



Intro to ConnectionPoint for people leaders

December 2016

connectionpoint.usask.ca

Agenda

- ConnectionPoint overview
- Current services
- New services as of December 2016
- Systems and access to services
- Supporting your staff through change

Outcomes

- 1) Leaders are engaged, understand the changes and how they will optimize administrative services, and are aware of the support available to them
- 2) Leaders feel equipped to engage their teams regarding the changes happening through service design and delivery

ConnectionPoint Overview

Service Design and Delivery

The goal of service design and delivery:

- To ensure the University of Saskatchewan is providing administrative services that support the university community in achieving the university's learning and discovery mission

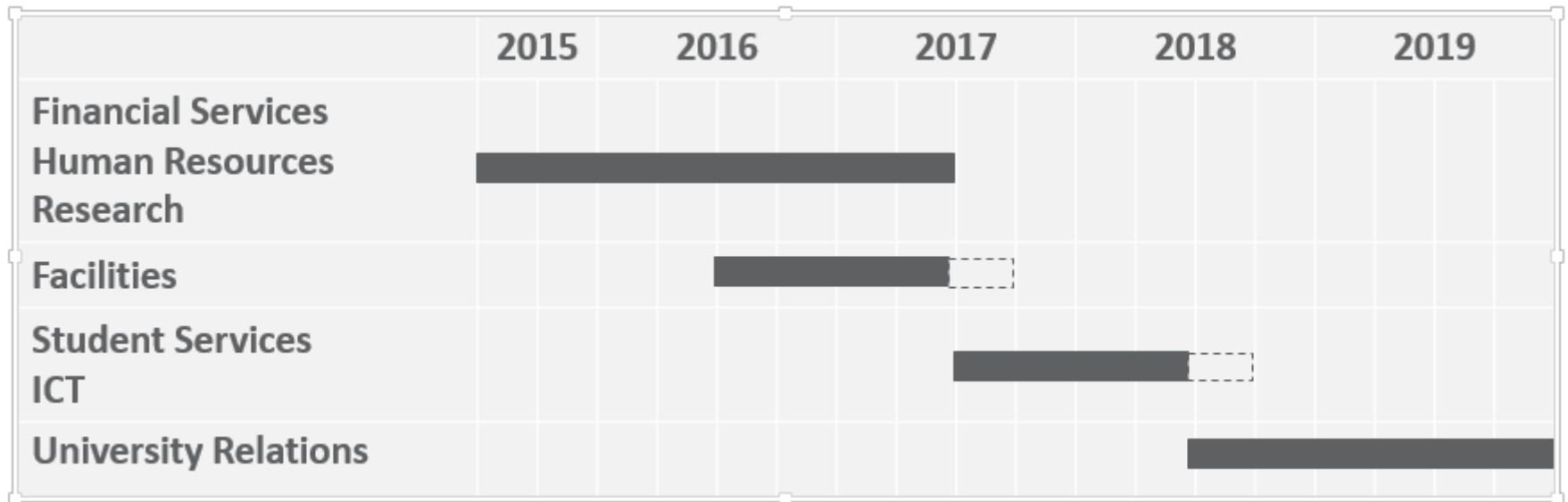
The goal of ConnectionPoint:

- To provide exceptional and efficient administrative service—allowing our faculty and staff to better focus on achieving our mission

What is ConnectionPoint?

ConnectionPoint, a new unit at the U of S, is a one-stop service centre providing certain finance, human resources and research administrative services you need, when you need them.

How we get there?



