Human Resources &gt; Hourly Paid.</i></li> <li>• <i>There are different requirements and criteria checks for making these payments so we review these on a case by case basis.</i></li> <li>• <i>There is a field for a staff plan number on the OHF. Closer integration of the Finance and HR systems is an objective of the Enabler 4 project.</i></li> </ul>

	<ul style="list-style-type: none"> <li>Who to contact when you want access to different systems - one place to look e.g. RFO - Who does what kind of funding (all integrated) &amp; e.g. Parking - you contact different people for different types e.g. estates or infohub</li> </ul> <p><b>Customise</b></p> <ul style="list-style-type: none"> <li>Ticket tracking - where has my query gone?!</li> <li>List of pay rates, exam claim rates.</li> <li>Joint guidebook from finance &amp; HR on paying once off lecture fees etc. All Adhoc items</li> </ul> <p><b>Filtering</b></p> <ul style="list-style-type: none"> <li>Flagging of 'New' applications to separate out from others viewed.</li> <li>Access to historical OHFs and search according to appointee name</li> <li>Not always intuitive - need to know where something is to find it</li> </ul>	<ul style="list-style-type: none"> <li><i>The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.</i></li> <li><i>My HR Support Tickets report in InfoHub displays open tickets &amp; SLA deadline date along with details of all closed tickets sent to hrhelpdesk@ucd.ie</i></li> <li><i>List of pay rates are available on the HR and Registry websites <a href="https://www.ucd.ie/hr/pay/">https://www.ucd.ie/hr/pay/</a>; <a href="https://www.ucd.ie/registry/staff/registryservices/assessment/#d.en.523712">https://www.ucd.ie/registry/staff/registryservices/assessment/#d.en.523712</a></i></li> <li><i>(Repeated) There are different requirements and criteria checks for making these payments so we review these on a case by case basis.</i></li> <li><i>Under the “application details” you can see the date the applicant applied under the documents loaded section.</i></li> <li><i>You can search by incumbent in the “Search by Hiring Form” tab. Appointee names can be found by drilling down by form type.</i></li> <li><i>(Repeated) There is a search function in InfoHub to assist with finding content. Arising from this feedback we plan to create a directory of all</i></li> </ul>
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	<p><b><u>Further Reporting</u></b></p> <ul style="list-style-type: none"> <li>• Option to extend emails while waiting on extension</li> <li>• It would be useful to have a report of all staff in a school and their line managers - I am currently compiling this manually</li> <li>• New requirement for External examiners to be paid through payroll, additional reporting would be useful</li> <li>• List of pay rates, exam claim rates.</li> <li>• OHF - no oversight after status with HR Review - should be all the way to person being appointed.</li> <li>• Specific report on who new hires are &amp; include line managers (for School Induction Athena SWAN requirement)</li> </ul>	<p><i>reports available and make it available on our website.</i></p> <ul style="list-style-type: none"> <li>• <i>End date notices cannot be extended as they are a legal requirement. Employees must receive notice if an extension is not processed in time.</i></li> <li>• <i>This report is available under the Staff Management Reports. At the final drill level there is a data extract with this detail.</i></li> <li>• <i>(Repeated) We do not have specific reports available for External Examiners only, but Schools/Units can track hourly paid hires and payments through suite of reports available Human Resources &gt; Hourly Paid</i></li> <li>• <i>(Repeated) List of pay rates are available on the HR and Registry websites <a href="https://www.ucd.ie/hr/pay/">https://www.ucd.ie/hr/pay/</a>; <a href="https://www.ucd.ie/registry/staff/registryservices/assessment/#d.en.523712">https://www.ucd.ie/registry/staff/registryservices/assessment/#d.en.523712</a></i></li> <li>• <i>As noted above, The post-interview process has a number of checks (references, medical, pension etc.) and we will be exploring options as part of Enabler 4 to provide a greater level of visibility to managers on this stage of the process.</i></li> <li>• <i>We will work with EAG and develop a new report to capture all new starts/hires.</i></li> </ul>
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<b>Access</b>	<p><b><u>Hourly Paid Staff</u></b></p> <ul style="list-style-type: none"> <li>Hourly pay setup to include hiring manager as contact</li> <li>Approval admin for hourly pay</li> </ul> <p><b><u>Oversight</u></b></p> <ul style="list-style-type: none"> <li>Access to historical OHFs and search according to appointee name</li> <li>Easily see who has access to what and can change access as School Manager</li> <li>OHF - no oversight after status with HR Review - should be all the way to person being appointed.</li> <li>In practice - School Managers need access to the same info as Head of School</li> </ul>	<ul style="list-style-type: none"> <li><i>The hiring manager can be selected as School/Unit Contact, Approver 1 or 2, or Authoriser in the online set up process. To add an individual as one of the above, the "Online Timesheets Approver Administrator Authorisation Form" should be completed and returned to hrhelpdesk@ucd.ie</i></li> <li><i>There are reports available in Infohub which will help with the administration of the hourly paid area for your School/Unit.</i></li> <li><i>(Repeated) You can search by incumbent in the "Search by Hiring Form" tab. Appointee names can be found by drilling down by form type.</i></li> <li><i>There is a "Systems Access for My School/Unit" report available in InfoHub which shows who has access to what. School Managers and Senior School Admins have access to view this.</i></li> <li><i>(Repeated) As noted above, The post-interview process has a number of checks (references, medical, pension etc.) and we will be exploring options as part of Enabler 4 to provide a greater level of visibility to managers on this stage of the process.</i></li> <li><i>(Repeated) The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We</i></li> </ul>



