

## Introduction

*In March of 2019, the Board of Regents (BOR) approved the formulation of NSHE Payroll Services (NPS) and the policies and procedures that govern the operation of NPS. The policies and procedures are memorialized in the BOR's Procedures and Guidelines Manual, Chapter 5, Section 17 (Manual). This annual report is intended to provide the metrics and reporting required in the Manual for the purpose of evaluating efficiency and effectiveness.*

## NSHE-Wide Support

NPS is committed to transparency, stakeholder accountability and data-driven decision making. During Calendar Year 2020, NPS implemented the following measures to improve efficiency and achieve cost savings:

- A system-wide helpdesk was established to better resolve and track issues affecting our employees;
- W-2 processing formerly processed by a third party vendor was brought in-house, resulting in cost savings of ~\$75k each biennium with 28,935 W-2s processed in CY2020;
- Furlough configuration was implemented with support from many system-wide stakeholders as a result of budget reduction due to COVID-19;
- Payroll processing continued without disruption during shut downs and "work from home" orders;
- Payroll operations is now processing integrations previously performed by System Computing Services (SCS) without additional cost, allowing for better error handling and responsiveness during integration failures;
- Staffing changes, reorganization, and the savings noted above, offset by additional duties, netted total savings in of \$182k or 11.3% from the previous year, with the per payment cost being reduced from \$3.05 to \$2.87.

The following pages in this report will highlight metrics that demonstrate and report to our stakeholders the activities undertaken during the year for the purpose of evaluating efficiency and effectiveness. We hope you find this information useful in accomplishing that goal.

## Committed to Transparency

NSHE Payroll Services is charged with provision of the following services for all Nevada System of Higher Education employees:

- paycheck distribution;
- customer service (employees and institutions);
- communication of all payroll and tax-related events;
- management of individual withholding, deductions, and contributions;
- maintenance of all pay-related records;
- production of tax-related documents such as W-2s;
- implementation of changes to employee names;
- withholding selections;
- direct deposit statuses;
- filing and depositing of institutions' taxes;
- response to employment verification requests; &
- adherence to all state, federal, and NSHE payroll laws and regulations

## NSHE PAYROLL SERVICES



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## 1. Total Payments and Voided Payments

