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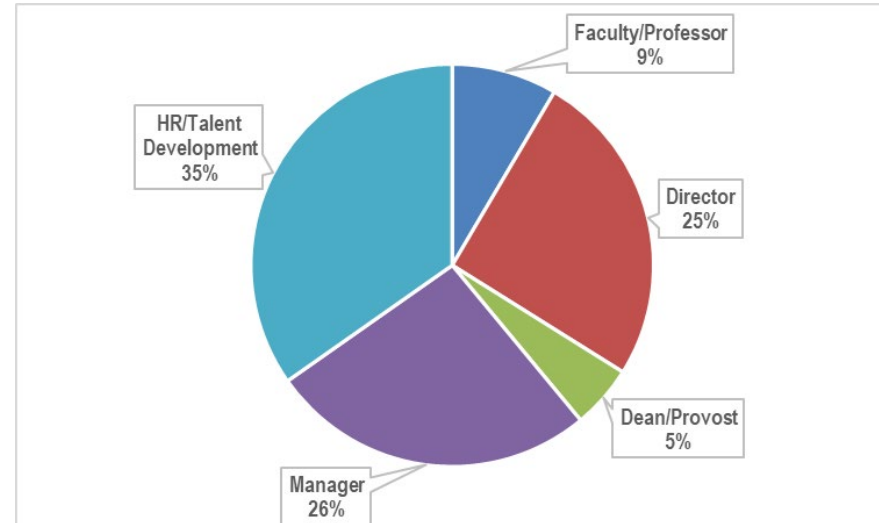# Trends in Higher ED HRIS Trend Report

Executive Summary

- Canam Research partnered with Rizing and SAP on the topic of higher-ed HRIS.
- Responses were collected from HR managers, HR directors, faculty, professors, deans and provosts.

Research focused on:

- Impact of work from home on employee engagement
- The biggest challenge areas in HR processes
- Satisfaction with current HRIS systems
- Makeup of current HR systems
- Level of automation in HR systems
- Plans to improve HR operations and processes

Respondents by seniority:

- Faculty/Professor 9%
- Director 25%
- Dean/Provost 5%
- Manager 26%
- HR/Talent Development 35%

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Key Observations

Impact of work from home on engagement– the majority of survey respondents say that WFH has had an impact on employee engagement, **61%** indicated a medium to major impact on engagement.

Biggest challenges in HR processes– **62%** of survey respondents say that recruitment and onboarding is their biggest challenge and **51%** indicated that diversity and inclusion is their biggest challenge.

Low levels of HR automation – only **5%** of survey respondents indicated that their HR process are highly automated.

Confidence that technology can improve HR KPIs– **57%** of survey respondents are confident or very confident that technology can improve HR KPIs such as hiring velocity, onboarding and retention.

Influence on HRIS technology decisions– the HR department has the most influence on HRIS technology decisions with IT and Finance having similar levels of influence.

