Technology: Higher Education's Strategic Partner in HR

Delivering dynamic insights and freeing staff to focus on what matters most

Critical focus: optimizing solutions

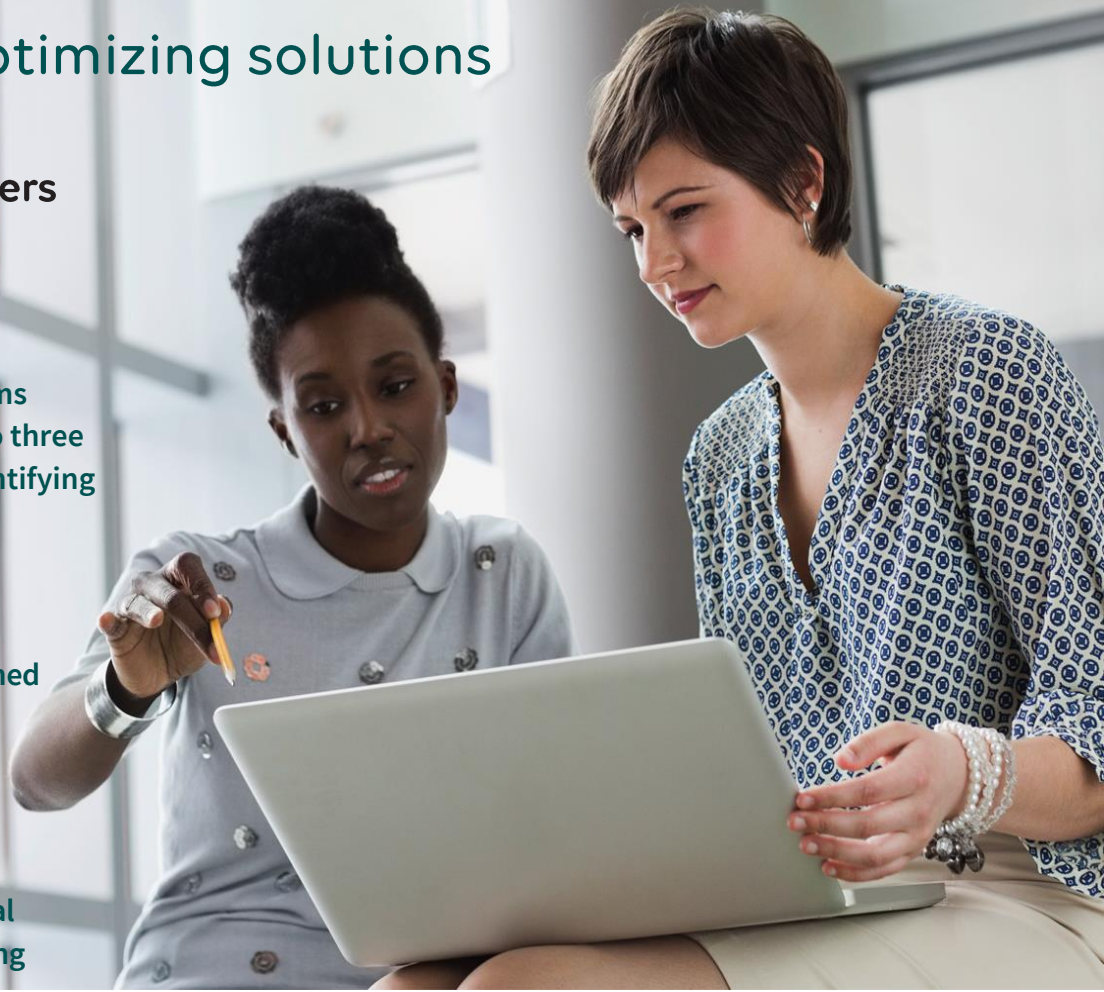## What campus HR leaders are saying:

75% of institutions have upgraded their systems within the past one to three years but are still identifying shortfalls

32% of HR leaders say that their HR and payroll processes are not aligned with operational or strategic goals

99% of institutions say that they are in need of strategic human capital management consulting

An Opportunity to Automate

Manual processes plague institutions across the country

Relying on manual processes to complete core HR, finance, and payroll processes limits opportunities to harness valuable data and leaves room for costly errors and inaccuracies, while outsourcing can prove inefficient as third-party costs add up.

HR departments across the board are spending too much time on tasks they say could be eliminated with the use of employee self-service applications. This strain is particularly prevalent at two-year colleges, where 40% of HR leaders (compared to 27% at four-year institutions) **said their department devotes at least 50% of working hours** to tasks that could ideally be handled by campus employees themselves.

ÜKG

Opportunities Exist to Better Utilize KPIs

Higher education leaders identified the HR and payroll processes key performance indicators (KPIs) that they currently track, and some metrics are underutilized.

More than half (53%) of the institutions say they **intend to expand** the number of KPIs that they track when they have the time.

A third say that they're prevented from tracking certain KPIs because they **lack the necessary tools**.

Fifteen percent of leaders say they **don't see the value** in measuring all of the listed KPIs which represents an opportunity to educate them about what is possible with the data.

51%
DEI&B metrics

43%
Employee engagement or satisfaction

41%
Benefits adoption

39%
Labor expenses

35%
Labor hours

35%
Retention and turnover

33%
Time-to-hire/fill

25%
Training costs

20%
Hiring costs

ÜKG

"Campus leaders often focus on what they can do to enhance the student experience, and rightly so. But they also need to focus on enhancing the employee experience, because that is going to shape the student experience. Colleges and universities can't provide a good student experience unless they have the staff to do so.

Julie Develin,
Senior HCM Strategic Advisor, UKG

HR leaders agree — almost unanimously — that an all-in-one solution would better serve their institutions.

According to 96% of campus leaders, an all-in-one HR, payroll, talent, time, and scheduling system would create more efficiencies for their institution and 95% say it would better support campus employees who expect a modern technology experience at work.

About UKG

At UKG, our purpose is people.™ As strong believers in the power of culture and belonging as the secrets to success, we champion great workplaces and build lifelong partnerships with our customers to show what's possible when businesses invest in their people. Born from a historic merger that created one of the world's leading HCM cloud companies, our unique Life-work Technology ™ approach to HR, payroll, and workforce management solutions for all people helps more than 70,000 organizations around the globe across every industry anticipate and adapt to their employees' needs beyond just work. To learn more, visit ukg.com.

For Additional Information:
www.ukg.com/highered

Join the conversation:
@UKGInc

For more on the research please contact:
Tonya Eckert
tonya.eckert@ukg.com

Tasha Yohan
tasha.yohan@ukg.com

Survey Methodology

This report is based on research conducted by UKG between September 2 and September 12, 2022, analyzing responses from 150 HR functions within two- and four-year institutions as well as state systems in the U.S. This study explores the need for investment in back-office HR technologies in higher education environments, emphasizing opportunities to automate, centralize, and simplify processes to ensure a more streamlined at-work experience for faculty, students, and staff.

UKG
Our purpose is people