GNSA

Associated Students - CSUN

How GNSA Streamlines HR Operations for a Non-Profit in the Education Industry

CSUN | CALIFORNIA STATE UNIVERSITY NORTHRIDGE

Learn how GNSA helped a nonprofit organization in the education industry streamline its unique operations, and solve its core organizational challenges.

Client Background

Associated Students, California State University, Northridge, Inc. (Associated Students - CSUN) is an auxiliary organization that operates as a 501(c)(3) nonprofit corporation on the CSUN campus.

Their mission is to provide services to students outside the realm of academia and student affairs, funded by mandatory student fees.

Associated Students - CSUN is a large organization, employing approximately 220 employees. However, what makes Associated Students - CSUN unique is that it's student-run, with student government officials serving as the board of directors. As a result, the organization is made up of, 48 full-time staff positions, 12 part-time staff positions, and ~160 part-time student employees, who are limited to just 20 hours per week. The unique make-up of their workforce presents some unique challenges on top of others commonly experienced in the nonprofit industry.

The Challenge

As an organization with diverse employee types and complex payroll requirements, Associated Students - CSUN needed an HR and payroll solution and partner that could:

1. Handle different employee classifications (full-time, part-time, and student employees)
2. Manage employees working in multiple positions with varying pay rates
3. Process payroll efficiently while maintaining accuracy
4. Be intuitive enough for different types of users, from HR professionals to student workers
5. Provide responsive customer support when issues arise

As these challenges continued to cause problems during their time with ADP and Paychex, it became clear that a new approach to payroll and HR was needed.

Enter GNSA.

The Solution

Solving Associated Students - CSUN's challenges started with evaluating their needs in order to understand where their previous providers fell short. Once organizational needs were established, GNSA put together a plan to tailor the PeoplePro HCM platform to meet those needs.

Today, Associated Students - CSUN uses the PeoplePro HCM platform, powered by UKG technology, to tackle the following challenges and human capital management (HCM) processes:

1. HRIS record-keeping
2. Payroll processing
3. Time and attendance tracking
4. Employee accruals management

Thanks to the power of the PeoplePro HCM platform, Associated Students - CSUN was immediately able to take advantage of the following platform features to help solve their challenges:

1 An intuitive interface suitable for different user types

2 A logical employee lifecycle workflow

3 Easy time-tracking through web and physical time clocks

4 Customizable dashboards for different users

5 Comprehensive reporting capabilities

The PeoplePro HCM Impact

From the partnership's inception, Associated Students - CSUN began to see an impact on its operations thanks to both the power of their new payroll and HR solution, and the customer service from their new partner.

Superior Customer Service

The most significant differentiator for Associated Students - CSUN has been GNSA's exceptional customer service:

"It is their service. Honestly, I can call and say, 'Hey, it's John at AS' and they know exactly who I am. I don't have to give them a client number. I don't have to give them my full name. The entire team knows who all their customers are."

Even when facing challenges, GNSA's responsive service helped maintain and strengthen the relationship:

"We had a couple of big bumps in the road. And there were some errors that were made on GNSA's part that really upset my ED [Executive Director]. And my ED was like, 'You need to start looking.' Instead, we were able to work with GNSA... They recognized the errors, they fixed them, and they provided the level of service, care, and the touch that we had been searching for."

Intuitive User Experience

The PeoplePro HCM platform provides an intuitive experience that works well for different user types:

"I find it to be far more intuitive [than other platforms]... It's easier to navigate... I have three different types of workers in my group in terms of how we use the system... And it works really well for all of us."

The system facilitates easy time tracking for employees:

"It's easy for my employees to log in. They punch in their badge number and click… it's done. They can also use their username and password to punch in and out from the login screen."

Reliable Payroll Processing

The step-by-step payroll process gives the HR team confidence in their payroll accuracy:

"If you look at the payroll process... it's built as a step by step by step process. And I appreciate that you can't move from one step to the next until you get it done, until you resolve an issue, resolve an alert... And I think that gives me comfort to know that our payroll is correct."

Seamless Accrual Management

The system manages employee leave accruals without requiring manual intervention:

"It's seamless. It just happens. And it's very rare that there's an issue with it... As long as we set the employee up right on the back end... it's seamless and it works perfectly."

Flexible Reporting Capabilities

The reporting module allows Associated Students - CSUN to create custom reports and easily share them:

"The reporting module is pretty flexible within PeoplePro... It's easy to go in and create your own report and then either share it with other people or lock it down for yourself."

When specialized reports are needed, GNSA's service team provides support:

"If it's something that we haven't created, it's easy to go in and actually figure it out. And if I can't, I reach out to GNSA and say, 'Hey, this is what we're looking for.' And they're able to figure it out and create the report for us."

Key Results

As of today, Associated Students - CSUN has seen the following key results that set GNSA apart from past providers:

1 Reduced administrative burden through intuitive HR processes

2 Increased confidence in payroll accuracy

3 Better employee time tracking

4 Improved ability to generate necessary reports

5 A true business partnership that enhances organizational success

A Plan for the Future

Thanks to the incredible impact and results that GNSA has had on operations, Associated Students - CSUN is currently exploring new ways to take advantage of its partnership with GNSA, including:

1 An Applicant Tracking System - To streamline manual recruitment processes

2 Electronic Onboarding - To eliminate paper-based onboarding

3 E-Verify Integration - To automate employment eligibility verification

4 Accounting Integration - To reduce manual journal entry processes

Conclusion

For Associated Students - CSUN, GNSA has proven to be more than just a vendor—they've become a valuable business partner:

"I truly feel like they are a business partner that enhances our success as an organization."

The combination of intuitive technology and exceptional service has made GNSA a solution that Associated Students - CSUN actively recommends to peer organizations:

"I consistently recommend GNSA, and I always lead with 'it's a service thing'... but it's backed up with this product that is very flexible. It's intuitive, and it's nimble, so you can get what you need out of it."

The partnership demonstrates how the right HR technology provider doesn't just provide software—it delivers ongoing support that helps organizations succeed.

GNSA