	<p><b><u>Set Up</u></b></p> <ul style="list-style-type: none"> <li>• Getting setup on reports</li> <li>• Significant issue trying to get access for Deputy HoS while HoS on leave, got a HR ticket but not resolved and needed to contact HoS while on leave</li> <li>• Org Structure - new hires defaulted to HoS even though OHF is correct</li> </ul> <p><b><u>Emergency Info Access</u></b></p> <ul style="list-style-type: none"> <li>• Emergency access to next of kin information for staff</li> </ul> <p><b><u>HelpDesk</u></b></p> <ul style="list-style-type: none"> <li>• HR Helpdesk response speed</li> </ul>	<p><i>expect this may be looked at as part of the UCD strategy Enabler 4 project.</i></p> <ul style="list-style-type: none"> <li>• <i>(Repeated) The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.</i></li> <li>• <i>The role of a “Deputy” isn’t a formal access based role across multiple systems in UCD. This results in added complexity when proxy or override access is requested in these scenarios. As part of the Enabler 4 project access for the “Deputy” role will be explored.</i></li> <li>• <i>(Repeated) The OHF will default to the HOS if the PI/reporting manager is not currently set up as a reporting manager in order to allow the form to proceed. Requests for new PIs/reporting managers to be set up should be requested from the HR Helpdesk.</i></li> <li>• <i>Requests will need to be reviewed in more detail and consider any GDPR implications. Should the data be in a stand alone report or added to an existing report.</i></li> <li>• <i>The HR Helpdesk endeavours to respond to all queries in line with published <u>SLA</u>. There are situations where queries have to be redirected out of Unishare to specialist areas within HR for resolution or to areas outside of HR e.g. Payroll,</i></li> </ul>
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		<i>IT Services etc. Response times may then vary depending on the nature and complexity of the query.</i>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Core training following setup</li> <li>• I don't know what I don't have access to that might be useful</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Training can be requested from hrhelpdesk@ucd.ie</i></li> <li>• <i>Arising from this feedback we plan to create a directory of all reports available and make it available on our website.</i></li> </ul>

\*\*\*\* We thank all participants for all input during the workshop and responses have been captured & reflected to the best of our interpretation. Please contact UCD HR if you wish to pursue further clarification of responses given during the busy session

