Promoting Self-Service: Employee Earnings Statements

Showcase “Best Practice”

► **Process Improved:** Traditionally, UW-Madison faculty and staff have received printed copies of their earnings statements. With the implementation of the My UW-Madison (MUM) web portal, the same information became available in an electronic format. The electronic format provides improved flexibility and convenience for the individual employee, in that the earnings statements can be viewed and/or printed from any computer with an internet connection, and at any time. The challenge is determining how to provide all the necessary information for faculty and staff who are not already familiar with the MUM portal, so that they can access their statements. This effort has required bringing together information that is ‘owned’ and housed in multiple divisions, and delivering it to a multi-lingual population across a wide spectrum of workplace environments with significant variation in levels of technology knowledge and experience.

► **Unit(s):** Office of Human Resources

► **Customers of the Process and Their Needs:** Generally speaking, all UW-Madison employees are customers, in that everyone who currently receives a printed statement will in the future access the same information online.

► **Problem/Opportunity Statement:** The chief problem with this effort is also its chief opportunity; namely, communicating the new earnings statement format (and how to use it) to UW-Madison staff who would otherwise not engage with technology.

► **Changes Made:** Moved the mechanism for providing employees with earnings information from an expensive, insecure paper process to a more secure, ‘as needed’ electronic model.

► **Results:** Despite a certain predicted degree of resistance, campus departments are largely supportive and understanding of this effort.

► **Lessons Learned:** Get end-users involved early on in the communications life cycle; resistance to change is inversely proportional to the frequency and reliability of communications. Also, pay attention to those people and/or organizations that have first-hand contact with your audience; a number of things that were identified in the initial
communications plan were either amended or abandoned, based on feedback from those who provide front-line support for individual employees.

 ► **Next Steps:** Implement the electronic earnings statements. Other employee reports that have been traditionally printed by a central administrative office will also be delivered through the portal in the future.

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