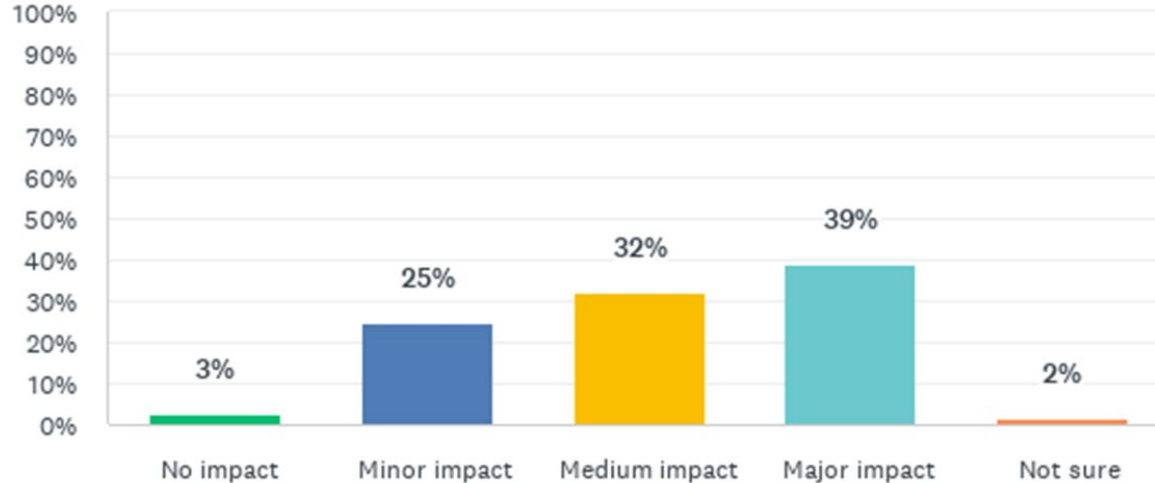Canam Research

Makeup of current HR systems

A minority of survey respondents, only 26%, have a single system for HR, 36% have multiple systems that are integrated, 19% have multiple systems that are fragmented and 19% have a mix of fragmented and integrated HR systems.

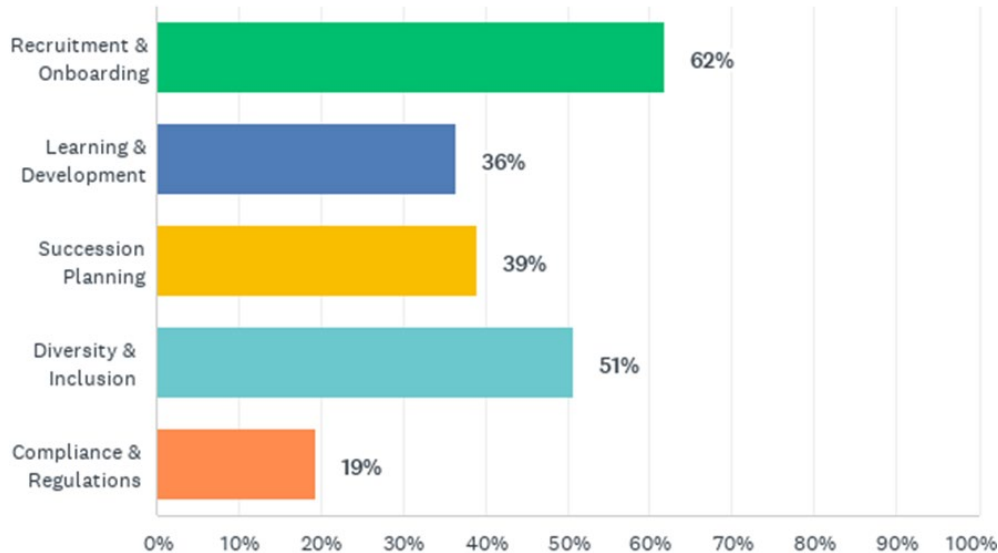Canam Research

Satisfaction with current HRIS systems

Higher-ed is not generally satisfied with their current HRIS systems, only 13% are net-promoters of their current system(s), 32% are neutral and the remainder (55%) are detractors.

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What impact has work from home had on employee engagement and experience?