### 3. Priorities for Improvement

Category	Commentary	UCD HR Response
<b>Number One Priority (Cited by every group however differs by individuals roles/tasks in this instance)</b>	<p><u>Access</u></p> <ul style="list-style-type: none"> <li>• What might I have access to? I don't know what I don't have access to that might be useful. When new to a role, then 6 months in, then again...</li> <li>• In practice - School Managers need access to the same info as Head of School</li> <li>• Gap between contract signed and start date - updates in ESS would be useful</li> </ul>	<ul style="list-style-type: none"> <li>• <i>(Repeated) Arising from this feedback we plan to create a directory of all reports available and make it available on our website.</i></li> <li>• <i>(Repeated) The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.</i></li> <li>• <i>Unfortunately as noted above, contracts are only set up in the Payroll month they are due to commence which drives ESS access.</i></li> </ul>

	<ul style="list-style-type: none"> <li>• Clarity around access/who has role based automatic access</li> </ul> <p><b><u>Contracts</u></b></p> <ul style="list-style-type: none"> <li>• Issuing of Retrospective demonstrator contracts esp. for international people</li> </ul> <p><b><u>Staff Payments</u></b></p> <ul style="list-style-type: none"> <li>• It would be hugely helpful if hourly paid employees could be linked to the various projects (research codes) that they are working on, rather than having to be set up separately every time</li> <li>• Greater range of hourly paid rates - at the moment too reliant on 'ad hoc' rates which takes up too much admin time manually inputting timesheets</li> </ul>	<ul style="list-style-type: none"> <li>• <i>There is a "Systems Access for My School/Unit" report available in InfoHub which shows who has access to what. School Managers and Senior School Admins have access to view this. Also, arising from this feedback we plan to create a directory of all reports available and make it available on our website.</i></li> <li>• <i>International employees must provide relevant documentation before set up can be done &amp; contract issued. Whilst we appreciate there can be a delay in gathering all the necessary documentation, contracts can only be issued from the date that work actually commenced once all employment checks have been done. The Employment Misc Provisions Act 2018 requires that the T/D receives their contract within 5 days of commencement of employment.</i></li> <li>• <i>The CoreHR system only allows for an employee to be linked to one cost centre on their primary record &amp; we do require notification of any changes to this or where work is being done across other areas.</i></li> <li>• <i>This is an issue which is raised quite regularly and has been captured in many papers which have been brought to UMT on the hourly cohort. No decisions have been made to make any changes to-date.</i></li> </ul>
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	<ul style="list-style-type: none"> <li>• Short term contracts -1yr SEA levels could be advertised internally first not filled then external is time consuming</li> </ul> <p><b><u>Supporting Materials</u></b></p> <ul style="list-style-type: none"> <li>• Directory of HR reports and who has access</li> <li>• It would be useful to have a report of all staff in a school and their line managers - I am currently compiling this manually</li> <li>• Joint guidebook from finance &amp; HR on paying once off lecture fees etc. All Adhoc items</li> <li>• Video material on how to get setup or make requests for access available in reporting suites. Sessions such as this for hiring managers</li> </ul> <p><b><u>Progress Updates</u></b></p> <ul style="list-style-type: none"> <li>• Online hiring forms but time consuming 'in progress' limbo- more transparent where it's at?</li> <li>• More updates from Resourcing after the interview stage - more transparency</li> </ul>	<ul style="list-style-type: none"> <li>• <i>There is an "Advertising Exception Process" in place and advertising options should be discussed with your local Resourcing Consultant.</i></li> <li>• <i>(Repeated) Arising from this feedback we plan to create a directory of all reports available and make it available on our website.</i></li> <li>• <i>(Repeated) This report is available under the Staff Management Reports</i></li> <li>• <i>There are different requirements and criteria checks for making these payments so we review these on a case by case basis.</i></li> <li>• <i>(Repeated) The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.</i></li> <li>• <i>(Repeated. Response to both points) The post-interview process has a number of checks (references, medical, pension etc.) and we will be exploring options as part of Enabler 4 to provide a greater level of visibility to managers on this stage of the process.</i></li> </ul>