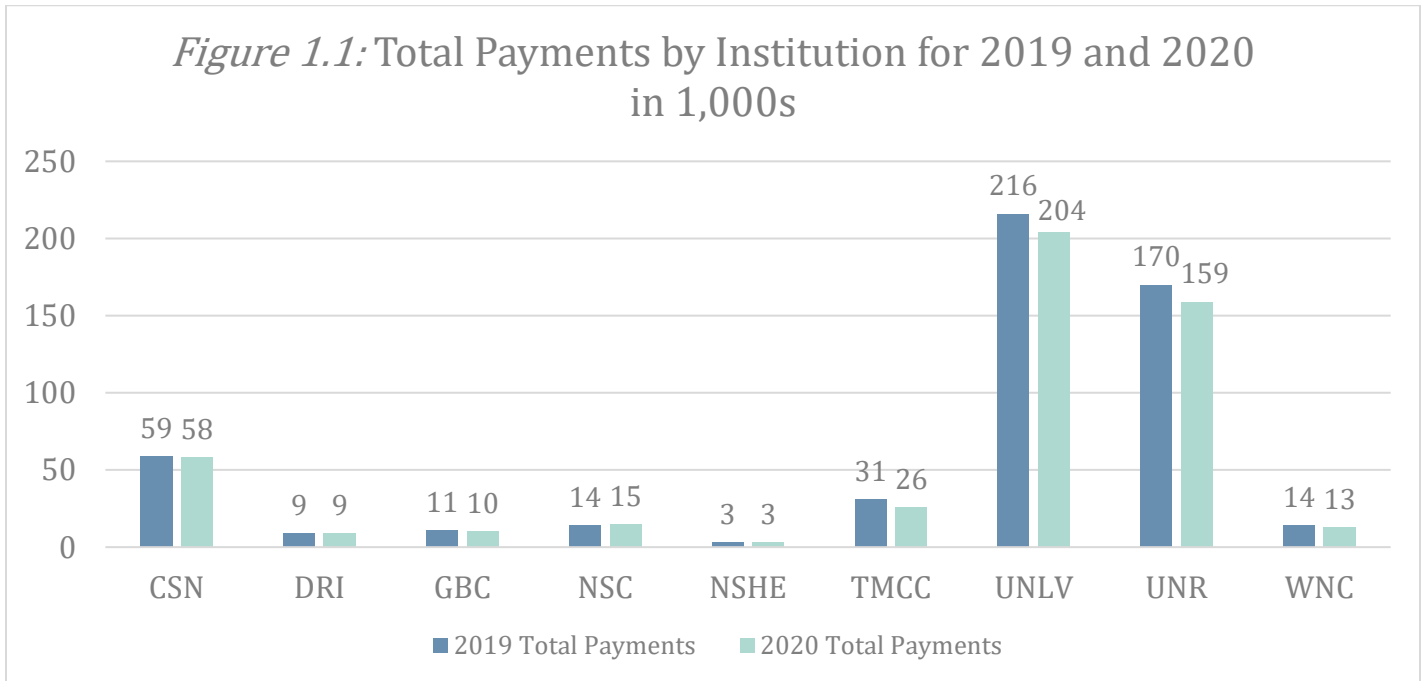


Figure 1.1: Total Payments by Institution for 2019 and 2020

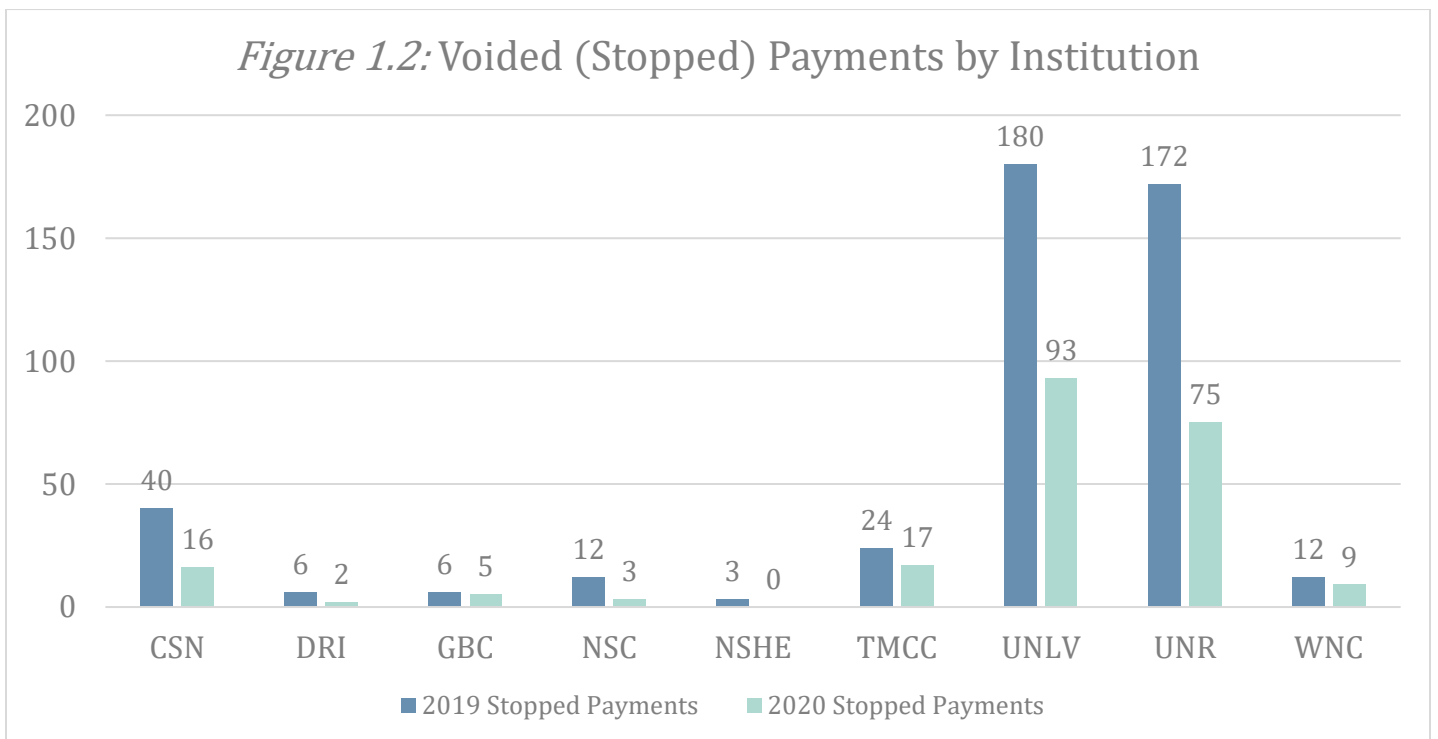
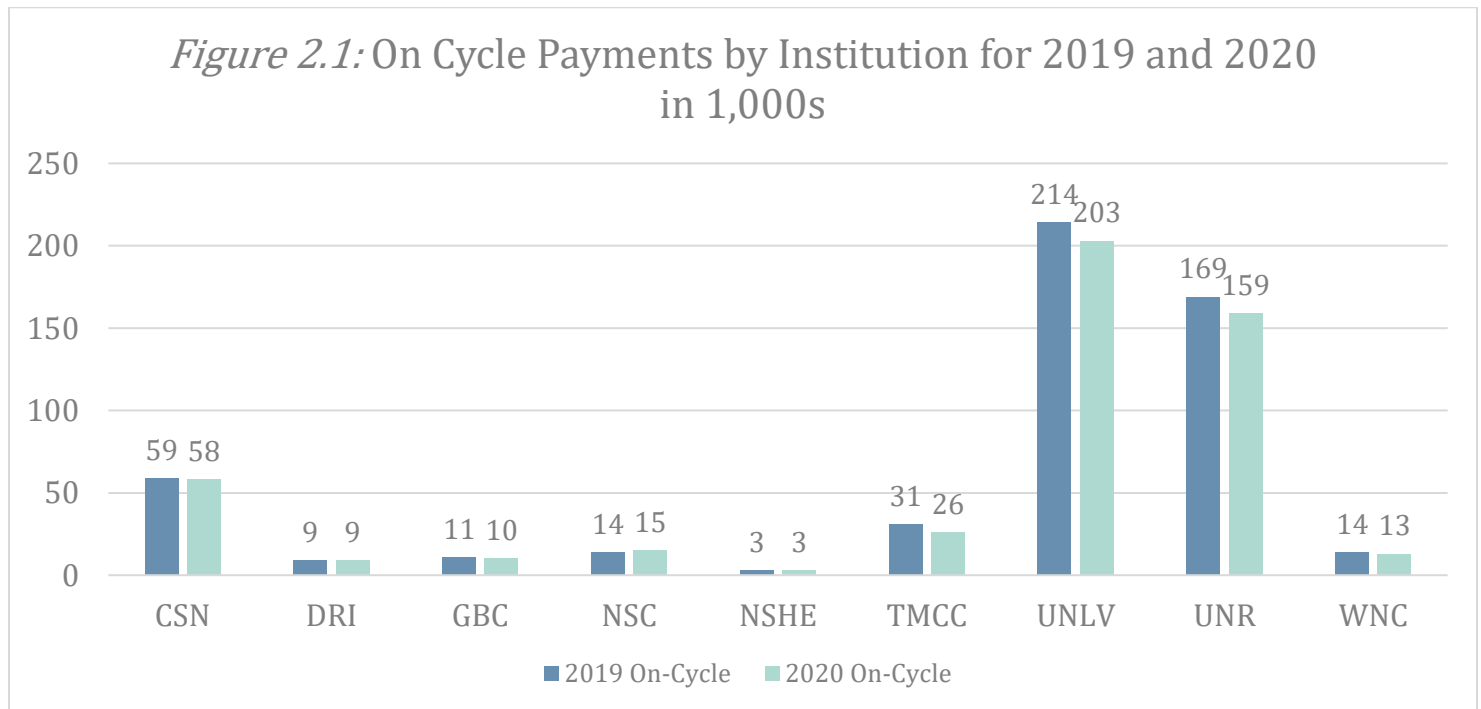


Figure 1.2: Voided (stopped) Payment by Institution for 2019 and 2020

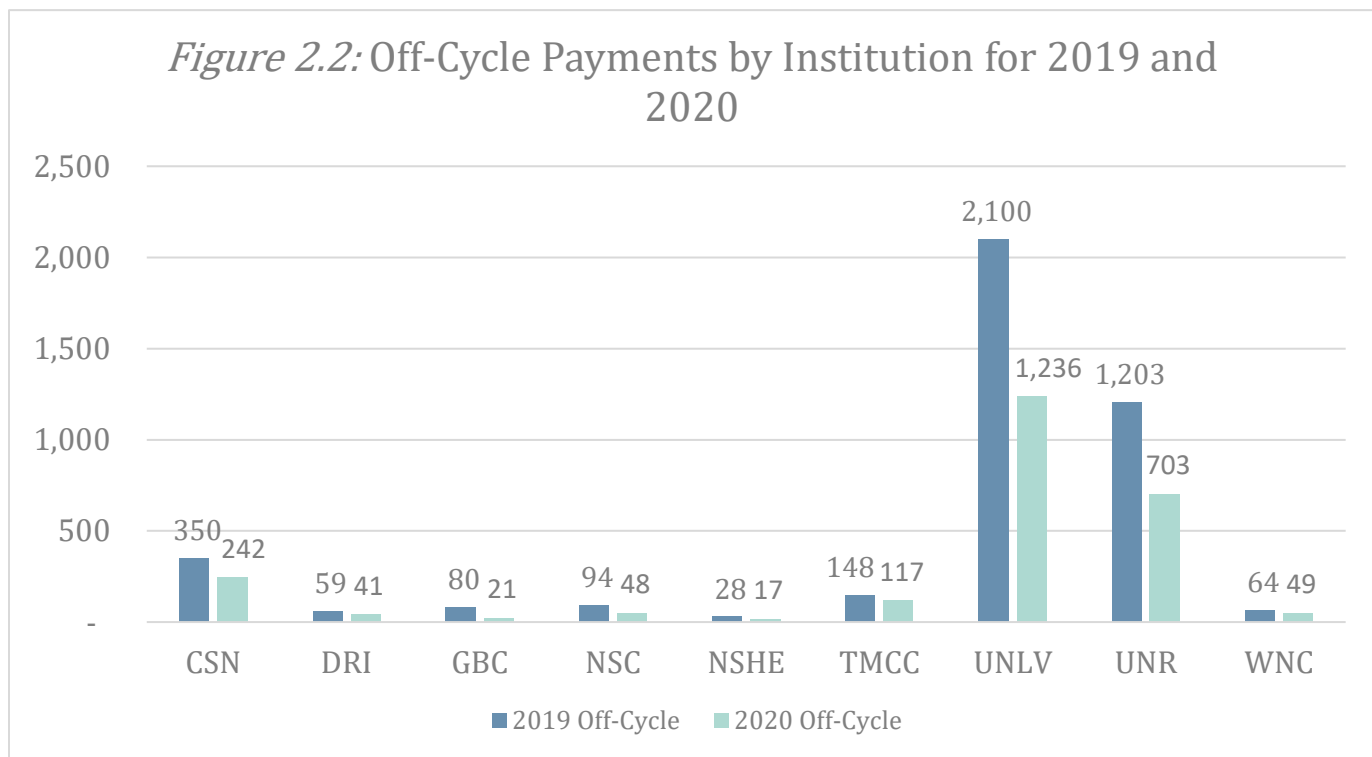
## 2. On-Cycle and Off-Cycle Payments

On-cycle is defined as payments that were completed as part of a scheduled payroll cycle. In all, 497,680 payments were completed in 2020, 527,170 were completed in 2019. In 2020 and 2019, off-cycle payments were 2,474 and 4,126, respectively. Off-cycle payments to total payments declined from .8% to .5% from 2019 to 2020.



*Figure 2.1: On Cycle Payments by Institution for 2019 and 2020*

Off-cycle payments were made between pay periods, typically due to work time not being entered before payroll or other retroactive but critical adjustments.



*Figure 2.2: Off-Cycle Payments by Institution for 2019 and 2020*

Percent of On-Cycle to Off-Cycle Payments shows what percentage of each institution's respective payments were on and off-cycle. Off-cycle payments are a result of changes to earnings or deductions that complete outside of regular payroll payment process. Reasons for these adjustments to net pay are defined after Figure 3.4. Off-cycle payments for all campuses declined when compared to on-cycle between 2019 and 2020.