Work from home is having a **significant** impact on employee engagement and experience. Only 27% of survey respondents say there has been little or no impact. Judging from other responses in this survey, the impact has likely been on recruitment and retention.
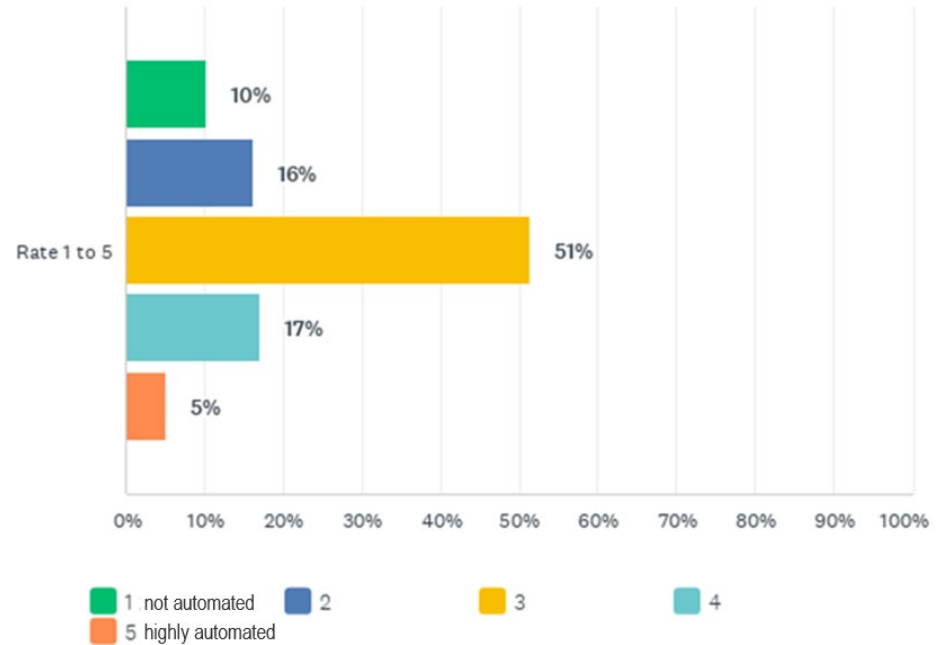
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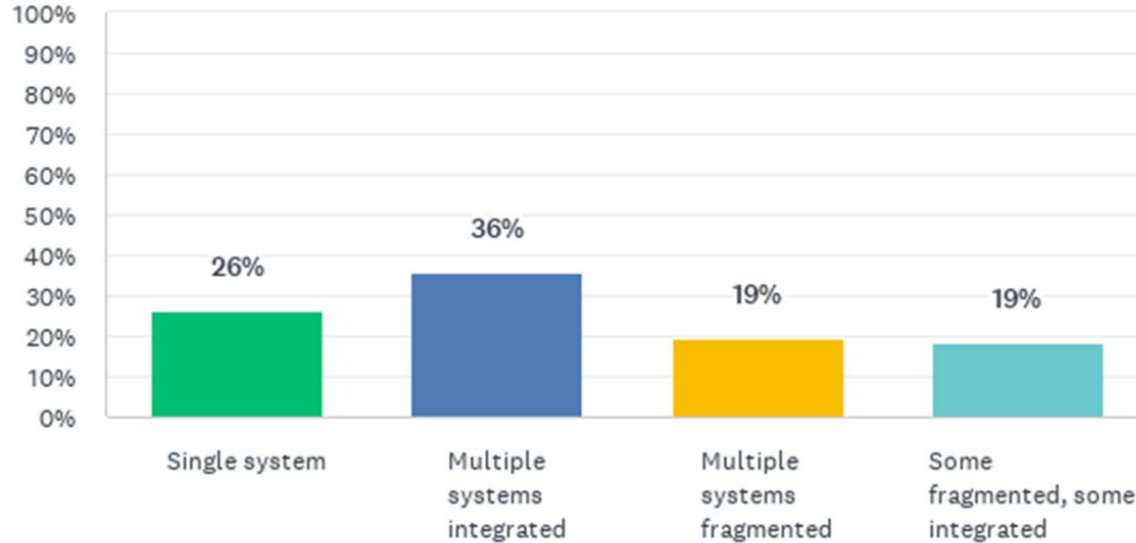# What are the biggest challenge areas in the HR processes of your organization? (check all that apply)

Recruitment and onboarding are challenges for a majority of survey respondents and likely it's a challenge for other sectors of the economy in the current environment. Higher-ed also has the additional challenges of diversity and inclusion to contend with.

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On a scale of 1 to 5, rate the level of automation in your HR processes. (1 = not automated and 5 = highly automated)

Higher-ed does not have a great deal of automation in their HR processes. This may be because of the perceived cost and complexity of implementing more automated systems. Other survey responses indicate a mixture of systems often not well integrated and this may be why more than half indicated they are somewhere in the middle.

