

HR 'Access and Reporting Workshop' Questions and Feedback

1. What Works Well

Workshop attendees positively noted the following points about access and reporting on HR-related information:

Category	Commentary	HR Response
Quality and Quantity of Information Available	Users reported their satisfaction with the reports and information available on HR and how these link to other reports. Some of the most useful reports singled out by the attendees were those on sick leave, FTE staff management, resourcing and contract reports.	HR will continue to supply reports.
Functionality of System	<ul style="list-style-type: none"> • The efficiency for both staff and employees to claim online and the availability of useful relevant hourly paid/online timesheets reports were noted. • My Profile report and its easy used was considered very positive. • The Resourcing online forms and their tracking reports is a feature seen as very useful and efficient. • The new Helpdesk tracking status feature has been very welcomed. 	HR continue to improve processes and add more forms online.
Customer Service	The HR team, and the Operations team in particular, are considered by staff in a very positive way.	HR will continue to strive to provide an efficient service.

2. Opportunities for Improvement

Category	Commentary	HR Response
Training	<p>Staff would welcome more opportunities to learn about the system from the HR team, including:</p> <ul style="list-style-type: none"> • Inductions for new employees and heads of unit. • Regular updates at a forum for managers. • Guidelines on how to use and access reports for existing staff • “How to guide” for admin hourly paid staff. • Make this workshop presentation available to all staff. 	<p><i>Agree that communications with regards to the suite of reports available should be included as part of inductions. There should also be a facility for regular updates such as these types of workshops.</i></p> <p><i>Agree that guidelines would be a benefit and HR will work with EAG to provide ‘How to’ documents.</i></p> <p><i>All training documentation and presentations will be made available to staff.</i></p>
Navigation	<p>Attendees suggested some ways in which navigating the system could be improved, including:</p> <ul style="list-style-type: none"> • Providing an index of reports available and descriptor of function of reports. • Integrating more year by year comparison reports 	<p><i>Agree that an index/catalogue would be a benefit. HR will consult with EAG on this.</i></p> <p><i>There are HR trend reports available which compares year on year. Delighted to consult on what additional reports are required.</i></p>
Access	<ul style="list-style-type: none"> • Ensure all head of Unit have automatic access to their relevant HR reports. • Some attendees expressed that HoS approval should not be needed for access to certain reports and that Head of Unit/Section should be sufficient. 	<p><i>HOS currently receive automatic access to relevant reports.</i></p> <p><i>HOS Approval - Need to review the type of reports this query concerns. There is a tool in place that allows for HOS delegation to Snr Admin for certain reports. We can investigate this further ensuring that we are GDPR compliant.</i></p>

<p>Functionality</p>	<p>In terms of how the system works, users reported some possible improvements such as:</p> <ul style="list-style-type: none"> ● Ability to add comments post submission on the resourcing reports. ● Hourly paid reports – currently no hourly paid active staff report available. ● Development of online forms for staff leave requests, such a career, maternity, parental leave etc.. ● Ability to upload sick certs directly to HR core. ● Hourly timesheets: Once approval 2 has taken place, been able to show payment date. ● Make available report showing active hourly employees. ● The process of setting up external examiners is currently perceived as “messy” and bad PR for UCD. It was suggested to simplify the process for the examiners. ● Ability to track the post interview process. ● Make available reports showing contract staff on permits. ● Sick leave reports to show 4 year rolling period. ● Drop down lists to be in alphabetical order – resourcing list long and not in order. ● Allow one set up for hourly claimants requesting different roles. 	<p><i>We would be happy to work with Schools and units on these requirements. Updates and new requirements are dependent on EAG availability.</i></p>
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3. Priorities for Improvement

Category	Commentary	HR Response
	Training and information was a clear priority at all groups: Inductions, "how to" guides, updates, etc.	We are currently working on this with the New Tutor and Demonstration process with clear communications and information sessions. Feedback thus far has been very positive.
	Provide a catalogue of reports available and how to gain access.	We will consult with EAG on this.
	Ability to submit HR leave forms online.	This is in HRs work plan for next year.
	More reports on hourly paid staff and online timesheets (rejected, with wrong approver, payment details).	Additional reports are being rolled out as part of the New Tutor and Demonstration process.
	External examiner set up to be simplified.	We will need to investigate this requirement further.