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<p><b>Priorities that were cited twice or more</b></p>	<p><b><u>Centralised Contacts</u></b></p> <ul style="list-style-type: none"> <li>• Who to contact when you want access to different systems - one place to look</li> </ul> <p><b><u>Timing</u></b></p> <ul style="list-style-type: none"> <li>• Processing time for Tutor Contract Setups as the timeline can be quite long in recent times</li> <li>• Hourly pay setups</li> <li>• Slow being added as a manager on systems</li> <li>• HR Helpdesk response speed</li> </ul>	<ul style="list-style-type: none"> <li>• <i>(Repeated) The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.</i></li> <li>• <i>The start of the academic year is our busiest time of year and we endeavour to process all new hourly paid employees as quickly as possible</i></li> <li>• <i>Deadlines for receipt of online set up forms are published on the website and once a set up form has been received by this date, it will be processed in time for the ESS deadline that month</i></li> <li>• <i>(Repeated) The quickest way to set-up a line manager in the HR system is to email the request to <a href="mailto:HRhelpdesk@ucd.ie">HRhelpdesk@ucd.ie</a> The SLA is 3 days but is usually completed in 2. In terms of access to InfoHub reports for unit/area managers The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.</i></li> <li>• <i>(Repeated) The HR Helpdesk endeavour to respond to all queries in line with published <u>SLA</u>. There are situations where queries have</i></li> </ul>
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	<p><b><u>Additional Reporting</u></b></p> <ul style="list-style-type: none"> <li>• New requirement for External examiners to be paid through payroll, additional reporting would be useful</li> </ul> <p><b><u>Training</u></b></p> <ul style="list-style-type: none"> <li>• Core training following setup</li> <li>• Don't know what reports are available to me?</li> </ul> <p><b><u>Notifications</u></b></p> <ul style="list-style-type: none"> <li>• Notify on access changes eg sick leave access</li> <li>• Notifications on Dashboards on Infohub HR as well</li> </ul> <p><b><u>Updates for Staff</u></b></p> <ul style="list-style-type: none"> <li>• Online timesheets, sick leave, other reports - updates are not reflected in real time (used to be automatic?)</li> </ul>	<p><i>to be redirected out of Unishare to specialist areas within HR for resolution or to areas outside of HR e.g. Payroll, IT Services etc. Response times may then vary depending on the nature and complexity of the query.</i></p> <ul style="list-style-type: none"> <li>• <i>(Repeated) We do not have specific reports available for External Examiners only, but Schools/Units can track hourly paid hires and payments through suite of reports available Human Resources &gt; Hourly Paid</i></li> <li>• <i>Training can be requested from hrhelpdesk@ucd.ie</i></li> <li>• <i>(Repeated) There is a search function in InfoHub to assist with finding content. Arising from this feedback we plan to create a directory of all reports available and make it available on our website.</i></li> <li>• <i>(Repeated) We need more Information on this point of feedback to respond. Please contact the HR Helpdesk for assistance.</i></li> <li>• <i>We need more Information on this point of feedback to respond. Please contact the HR Helpdesk for assistance.</i></li> <li>• <i>(Repeated) Reports are now based on nightly data extracts as per recommendation from IT</i></li> </ul>
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	<ul style="list-style-type: none"> <li>more updates like today from HR (can be an email update as well)</li> </ul>	<p><i>Services. This is to ease pressure on IT systems.</i></p> <ul style="list-style-type: none"> <li><i>Noted and we will take on this feedback</i></li> </ul>
<b>Other Priorities mentioned</b>	<p><b><u>Access</u></b></p> <ul style="list-style-type: none"> <li>Emergency access to next of kin information for staff</li> <li>Access to new Org Chart for viewing, by all not just line managers</li> <li>Non Core roles- not listed on HR systems including P4G. Defaults to Core contract only</li> <li>Access to historical OHFs and search according to appointee name</li> </ul> <p><b><u>Navigation</u></b></p> <ul style="list-style-type: none"> <li>More intuitive layout - Not always intuitive - need to know where something is to find it.</li> </ul> <p><b><u>Duplication</u></b></p> <ul style="list-style-type: none"> <li>sick leave: have to email certs to helpdesk even though uploaded to HR Core.</li> </ul>	<ul style="list-style-type: none"> <li><i>(Repeated) Requests will need to be reviewed in more detail and consider any GDPR implications. Should the data be in a stand alone report or added to an existing report.</i></li> <li><i>The Org chart is available for all employee to view in ESS see the below site for info: <a href="https://www.ucd.ie/hr/a-z/organisationalstructure/recording/">https://www.ucd.ie/hr/a-z/organisationalstructure/recording/</a></i></li> <li><i>P4G doesn't not apply to all employees.</i></li> <li><i>(Repeated) You can search by incumbent in the "Search by Hiring Form" tab. Appointee names can be found by drilling down by form type.</i></li> <li><i>(Repeated) There is a search function in InfoHub to assist with finding content. Arising from this feedback we plan to create a directory of all reports available and make it available on our website.</i></li> <li><i>We are required to retain medical certs on individual records &amp; therefore these should continue to be sent to the Helpdesk for</i></li> </ul>

