



Terms of Reference

(1 TOR for 3 subcommittees)

Student / HR / Finance Process & Outcomes Subcommittees

Purpose and Scope

The Student / HR / and Finance Process & Outcomes Subcommittees are each comprised of leaders from across the university who are responsible for the functional operations, and invested in and contributing to the current and future state of the Student / HR/ Finance eco-system for UBC's Enterprise Systems. Each subcommittee is the primary body responsible for overseeing and recommending and/or endorsing processes and outcomes for the relevant functional area including:

- Prioritizing enhancements and outstanding work to the Workday ecosystem that will benefit UBC and the strategic priorities of each functional area making any necessary system recommendations to enable those priorities.
- Monitoring key trends using data and reporting to proactively triage issues and ensure issues are receiving satisfactory resolution
- Optimizing service delivery through review of bottlenecks and recommendation of mass processes
- Create a place of dialogue for the Integrated Service Centre (ISC)/ IRP Student Program and the functional leadership to discuss emerging issues and opportunities

Responsibilities

Each of the Student / HR / Finance Process & Outcomes subcommittees will work closely with the Integrated Service Centre and the Integrated Governance Committee to ensure the development and implementation of the business capabilities and the required data that will be created or enabled to achieve the intended outcomes, benefits, and support continuous improvement. Specifically, each subcommittee is responsible to:

- Ensure that functional areas within the relevant stream are integrated with one another and approve end-to-end Student / HR / Finance processes, inside and outside of Workday
- Provide formal validation and acceptance of revised Student / HR / Finance processes on behalf of UBC's business stakeholders
- Using system information and needs analysis make recommendations regarding improvements and/or enhancements identifying priorities and what is required to determine benefits realization
- Verify the Student / HR / Finance business capabilities, outcomes, and measures to support benefits realization
- Oversee measurement targets and benefits reviews for Student / HR / Finance outcomes and measures reviewing reports and making recommendations to improve outcomes and ensure completion of commitments
- Provide input on the required change management activities and proactively reduce barriers to adoption and participate in the communication to represented units/groups
- Proactively identify cross stream functional impacts that need to be escalated to the Integrated Governance Committee as required
- Determine where functions within Workday or functional processes outside of Workday require review and change to continuously improve the Workday experience for users.
- Where there are gaps between what is expected or required and the current state, provide



input on prioritizing actions to be taken to resolve outstanding issues. This may include assessing themes, reviewing significant unresolved issues or other broader issues experienced across the University.

- Make recommendations on functions that should be included in future releases of Workday

Decision Making

Key areas of decision making (recommendations and endorsements) are summarized below:

- Determine what will be recommended to ISC or IRP Student Program regarding system or end-to-end design (inside and outside of Workday), data, reporting, conversion, user adoption decisions, and process improvements and priorities,
- Make decisions on the Student / HR / Finance priorities, capabilities, outcomes, and measures for benefits realization
- Recommend the appropriate decision-making body for issues that don't align with the committee's mandate

Note: Given IRP Student is still in program mode, the Student Process & Outcome Committee functions within the IRP Student governance and reports through to the Program Steering Committee and the Program Steering Committee reports to the Executive Sponsors via the Integrated Governance committee.

Membership

Each of the Student / HR / Finance Process & Outcomes Subcommittees are comprised of senior representatives from faculty and administrative units that bring insight to the Student / HR / Finance business function and processes.

Chair/Co-chairs and Vice-Chair

A chair or co-chairs will be identified from amongst the membership and may rotate every second year.

Meetings will be typically held once a month or at the call of the chair/co-chairs.

The chair/co-chairs is/are responsible for:

- Setting and approving meeting agendas;
- Arranging additional meetings as required;
- Facilitating meetings;
- Assigning or delegating tasks;
- Arranging for, and approving, meeting minutes; and
- Ensuring accountability of tasks.

Delegates are allowed and should be discussed with the Chair/Co-chairs so they are aware.

Administrative Support

The Student / HR / Finance Process & Outcomes Subcommittees will be supported by administrative services provided for Student by IRP Student and for HR / Finance by the functional area. Administrative services include but are not limited to meeting preparations and organization, minute taking, capturing actions and/or decisions made, and action item follow up.

The **Student Process & Outcomes Subcommittee** is composed of:

Voting Members

Enrolment Services – 8 members

- Deputy Registrars
- Associate Registrars
- Assoc. Director, Systems Management

Graduate & Post-Doctoral Studies – 1 member

College of Graduate Studies – 1 member

Academic Advising Director – 3 members (at least one from UBCO)

Academic Sponsors

Faculty Associate Deans* – 3 members (at least one from UBCO)

Graduate Associate Dean – 1 member

Health Discipline Representative – 1 member

International Student Initiative – 1 member

Ex Officio Members

IRP Student

- Director, Student Solution,



- Director, Transformation & Change Management

Workday

- Workday Product Director, Student

ISC

- Senior Director, ISC Operations
- Associate Director, Program Delivery

Benefits Realization Strategist

UBC IT – 1 member

Director, Planning & Institutional Research

Guests as needed:

- Student IRP Leads as needed
- Workday Consultants as needed
- Others as needed on discussion items (e.g. cross-functional colleagues as required)

*For SPOC Associate Deans will be appointed for a two-year term and will rotate amongst faculties.