Rate 1 to 5

10%
16%
51%
17%
5%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ 1 not automated ■ 2 ■ 3 ■ 4
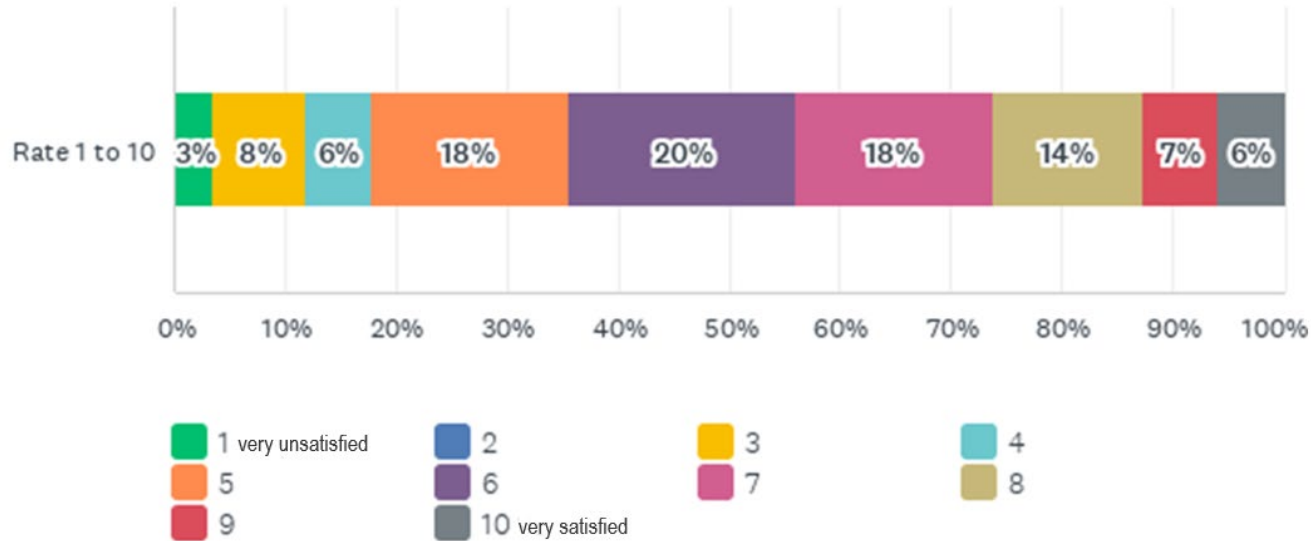■ 5 highly automated

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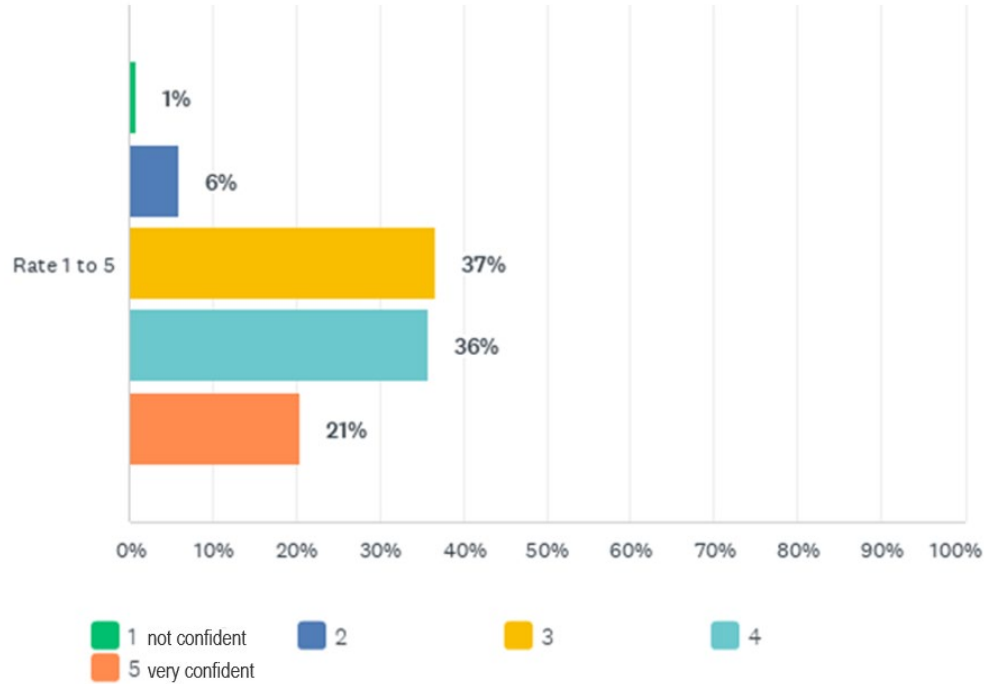# What is the makeup of your current HR system(s)?