	<p><b><u>Efficiencies</u></b></p> <ul style="list-style-type: none"> <li>Ability to see what reports can be combined - maybe some functionality to self-combine, put less pressure on HRIS customised reporting</li> </ul> <p><b><u>Updates</u></b></p> <ul style="list-style-type: none"> <li>Leavers report - more frequent updates</li> </ul>	<p>uploading to personnel files, that Schools/Units won't have access to.</p> <ul style="list-style-type: none"> <li><i>If there are any reports you require on a regular basis that are not already available please let us know (<a href="mailto:hrhelpdesk@ucd.ie">hrhelpdesk@ucd.ie</a>) and we will see if they can be added to InfoHu</i></li> <li><i>(Repeated) Reports are now based on nightly data extracts as per recommendation from IT Services. This is to ease pressure on IT systems.</i></li> </ul>
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## Feedback Survey Findings – 19 Responses Received

Question Number	Commentary
Q6. What were your key takeaways from the UCD HR workshop?	<ul style="list-style-type: none"> <li><i>Very informative and useful</i></li> <li><i>Central point of HR relevant information is very helpful - when it works</i></li> <li><i>HR is open to suggestions and other staff have problems with the same issues.</i></li> <li><i>My frustrations are the same as many others, but I'm more aware that HR are trying to improve things and are willing to listen to feedback and work on improvements</i></li> <li><i>That there are good reporting options available on the webpage</i></li> <li><i>introduction to where HR info. is in infohub</i></li> <li><i>Options available to me that I was not aware of on InfoHub and My Profile</i></li> <li><i>Available reporting that I wasn't aware of</i></li> <li><i>I could only attend for the first half hour presentation section due to a clash with another meeting. The info. in the slides was very useful.</i></li> <li><i>Lots of reports that I was not aware of so that's useful</i></li> <li><i>I hadn't realised that my previous HR Help Desk tickets were available to me</i></li> <li><i>Update on Reports Available for line Managers and an awareness of the volume of services provided.</i></li> <li><i>View of useful new reports</i></li> </ul>