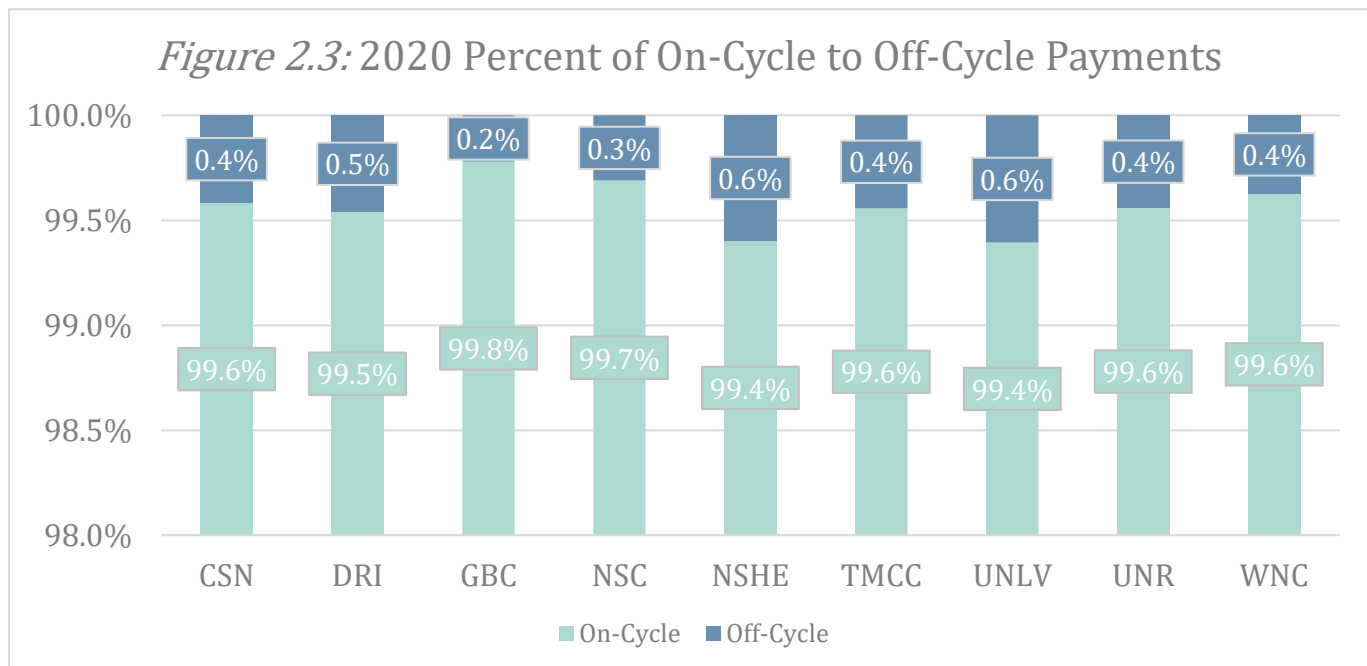


Figure 2.3: 2020 Percent of On-Cycle to Off-Cycle Payments

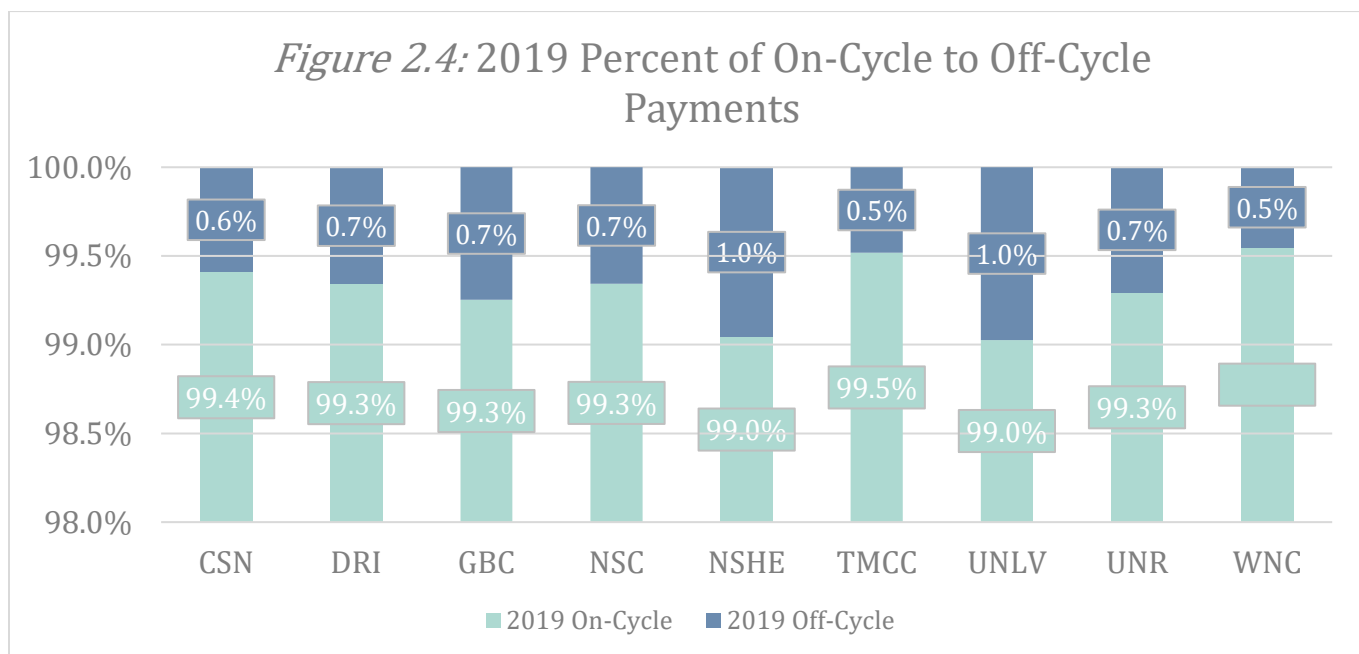
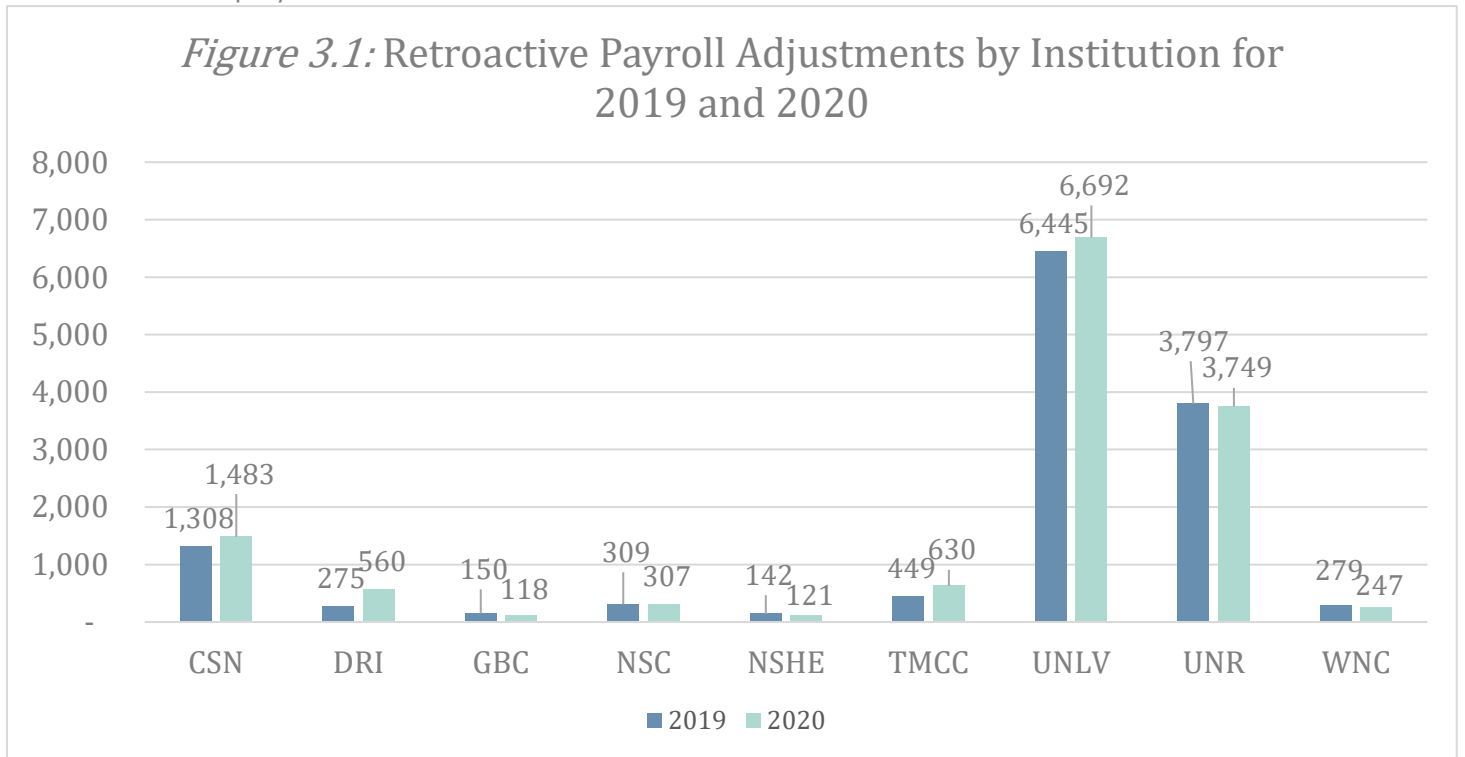


Figure 2.4: 2019 Percent of On-Cycle to Off-Cycle Payments

### 3. Retroactive Adjustments

Retroactive payroll adjustments are defined as adjustments made relating to prior payroll periods that required adjustments to current payments, additional payments to be processed, payments voided; and/or repayment of funds from employees.