HR organizations in higher-ed are operating with multiple systems and those systems are often not well integrated with each other. Other survey responses indicate lack of satisfaction in HRIS systems and processes and this could be one of the reasons for dissatisfaction.

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On a scale of 1 to 10, rate how satisfied you are with your current HRIS system(s).

The NPS scores for higher-ed HRIS systems is poor, only 13% are net-promoters, 32% are passive or neutral and 55% are detractors. Other survey responses indicate that higher-ed does not have good HRIS systems so the NPS results in the survey are not surprising.
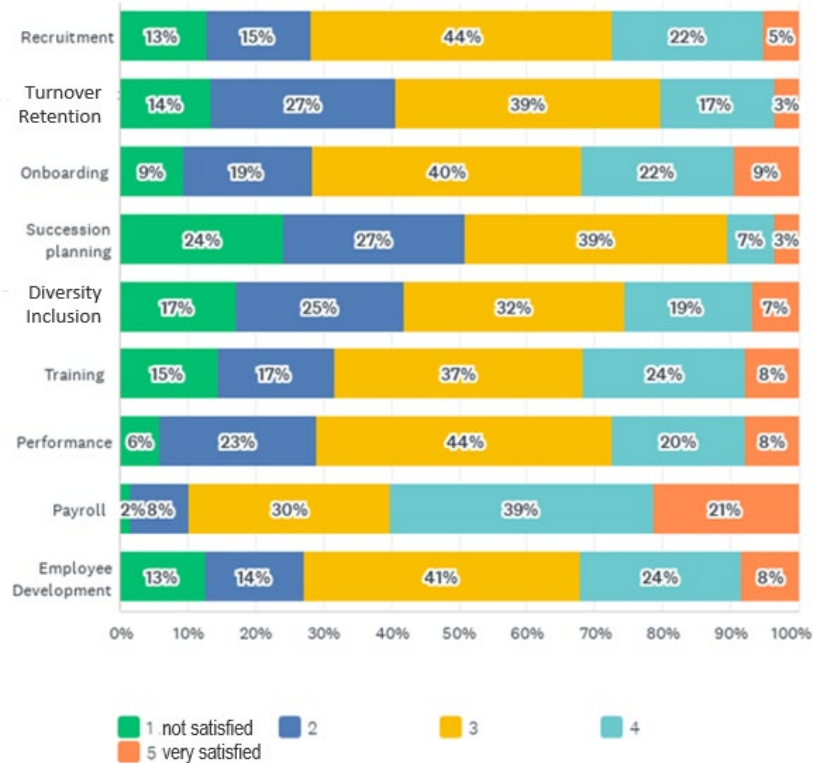
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On a scale of 1 to 5, rate how confident you are that technology can improve HR KPIs at your organization. (ex. KPIs - hiring velocity, onboarding, retention)
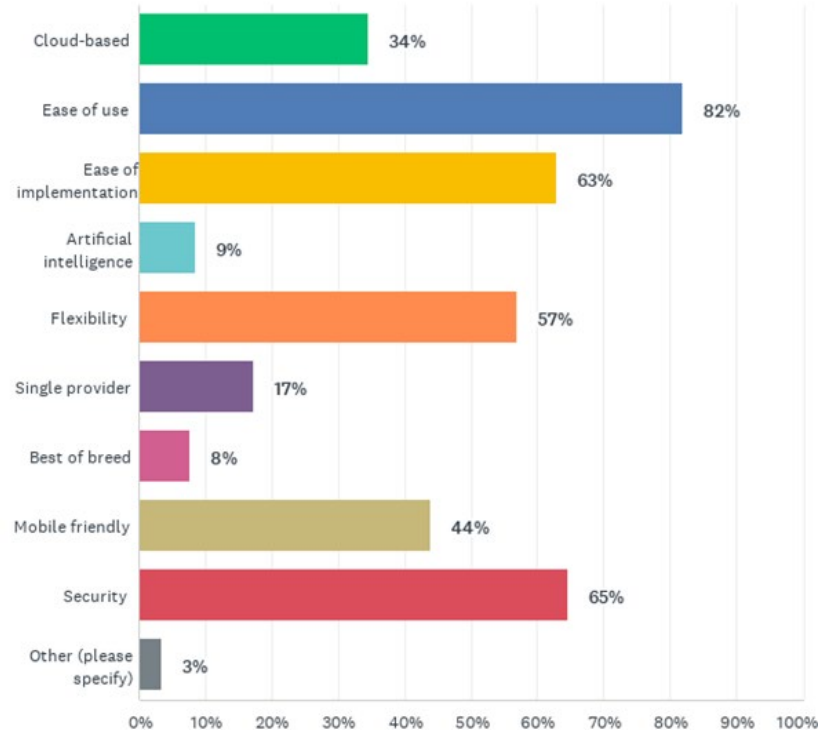