These are initial timelines explored in 2014 and are provided as a sample only to indicate the approximate length of time it will take to roll out ConnectionPoint

Service Delivery



ConnectionPoint

Service and support for
faculty, staff and students

Travel and expense:
Reimbursements, bookings

Payroll:
Electronic job submissions, journal
vouchers

Purchasing:
Goods and services, requisitions and
purchase orders, receiving, vendor
payment processing

Workforce administration:
Recruitment, onboarding,
benefits, leaves

**Research funding pre- and post-award
administration:**
Project application review and approval,
post-award queries and changes

Financial:
Tri-agency expenditure approval,
research grant support



Strategic business advisors

Professional resource
for a college, school,
unit or group

Finance SBA:

Strategy and analysis
Budgeting and planning

Human resources SBA:

People strategies implementation
Employee relations
Recruitment and onboarding
Professional development

Functional central office

Resource for
university-wide
initiatives

Strategic planning
Special projects and programs
Program design
Policies and procedures
Research ethics compliance

Late 2016

Current central office

Why are we doing this?

- Ensure all faculty, staff and students receive the same quality and efficient service
- More time for faculty and staff to focus on the academic and research mission
- Reduce need to navigate complex processes
- Work completed in the appropriate location
- Clarify roles and provide career growth opportunities for administrative staff

Current Services

Current services

- Travel and expenses
- Research administrative support
- Tri-agency approval support
- Knowledge Base
- New: workforce administration
- New: purchasing and payments
- New: data processing (e.g., EJSs, JVs)

...more on the new services in a few minutes!

Contacting ConnectionPoint

- **PAWS:** ConnectionPoint channel (under “admin services”)
- **Email:** ConnectionPoint@usask.ca
- **Phone:**
 - **Local:** 306-966-2000
 - **Toll Free:** 844-697-4865
- **Hours of operation:** 8:00 am - 4:30 pm
- **Walk-in location:**
 - **Temporary:** A120 Health Sciences Building
 - **Permanent:** Arts Building 258 (January 2017)
- **Service centre location:** Innovation Place (January 2017)

New Services as of December 2016

Coming December 2016

Purchasing and payment

- Co-ordination and support for purchasing process and payments for goods and services
- Purchase order requisitions, receiving
- Request for quotations, vendor selection and maintenance
- Contracts
- Resolving discrepancies

Data processing

- Journal vouchers (JVs)
- Electronic job submissions (EJSs)
- Fee-for-service payments

