

# FAS Administrators' Town Hall

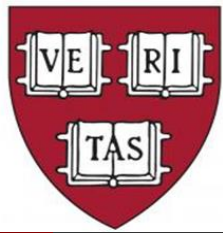
**May 11, 2023**  
**Zoom**



# Welcome

**Scott Jordan**

*Dean of Administration and Finance*



# Agenda

**Welcome**

Scott Jordan

**Financial Updates**

Scott Jordan, Jay Herlihy, Nancy Guisinger

**RMAS Update**

Michael Monaghan

**HUIT**

Lauren Szufat

**Human Resources**

Tiffany Jadotte, Betsy Pratt

**Administrative Operations**

Mary Ann Bradley, Katherine McCormack,  
Stephanie Nasson

**Closing**

Scott Jordan



# Financial Updates

**Scott Jordan**

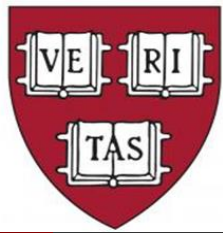
*Dean of Administration  
and Finance*

**Jay Herlihy**

*Associate Dean for Finance*

**Nancy Guisinger**

*Assistant Dean for  
Finance, Controller*

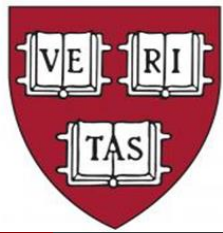


# FY23 Year End: Key Dates

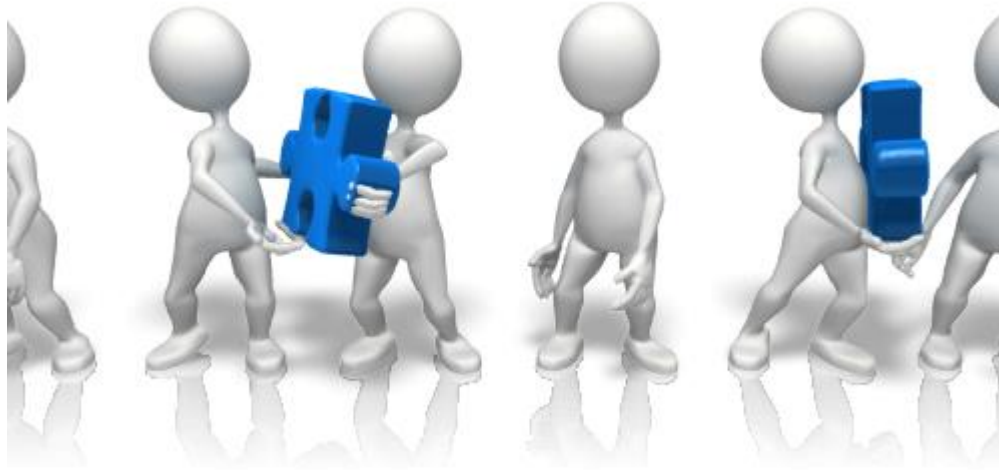
- Key Dates
  - May 17<sup>th</sup> Last day for FY23 SPECTRA changes
  - June 2<sup>nd</sup> A&H FY24 SPECTRA requests due
  - June 23<sup>rd</sup> Concur Expense Reports DUE
  - June 26<sup>th</sup> Final B2P Invoices Submitted/Approved
  - June 26<sup>th</sup> Science & Social Science FY24 SPECTRA requests due
  - June 29<sup>th</sup> Concur PCard Reports DUE
  - July 18<sup>th</sup> Last Day for FY23 Journal/GL PCR Entries
- Change for FY23
  - Gift AEA will post every day in July. Will assess previous day expenses.

**Have questions now? Use the following emails:**

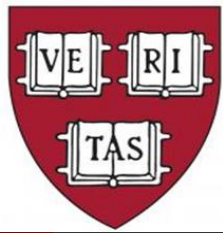
Accounting	FAS_Accounting@fas.harvard.edu
SPECTRA Sponsored/RAS	<a href="mailto:juchendu@fas.harvard.edu">juchendu@fas.harvard.edu</a>
SPECTRA nonSponsored/Faculty	FASFacultySupport@fas.harvard.edu



# FY23 Year End: Get Ready Now



- Clear deficits- Gifts, Endowments and Unrestricted Designated Funds
- Get receipts into B2P
- Resolve holds in B2P
- Process Concur transactions
- Process PCard transactions
- Review Faculty Start Up 016110, nothing in Root 00000
- Review transactions to verify Revenue and Expense are recorded accurately
- Verify information in SPECTRA. \*no entry May 18 to May 21.



# FY23 Year End: Training Opportunities



Topic	Date	Time
Year End Accounting	May 16	9-10:30am
SPECTRA	May 18	10-11:30am
Year End Review	June 6	1-2:30pm
GL with TLX	June 8	2-3pm
GL-PCR	June 13	10-11am
SPECTRA Clinic	June 14	11-12pm

**Controller's Corner**

**July 10 to July 14**

**10-11am**



# Risk Management Audit Services

**Michael Monaghan**

*Assistant Vice President, RMAS*



# **Harvard University**

## **Risk Management & Audit Services**



**RMAS Update**  
**FAS Administrators' Town Hall, May 11, 2023**



**Harvard University**  
**Risk Management & Audit Services (RMAS)**



**mission**



**“to assist University management and governing boards in identifying, managing and mitigating risk and ensuring risk management processes are integrated into the University’s business practices and academic and research activities.”**

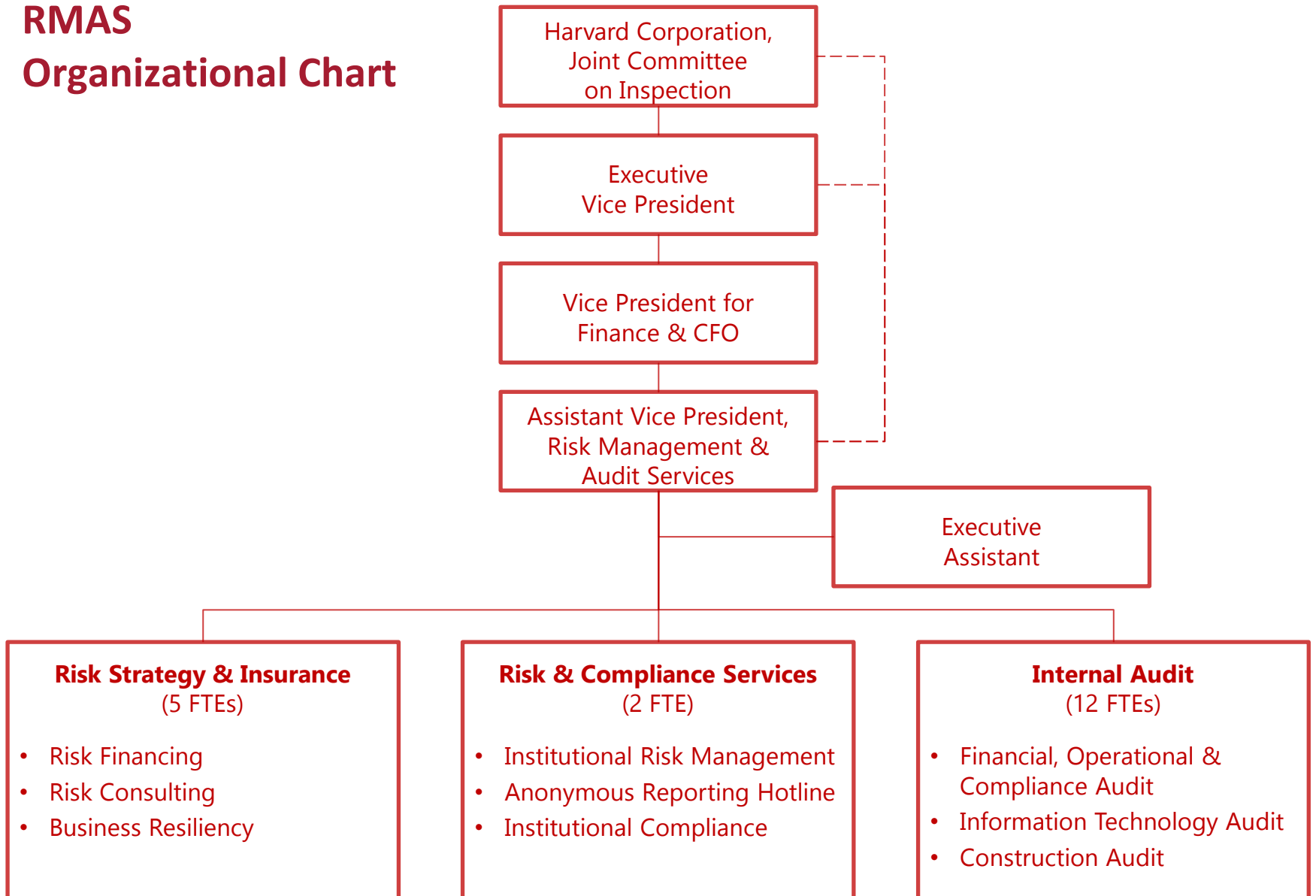
## Risk Management The Costanza Approach