See Appendix A: List of Current SPOC Members

The **HR Process & Outcomes Subcommittee** is composed of:

- **Sponsor:** Adam Charania – AVP - Human Resources
- **Chair:** Cam Gray - Executive Director - HR Operational Excellence

HR Leadership (Central, Distributed, Okanagan Campus)

- Linda Fisher - Exec Director, HR Advisory Partnerships & Prof Standards
- Alex Bayne - Managing Director, HR Okanagan Campus
- Michelle Berner - Managing Director, Total Compensation, Health & Well-being
- Doug Thorpe-Dorward - Managing Director, Faculty Relations and Support Services
- Gerry Doiron – Executive Director, Talent Acquisition
- Kristin Cacchioni – Senior Manager, Human Resources, (Okanagan Campus)
- Janie McCallum - Assistant Dean, Human Resources, Faculty of Science
- Keith Kawa - Director, Human Resources, Vice President, Students
- Anna Bin, Director, HR, Faculty of Education.
- Mike De Vies, Manager of Administration & Operations, Faculty of Health and Social Development. (Okanagan Campus)
- Sharon Wu Managing Director, Research Support Services
- Annie Yim, Deputy Registrar, Enrolment Services

Payroll Leadership

- Dawn Irmischer – Payroll Director

ISC Leadership

- Harjot Guram – Senior Director, ISC
- Henrik Agerskov - Integrated Service Centre
- Laleh Mosadegh - Associate Director, Program Delivery
- Rakhee Raj - Change Management and Communications Senior Manager
- Lani McGill - HR Product Manager, Integrated Service Centre



Ex Officio members:

- Deirdre Rogers, Senior Project Manager, IRP Student
- Debbie Howorko, Benefits Realization Strategist

Guests as needed:

- Marcia Buchholz, Vice President, Human Resources
- HR IRP Leads as needed
- Workday Consultants as needed
- Others as needed on discussion items (e.g., cross-functional colleagues as required)

See Appendix B: Current HRPOC Members



The **Finance Process & Outcomes Subcommittee** is composed of:

Voting Members

Finance and Operational Excellence - 6 members

- Comptroller and Associate Comptroller
- Associate Vice President Finance
- Sen Director Financial Operations
- Sen Director Op Ex
- Director Payroll

Faculty Representatives - 3

Managing Director Research Support Initiatives

Director Finance Operations – UBC-O

Director Planning and Chief Budget Officer – UBC-O

Ex Officio Members

Senior Director ISC

Associate Director Program Delivery

Senior Product Manager

Finance Transformation Director

Guests as needed

- Vice President Finance

Appendix A: Current SPOC Membership

Voting Members

Enrolment Services

- Annie Yim, Deputy Registrar, Enrolment Services,
- Bert Annear, Deputy Registrar, Enrolment Services, UBCO (Co-chair)
- Jennifer Chin, Associate Registrar & Director, Enrolment Services
- Chris Eaton, Associate Registrar, Senate & Curriculum Services
- Robbie Morrison, Associate Registrar, Scheduling, Records & Systems Management
- Sam Saini, Associate Registrar, Undergraduate Admissions and Student Recruitment & Advising
- Teresa Tsang, Associate Registrar & Director of Finance
- Jason Kwok, Associate Director, Systems Management, Enrolment Services

Academic Sponsors

- Dr. Ian Cavers, Associate Dean, Faculty of Science, UBCV and IRP Lead Academic Sponsor
- Dr. Patricia Lasserre, Associate Professor, Irving K. Barber Faculty of Science, UBCO and IRP Academic Sponsor

Associate Deans,

Dr. Scott Reid, Associate Dean, Irving K. Barber Faculty of Science, UBCO

Dr. Joey Hoegg, Senior Associate Dean, Sauder School of Business

Dr. Laura Moss, Associate Dean, Faculty of Arts

Graduate & Post-Doctoral Studies

- Brendan Morey, Assistant Dean, Student Administration and Awards, Graduate and Postdoctoral Studies (Co-chair)



College of Graduate Studies

- Deanna Roberts, Director, College of Graduate Studies, UBCO

Academic Advising Directors

- Cindy Nahm, Director, Student Academic Services, Faculty of Science
- Susanne Goodison, Director, Academic Advising Services, Faculty of Arts

Health Discipline Representative

- Shilpa Samji, Associate Director, Education, Faculty of Medicine

Graduate Associate Dean

International Student Initiative

Ex Officio Members

IRP Student

- Asima Zahid, Director, Student Solution,
- Jodie Thom, Director, Transformation & Change Management

Workday

- Kalyan Sharma, Workday Product Director, Student

ISC

- Hargot Guram, Senior Director, ISC Operations
- Laleh, Mosadegh, Associate Director, Program Delivery

Benefits Realization Strategist

- Debbie Howorko

UBC IT

- Arti Paul, Director, Engagement Services

Planning & Institutional Research

- Stephanie McKeown, Director, Planning & Institutional Research

Appendix B: Current HRPOC Members

Appendix C: Current FINPOC Members

Voting Members:

- **Chair:** Elana Mignosa. AVP Finance and Op Ex
- Sharon Wu, Managing Director, Research Support Services, Office of the VP Research & Innovation Research Services
- Matt Boydston, Assistant Comptroller, VP Finance & Operations
- Yale Loh, Treasurer
- Linda Josh, Managing Assistant Treasurer, Treasury



- Andrew Glynn, Senior Director, Finance, Faculty of Medicine
- Ray McNichol, Director Finance Faculty of Science
- Aaron Griffith, Director Finance, Faculty of Applied Science
- Carri Lawrence, Director, Finance Operations, UBC Okanagan
- Manon Harvey, Planning and Chief Budget Officer m UBC -Okanagan
- Shelly Morrison, Senior Director, Financial Operations
- Janice Weigel Senior Director Op Ex
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Ex Officio members:

- Harjot Guram Senior Director ISC
- Laleh Mosadegh – Associate Director program Delivery
- Henrik Agerskov – Senior Product Manager, ISC