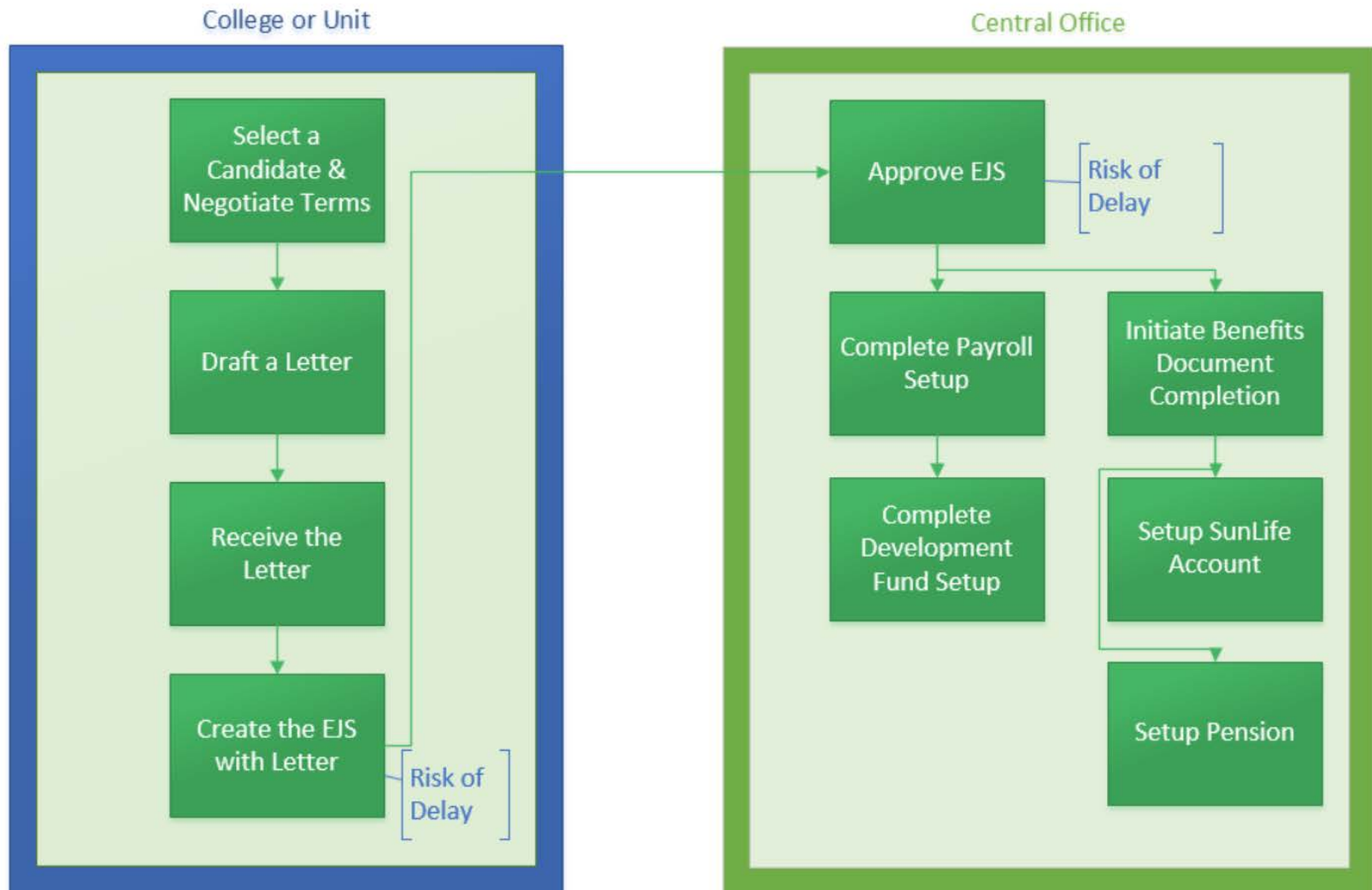
Coming December 2016

Workforce administration

- Recruitment support for hiring managers: posting, screening, interview logistics, offer development and issuance, pre/on boarding activities
- Benefit and leave advisement and co-ordination for employees and managers, collection of information for processing