The majority of survey respondents are confident that technology can improve key HR KPIs such as hiring velocity and retention, the question is whether there is the leadership and budget allocations to make it possible to improve HR processes with the right technology.

Rate 1 to 5

- 1%
- 6%
- 37%
- 36%
- 21%

- 1 not confident
- 2
- 3
- 4
- 5 very confident

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On a scale of 1 to 5, rate your level of satisfaction with the following elements of your HRIS systems.

Survey respondents indicated generally low satisfaction levels with all aspects of HRIS systems except payroll, which is the easiest element of HRIS to do well. Respondents were the least satisfied with succession planning, turnover and retention and diversity and inclusion which are all much harder challenges to solve.
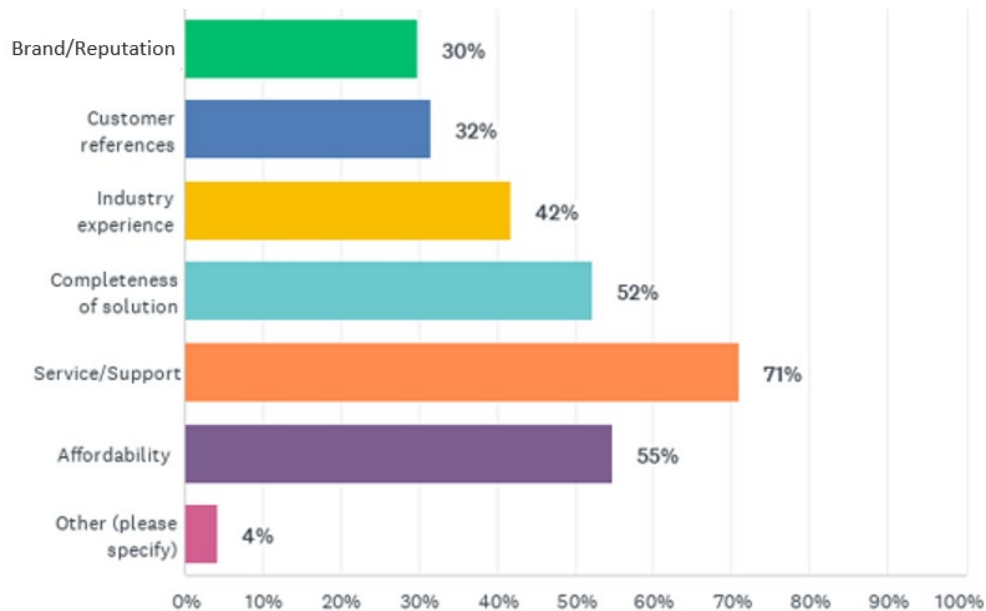

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From a technical standpoint, what elements of HRIS technology are most important to your organization? (check all that apply)