*"In order to **manage risk** we must first understand **risk**. How do you spot **risk**? How do you avoid **risk** and what makes it so **risky**?..."*

TBS, Seinfeld, S8, E6; 10/31/96

# RMAS Organizational Chart



# Risk Strategy & Insurance Goals

*“Risk is best managed in a collaborative, creative and engaged manner, rather than addressed from behind a desk with an insurance schedule.”*

## Optimizing Coverage & Price

- Assessing program
- Property Renewal- FM Global & enhancements
- Management Liability & Cyber – enhancements
- Restructuring global coverage
- Enhancing Environmental coverage

## Creating Engagement & Partnership

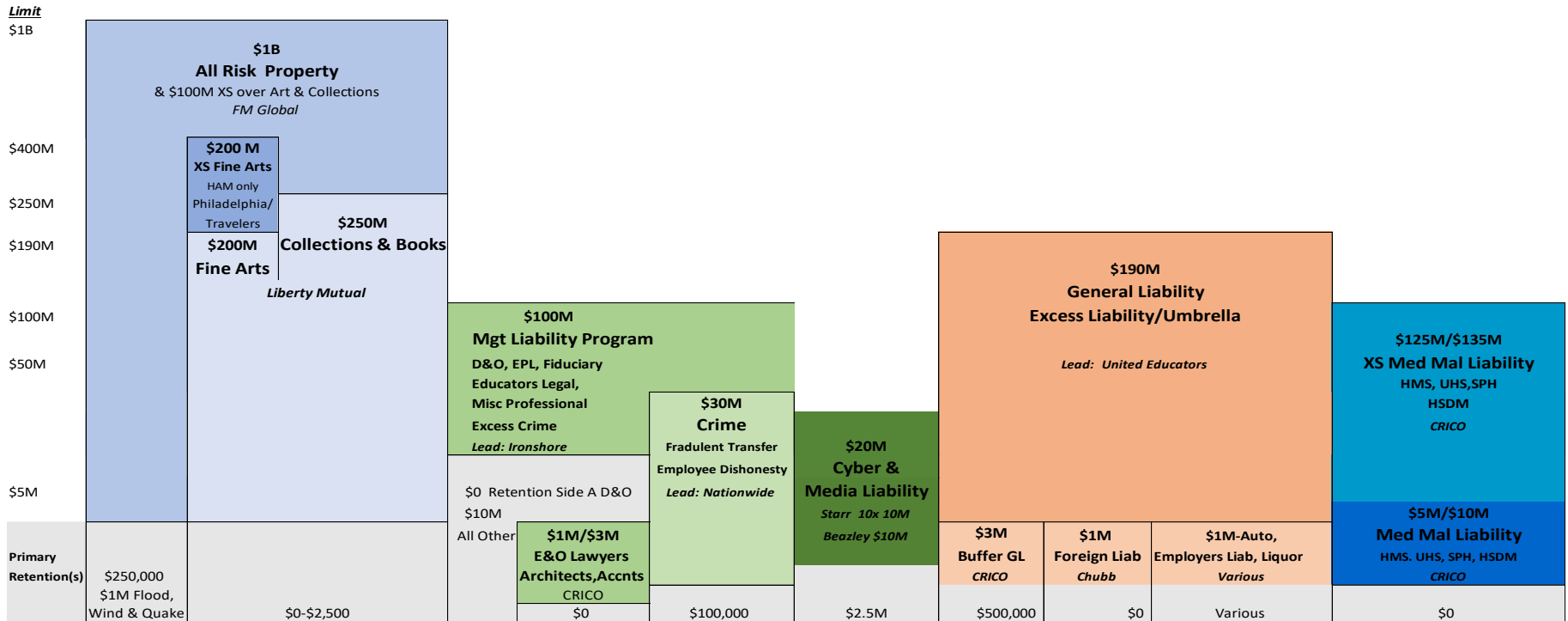
- Forging intentional partnerships with carriers, brokers
- Collaborating & providing resources internally
- FM Global Research Campus Visit
- Upcoming Arts & Media Risk Symposium

## Building a Resilient Program

- Assessing opportunities for alternatives to the traditional commercial insurance market
- Implementing Risk Mgt Information System (RMIS)
- Leveraging partnerships

# University Master Insurance Program Overview

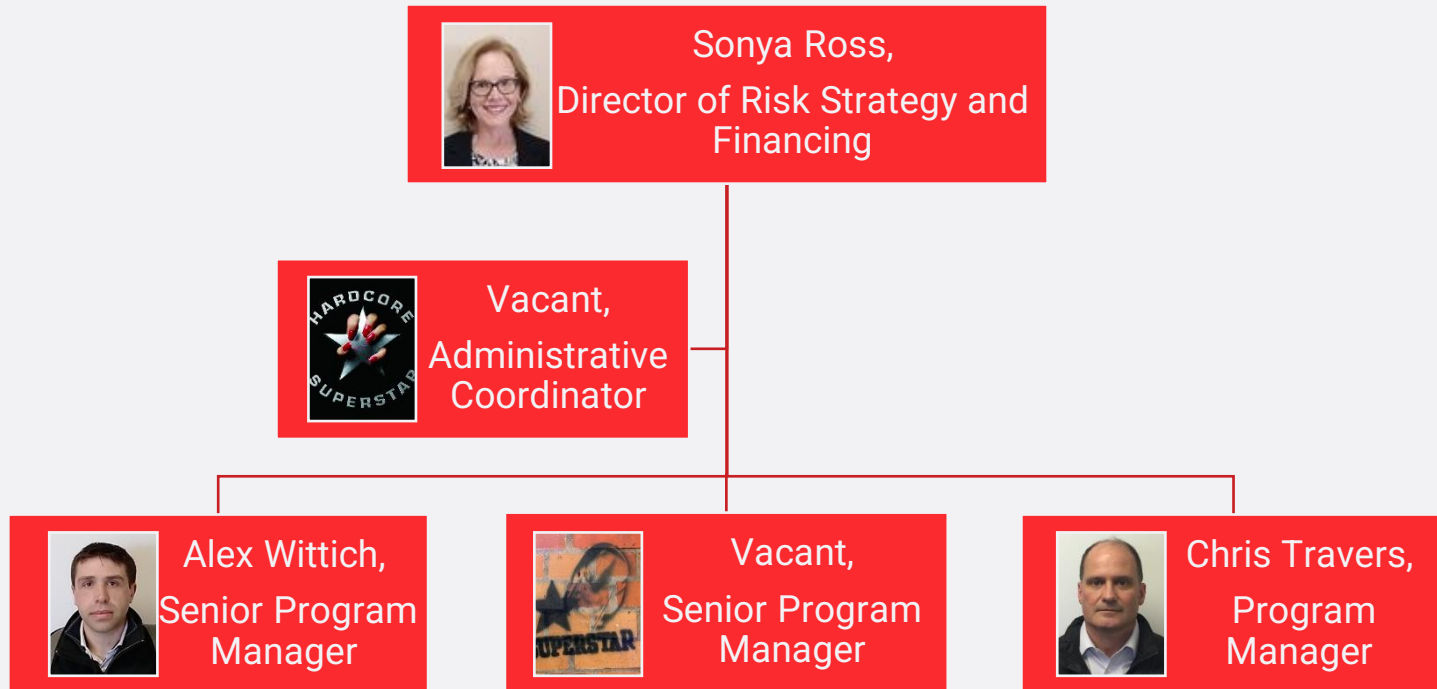
## 7/1/2022-6/30/2023



Risk Strategy & Insurance 1/26/2023

Schematic is illustrative and for discussion purposes. It should not be relied up on for confirmation of insurance. Please contact Risk Strategy & Insurance for specific coverage questions [risk-services@harvard.edu](mailto:risk-services@harvard.edu)

