



What Higher Ed Employees Want

And what's standing in the way

Within higher education institutions, benefits are nearly as important as salary:



Higher education institutions are facing a critical challenge: their workforce wants better benefits and a better employee experience, but limited resources make it difficult to deliver.

The most important benefits cited by professionals at higher education institutions:



This is all happening at a time when the higher education workforce is becoming more distributed in response to the growing popularity of online courses.

731
average number of employees per university²

38%
of higher education professionals cite staffing shortages and lack of resources as a top cause of turnover¹

> 50%
of higher ed students take at least one online course³

57%
of higher ed HR teams reported increases in leave requests⁴

A more distributed workforce means more state-specific benefits regulations, more compliance requirements, and more administrative burden on already-stretched teams.

The result is a vicious cycle. The demand for better benefits and a better employee experience is high, but the teams in charge are stuck managing day-to-day administrative work without the bandwidth to invest in solutions that would make real improvements to retention.



"I want OSV, who has the scale to really be an expert at the deep, detailed level, and then we can be experts in the other things we want to be experts in."

- VP of Finance at Kansas City University

Break the cycle with OneSource Virtual

OneSource Virtual (OSV) is a Workday-native service partner that works directly within your Workday tenant. For higher education institutions struggling with benefits administration, that means we take the time-consuming, manual administrative work off your team's hands, allowing them to focus on improving the benefits experience for your employees.

OSV's benefits and benefits-related services:

Benefits Administration	We manage eligibility, enrollment, and configuration directly inside your Workday tenant, including open enrollment, carrier integrations, and employee support through a dedicated help desk.
Benefits Reconciliation	We reconcile your benefit plan invoices against employee deductions in Workday and work with carriers to resolve discrepancies, so you're not overpaying or missing coverage gaps.
Direct Bill Administration	When employees go on leave or retire, their benefits don't stop — but someone has to manage the payments. We handle premium collection and carrier coordination so your HR team isn't chasing down payments or manually tracking who's still covered.
myFlexWallet	Our financial well-being app gives your employees flexibility to view, track, and transfer earned wages, access savings features, and manage their myFlexSpend accounts and pay details, all in one place.
myFlexSpend	Card and claim administration for FSA, HSA, commuter accounts, and lifestyle spending accounts, fully integrated with Workday with no additional integration costs or separate contracts.
Leave of Absence Management	End-to-end leave administration covering FMLA, military leave, and state-mandated unpaid leave, including eligibility determinations, compliance documentation, intermittent leave tracking, and return-to-work processing.

Ready to break the cycle?

Let's talk about how OSV can help your institution focus on what matters. Contact us to learn how we can support your team.



Sources

1. TIAA Institute/CUPA-HR, "What Do Higher Education Employees Value Most?" 2024.
2. National Center for Education Statistics, IPEDS.
3. Phil Hill & Associates, "Fall 2024 IPEDS Data: Profile of US Higher Ed Online Education," On EdTech Newsletter, January 2026. Based on IPEDS Fall 2024 data.
4. AbsenceSoft, 2024 Leave and Workplace Accommodations Forecast Report.