*Figure 3.1: Retroactive Payroll Adjustments for 2019 and 2020*

Retroactive payroll adjustments when compared to all payments increased as a percentage between 2019 and 2020 for all campuses from 2.4% to 3.2%.

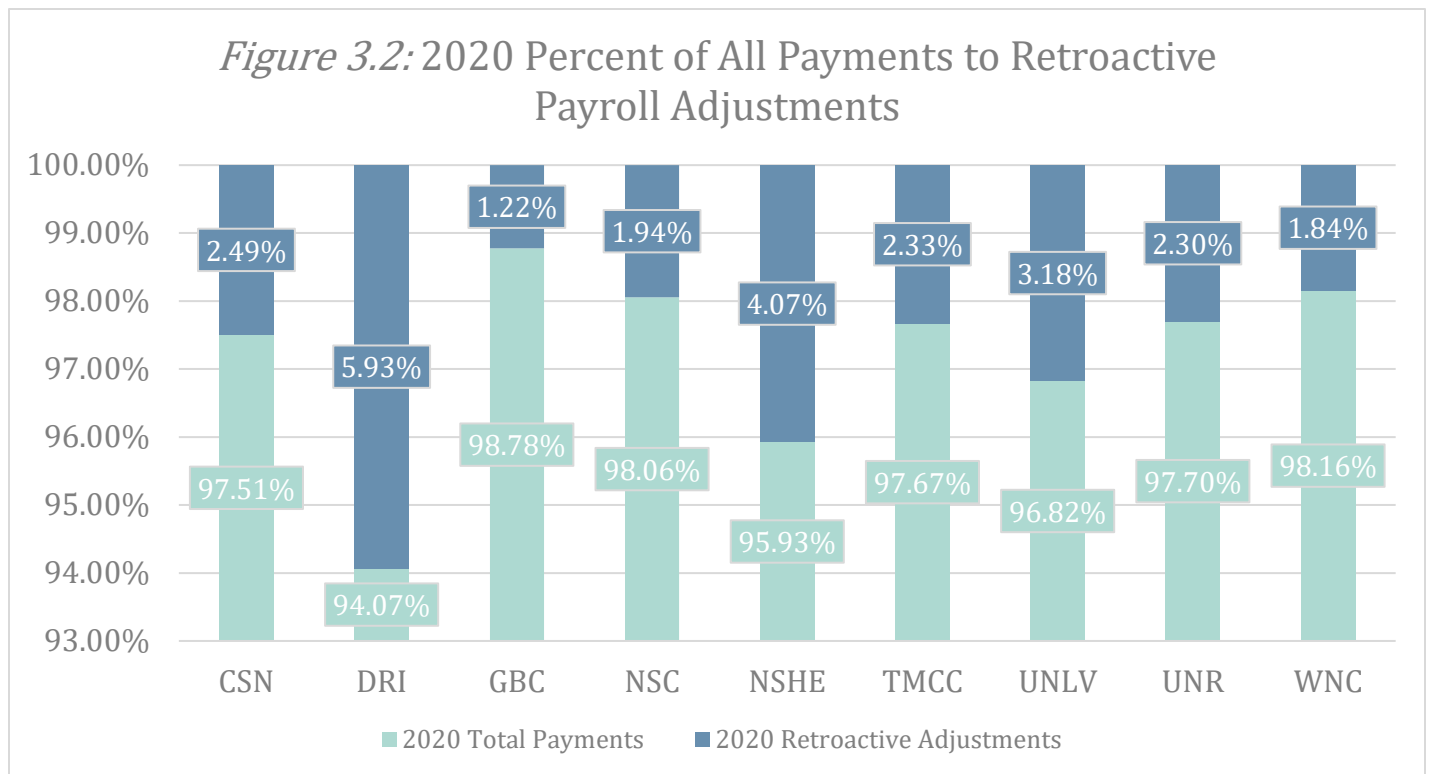


Figure 3.2: 2020 Percent of All Payments to Retroactive Payroll Adjustments

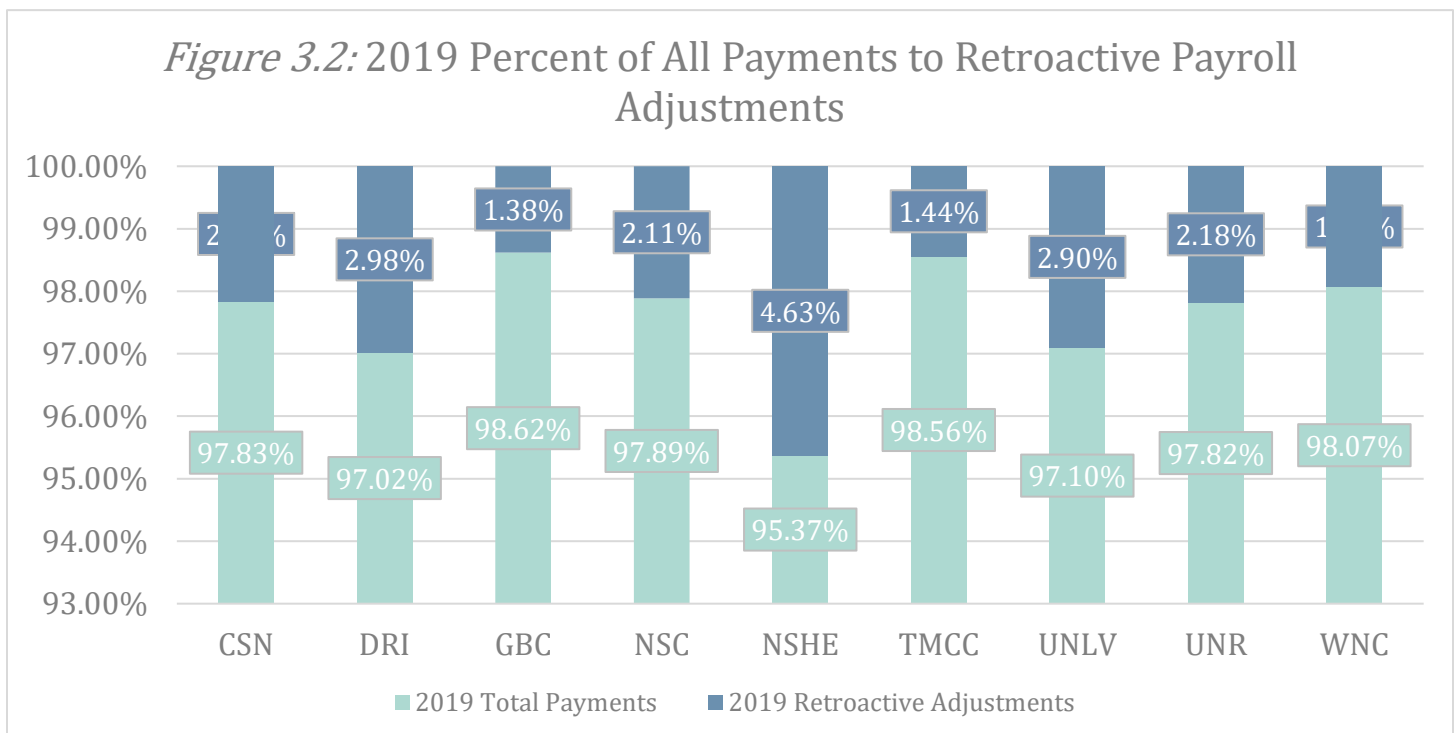
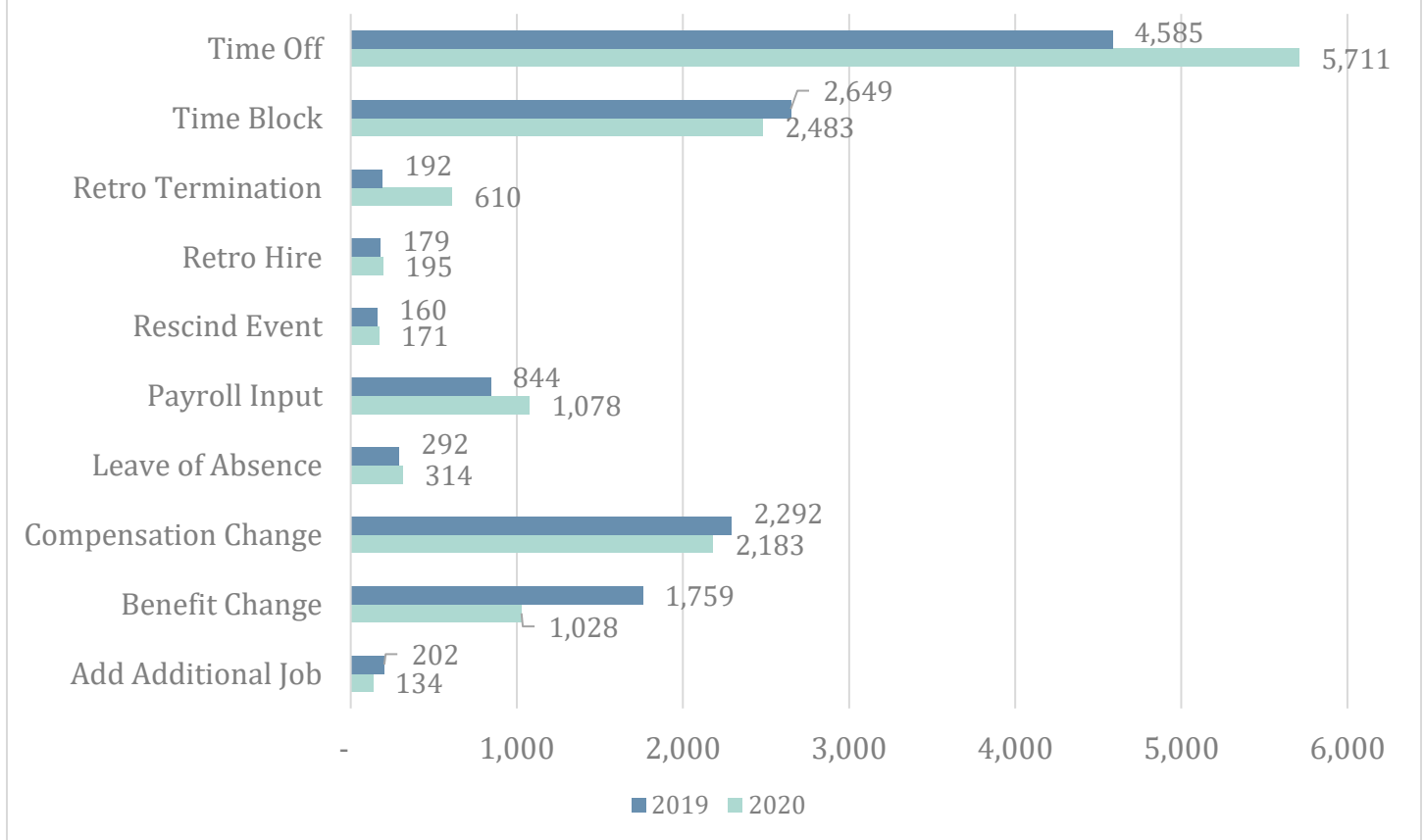


Figure 3.3: 2019 Percent of All Payments to Retroactive Payroll Adjustments



*Figure 3.4: Number of Retroactive Adjustments by Type for 2019 and 2020*



*Figure 3.4: Number of Retroactive Adjustments by Type for 2019 and 2020*

**Add Additional Job:** HR business process for additional job changes in Workday that are not completed timely for payroll completion.

**Benefit Change:** HR business process for benefit changes in Workday that are not completed timely for payroll completion.

**Compensation Change:** HR business process for compensation changes in Workday that are not completed timely for payroll completion.

**Leave of Absence:** Leave corrections such as FMLA or Sabbatical.

**Payroll Input:** A variety of corrections handled directly by the Payroll office, not initiated by a business process. These entries correct earnings and deductions, primarily related to benefit changes.

**Rescind Event:** Events that have been recalled in Workday that are not completed timely for payroll completion.

**Retro Hire:** Hire events that are entered into Workday after a period for which the worker is to have been paid.

**Retro Termination:** Termination events that are entered into Workday after a period for which the worker is to have been paid.

**Time Block:** Hourly time entry corrections.

**Time Off:** Annual and sick time corrections.

2019 and 2020 Breakdown of Retroactive Payments by Reason and Institution										
Institution	Add Additional Job	Benefit Change	Comp Change	Leave of Absence	Payroll Input	Rescind Event	Retro Hire	Retro Term	Time Block	Time Off
CSN 2020	20	133	436	31	65	17	23	55	148	555
CSN 2019		206	261	37	74	15	20	23	195	456
DRI 2020	1	35	80	14	15	1	3	0	60	351
DRI 2019	2	39	68	3	8	2	0	0	56	97
GBC 2020	0	12	8	2	7	0	0	0	32	57
GBC 2019	1	29	15	1	6	0	0	0	52	46
NSC 2020	2	31	56	5	14	4	0	5	52	138
NSC 2019	6	68	52	7	14	8	0	0	39	115
NSHE 2020	0	5	13	5	9	1	0	0	9	79
NSHE 2019	0	20	15	5	11	0	0	0	4	87
TMCC 2020	1	33	84	19	27	1	1	15	44	405
TMCC 2019	5	39	64	28	31	3	0	12	80	185
UNLV 2020	64	540	888	98	667	90	142	351	1349	2503
UNLV 2019	118	880	1093	102	480	107	132	99	1303	2131
UNR 2020	41	226	588	134	257	54	26	174	715	1534
UNR 2019	39	454	669	99	187	20	24	58	866	1381
WNC 2020	5	13	30	6	17	3	0	10	74	89
WNC 2019	8	24	55	10	33	5	3	0	54	87

Figure 3.5: 2019 and 2020 Breakdown of Retroactive Payments by Reason and Institution

## 4. Payroll Time Submissions

Standard time submissions are time entered by the employee and submitted to payroll by the employee's supervisor. Standard time submission decreased from 126,793 in 2019 to 105,415 in 2020 or 16.9% decrease.