# Risk Strategy and Insurance Team



# Setting Fire to Stuff...





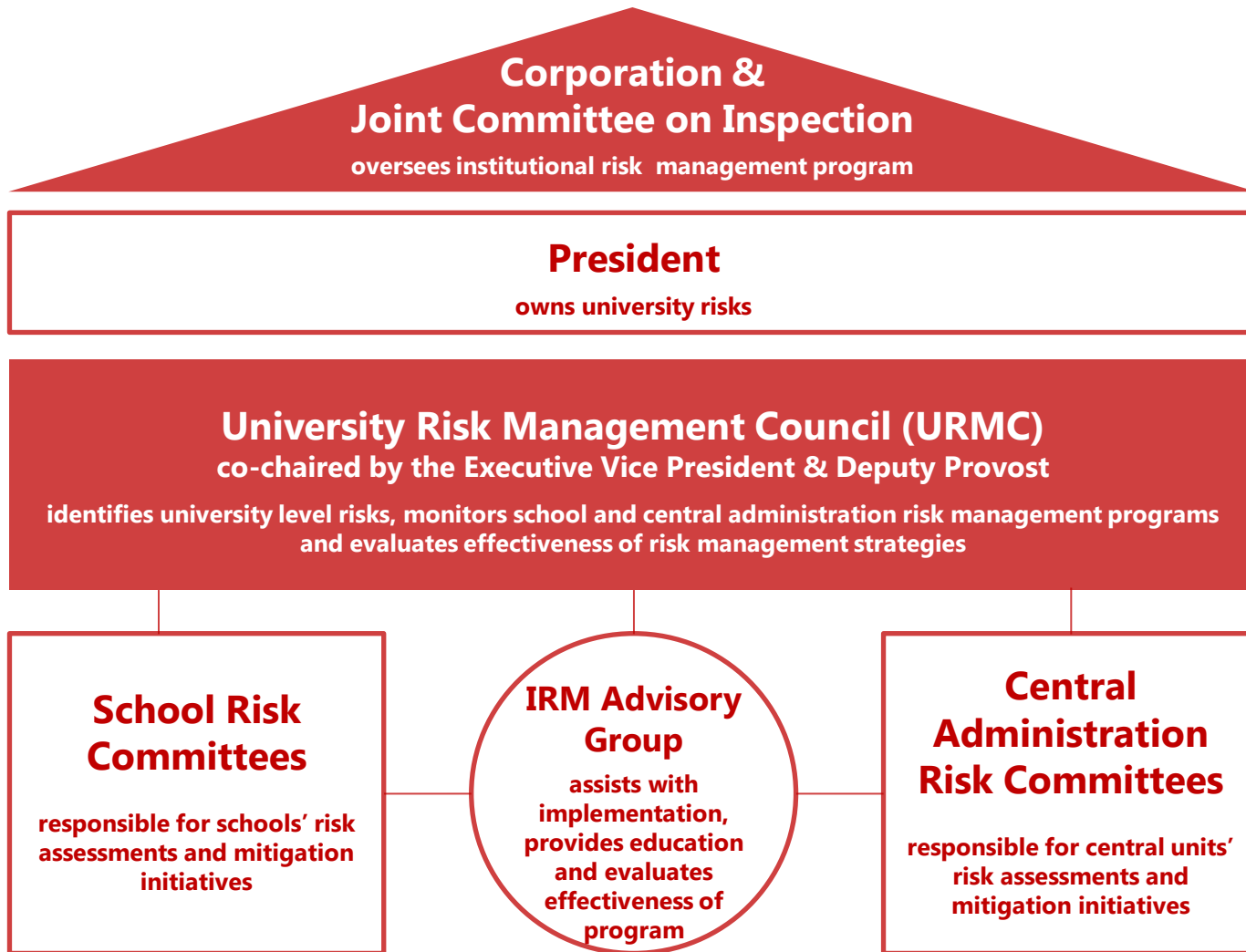
# Institutional Risk Management



## value proposition

- use a standardized, university-wide framework to improve decision-making and resource allocation.
- help schools & central units prioritize and focus on the right risks and opportunities.
- help the University-level committees focus on the right University-level risks.

# Harvard University Institutional Risk Management (IRM) Structure





# university risk management council

## URMC membership

**Meredith Weenick**, Executive Vice President (*Co-chair*)

**Peggy Newell**, Deputy Provost (*Co-chair*)

**Kate Calvin**, Executive Dean for Administration, Harvard T.H. Chan School of Public Health

**Sean Caron**, Vice President for Campus Services

**Angela Crispi**, Executive Dean for Administration, Harvard Business School

**Manuel Cuevas-Trisán**, Vice President for Human Resources

**Mark Elliott**, Vice Provost for International Affairs; Mark Schwartz Professor of Chinese and Inner Asian History

**Tom Hollister**, Vice President for Finance/Chief Financial Officer

**Klara Jelinkova**, Vice President, University Chief Information Officer

**Scott Jordan**, Dean of Administration and Finance, Harvard Faculty of Arts & Sciences

**Diane Lopez**, Vice President and General Counsel

**Michael Monaghan**, Assistant Vice President, Risk Management & Audit Services

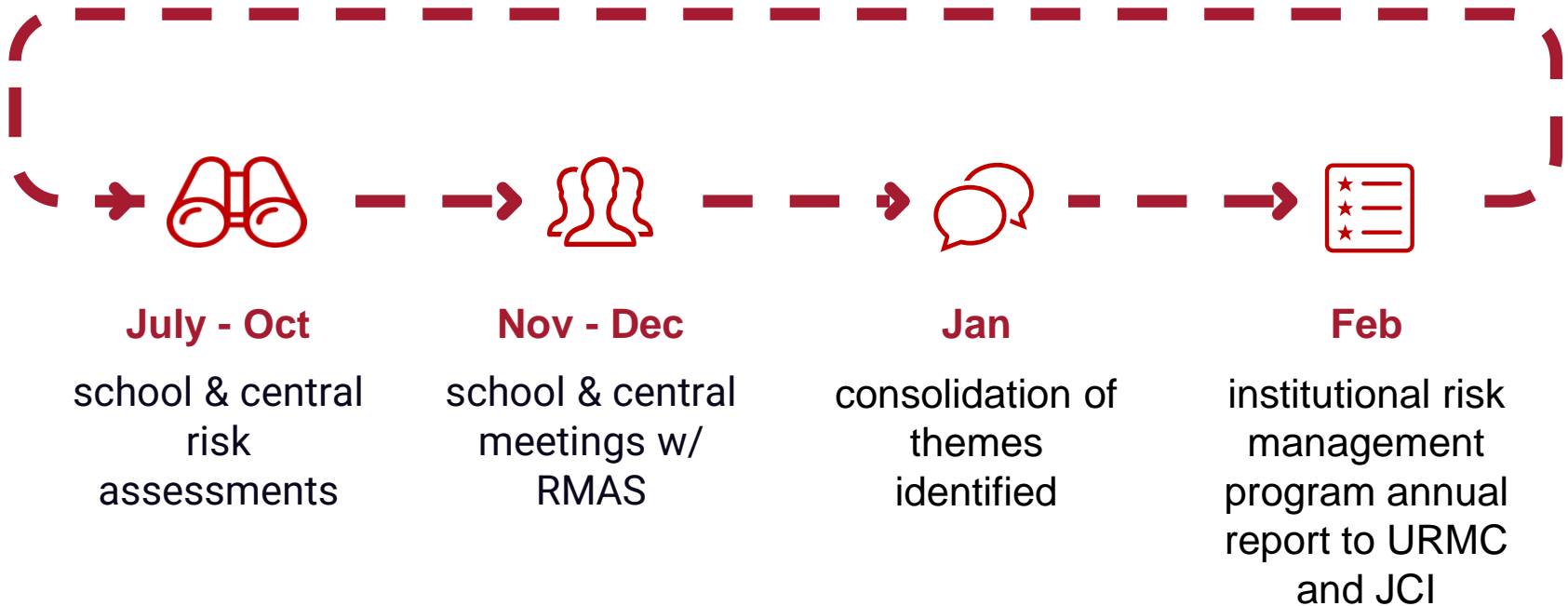
**Lisa Muto**, Executive Dean for Administration, Harvard Medical School

**John Shaw**, Vice Provost for Research

**Ara Tahmassian**, University Chief Research Compliance Officer

**Janney Wilson**, Executive Dean, Harvard Kennedy School

# Risk Assessment Process



# 2022 Top Risk Listing

## Issues Most-Commonly Identified by Schools and Units

### Priority Risks

- Buildings, Facilities, & Infrastructure
- Campus Safety & Security
- Equity, Diversity, Inclusion & Belonging
- Financial Resiliency
- Information Security (Data Protection and Privacy)
- International/Geopolitical Issues
- Mental Health
- Recruitment, Retention, and Succession
- Research Compliance

### Other Risks

- Compliance Management
- Business Continuity
- International Issues
- Immigration
- Political and Geopolitical Issues
- Grants Management
- Workplace Behavior
- Preservation of Institutional Knowledge
- Accessibility
- Emergency Management
- Value Proposition of Higher Education
- Civil Discourse; Free Speech
- Title IX; Gender Equity; Sexual Harassment
- Climate Resiliency
- Academic Competitiveness
- Records Management
- Government Relations
- Affiliates and Partnerships
- Labor Relations
- Catastrophic Events
- Contract Management
- Insurance Coverage and Claims Management



HARVARD

Financial Administration  
RISK MANAGEMENT AND AUDIT SERVICES

CONFIDENTIAL

# Compliance Assessment

The URMC acknowledges that compliance with laws, regulations, rules, and university policies and commitments is a priority risk area for Harvard. Accordingly, the URMC charges Harvard University's Institutional Risk and Compliance Officer to do the following:

- *Undertake a fresh assessment of its campus-wide compliance programs, processes and activities to ensure that they are aligned with the university's mission and strategic objectives, and that they meet or exceed (a) federal, state and local law requirements and expectations; (b) industry standards; (c) policies and rules, and (d) the United States Federal Sentencing Guidelines' organizational compliance program effectiveness standard; and,*
- *Recommend actions and activities that may be undertaken by Harvard to optimize its approach to compliance.*

# reporting website speak up

## Anonymous Reporting Hotline

877.694.2275



HOME

New Report

Follow-Up

Other Ways to Report

About the Hotline

# SPEAK UP!

Simple.  
Anonymous.  
24/7

Keep Harvard a  
safe place to live,  
learn, and work.