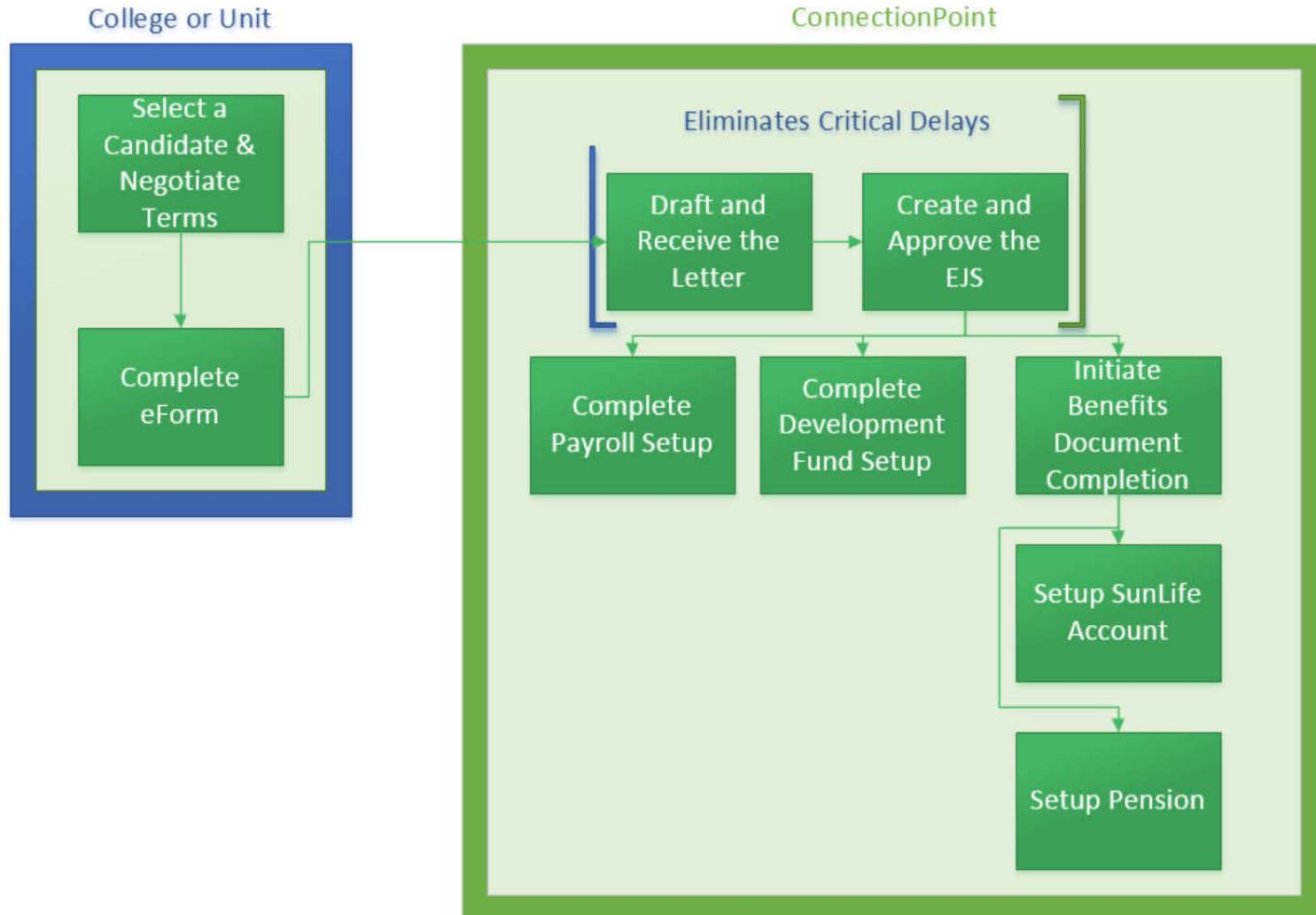
Recruitment Example – Before

Current Processes and Workflow



Recruitment Example - Now

New Processes and Workflow



Systems and Access

Make a Request ▾

Search Knowledge Base

Requests

New: A General Request 1

New: Reimbursement for Travel and Other Expenses 2 ×

Submit

Request Details

CFOAPAL Information

Comments & Replies

Attachments

Request Details

Record Number:

Search Kn

Request Status:

Title*:

Reimbursement for Travel and Othe

Expense Claim is for?:

CFOAPAL Information

What is a CFOAPAL? The UniFi Chart of Accounts is composed of seven elements that define the account information to charge against: Chart, Fund,

- 🏠 Home
- ✉ Email and Calendar
- 📁 Course Tools
- 👥 Groups
- 🗓 Meetings
- ▶ ACADEMICS
- ▶ EMPLOYEE
- ▼ ADMIN SERVICES
 - ConnectionPoint
 - UniFi Self-Service
 - UniFi Plus
 - Crystal Reports
 - Instructor and Advisor Services
 - Academic Admin Services
 - Workflow Worklist
 - Facilities Request
 - Concur Travel and Expense
 - My Textbook Requisitions
- ▶ LIBRARY
- ▶ ALUMNI

ConnectionPoint

ConnectionPoint is a one-stop service centre that provides specific travel and expense and research administrative services when you need them. Please select “new request” to access a ConnectionPoint service. Please select “knowledge base” to read information on a variety of topics related to travel and expense, research and human resources. For more information on ConnectionPoint, please visit connectionpoint.usask.ca.

