

What services are available at ConnectionPoint?

ConnectionPoint is a one-stop service centre providing certain administrative services you need, when you need them. Staff, faculty and students can access provided services in-person, by phone, by email and online. Currently, the following services are available through ConnectionPoint.

Travel and expense: assistance booking travel, completing expense claims and reimbursement for non-travel expenditures

Purchasing and payments: assistance purchasing a good or service and/or paying for that good or service., including vendor sourcing, vendor contract review and development, request for quotations, purchase order requisitions, purchase order receiving and invoice processing

Pre-award/post-award: assistance with funding application issues, reviewing/finalizing proposals, questions concerning funders and funding programs, non-financial report submissions, closing out funded projects, monitoring compliance with regulations and for advice on administrative requirements

Tri-agency institutional approvers: assistance with approval on tri-agency expenditures, pre- and post-award eligibility and compliance inquiries, as well as eligibility and compliance advice to those developing research grant budgets

Human resources general inquiries: a resource to answer questions related to your employment

Workforce administration: human resources support, including staff recruitment, onboarding, off boarding, benefits and leaves

Data processing: assistance with data processing needs, such as journal vouchers and certain electronic job submissions

Knowledge base: a self-serve tool, located in the PAWS ConnectionPoint channel, that allows you to search for information on university guidelines, processes and policies

If you have a question and you are not sure where to find the answer, you can contact ConnectionPoint. Staff will be happy to assist you in either answering your questions or directing you to someone who can.

Why are we changing the way we deliver services?

Service design and delivery is about providing exceptional administrative services that support the university community in achieving teaching and research goals, contributing to positioning the university as a top research intensive university in Canada.

Changes to the way we delivery administrative services ensures our entire university community, no matter where faculty, staff and students may be located, receives the same quality, efficient service. In addition, faculty and staff can reduce time spent on administrative tasks to focus on the research and teaching mission of the university.

This work will clarify administrative roles and provide opportunities for development and career growth. It is not an attempt to reduce our workforce or unnecessarily grow our administration. In the longer term, staff working in the new service model will have clear job descriptions, and the tools and supports to enable them to be successful in their jobs and have career growth opportunities.

Currently, service design and delivery is focused on improving services related to:

- finance
- human resources
- research support

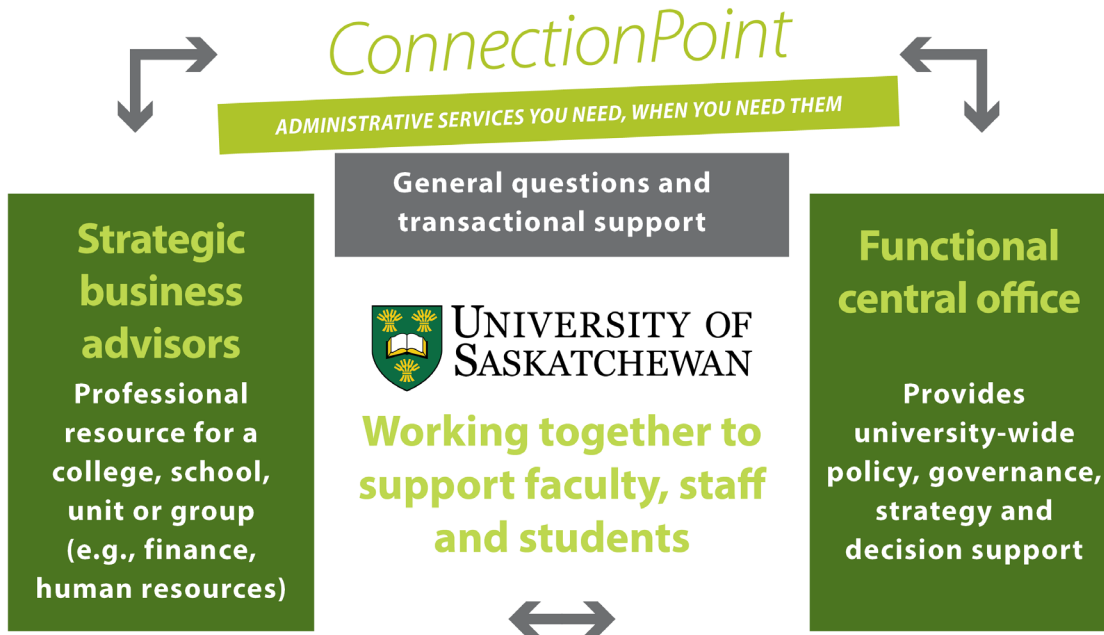
This work will not be completed all at once – it will require continuous and ongoing attention. Over time, this approach will extend into other administrative services, specifically facilities, student services, University Relations (communications, donor relations, alumni relations) and information technology.

For more information, visit

connectionpoint.usask.ca

What does the service model look like?

Service design and delivery is made up of three delivery methods:



ConnectionPoint

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Strategic business advisors (SBAs)

SBAs are located/embedded in a college, school or unit (or a cluster of colleges, schools or units) and are experts in a specific area of administrative service. These individuals will provide guidance, strategic support and advice to deans, department heads and others in the college, school or unit (or a cluster of colleges, schools or units).

Functional central office

Functional central offices are similar to a head office for each service area (finance, human resources, research services). These offices provide university-wide policy, governance, strategy and decision support.

Contact ConnectionPoint

Hours:

Monday to Friday, 8 am to 4:30 pm

Location:

Arts Building, room 258

Online:

paws.usask.ca
(under “admin services”)

Phone:

306-966-2000
844-697-4865 (toll-free)

Email:

ConnectionPoint@usask.ca