<p>Q7. Any other feedback on the UCD HR reporting?</p>	<ul style="list-style-type: none"> <li>• <i>Is it possible to get an answer to the submitted questions?</i></li> <li>• <i>While I find Mural very useful for certain brainstorming activities, I would say it works less well for info sessions such as these. I would have preferred an opportunity to send in comments on what works well &amp; what does not in advance to allow colleagues from HR to respond and tailor their Q&amp;A session. With Mural and breakout groups, time was running away.. Too little information on issues that have been raised on other occasions in the past such as frustration over hourly time sheets. ticket system or timely system access for staff. Representation from EAG could have been helpful.</i></li> <li>• <i>Lot of good reports, just hard to know what you should have access to (have already included in feedback). Welcome the session and the consultation</i></li> <li>• <i>It would be great if HR consulted more widely with schools and units needing to use reports when designing or reviewing them - this way we could develop reports which are more useful and user friendly to those using them. Better communication around these would also help. I'd be happy to be involved in more workshops or anything i can do to help with the design of reports etc.</i></li> <li>• <i>the training was very welcome. I would like additional training. It felt like a roadshow, or an update. It felt very brief. Reflecting on it, I couldn't describe having been trained but rather introduced to the systems. previous experience with the systems and portals was assumed and the training brief hadn't mentioned that. the feedback from the break out room/ subgroups was interesting particularly about hourly paid employees and their ability to access the system was interesting.</i></li> <li>• <i>The areas were covered in a quick and efficient way which kept it interesting for me . Thank you again.</i></li> <li>• <i>These sessions are very helpful. It would be useful for HR to run some masterclasses on available reporting during the year, similar to some of the other units.</i></li> <li>• <i>The info. in the slides was very useful, as I'm not always sure what reports are available to my role as College Office Director.</i></li> <li>• <i>I wasn't able to attend as had another meeting at that time. I would love to see the recording. Thank you.</i></li> <li>• <i>New changes and reports are very helpful.</i></li> <li>• <i>Overall very well presented and organised. Given that we rarely get communications from HR on how their procedures operate, I would have like a little longer for the actual presentations on this occasion. There were aspects of each segment that could have benefited from a more lengthy Q&amp;A session</i></li> <li>• <i>Had a look at the new reports in Info hub and find it useful that Line Managers can see sick leave summary on Staff profile</i></li> <li>• <i>Would love more workshops with focus on the specific areas discussed.</i></li> <li>• <i>Good session</i></li> </ul>
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## Group1 Question 1 Priorities for Improvement

### Q1 Group1

#### GROUP TASKS

Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

#### 1. What Works?

Useful that info is available to line manager

Personal Profile is really useful

That you can see what systems/ reports you have access to

P4G Reporting and the workflow

That you can do things in your own time

Head of School having access to info they need

#### 2. Opportunities for Improvement?

In practice - School Managers need access to the same info as Head of School

Not always intuitive - need to know where something is to find it

Who to contact when you want access to different systems - one place to look

e.g. Parking - you contact different people for different types e.g. estates or infohub

Emergency access to next of kin information for staff

I don't know what I don't have access to that might be useful

e.g. RFO - Who does what kind of funding (all integrated)

#### 3. Prioritise Improvements



This would change my life .....

What might I have access to? I don't know what I don't have access to that might be useful

When new to a role, then 6 months in, then again...

In practice - School Managers need access to the same info as Head of School

Emergency access to next of kin information for staff

More intuitive layout - Not always intuitive - need to know where something is to find it

Who to contact when you want access to different systems - one place to look



This would make things a bit better.....



## Group 2 Question 1 Priorities for Improvement

### Q1 Group2

#### GROUP TASKS

Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

#### 1. What Works?

Hourly Setup & tracking reporting works well

HR Helpdesk - one stop shop

Increased availability of InfoHub reports - personal and team

Ability to see sick leave days in new report

#### 2. Opportunities for Improvement?



#### 3. Prioritise Improvements

It would be hugely helpful if hourly paid employees could be linked to the various projects (research codes) that they are working on, rather than having to be set up separately every time

This would change my life .....