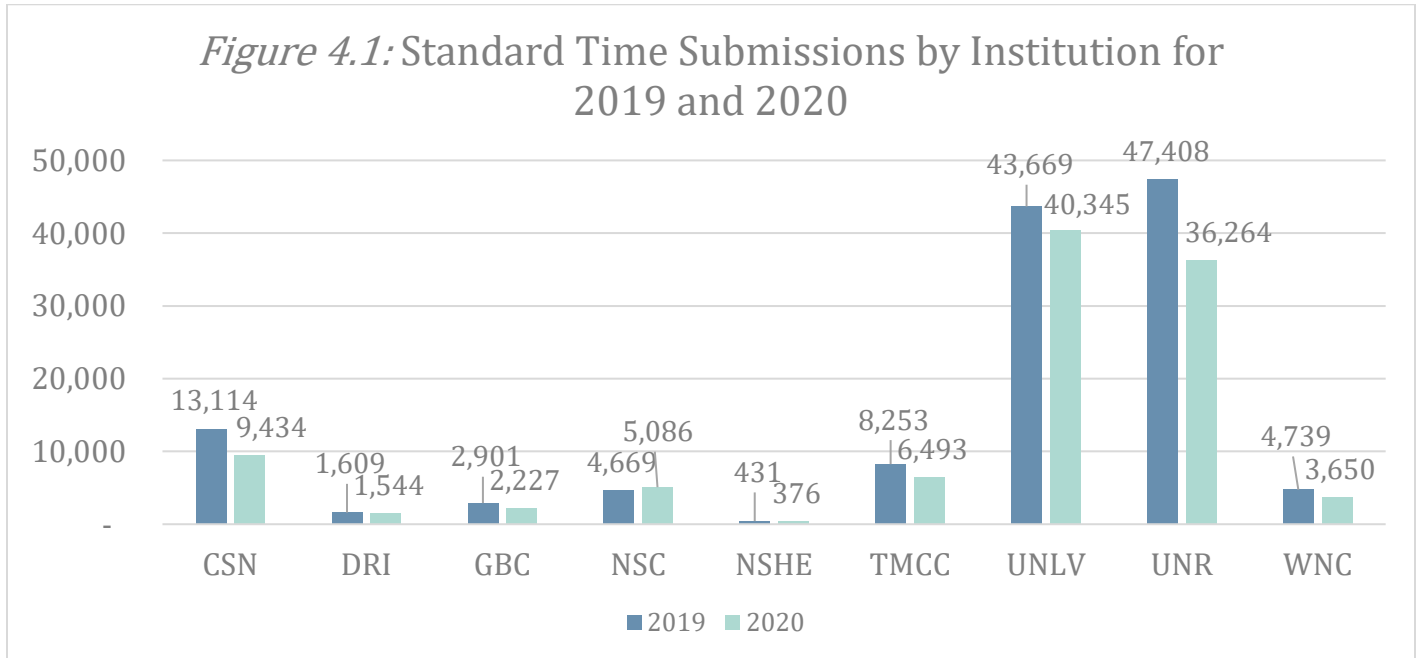


Figure 4.1: Standard Time Submissions by Institution for 2019 and 2020

En Masse time submissions are time entered by the employee and submitted to payroll by NSHE Payroll Services because supervisors did not approve or deny time prior to the payroll deadline. En masse time submissions in 2019 and 2020 were 16,928 and 9,906, respectively, a decrease of 41.5%.

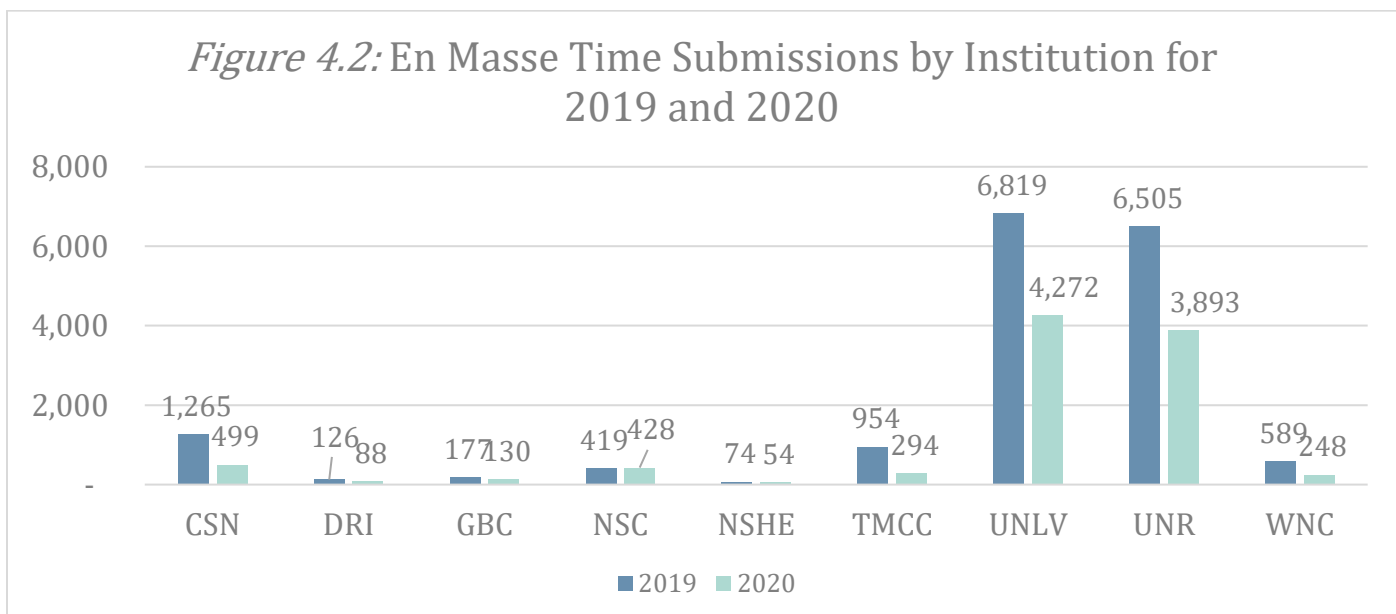


Figure 4.2: En Masse Time Submissions by Institution for 2019 and 2020

En Masse time submissions as a percent of total decreased for most all campuses.

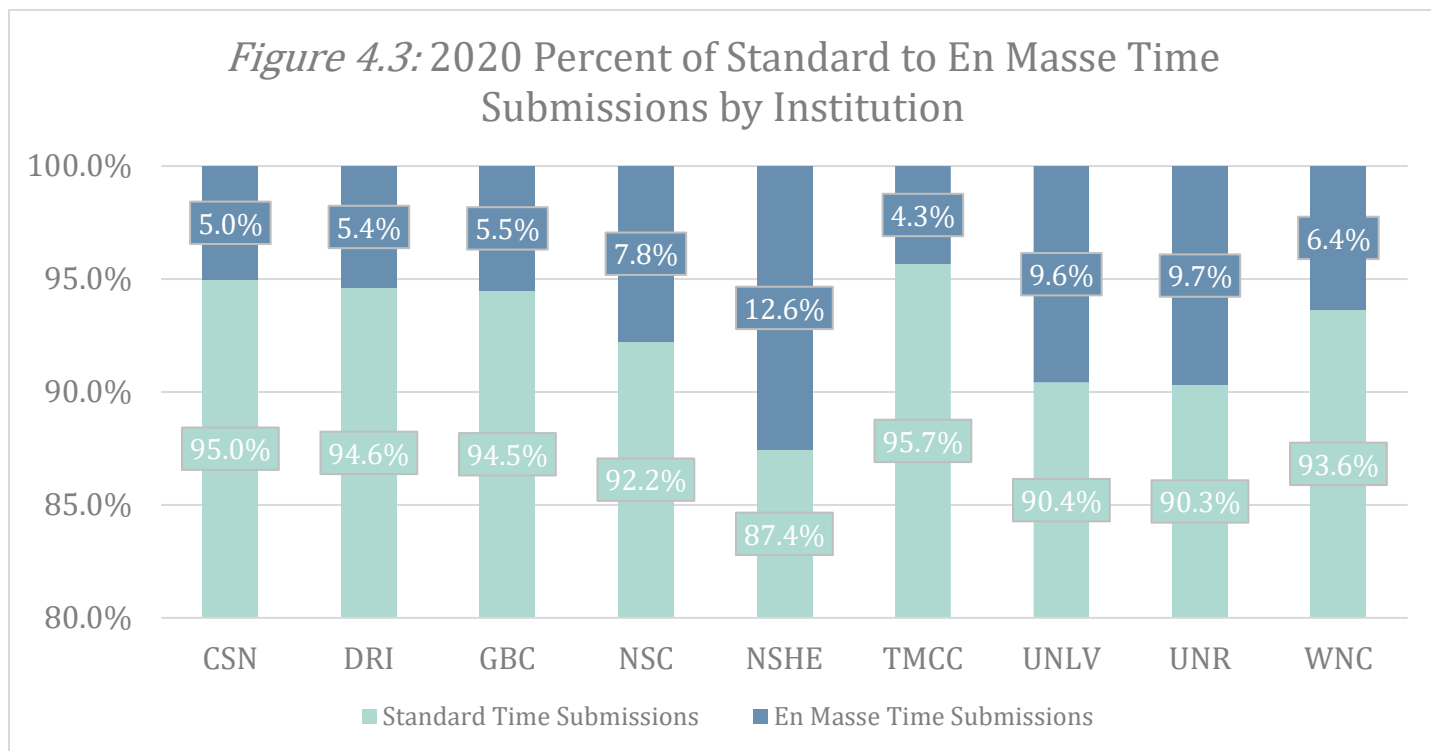


Figure 4.3: 2020 Percent of standard to en masse time submission.