If you are concerned for your safety, call the HUPD at 617-495-1212 (Cambridge/Allston) or 617-432-1212 (Longwood). For medical emergencies, call 911. If you are abroad and do not have access to emergency services, contact [Harvard Travel Assist](#) at +1-617-998-0000.

I want to...



[Submit a Report](#)



Call the Hotline  
1-877-694-2275

<https://reportinghotline.harvard.edu/>

# 2022 reports / issues & 5-year trends

183

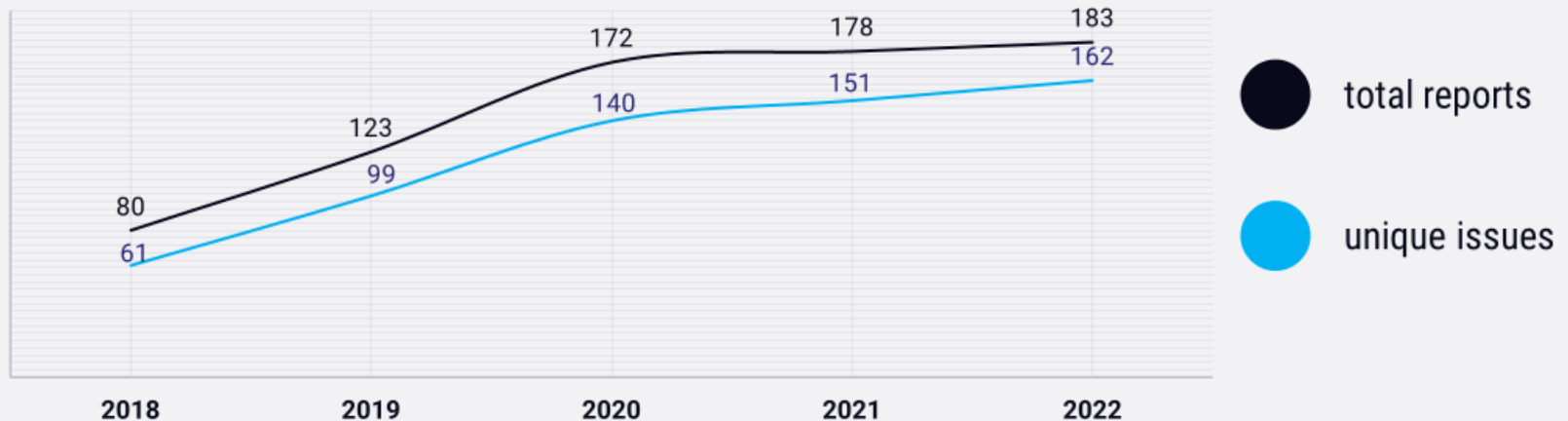
## total reports to hotline in 2022

Reports can be submitted by phone to a third-party call center or through an online form. The person submitting the report can do so anonymously or can give his/her name.

162

## unique issues reported to hotline in 2022

A unique issue may be a single, stand-alone report to the hotline or multiple, separate reports to the hotline all regarding the same issue. For example, there were 5 separate reports to the hotline in 2022 reporting that someone was misrepresenting their academic and professional background.



Note: The increase in reports over prior years can be attributed to many factors. Key for 2020 and 2021, the Hotline has been highlighted as a resource for the community through the COVID-19 pandemic. In an effort to enhance awareness of the Hotline in 2018 / 2019, over 800 posters and postcard-sized information cards were distributed university-wide and presentations about the Hotline were given to key stakeholder groups. The Hotline is also provided as an available resource in numerous policies and trainings, including Harvard's Whistleblowing Policy.



confidential



# reports categorization breakdown (CY 2022)

## Legal & Regulatory, 8

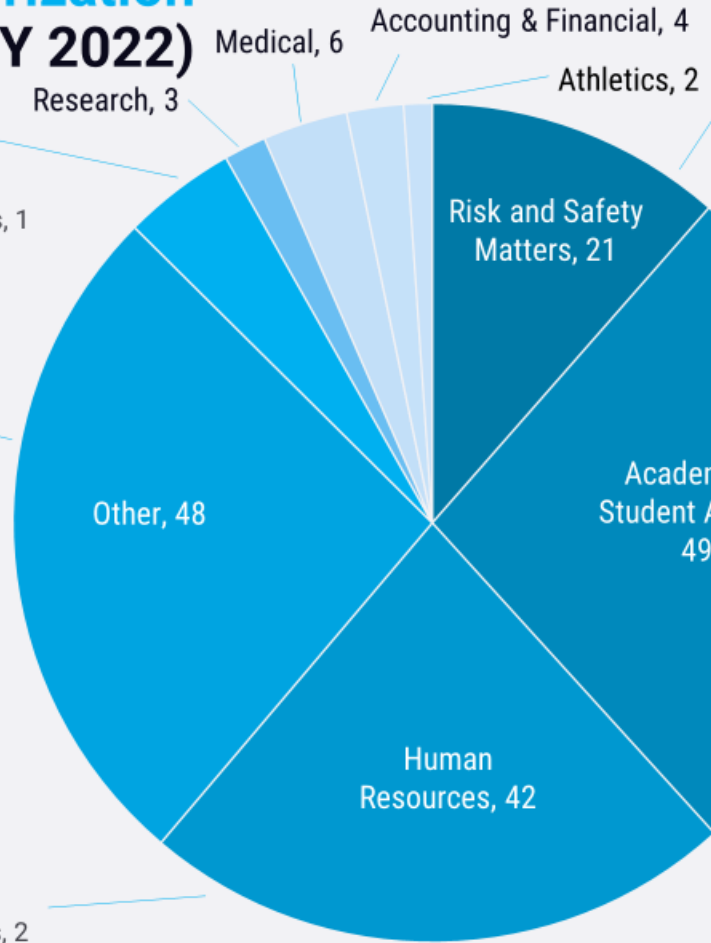
- Legal & Regulatory Violation, 5
- Other Legal & Regulatory Matters, 1
- Guidance Request, 1
- EEOC or ADA Matters, 1

## Other, 48

- Concern, 23
- Other, 8
- Inquiry, 6
- Bias-Related Incident, 7
- COVID-Related Report, 2
- Suggestion, 2

## Human Resources, 42

- Bias-Related Incident/Discrimination, 12
- Employee Misconduct, 11
- Workplace Harassment, 7
- Offensive or Inappropriate Communication, 4
- Other Human Resource Matters, 2
- Conflict of Interest, 2
- Alcohol / Drug Abuse, 1
- Threat or Inappropriate Supervisor Directive, 1
- Unsafe Working Conditions, 1
- Retaliation or Retribution, 1



## Risk and Safety Matters, 21

- Public Safety, 6
- Other Risk and Safety Matters, 5
- COVID-Related Report, 5
- Environmental and Safety Matters, 2
- Sabotage or Vandalism, 1
- Disclosure of Confidential Information, 1
- Improper Use of Intellectual Property, Copyright Violations or Software Piracy, 1

## Academic / Student Affairs, 49

- Bias-Related Incident / Discrimination, 16
- Credentials Misrepresentation, 11
- Academic Misconduct, 7
- Other Academic / Student Affairs Issues, 7
- Student Safety, 3
- Hazing, 2
- Threat of Physical Violence, 1
- Cheating / Plagiarism, 1
- Alcohol / Drug Abuse, 1

## Points of Note

- There were 44 bias-related incident / discrimination reports. Key themes centered on racial bias incidents (in person and online) and other alleged biased / discriminatory behavior against students in an academic setting.
- 13 Title IX-related reports were received in 2022. In line with agreed protocols, all Title IX reports are referred to the University Title IX Office and relevant school / unit Title IX coordinator.