Greater range of hourly paid rates - at the moment too reliant on 'ad hoc' rates which takes up too much admin time manually inputting timesheets

Processing time for Tutor Contract Setups as the timeline can be quite long in recent times



Access to new Org Chart for viewing, by all not just line managers

This would make things a bit better.....

## Group 3 Question 1 Priorities for Improvement

### Q1 Group3

#### GROUP TASKS

Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

#### 1. What Works?

HR  
Helpdesk

Integration of financial parts of Infohub into hiring form n(e.g. research account budget when hiring a postdoc)

It works well until something doesn't work

#### 2. Opportunities for Improvement?

Cost  
Code

Access

Additional integration of financial information (e.g., staff plan numbers) into hiring form

#### 3. Prioritise Improvements



This would change my life .....

Directory of HR reports and who has access

Issuing of Retrospective demonstrator contracts esp. for international people



sick leave: have to email certs to helpdesk even though uploaded to HR Core.

and make things a bit better.....



## Group 4 Question 1 Priorities for Improvement

### Q1 Group4

#### GROUP TASKS

Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

#### 1. What Works?

Hourly set up -

Lots of detailed reporting!

New Org Reporting

#### 2. Opportunities for Improvement?

It would be useful to have a report of all staff in a school and their line managers - I am currently compiling this manually

List of pay rates, exam claim rates.

Easily see who has access to what and can change access as School Manager

New requirement for External examiners to be paid through payroll, additional reporting would be useful

OHF - no oversight after status with HR Review - should be all the way to person being appointed.

Why does it take 3 days for a post to be advertised after HR Recruitment Consultant approves

Specific report on who new hires are & include line managers (for School Induction Athena SWAN requirement)

Ability to see what reports can be combined - maybe some functionality to self-combine, put less pressure on HRIS customised reporting

Significant issue trying to get access for Deputy HoS while HoS on leave, got a HR ticket but not resolved and needed to contact HoS while on leave

Joint guidebook from finance & HR on paying once off lecture fees etc. All Adhoc items

Org Structure - new hires defaulted to HoS even though OHF is correct

#### 3. Prioritise Improvements



This would change my life .....

It would be useful to have a report of all staff in a school and their line managers - I am currently compiling this manually

Joint guidebook from finance & HR on paying once off lecture fees etc. All Adhoc items

New requirement for External examiners to be paid through payroll, additional reporting would be useful



Ability to see what reports can be combined - maybe some functionality to self-combine, put less pressure on HRIS customised reporting

... would make things a bit better.....



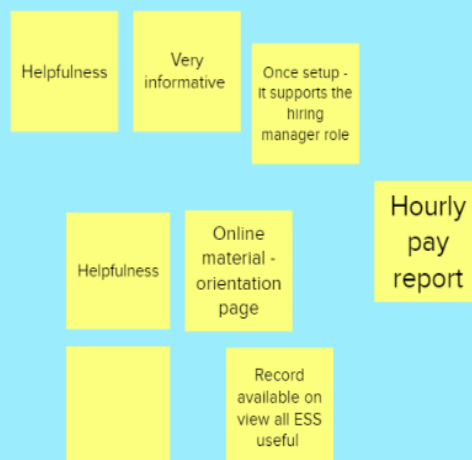
## Group 5 Question 1 Priorities for Improvement