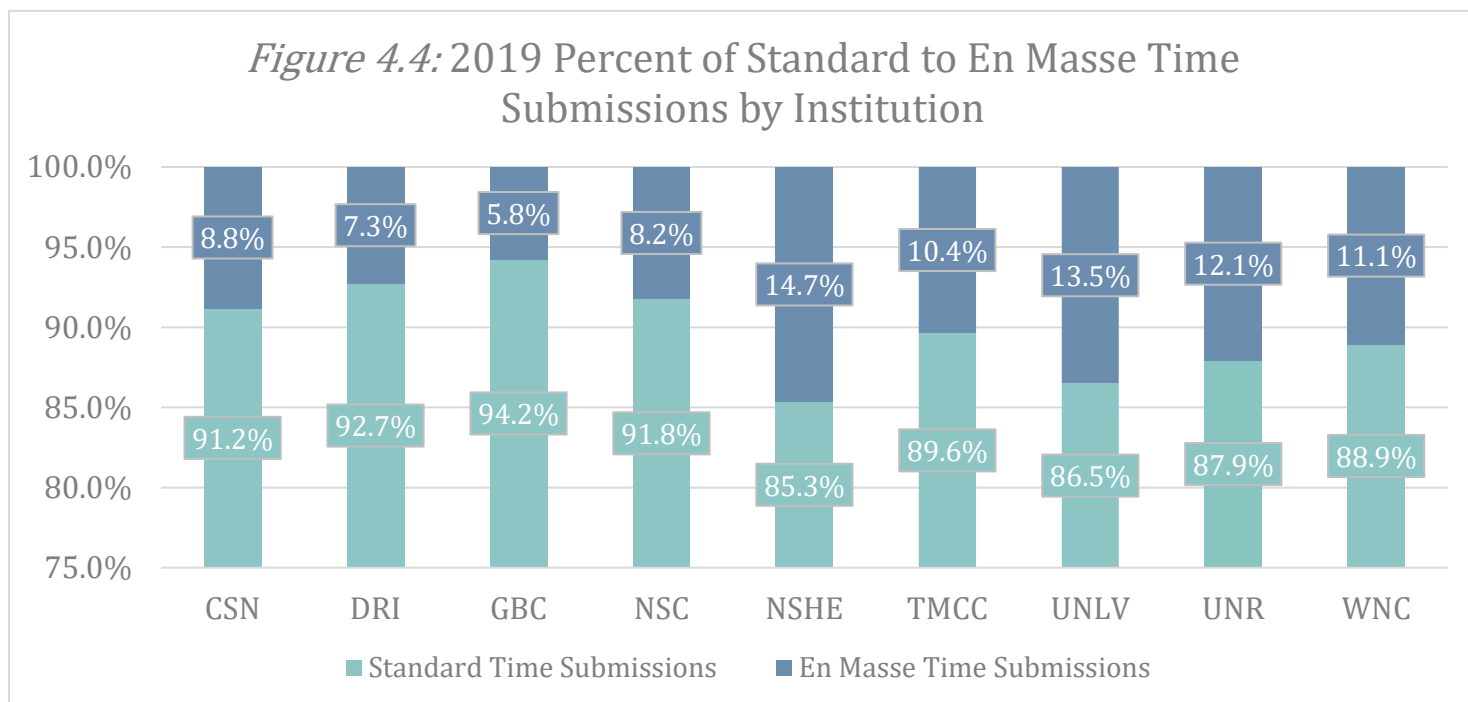


Figure 4.4: 2019 Percent of standard to en masse time submission.

## 5. NSHE Payroll Help Desk Data

2020	
Total Help Desk Tickets	620
Average Ticket Resolution	3 days

Figure 5.1: Breakdown of NSHE Payroll Tickets

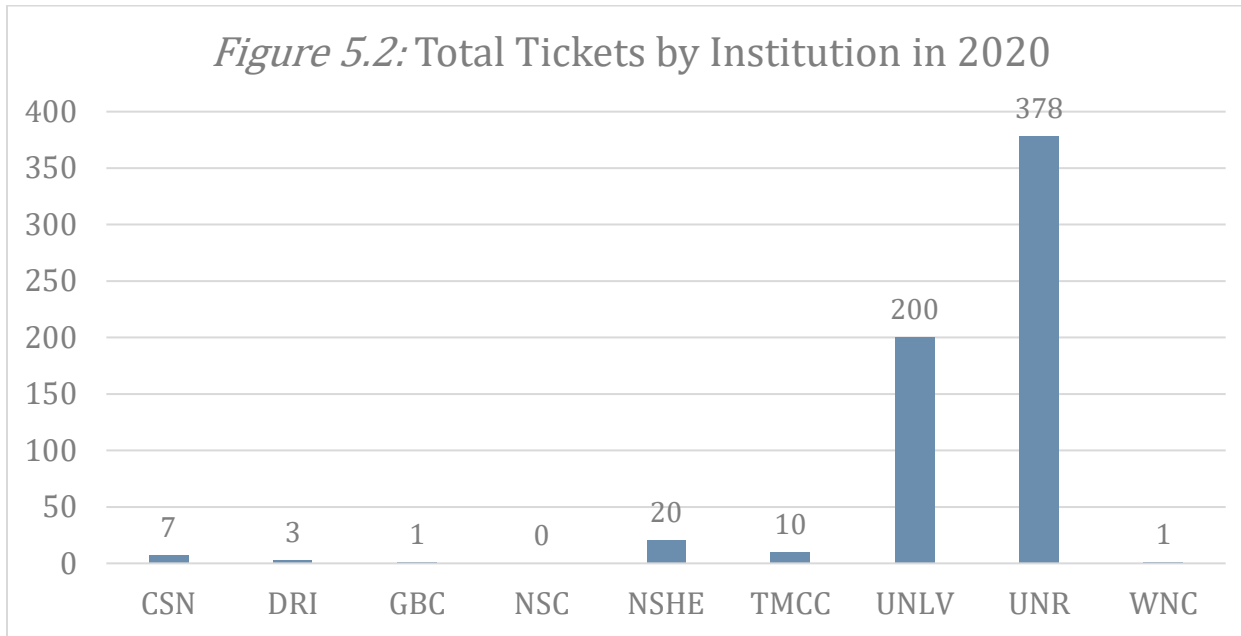


Figure 5.2: Total Tickets by Institution in 2020

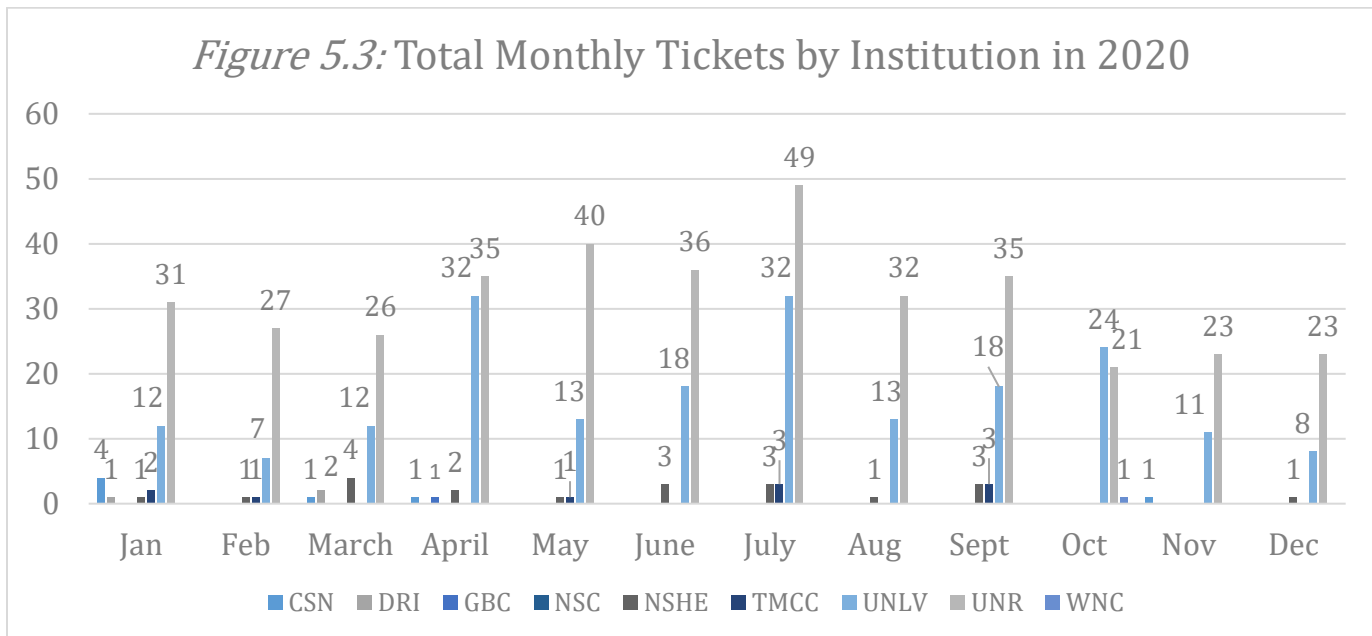
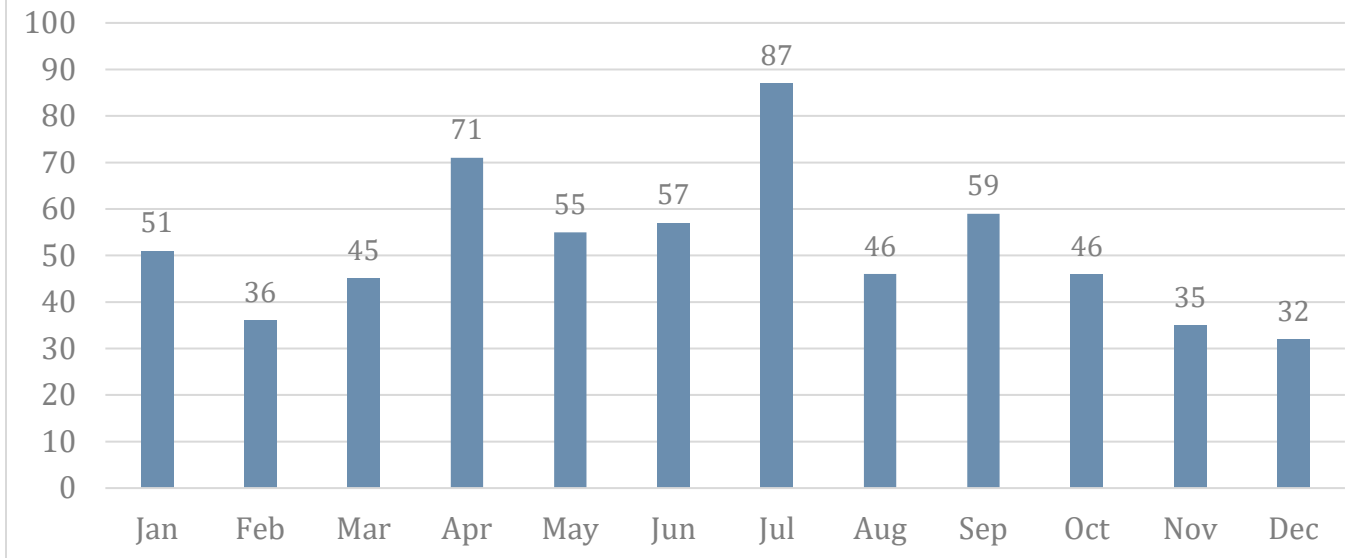