New request ▾

Knowledge Base

Record Number	Title	Created On	Updated On	Request Status
TE-476	Reimbursement for Travel and Other Expenses	10/06/2016 6:12PM	10/07/2016 2:58PM	Work in Progress
TE-477	Reimbursement for Travel and Other Expenses	10/06/2016 6:17PM	10/07/2016 10:30AM	Request Completed
TE-67	Reimbursement for Travel and Other Expenses	08/31/2016 4:22PM	09/06/2016 8:01AM	Closed

CP_Service_Agent

Logged In Agents	Available Agents	Talking Agents	Calls In Queue	Calls Handled	Calls Dequeued	Calls Abandoned	Current Wait Time	Longest Wait Time	Total Calls
4	1	0	0	26	0	1	0:00:00	0:00:29	27

CP_Service_Agent2

Logged In Agents	Available Agents	Talking Agents	Calls In Queue	Calls Handled	Calls Dequeued	Calls Abandoned	Current Wait Time	Longest Wait Time	Total Calls
1	1	0	0	0	0	0	0:00:00	0:00:00	0

CP_Service_Manager

Logged In Agents	Available Agents	Talking Agents	Calls In Queue	Calls Handled	Calls Dequeued	Calls Abandoned	Current Wait Time	Longest Wait Time	Total Calls
0	0	0	0	0	0	0	0:00:00	0:00:00	0

CP_Travel_Expenses

Logged In Agents	Available Agents	Talking Agents	Calls In Queue	Calls Handled	Calls Dequeued	Calls Abandoned	Current Wait Time	Longest Wait Time	Total Calls
1	0	0	0	0	0	2	0:00:00	0:04:45	2



University of Saskatchewan

Knowledge Base

Information you need, when you need it

Research, Human Resources and Travel and Expense

Human Resources

[Development & Career Opportunities](#)

[Employee and Labour Relations](#)

[Employee Information and Changes](#)

[Recruitment and Staffing](#)

[Time Away from Work](#)

[Total Rewards \(Benefits, Compensation and Wellness\)](#)

[Other HR Inquiries](#)

Finance

[Accounts Receivable](#)

[Budgeting](#)

[Payroll](#)

[Procurement and Accounts Payable](#)

[Systems \(UniFi\)](#)

[Travel and Expense](#)

[General Accounting](#)

Research

[Ethics](#)

[Post-Award](#)

