Wesleyan University

FAQ's for Workforce Time
For Internal Use Only – Updated May 11, 2020

Workforce Time Implementation
Recording Time Worked
Recording Leave
Supervisor Approval

Workforce Implementation

Q – What is Workforce Time (Workforce), and why is the University changing the way staff record time and leave?
A – Over the last several years, Wesleyan has invested heavily in upgrading our technology infrastructure—from the ability to print with the swipe of a card to large-scale system implementations for Advancement and Admission. Our current time-keeping systems and processes, however, remain antiquated, in some cases relying on paper submissions and requiring many hours of employee effort to use and maintain. We have received many complaints about it, which we have used to guide our efforts in upgrading and to modernize this process.

Workforce Time is the new time-keeping system, selected by Wesleyan to record time and leave. Workforce Time will simplify processes and consolidate the current multiple reporting systems into a single system. We'll use various technologies—including time clocks, computers, phones, and tablets—to document time worked and to record time off. The new process eliminates a significant amount of paper and supervisors will be able to approve hours quickly.

Q – Who is leading this work and doing the testing?
A – Andy Tanaka, Senior Vice President, Chief Administrative Officer, and Treasurer, and Dave Baird, Vice President for Information Technology are the executive sponsors for the project. Lisa Brommer, Associate Vice President for Human Resources, and Chris Olt, Associate Vice President for Finance are project sponsors. Melanie Messier, Associate Controller, and Barbara Spadaccini, Senior Project Leader in ITS, are project leaders. The core implementation team includes Evelyn Bozeman, Dan Pflederer, Darrell Lawrence, Denise White-Patterson, Prashanie Silva, and Jeff Murphy. The core implementation team will oversee testing and will consist of members of the campus community.

Q – Who was involved in the selection of the new system?
A – Gartner, a technology research and advisory company, consulted with the University as part of an existing contract with ITS to vet possible timekeeping systems. Additionally, over 30 members from the campus community, representing several departments across campus, were invited to participate in vendor demonstrations in May 2019. Input from that group, guidance from Gartner, and references from the vendors, resulted in the selection of Workforce Time. Departments that participated in the review were Academic Affairs, Athletics, Bon Appetit, Center for the Arts, Communications, Finance, Financial Aid, Human Resources, Information Technology Services, Jewett Center for Community Partnerships, Olin Library, and Physical Plant.

Q – Who will use the new Workforce Time system?
A – All staff—hourly, exempt/salaried, union, non-union, and student workers—will use the new system. Hourly staff and students will use it to record hours worked and time off. Salaried staff will use it to record time off. Faculty and staff supervisors will use Workforce Time to approve hourly time worked and leave requests for their employees.

Q - What groups of employees will use the new system, and how will the experiences differ for each group?
A – There are seven different hourly-paid groups—Secretary Clerical, Physical Plant, Public Safety, Nurses, Administrative Staff, Students, and Temporary Employees. Each group has slightly different calculations for paid work and leave, and recording work hours vary based on location.

Salaried staff and faculty will approve the request for time off in Workforce for all employees for whom they supervise and approve time worked for hourly employees. Salaried staff will use Workforce to record time off.

Q – Why isn't the University negotiating the use of Workforce with unions?
A - We believe that the use of Workforce is a natural progression of time recording and is not a required bargaining issue, which the University's labor attorney has confirmed.

Q – How is the University responding to the various concerns raised about Workforce?
A - We're in the process of meeting with various campus groups and offering sessions in the spring and fall to help employees navigate the system. The University is confident in the selection of Workforce as a positive change for its employees and students, and we will work hard in the coming weeks and months to address questions and concerns.

Q – When will Wesleyan begin using Workforce Time?
A – July 27th is the date when all hourly staff and students will begin recording their time worked and leave taken in the new system and exempt staff will begin using the new system to record their leave.

Q – Do I need specific software on my computer or an app downloaded to my phone or tablet to use Workforce?
A – No. Workforce is a cloud-based application and is accessible via WesPortal.

Q – I've heard that we'll have to use facial recognition to sign in and sign out of Workforce. Is that true?
A – That is not true. You will use your current Wesleyan credentials to log into the system.

Q – What is the relationship between Handshake and Workforce Time?
A – The student employment process begins with Handshake—software used to post and hire undergraduate campus jobs. A new student employment system will be used to complete the hiring process with a direct feed to Workforce Time. This student employment system will allow departments to associate students with positions, pay rates, and supervisor(s).

