Payroll Office and Tax Specialization

Campus Expansion and Infrastructure

Goal Description:

Expand our payroll processes and help other entities outside of our organization.

RELATED ITEMS -

RELATED ITEM LEVEL 1

TSUS Business Office

Performance Objective Description:

Development of a TSUS Business Office infrastructure and framework within the Sam Houston State's business office's that expands the TSUS business process to emulate the model in SHSU's payroll, procurement, disbursements, and accounting areas.

RELATED ITEM LEVEL 2

TSUS Plan

KPI Description:

Work in tandem with AVPFO to schedule meetings with appropriate departments to begin the TSUS business process. Progress will be dependent upon direct instruction from TSUS board.

Results Description:

As indicated previously, progress has been driven by the TSUS board. Approval to launch was provided by Daniel Harper 07/10/2017. Consultancy with SIG Corporation initiated 07/19/2017 confirmed for weeks of 08/14, 08/21, 11/12, and 12/3.

Develop Culture and Business Environment

Goal Description:

Enhance our business culture and environment by developing procedures to increase productivity and use tools to provide feedback to better our office.

RELATED ITEMS -

RELATED ITEM LEVEL 1

Develop Timesheet Procedures

Performance Objective Description:

Develop procedures and follow-up plan to ensure employee timesheets that do not receive supervisor approval are included in payroll.

RELATED ITEM LEVEL 2

Timesheet Procedure

KPI Description:

Achieve approval of VPFO (by working through AVPFO) to allow mass approval of time sheets or leave reports that have been submitted by employee but not received final departmental approval.

Results Description:

Request was made to the VPFO through the AVPFO and declined.

RELATED ITEM LEVEL 1

Enhance Comment Card

Performance Objective Description:

Enhance Comment Card response by utilizing target distribution to gauge customer service.

RELATED ITEM LEVEL 2

Comment Card

KPI Description:

Add comment card to payroll staff email signatures and add to the end of any training sessions.

Results Description:

Request for comment cards is attached to all communication from the Payroll Office staff to on and off campus constituents. Currently on track to receive at or above the number originally received in calendar year 2016.

Increase Operating Efficiencies and Effectiveness

Goal Description:

Improve departmental operational efficiency by updating and creating various procedures and policies in the office.

RELATED ITEM LEVEL 1

Broaden Windstar

Performance Objective Description:

Broaden Windstar tax platform to support scholarship and vendor payments for international individuals and entities.

RELATED ITEM LEVEL 2

Windstar

KPI Description:

Work with administration in Bursars and Disbursements offices to identify and appropriately tax international payments.

Results Description:

Windstar is now being used to tax international scholarship recipients. Conversations have been held with Disbursements to begin identifying and including foreign vendor payments.

RELATED ITEM LEVEL 1

Develop Moving Expense Policy

Performance Objective Description:

Development of a Moving Expense Policy and procedures to ensure timely and accurate payment and taxation.

RELATED ITEM LEVEL 2

Moving Expense

KPI Description:

Implement policy and form developed by AVPFO to appropriately tax moving expense at the point of distribution.

Results Description:

Policy has been approved by cabinet and published to campus April 2017. All moving expense reimbursement requests are processed directly through the Payroll Office.

RELATED ITEM LEVEL 1

Develop Tax Procedures

Performance Objective Description:

Develop procedures to ensure that all related tax processes/reconciliations are reviewed quarterly.

RELATED ITEM LEVEL 2

Tax Procedures

KPI Description:

Produce checklists for monitoring all tax related activity for SHSU.

Results Description:

The Payroll Office is now utilizing the IRS tax calendar and enhancing with state filing dates if different then those required by the IRS.

RELATED ITEM LEVEL 1

Expand Multi-State Payroll

Performance Objective Description:

Expand multi-state payroll offering to accommodate increased need to hire out of state employees.

RELATED ITEM LEVEL 2

Multi-State Payroll

KPI Description:

Target three states to be added annually.

Results Description:

States in progress: Nevada, Florida, Oklahoma, and Arizona.

RELATED ITEM LEVEL 1

Implement Retirement Manager Program

Performance Objective Description:

Implement VALIC, Retirement Manager Program to remit ORP and annuity payments via a Common Remitter upload process. In addition, Retirement Manager offers and employee portal for integration with HR.

RELATED ITEM LEVEL 2

Retirement Manager Program

KPI Description:

Review acceptance of agreement with Retirement Management Inc. Begin implementation using road-map provided by Retirement Management Inc.

Results Description:

Contract currently issued by Retirement Manager has been reviewed and edited by TSUS general counsel. It is currently under review with SHSU IT. Once approved through IT, it will be routed through Retirement Manager for conclusion of edits and final contract.

RELATED ITEM LEVEL 1

Job Automation

Performance Objective Description:

Explore scheduling jobs to automate the payroll process and increase staff efficiency.

Job Automation

KPI Description:

Utilize established checklist to determine point of launch for automation. Work with IT to develop UC4 process.

Results Description:

Transition of payroll processes to Accountant I has delayed identifying processes to be automated. On target for next years efforts.

Online Form Enrollment

Performance Objective Description:

Increase enrollment in online distribution of W2's and 1095C's via campaign.

Online Form Enrollment

KPI Description:

Targeted email distribution at year end to individuals not currently signed up for automated delivery.

Results Description:

Emails were sent to all anticipated W-2 and 1095-C recipients increasing participation by 5.4%.

Resource Enhancement

Goal Description:

Development of various tools both in and outside of the department to enhance resources for the payroll office.

CPP and FPC Training

Performance Objective Description:

Explore opportunities to offer CPP (Certified Payroll Professional) or FPC (Foundational Payroll Certification) training and certification for targeted payroll staff.

CPP/FPC

KPI Description:

Schedule, at minimum, two payroll staff members to attend training in San Antonio in Summer 2017.

Results Description:

Sent 3 payroll staff members to training, will be sending 2 more next year.

Employee Profile

Performance Objective Description:

Implementation and roll-out of *Employee Profile* for campus employees. *Employee Profile* is the point of access for pay, timesheet, leave, and tax documentation for employees.

Employee Profile

KPI Description:

Complete set up of Employee Profile. Approve for public distribution by IT. Digital facelift by IT should provide public access by Summer 2017.

Results Description:

System upgrades have delayed full publication. Soft publication went live Spring 2017.

Payroll Benchmarking Survey

Performance Objective Description:

Development of a Payroll Benchmarking survey within Texas and similar universities as well as participation in the upcoming (2017) APA Benchmarking survey.

Payroll Benchmarking Survey

KPI Description:

Utilize Qualtrics to develop survey. Create distribution list of Texas schools. Distribute survey Spring 2017.

Results Description:

31 schools were polled, 9 responded. Results have been compiled and are being reviewed by the AVPFO July 2017 for distribution to recipients August 2017.