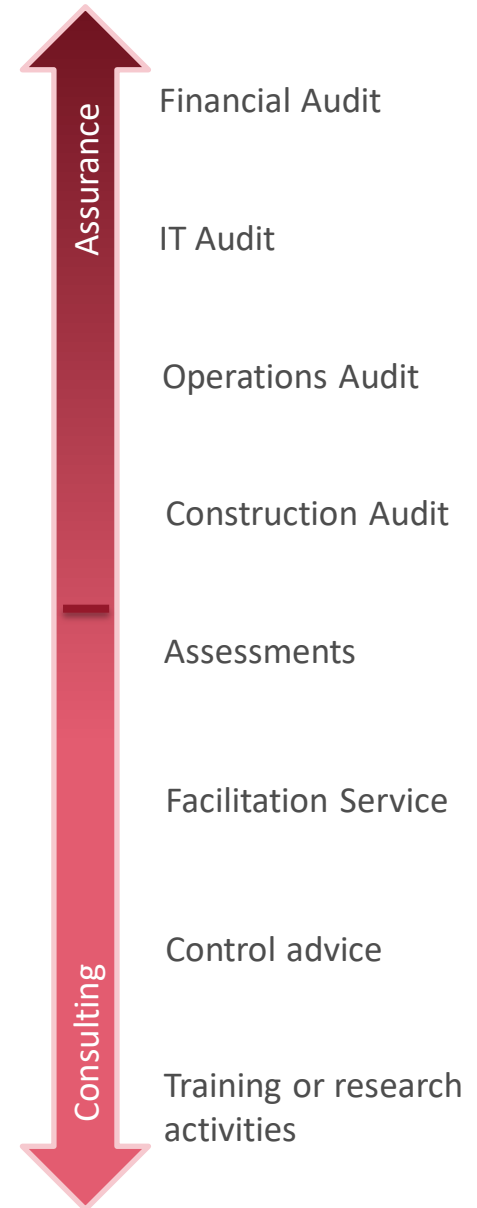
### objectives



- **provide assurance that controls are in place to appropriately and reasonable address risk**
- **provide benefit to our operational colleagues by identifying inefficiencies, control weaknesses and recommending ways to correct them.**
- **provide objective and professional evaluations following the Institute of Internal Auditors (IIA) professional standards and a code of ethics**

# Internal Audit – What We Do

- An **assurance engagement** (audit) is an objective examination of evidence for the purpose of providing an independent assessment on risk management, control, or governance processes for the organization. It typically results in a formal report inclusive of an overall rating and specific areas of improvement (if applicable).
  - Examples of the types of engagements that would be considered assurance engagements include financial, performance, compliance, system security, and due diligence audits.
- **Consulting services** typically result from management requests for advice about the control environment with the nature and scope agreed upon with the client or sponsor. May or may not include a formal report however, there are no ratings, and findings (if applicable) are addressed through less formal observations and recommendations.
  - Examples include activities such as conducting internal control training, providing advice to management about the control concerns in new systems, drafting policies, and participating in working groups or teams addressing emerging needs or regulatory compliance.



# What are we up to? (1/2)

## Annual Audits

- PwC Audit Support
  - Financial Statement
  - IT Controls
  - Benefit Plans
  - Uniform Guidance
- President's Expenses
- President's EDRG Expenses
- Construction Reviews

## University-wide Audits

- IT Procurement
- Hire to Pay Key Internal Controls
- Buy to Pay System
- Gift Policy Compliance
- Student Mental Health
- Financial Aid Compliance

# What are we up to? (2/2)

## Sponsored Research

- Effort Monitoring & Tracking
- University-wide Faculty Disclosures
- Sponsored Research Compliance Program:
  - Departments at FAS, SEAS, HMS, and SPH
- HSDM Research Administration
- EU Award Audit Readiness (FAS and HMS)
- Audit Certificates (4 HMS and 1 HKS)

## Management Requests

- HC - Student Organization Risk Assessment
- HLS - Student Organization Review
- FAS - Collection of Historical and Scientific Instruments

## Other

- Investigations (5-10 per year)
- Follow up Audits



**questions / comments**



Michael Monaghan  
Assistant Vice President,  
Risk Management & Audit Services

[Michael\\_monaghan@harvard.edu](mailto:Michael_monaghan@harvard.edu)

W: 617-496-2165

C: 781-588-2767

**confidential**





# PeopleSoft Enhancements

**Lauren Szufat**

*Product Manager, HUIT, Admin  
Tech Services*

# Recent PeopleSoft Enhancements

**Time and Labor Exception Notifications:** The exception email has been improved to provide clear instructions and links for addressing time reporting exceptions.

## Unresolved Exceptions Notification

Dear Kelly,

You are receiving this as a Time Administrator because one or more employees in your PeopleSoft Time & Labor groups have *unresolved exceptions* **which may result in them not being paid for time worked.**

**\*\*Note:** You may have to coordinate with other TL administrators in your organization to resolve these exceptions. Please address these at your earliest convenience.

46011 - GSE^COD OTE STAFF			
Error Message	Employee Name	Employee ID	Date
TLX00030 Inactive Time Reporter Status	J [REDACTED]	[REDACTED]	12/2/2022
TLX01540 More than 24 hours reported	J [REDACTED]	[REDACTED]	12/29/2022
TLX00001 Invalid Comp Time TRC/Balance	J [REDACTED]	[REDACTED]	1/5/2023
TLX00440 TRC is not in TRC Program	J [REDACTED]	[REDACTED]	1/6/2023

46080 - GSE^TEMP STUDENT			
Error Message	Employee Name	Employee ID	Date
TLX00001 Invalid Comp Time TRC/Balance	J [REDACTED]	[REDACTED]	1/5/2023
TLX00440 TRC is not in TRC Program	J [REDACTED]	[REDACTED]	1/6/2023

This is an automated email. Please do not reply. If you have any questions or trouble resolving these exceptions, please email [PS\\_PY\\_Support@harvard.edu](mailto:PS_PY_Support@harvard.edu)

\*Please log into Peoplesoft and either review the Employee time sheet under [Adjust Time Search Page](#) or [Manage Exceptions Page](#) for the dates indicated.

Thank you!

\*See Instructions on how to resolve the exceptions below:

**Resolution for Error: TLX00030 Inactive Time Reporter Status**

**Scenario A:** If the reported time should be deleted

1. Go to [Maintain Time Reporter Data](#)
2. Click on Correct History, bring up the employee's record and change the time reporting status from Inactive to Active. Save.
3. Go to the [Adjust Time page](#) and delete the reported time.
4. Return to [Maintain Time Reporter Data](#) page and set the time reporting status back to Inactive.

**Scenario B:** If the time reporting status should be active and/or the wrong effective date of inactivation was entered

1. Go to [Maintain Time Reporter Data](#)
2. Click on Correct History, bring up the employee's record and correct the effective date of time reporting inactivation and/or change the time reporting status from Inactive to Active. Save.

**Resolution for Error: TLX01540 More than 24 hours reported**

- **Scenario A:** Go to the [Adjust Time page](#) and correct the time reported so that not more than 24 hours is reported on a single day.
- **Scenario B:** In some cases, the total hours exceed 24 hours on payable time after a Time and Labor rule is applied and is correct for the department's business process. In this case, the department may mark the exception as Allowed.

**Resolution for Error: TLX00001 Invalid Comp Time TRC/Balance**

- Mark the exception as Allowed on the [Manage Exceptions Page](#) if the employee is terminated, or if there is comp time earned or comp time taken that resolves the issue after the specific date being flagged.
- Otherwise, enter changes to Comp Time Earned or Comp Time Taken on the [Adjust Time page](#).

**Resolution for Error: TLX00440 TRC is not in TRC Program**

**Scenario A:** If the workgroup is correct, go to the [Adjust Time page](#) and correct the time reporting code

**Scenario B:** If the workgroup is incorrect,

1. Go to [Maintain Time Reporter Data](#)
2. Add a new row with an effective date equal to the date of the reported time that generated the exception and enter the correct workgroup. Save.]



# PeopleSoft Enhancements Coming May 22, 2023

**Employee Self Service Enter Time Page:** Job/timesheet selection will be improved for employees reporting time for multiple jobs.

The screenshot shows the 'Enter Time' page with a dropdown menu for '\*Job Title'. The menu is open, showing three options: '0: Temporary Harv Student OT Elig, FAS^FATH^Events', '0: Temporary Harv Student OT Elig, FAS^FATH^Events', and '1: Temporary Harv Student OT Elig, FAS^FATH^Recreation Temp'. The page also displays the date '7 May - 13 May 2023', the schedule 'Weekly', and 'Reported 0 Hours'. A red box highlights the 'CURRENT' label. There are buttons for 'Apply Schedule' and 'Submit'.


