Business Process Document

Process Name	**Staff Compensation Review Request**
Department	**Human Resources**
Process Purpose	**Establishing process for managers to submit compensation reviews for presentation to Advisory Team**
Effective Date	**March 28, 2024**
Revision Date	

Process Overview:
Staff compensation reviews can be submitted for equity, compression, inversion, or recruitment concerns. This process does not include retention (must be a non-KSU offer of similar work), reclassifications for posting, new position requests, and supplemental pay.

The manager must complete the Staff Compensation Review Request form and provide it to their designated HR Business Partner (HRBP). The HRBP will submit the completed request and all supporting documents (if applicable) to Compensation via ServiceNow (SNOW). Compensation will review the information and verify review priority level.

If priority level warrants an immediate review, the request will be added to the compensation review list and a comprehensive review initiated. Additional information may be requested (i.e., updated resume, education verification) and dependent on the outcome of the analysis, additional jobs may need to be added to the comprehensive review (e.g., market data aligns with higher pay grade, compression is identified, etc.)

If priority level doesn't warrant an immediate review, the request will be slotted for a future review cycle.

Communication to the Manager and HRBP will be via the ServiceNow ticket.

Step by Step Process:
1. The manager completes the **Staff Compensation Review Request** form and meets with their designated department/division leader to discuss and receive approval prior to submitting the request to HRBP
2. Manager completes the **Staff Compensation Review Request** form and emails to their designated HRBP. The request must be complete in its entirety or the HRBP will return to the manager. At a minimum, the following must be included in the request:
   a. Substantial justification for the request
   b. Budget amount available
   c. Budget funding source details
   d. Department and VP level approval
   e. Criticality level (higher the level, more critical)

   > **Job misalignments or realignments** – reclassifications to properly align current staff
   > **Recruitment Challenges** – prolonged time-to-fill, potential loss of top talent
   > **Talent Flight** – loss of key talent to competitors due to compensation disparities
   > **Market competitiveness** – salary below market, Potential for future recruitment/retention concerns

Failed Recruitment – unsuccessful recruitment attempts due to salary misalignment

3. HRBP submits the form to the Compensation Team via a ticket in the ServiceNow portal. The HRBP will include the manager on the ticket, which will allow the manager to:
    a. View the communications between the Compensation Team and HRBP, and
    b. Respond with requested information by replying to the ticket's generated email.
4. Compensation will review the request and verify the criticality level.
    a. Dependent on the request and job(s) impact(ed), the request will be added to current review cycle or slotted for future review cycle.
    b. Timing of submission may also impact the slotting (e.g., a request is received one week prior to the Staff Compensation Advisory Team meeting to review proposals, may not allow sufficient time to conduct comprehensive analysis so results can be added to proposal).
    c. Status communication will be provided via the ServiceNow ticket
5. Compensation will conduct comprehensive analysis:
    a. Market data reviewed for Pay Grade alignment
    b. Staff experience evaluations will be conducted
    c. Additional staff may be added for review to determine compression or equity concerns with pay grade changes
6. Compensation will add the Comprehensive Analysis data to the upcoming Compensation Advisory Team proposal for review
7. Budget reviews proposal data for current funding source (grant/soft funded, limited funded sources)
8. Staff Compensation Advisory Team will review and discuss proposal and budget availability to determine action
9. Approved Actions:
    a. List provided to HRBP for communication with managers for determining exceptions (upcoming separation/transfer, documented performance issues)
    b. Required ASI approvals are submitted for review (no adjustment can be effective prior to the ASI approval)
    c. Effective Date of approved changes will be determined
    d. Compensation will review actions and determine appropriate processing transaction(s). Communication will be provided in the ServiceNow ticket.
        i. Changes that impact position (title change, job code, reports to changes, etc.) will be managed by HRBP in collaboration with manager/Business Ops rep
        ii. Pay changes only will be submitted to HRMS Team for processing
    e. Processing of changes initiated:
        i. HRBP – will provide employee letters regarding changes
        ii. Compensation – will update Job Codes/Job Descriptions of Pay Grade changes/Salary Structure
        iii. HRMS – will update employee job data to reflect associated pay changes and pay grades (if applicable)
        iv. Budget – will update position budget to reflect approved pay adjustment
10. Non-Approved Actions:
    a. Communication to the HRBP and Manager via the ServiceNow ticket
        i. Requests may be slotted to a future review cycle (i.e., current funding not available but will be included in funding request for next fiscal year)