

Modernizing Auxiliary Operations Through Technology: A Strategic IT-Led Approach

The UKG logo is rendered in a bold, sans-serif font. The letters 'U', 'K', and 'G' are a vibrant teal color, while the letter 'N' is a dark charcoal grey. A small 'TM' trademark symbol is positioned to the upper right of the 'G'.

UKGTM

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Erika Sandoval & Thang Ho

Speaker Introduction



Erika Sandoval

Global Sr Partner, Human Insights, UKG



Thang Ho

Information Technology Director of the
Associated Students, CSU Chico

Challenges & Drivers for Change in Auxiliary

Structural and Operational Pressures



Expanding compliance requirements



Growing student worker population with highly variable schedules



Manual processes that create inefficiencies and risk (outdated systems lead to ineffective operations, strained resources, and diminished student access)



“ERP isn’t enough” for workforce management—gaps create downstream issues in labor distribution and payroll accuracy

Workforce Expectations Are Shifting

- Digitally native student employees need self-service, mobility, transparency.
- Employees expect modern timekeeping, flexible processes, and accurate pay.



Why Organizations Struggle to Deliver What Employees Need

- Employees expect ease, speed, personalization
- Managers are overwhelmed
- Communication is inconsistent
- Insights are delayed or hard to access



Technology Challenges in Higher Education

Of higher education institutions have upgraded their HR or workforce management systems within the past one to three years but are still identifying shortfalls.



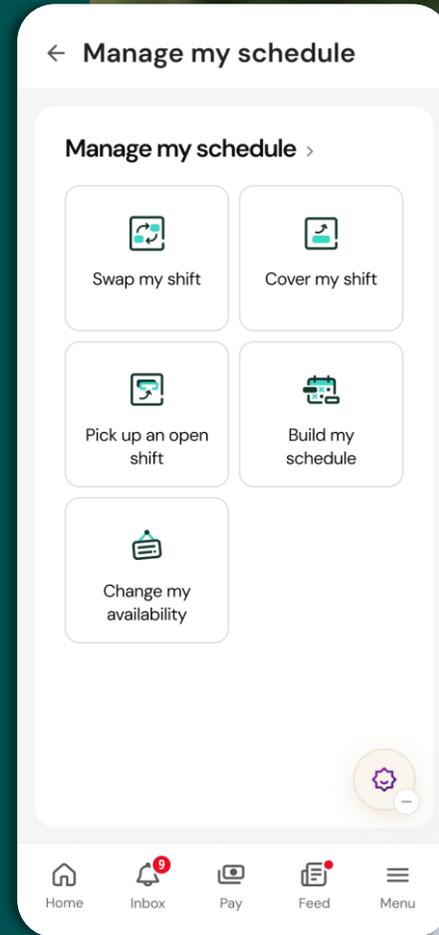
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Source: Top 4 HR Challenges in Higher Education, UKG

The Frontline Wants AI

3 in 4 frontline workers would trust AI to handle a variety of workplace tasks:

- Scheduling student workers
- Finding coverage
- Verifying pay
- Understanding benefits or policies
- Answering basic 'who do I ask' question



When something breaks in workforce operations, who usually owns fixing it?

A. IT

B. HR

C. The Auxiliary team



The World of Work is Evolving—So Must Auxiliary Operations

IT leaders are essential to modernizing processes, unifying systems, and improving the experience for staff and student employees.

Why IT Must Lead Transformation

IT Enables Cross-Campus Change

IT connects people, systems and operations to support day-to-day campus services.

Workforce Data Drives Better Decisions

Trusted workforce data improves staffing, compliance, and cost control across auxiliary operations.

How Chico State Auxiliary Modernized Through IT Leadership



Before: Identifying the Gaps

- Workforce data spread across HR, payroll, timekeeping, and student employment systems
- Manual processes created risk in labor reporting, scheduling, and compliance

**ASSOCIATED STUDENTS
INFORMATION TECHNOLOGY
PRESENTS**

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Got an idea to make things run smoother?
Want to talk tech, tools, or teamwork?
Or just want coffee and a donut?

JOIN ASIT FOR AN OPEN DROP-IN SESSION!

**TUESDAY
OCTOBER 14
BMU 210
9:00AM - 11:00AM**

Coffee and donuts provided!

NO RSVP required. Drop in anytime from 9AM to 11AM.

asithelpdesk@csuchico.edu

During: The Modernization Roadmap

- Consolidating systems into an integrated workforce operating platform.
- Using automation for:
 - Labor distribution
 - Time and attendance
 - Student worker hour limits
- Identified technologies, processes, and projects

After: Implementation Success

- Cross-department collaboration (HR, Payroll, Finance, Auxiliaries).
- Improved data accuracy and reporting.
- Better experience for employees, student employees, managers, and HR.
- Early insights into compliance risk using real-time alerts/reporting tools.
- Departmental efficiencies and productivity.

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The Power of Integrated Workforce Technologies



HCM+ WFM+ Payroll
Integration



Automation that reduces
operational load



Workforce intelligence &
sentiment analytics



Enhancing employee &
student employee experience

How to Drive Cross-Functional Transformation



Establish a modernization framework



Build a campus-wide collaboration



Use data to guide decisions

Actionable Checklist

- Identify system fragmentation
- Prioritize compliance & payroll risk
- Assess employee & student experience
- Align stakeholders on a shared modernization roadmap
- Use workforce data for staffing and cost decisions
- Modernize continuously, not a one-time project





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HR, Pay, &
Workforce
Management



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erika.sandoval@ukg.com

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Information Technology Director of the
Associated Students, CSU Chico

ttho@csuchico.edu