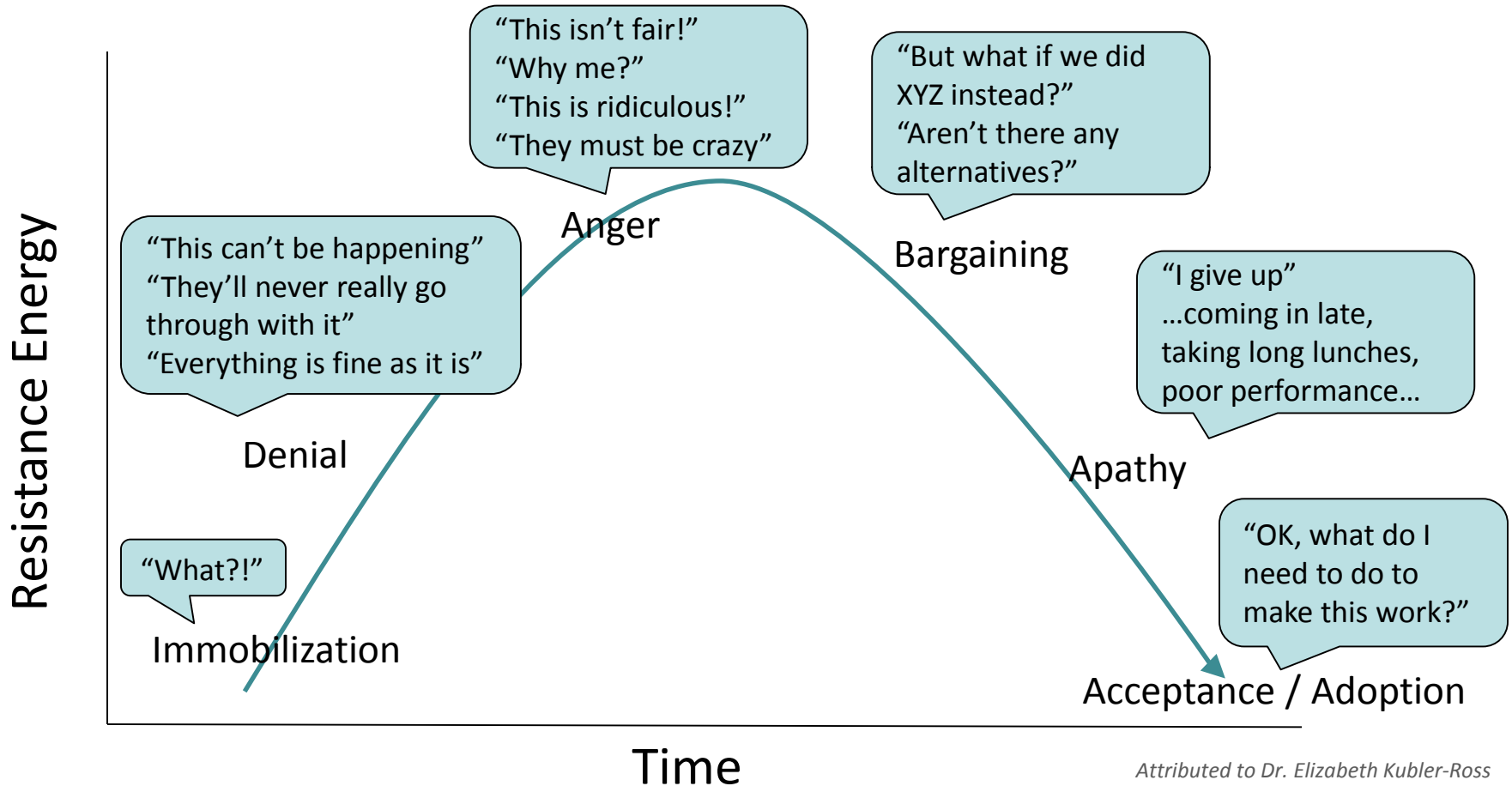
[Pre-Award](#)

[Other Research Inquiries](#)