The screenshot shows the 'Enter Time' page with an enhanced dropdown menu for '\*Job'. The menu is open, showing three options: 'Job: 0 | Temporary Harv Student OT Elig - Athletics Event Staff | Supervisor: Caitlyn Prandato', 'Job: 0 | Temporary Harv Student OT Elig - Athletics Event Staff | Supervisor: Caitlyn Prandato', and 'Job: 1 | Temporary Harv Student OT Elig - Intramural Referee | Supervisor: Alexander Carras'. The page also displays the date '7 May - 13 May 2023', the schedule 'Weekly', and 'Reported 0.00'. A red box highlights the 'ENHANCED' label. There is an 'Apply Schedule' button.

# PeopleSoft Enhancements Coming May 22, 2023

**Manager Self Service Enter Time Page:** Job/timesheet selection will be improved for employees reporting time for multiple jobs.

**Enter Time**


Select Employee **CURRENT**



Name/Title	Empl Rcd
Temporary Harv Student OT Elig	0
FAS^FATH^Events	

**Enter Time**

Select Employee **ENHANCED**



Name/Title
Temporary Harv Student OT Elig Empl_Rcd: 0   Temporary Harv Student OT Elig - Athletics Event Staff   Supervisor: Caitlyn Prandato
Temporary Harv Student OT Elig Empl_Rcd: 1   Temporary Harv Student OT Elig - Intramural Referee   Supervisor: Alexander Carras

# PeopleSoft Enhancements Coming May 22, 2023

**Absence management for exempt temporary employees:** There are 20 exempt temp employees in the FAS for whom departments and the PeopleSoft team have been manually maintaining balances/time off. These employees will be able to use PeopleSoft for absence management starting May 22.

**New Absence Balance Details page** for employees, managers, and administrators: This new page will display accruals and time taken for each type of absence balance.

My Time Absences Balances

The current balance does not reflect absences that have not been processed. Balance days are based on your standard hours.

<b>Personal Balance</b>	21.00 Hours	3.00 Days	>
As Of 03/15/2023			
Award Date 01/01/2023			
Expiration Date 12/31/2023			
<b>Sick Balance</b>	910.00 Hours	130.00 Days	>
As Of 03/15/2023			
Max Sick	910.00 Hours	130.00 Days	

Balance Details

Entitlement Personal Balance Unit Type Hours

Balance 21.00

Balance History 12 rows

	As Of Date	Opening Balance	Earned	Taken	Adjustment	Balance
1	03/15/2023	21.00	0.00	0.00	0.00	21.00
2	02/15/2023	21.00	0.00	0.00	0.00	21.00
3	01/15/2023	21.00	0.00	0.00	0.00	21.00
4	01/07/2023	21.00	0.00	0.00	0.00	21.00
5	01/01/2023	0.00	21.00	0.00	0.00	21.00
6	12/15/2022	0.00	0.00	0.00	0.00	0.00
7	12/10/2022	0.00	0.00	0.00	0.00	0.00
8	12/03/2022	0.00	0.00	0.00	0.00	0.00
9	11/26/2022	0.00	0.00	0.00	0.00	0.00

# PeopleSoft Enhancements Coming May 22, 2023

**New Forecasting Functionality:** When an employee forecasts a new absence request, they will be notified how it impacts future requests already entered.

Forecasted Balances as of Request Date

Hours Forecasted to be Paid	6.00
Hours Forecasted to be Unpaid	0.00
Vacation Balance	44.00

Eligibility has changed for the following Absences. This is because they were either forecasted or not forecasted. Please go to View Requests to view all future dated requests and Cancel any which are marked as INELIGIBLE.

**Absence Requests** 3 rows

	Absence Name	Begin Date	End Date	Eligibility Value
1	Vacation	05/15/2023	05/19/2023	ELIGIBLE
2	Vacation	07/31/2023	08/04/2023	ELIGIBLE
3	Vacation	10/16/2023	10/20/2023	INELIGIBLE



# EAP Overview

**Tiffany Jadotte**

*Associate Dean,  
FAS Human Resources*

**Betsy Pratt**

*Senior Account Manager, KGA*



HARVARD  
UNIVERSITY



## Employee Assistance Program Overview

HU FAS  
Administrators

Presented by:  
Betsy Pratt  
Senior Account Manager  
May 11, 2023

# The Basics

Provided by Harvard  
**No cost** to you

**Confidential** resource

**24/7** access by phone

Available to employees and  
adult household members



## KGA Access:

- Phone
- Email
- App
- Online Platform:
  - Live Chat
  - Self-schedule

## Three main categories of EAP services:

1. Counseling    2. Consultations    3. Research and referrals

Emotional Health	Parenting	Eldercare	Legal
<ul style="list-style-type: none"> <li>• Addiction</li> <li>• Depression/anxiety</li> <li>• Mental illness</li> <li>• Stress</li> <li>• Sleep</li> </ul>	<ul style="list-style-type: none"> <li>• Childcare resources</li> <li>• Education support</li> <li>• Family/marital issues</li> <li>• Parent support</li> </ul>	<ul style="list-style-type: none"> <li>• Care facility research</li> <li>• Eldercare resources</li> <li>• Hospice programs</li> <li>• In-home assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Home buying</li> <li>• Landlord/tenant</li> <li>• Divorce/custody</li> <li>• Wills &amp; trusts</li> </ul>
Financial	Work	Home	Nutrition
<ul style="list-style-type: none"> <li>• Budget/debt/credit</li> <li>• Financial planning</li> <li>• Retirement planning</li> <li>• Tax questions</li> </ul>	<ul style="list-style-type: none"> <li>• Career exploration</li> <li>• Performance concerns</li> <li>• Time management</li> <li>• Work stress</li> </ul>	<ul style="list-style-type: none"> <li>• Adult education</li> <li>• Home services</li> <li>• Relocation services</li> <li>• Fitness/yoga classes</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy eating</li> <li>• Nutritional education</li> <li>• Special diets/disease</li> <li>• Weight management</li> </ul>



# Support for Family, Home & Work



## Network of Expert Consultants and Coaches

30-minute consultations



### Parent / Child

- Early Childhood Development Specialist
- Fertility Coach (new 2023)
- Lactation Specialist
- Parent Coach (new 2023)
- Special Education Consultant



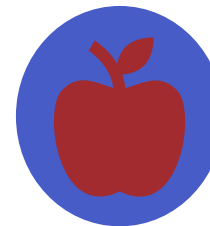
### Career

- Professional Career Coaches



### Legal

- In-house attorney
- CLC



### Nutrition

- Registered Dietitians



### Financial

- Certified Financial Planners
- Certified Public Accountants
- Financial Coaches (MSA)



### Sleep

- Sleep Coach – 3 sessions

# Support for Mental Health



## KGA Intake

- Experienced, licensed counselor
- Assess situation
- Determine and navigate next steps together

## Counseling Options

1 KGA Counselor – Virtual  
(3 sessions)

2 In-Network Counselor  
(3 sessions)

3 BetterHelp  
(3 sessions)

3 Talkspace  
(3 sessions)

Hey Peers Online  
Support Groups  
(10 sessions)

Referrals to Vetted  
Specialist

## Follow Up

Follow up with all cases

By phone & email

# KGA Digital Features



## KGA LifeServices Platform

**Employee access** to mental health support, resources for daily living, live events and more.

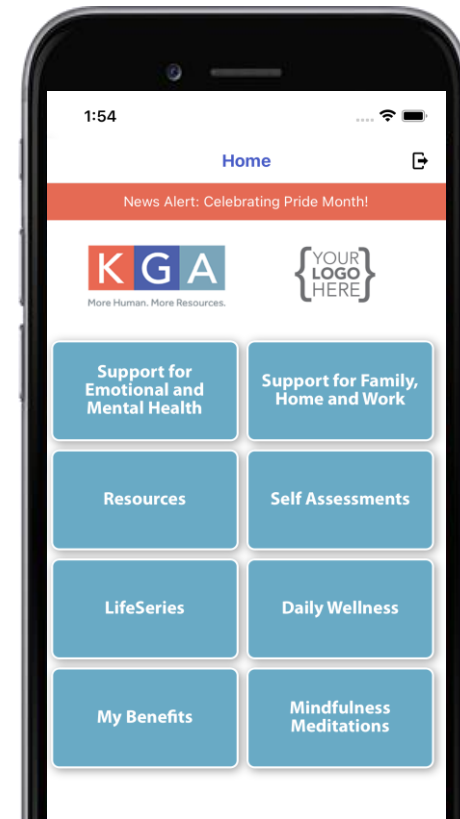
[Harvardeap.kgreer.com](https://harvardeap.kgreer.com)

[My.kgalifeservices.com](https://my.kgalifeservices.com) Company

Code: harvard

## KGA Mobile (fully integrated app)

Provides online access to resources, self scheduling whenever, wherever.