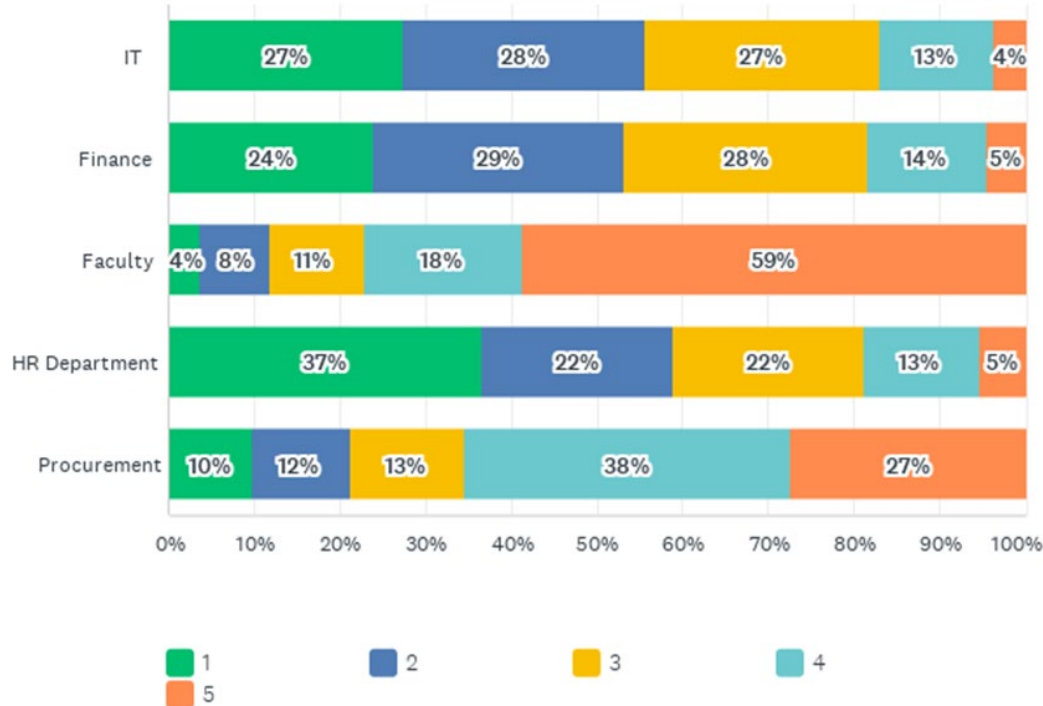| Element	Percentage
Cloud-based	34%
Ease of use	82%
Ease of implementation	63%
Artificial intelligence	9%
Flexibility	57%
Single provider	17%
Best of breed	8%
Mobile friendly	44%
Security	65%
Other (please specify)	3%

Higher-ed does not typically have deep IT resources and unsurprisingly the most important technical elements for HRIS technology are ease of use, ease of implementation and flexibility. There is also an awareness and desire for HRIS technology that has good security as well.

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When selecting an HR technology vendor, what factors are most important? (select the top 3)

Higher-ed places a lot of importance on service and support when considering an HR technology vendor, good support is likely needed since there is probably not enough in-house IT staff to provide adequate service and support. The other important aspects of vendor selection are typical things that would be considered important in most industries.
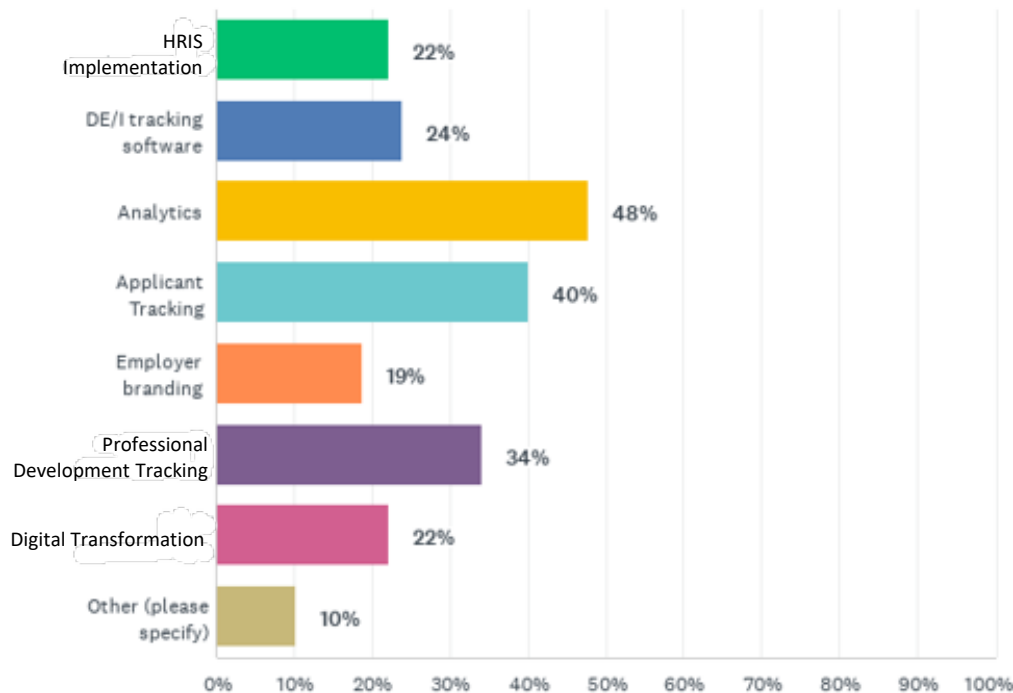