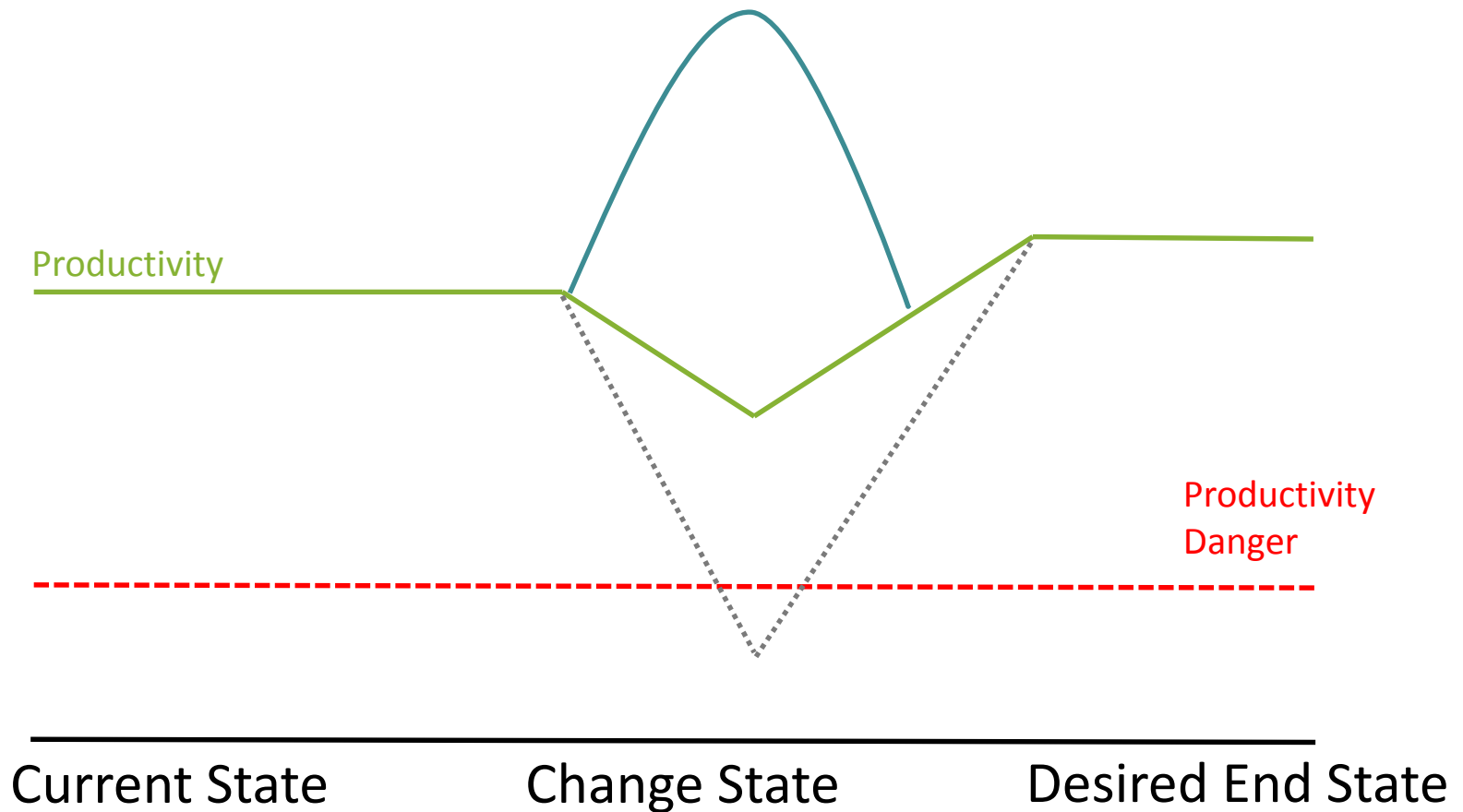
Knowledge base articles will continue to be added to this website, with a focus on human resource and finance related articles in 2016-17. If there is a topic you think should be added to the knowledge base, please send your suggestion(s) to KBAdministrator@usask.ca

Supporting your Staff Through Change

Typical Reactions to Change



Individual Productivity During Change



Fostering Positive Change

What do your employees want during change?

- Leaders to be clear and transparent about the change and its impacts; acknowledge uncertainty
- To understand the bigger picture – vision and strategy
- To be engaged in:
 - identifying opportunities
 - trouble-shooting
 - eliminating barriers to success
- To be acknowledged for positive adoption/behaviour

Fostering Positive Change

What you can do:

- Avoid politicking and negative talk
- Be visible, accessible and *informed*
- Be an advocate – this influences trust and team alignment

Next Steps

- Open the door for conversation:
 - Be available
 - Share what you know, when you know it
 - Ask how staff are feeling about the change

- Promote your employee's wellbeing:
 - Be mindful of your employee's physical, mental and emotional health
 - Provide information on supports

Resources

Keep informed

- Check the ConnectionPoint website often (connectionpoint.usask.ca)
- Reach out to a member of the ConnectionPoint leadership team
- Speak with your supervisor
- Request assistance from your SBA/Human Resources

Contact your union representative

Resources

Access the Employee and Family Assistance Program

- paws.usask.ca/go/eap
- 306-966-4300 or toll-free 1-844-44-USASK (1-844-448-7275)
- GuidanceResources® Online (www.guidanceresources.com)
- Download the mobile app

Our EFAP provider offers an array of personal development/work-life workshops, including topics associated with personal development and resilience. For more details, please contact Raelin Bliss, senior wellness specialist, Wellness Resources at (306) 966-4881 or raelin.bliss@usask.ca.

Questions?