# Ways We Help Managers



## Manager Support:

- Consultations
- Employee referrals
- Onsite crisis support
- Online training and resources

# Thank you



Download **KGA Mobile**



## Accessible by:

- Phone: 877-327-4278 or 877-EAP-HARV (24/7)
- Website: [harvardeap.kgreer.com](http://harvardeap.kgreer.com)
  - Live Chat (9-5pm M-F)
  - Self-scheduler
- Email: [info@kgreer.com](mailto:info@kgreer.com)(9-5pm M-F)
- App: KGA Mobile





# Administrative Operations Initiatives

**Mary Ann Bradley**

*Associate Dean for  
Administrative Operations*

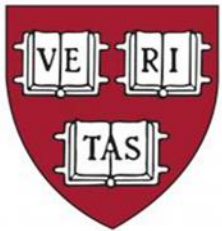
**Stephanie Nasson**

*Senior Director of Administrative  
Operations*

**Katherine McCormack**

*HUIT, ATS*





# Administrative Operations Initiatives

## Upcoming Projects

*Q4 2023 – Q3 2024*

### Near Term

*Q4 2023*

- Website terms of use audit
- FileShare: Managed Sharepoint migrations con't

### On Deck

*Q2 2024*

- Univ. Credit Card Policy
- Electronic I-9 roll out
- FileShare: Managed Sharepoint migrations finish



### Upcoming

*Q1 2024*

- Electronic I-9 Aurora dev.
- Digital Accessibility Policy
- FileShare: Managed Sharepoint migrations con't

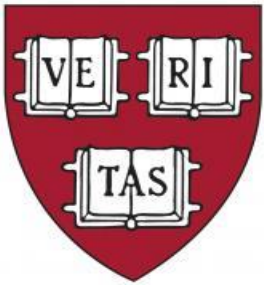
### Future

*Q3 2024*

- eShip Global launch in B2P
- FAS Data Hub
- Jabber softphone app update & Harvard Phone infrastructure upgrade

## Recently Completed

- **APRIL:** Credit Card Policy Focus Groups, DIL Engagements, ORCID iD Launch



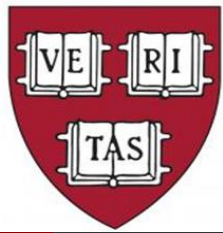
# A Day in the Life of an FAS Department Administrator

**Katherine McCormack**

*HUIT, Administrative Technology Services*

*[Katherine\\_mccormack@harvard.edu](mailto:Katherine_mccormack@harvard.edu)*





# Our Research Approach

## STUDY OBJECTIVES



Identify and document root causes of user frustrations and opportunities to improve the current ecosystem of an FAS Department Administrator in the following focus areas:

**Systems and Integrations**

**Processes and Procedures**

**Documentation, Training, Policy**

## RESEARCH METHODS



**Interviews**



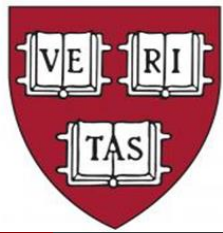
**Observations**



**Focus Groups**



**Surveys**



# Who Did We Meet?

*FAS Department Administrators utilize many processes and support a variety of activities for their department. This group holds a lot of institutional knowledge and knows how to get the job done when different priorities arise.*

Participant Outreach

# 95

Departments Represented

# 51

Average Years Experience

# 10

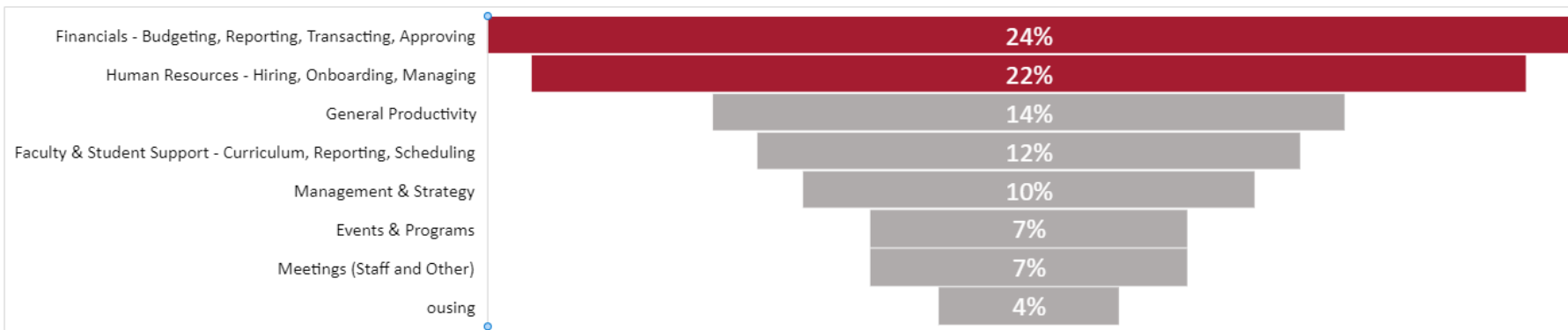
Strong On-Campus Presence

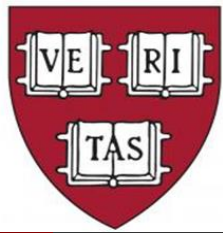


Constantly Context Switching



## Activities by % of Time Spent - From Individual Interviews





# What Did We Learn?

*We have too many systems, the systems don't talk to one another, and it is difficult to remember all of the training and guidance or where to find it.*



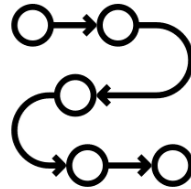
**Strong focus on Usefulness may outweigh other user needs like Usability.**

## Systems and Integrations

High volume of systems and varying design constructs

Shadow system tracking and reporting

Duplicative data entry or copy paste



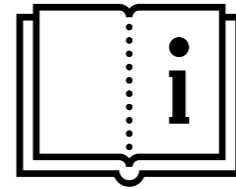
**We deliver solutions related to one particular product/process, but there is often impact on a wider scale.**

## Processes and Procedures

Many approvals within each value stream

Constant coordination and facilitation to meet service levels

Limited visibility to status and updates



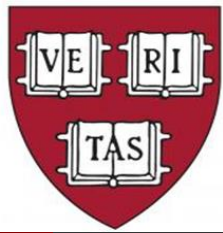
**We require that DAs maintain a vast knowledge of processes and systems to do their job.**