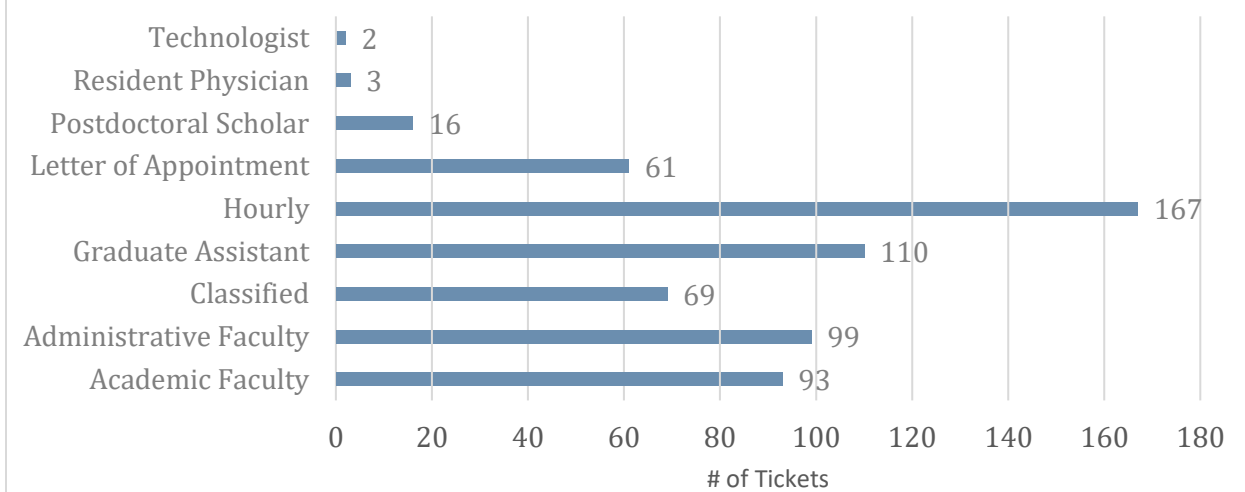
Figure 5.3: Total Monthly Tickets by Institution in 2020

*Figure 5.4: Total Monthly Tickets in 2020*



*Figure 5.4: Total Monthly Tickets in 2020*

*Figure 5.5: Total Tickets by Employee Type in 2020*



*Figure 5.5: Total Tickets by Employee Type in 2020*

## 6. Cost of Payroll

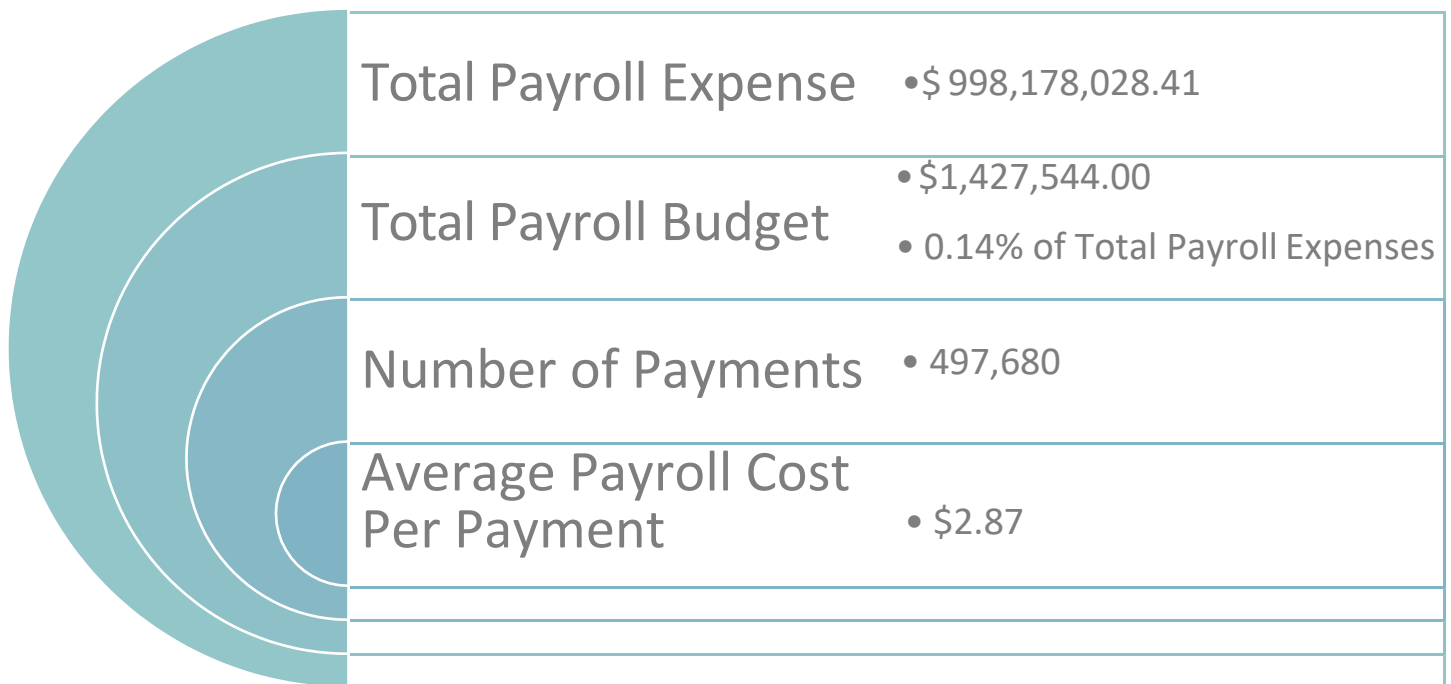


Figure 6.1: Breakdown of Payroll expenses, including number of payments and average payroll cost per payment

	FTE	Amount
Payroll Processing	10.00	\$860,454.00
Payroll Customer Service	5.40	\$352,084.00
Payroll Banking	.25	\$37,062.00
Payroll Accounting	<u>1.35</u>	<u>\$177,944.00</u>
Total	<u>17.00</u>	<u>\$1,427,544.00</u>

Figure 6.2: Breakdown of NSHE Payroll Budget Fiscal Year 2021