### Q1 Group5

#### GROUP TASKS

Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

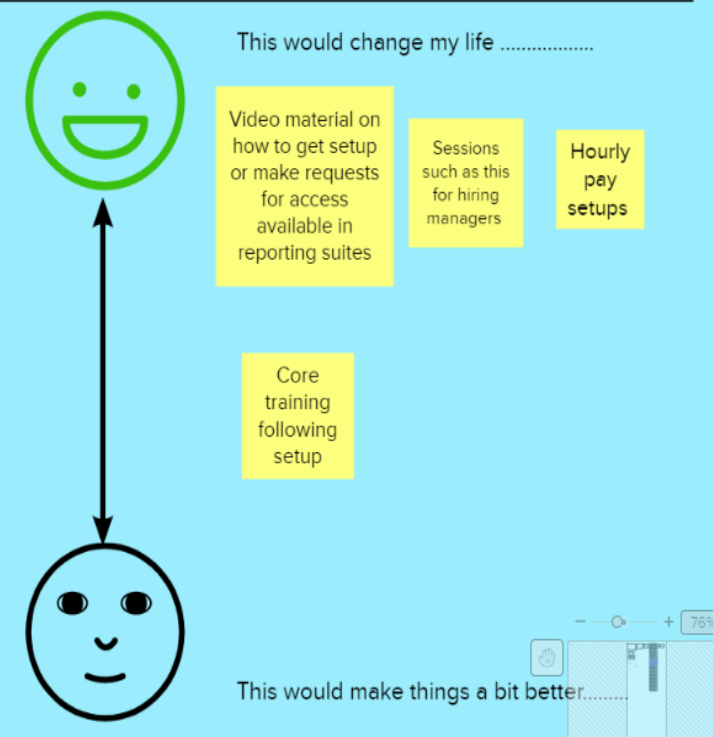
#### 1. What Works?



#### 2. Opportunities for Improvement?



#### 3. Prioritise Improvements



## Group 6 Question 1 Priorities for Improvement

### Q1 Group6

#### GROUP TASKS

Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

#### 1. What Works?

My Details  
very  
useful.

Info  
accessible  
online &  
useful

Employee  
planning

Online hiring  
forms but time  
consuming 'in  
progress' limbo-  
more transparent  
where its at?

HR  
Helpdesk-  
speedy  
responses

#### 2. Opportunities for Improvement?

#### 3. Prioritise Improvements



Don't know  
what reports  
are available  
to me?

Short term contracts -  
1yr SEA levels could  
be advertised  
internally first not  
filled then external is  
time consuming

Non Core roles- not  
listed on HR  
systems including  
P4G. Defaults to  
Core contract only

Online hiring  
forms but time  
consuming 'in  
progress' limbo-  
more transparent  
where its at?

Notifications  
on  
Dashboards  
on Infohub  
HR as well

Notify on  
access  
changes eg  
sick leave  
access



Slow being  
added as a  
manager on  
systems

This would make things a bit better.....



## Group 7 Question 1 Priorities for Improvement

### Q1 Group7

#### GROUP TASKS

Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

#### 1. What Works?

to be able to look up cost centres in the staff profiles

New team dashboard - very useful

New page for orientation

Organisational chart

ESS

New HR website

OHFs are easy to fill in/submit and track

#### 2. Opportunities for Improvement?

Gap between contract signed and start date - updates in ESS would be useful

Online timesheets, sick leave, other reports - updates are not reflected in real time (used to be automatic?)

Leavers report - more frequent updates

Access to historical OHFs and search according to appointee name

More updates from Resourcing after the interview stage - more transparency

HR Helpdesk response speed

#### 3. Prioritise Improvements

More updates from Resourcing after the interview stage - more transparency

This would change my

more updates like today from HR (can be an email update as well)

Online timesheets, sick leave, other reports - updates are not reflected in real time (used to be automatic?)

HR Helpdesk response speed

Leavers report - more frequent updates

Access to historical OHFs and search according to appointee name

Gap between contract signed and start date - updates in ESS would be useful



This would make things a bit better.....



## Group 8 Question 1 Priorities for Improvement

### Q1 Group8

#### GROUP TASKS

Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

#### 1. What Works?

My  
development  
workspace

concept of  
central  
access

#### 2. Opportunities for Improvement?

ticket  
tracking -  
where has my  
query gone?!

sign up for  
automatic  
alerts for  
jobs

#### 3. Prioritise Improvements



This would change my life .....

Clarity around  
access/who has  
role based  
automatic  
access



This would make things a bit better.....