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Rank which department has the most influence in your acquisition decisions for HR technology. (Rank 1 - 5 with 1 having the most influence)
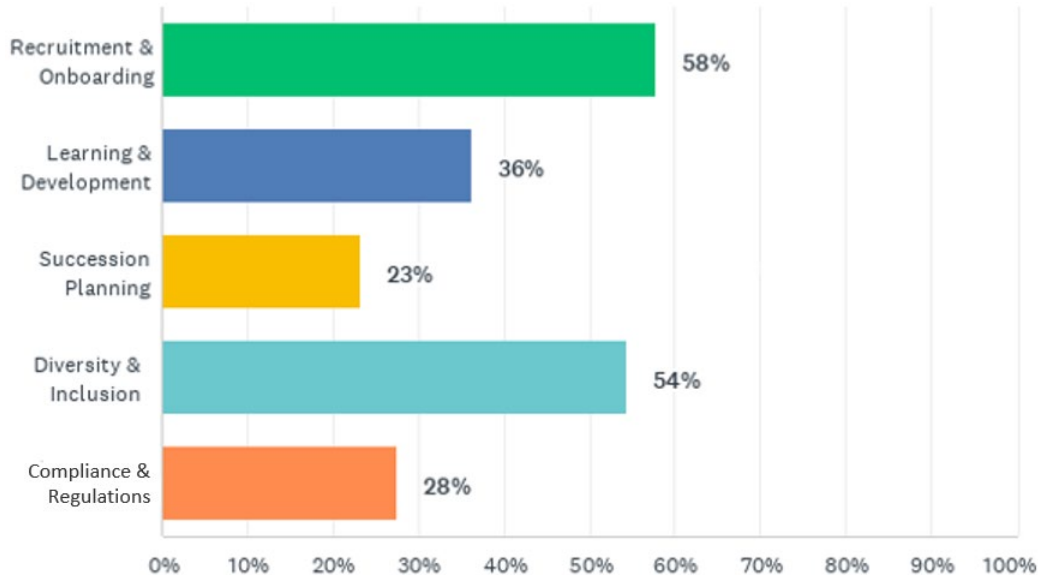

The responses to this question are what you would expect, the main department using the technology, in this case HR, has the most influence on the acquisition decision, followed closely by IT and finance department.

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In the next 12-18 months, what will your organization focus on to improve HR operations? (check all that apply)

It is interesting to see that nearly fifty percent of survey respondents will be focusing on analytics to improve HR operations. Is this focus due to concerns about diversity and inclusion or some other challenge? Other areas of focus are what would be expected, better applicant tracking to improve recruiting, digital and transformation to increase automation and efficiency.

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In the next 12-18 months, which HR process areas will you be focusing on to improve? (check all that apply)

The responses to this question align with concerns that were shared about challenge areas in HR processes. As the employment landscape has changed in the last 24 months, higher-ed will have to find ways to make their HR process more competitive in order to hire and retain the best possible talent.

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Rizing enables higher-ed organizations to achieve truly intelligent operations for human capital management with leading SAP technologies and our own deep industry experience.

To learn more: www.rizing.com/hcm/

Thank you!

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