## Documentation, Training, Policy

Policy and user guide updates are not always tracked

Documentation is very hard to find/use

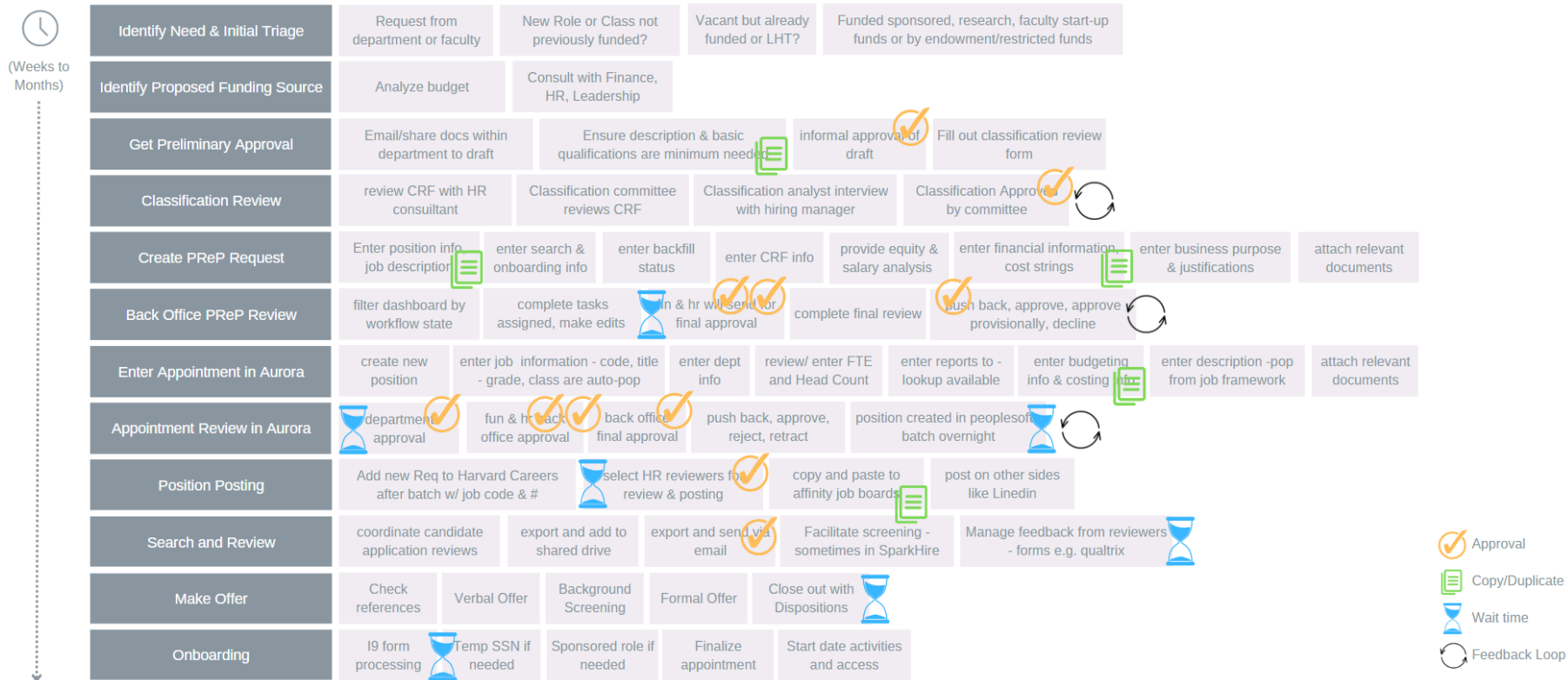
No end to end visualization of process

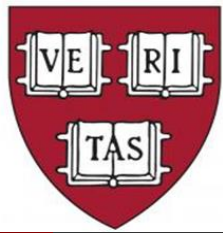


# We Heard You!

*Example: The process of hiring for staff positions is filled with layers of approvals, undetermined SLAs and wait times, potential for re-work due to delayed feedback loops, and need to reconcile/copy information across systems.*

Note: This diagram is oversimplified. The intent is to demonstrate the current process at a high level and to highlight approvals, wait times, duplication and loops.





# What We Can Do – The Big Picture

## Systems and Integrations

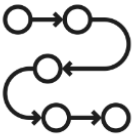


Evaluate current systems in relation to User Experience principles to establish a **baseline** of where we are today.

Plan for time and resources dedicated to **user experience earlier** in project and development lifecycles prior to any product launch and involve end-users more frequently.

Establish methods to measure user experience through usability evaluations and **metrics**, accessibility evaluations, web analytics, process analytics.

## Processes and Procedures



Establish a practice of performing impact assessments not only with a focus on technology and features, but also for service and process design across **value streams**.

Focus on the **big picture** when planning and implementing point solutions.

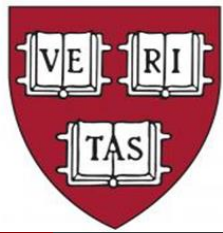
## Documentation, Training, Policy



Review all **channels** where Department Administrators can currently obtain documentation and centralize where possible.

Review documentation for **consistencies** in format, language, accessibility.

Use design research practices such as card sorting or tree testing to help **organize** documentation in a way that makes most sense to the users.

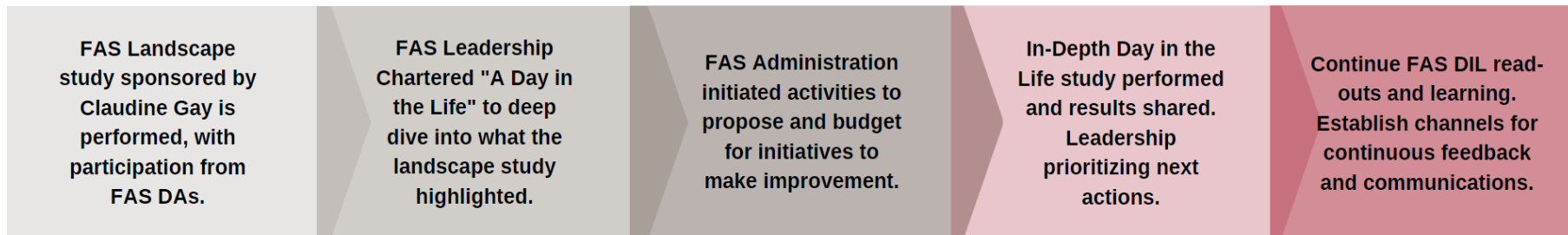


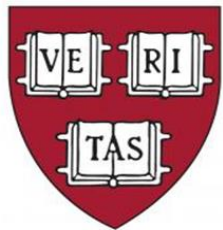
# What We Are Doing – The Current Picture

*The following is a list of projects **in flight** and proposals that fall into the functional categories that we learned about during the study.*

HUMAN RESOURCES	FINANCE	PROGRAMS & EVENTS	ACADEMIC SUPPORT	USER EXPERIENCE
PReP integration with Aurora	eShip & Export Controls	<b>CRM Discovery Project</b>	<b>Early Registration Project</b>	<b>FAS IT Landing Page</b>
Talent Acquisition Modernization - Harvard Careers	Supplier Onboarding Process and Technology	Mailman upgrade / grouper for distribution lists	<b>Section Allocation Tool Revision</b>	Digital Accessibility support for FAS departments
<b>19 eVerify and Technology Updates with Equifax</b>	SprinTax Glacier Replacement		TA/TF Appointment process/portal	<b>Ongoing Planned Training</b>
			<b>Data Hub Project</b>	

## *Continued Momentum and Next Steps, based on Feedback from the FAS Community:*





# Thank you to the project team and participants!

Harvard College	Division of Science	Division of Social Science	Division of Arts & Humanities	HUIT
Sheila Thimba	Andrea Moore	Amy Parker	Ann Janik	Jason Shaffner
Ranna Farzan	Becky Chethem	Donna Griesenbeck	Daniel Hegarty	Katherine McCormack
Chris Kabacinski	Belinda Chu	Jennifer Perry	Denise Oberdan	Kaitlyn Santa-Lucia
Christy Krant	Bonnie Currier	Jessica Gauchel	Emily Amendola	MacLane Merk
Imry Halevi	Charlotte Gallant	Jessica Matteson	Emily Warshaw	Elizabeth Yennaco
Kathleen Comber	Deana Reardon	John Park	Genesee Johnson	Hillary Stoebig
Marcy Holabaugh	Debra Maddalena	Jorge Espada	Kalan Chang	Isabelle Modiano
Marie Tai	Despina Bokios	Karen Kaletka	Kristen Lagliardo	Lauren Szufat
Paris Sanders	Erin Collins	Khue Nguyen	Nancy Shafman	Paul Rizzi
Sarah Espada	Irene Minder	Kirsten Vagliardo	Paula Soares	Penny King
Karen Galvez	Jesselyn Opie	Krista Lester	Penny Skalnik	
Vanessa Osgood	Jessica Manning	Logan McCarty		
Lisa Viola	Jim Clem	Maggie Lopes		
	Joe Lavin	Maria Altamore		
	Julie Colby	Mike Holmes		
	Kara Colannino	Monica Tesoriero		
	Kathleen McCloskey	Monique Rivera		
	Kristin Pennarun	Penny Skalnik		
	Liz Bean	Sylvie Potookian		
	Megan McHugh	Thom Wall		
	Michelle Wong	Purvang Patel		
	Natalie Durham	Maria Curcio		
	Nicole Terrien	Ruth Polleys		
	Sarah Elwell			
	Shanna DeBlicek			
	Silke Exner			

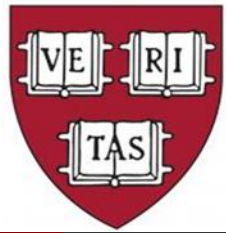


# Ongoing Trainings – Year End and Summer

- The Admin Ops/ASAP team will be offering year end focused trainings for May and June including:
  - Journals with TLX
  - GL-PCR
  - HART
  - YE Accounting (in partnership w/Accounting team)
  - YE Review Session (in partnership with Accounting & Payroll teams)
- For more details, please visit: <https://adminops.fas.harvard.edu/asap-training>
- Our annual survey will be sent out shortly to Department Administrators to help Admin Ops/ASAP determine the training needs for the summer.
- **New for 2023** – Based on the survey results, two Finance Fundamentals modules will be offered over the summer. The full program of six modules will be offered in January 2024.

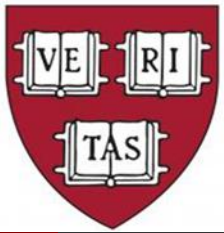
Please register for all classes in the Harvard Training Portal:  
<https://trainingportal.harvard.edu/>





# Office Hours

- The Nonresident Alien Tax team will host virtual office hours:
  - Tuesdays, Wednesdays, and Thursdays from 10am-11am from 5/4 to 6/29.
  - Supplier Onboarding will also participate
  - Please note that these sessions are intended to assist departmental administrators and other staff who onboard and pay foreign individuals, not for the foreign individuals themselves.
- [Please click here to join the session.](#)
- Reminder, please reach out to the Admin Ops/ASAP team with questions regarding system functionality.
- Team email: [fasasap@fas.harvard.edu](mailto:fasasap@fas.harvard.edu)



# Have a Happy summer!