RECORDING TIME WORKED
Q – I've never had to enter start and stop times. Doesn't the University trust its employees?
A – Recording start and stop times is not a lack of trust. Workforce will help us efficiently manage payroll by consolidating current multiple reporting systems into a single system. Additionally, Connecticut regulations require that employers track start and stop times for hourly staff. Learn more about Connecticut regulations regarding payroll record keeping.

Q – Are the University's current practices compliant with Connecticut regulations?
A – To be fully compliant with Connecticut regulations, hourly employees will record start and stop times.

Q- Have we been correctly paid even though we haven't recorded start and stop times?
A – Yes, the University pays its employees correctly based on the time submitted.

Q – I'm an hourly paid employee, what will be different for me?
A – Hourly paid employees will use the new system to record time worked each day on an electronic timesheet via time clocks, computers, phones, or tablets. Employees will also use Workforce to request and record time off, thus replacing ATTrack.

Q – Are all hourly employees using the same devices to record their hours worked?
A – Public Safety employees will use a time clock similar to what they are using now. Physical Plant employees will record time via time clocks and iPads. Secretary/Clerical union staff and all other hourly administrative staff will log time using computers. Students will record their time using phones, tablet or computers.

Q – What if I don't have a personal phone or wish not to use it?
A – You will use a University computer.

Q – Will the University track my location via my mobile device?
A – No. As an option, the University will allow some employees to use mobile phones or a university issued iPad to log time. This is not mandatory. There are alternatives available for employees who (1) do not have a mobile device, or (2) choose not to use personal devices. Further, employees may want to use a mobile device with location services turned off. In cases in which an employee opts to use mobile technology with location services, the system will only record the specific location at the time the employee clocks-in. It is not true that the system tracks each time a worker crosses a virtual boundary. The system does not continually monitor anything.

Q – I'm a Physical Plant employee and currently put my overtime on my timesheet. How will I record overtime in the new system?
A – Overtime calculations, holiday pay, and other types of compensation are built into Workforce and are calculated automatically based on hours worked.

Q – How will Physical Plant employees record their hours worked?
A – By using a time clock or tablet, Physical Plant employees' actual time in and time out will be recorded on an electronic timesheet (timestamp) when they swipe the time clock or log in on their tablet. Public Safety employees will use this same timestamp method of recording time. Secretary/Clerical staff will write in their start and stop times on an electronic timesheet using their computers.

Q – Why are Physical Plant and Public Safety using a timestamp method?
A – Currently, Public Safety uses this method and will continue to do so. Physical Plant is similar in that employees work 24/7 with varying shifts. Additionally, the significant amount of overtime worked in Physical Plant requires a more efficient method of tracking and validating hours worked.

Q – How will Secretary/Clerical union staff and all other hourly administrative staff record time using their computers?
A – They will record start and stop times into an electronic timesheet in Workforce Time for each period worked with lunch breaks identified.

Q – Why are hourly employees using different devices to record time?
A –Workforce works with various devices, including time clocks, computers, mobile phones and tablets. Not all employees have computers so the University will install time clocks in central locations for Public Safety and Physical Plant employees. Physical Plant employees will also have access to tablets.

Q – What happens if my supervisor forgets to approve my time? Will I still get paid?
A – Yes, you will still get paid if your supervisor doesn't approve your time in Workforce. Supervisors are responsible for approving time worked for employees and will be contacted by Payroll if hours aren't accepted. Pay for students may be delayed if supervisors have not approved their hours.

Q – What happens if I forget to enter my time on a timesheet? Will I still get paid?
A – All hourly paid employees are required to submit an electronic timesheet weekly, certifying that the hours recorded on the electronic timesheet are correct. Payroll will follow-up with employees with scheduled hours who have not provided a timesheet so that employees are correctly paid.

Q – I am paid hourly. If I am late to work, how does my tardiness affect my pay?
A – All hourly employees are paid for actual time worked based on start and stop times. All hourly employees are required to submit and certify that their electronic timesheet is accurate each week.

Q – I am paid hourly. If I participate in a fitness class over lunch, which sometimes takes longer than my regular lunch break, how will my pay be affected if I'm now required to record start and stop times?
A – Hourly staff record actual hours worked and will record time out for lunch breaks and time back after breaks.

Q – How is the University addressing the concerns related to geofencing?
A - As an option, the University will allow some employees to use mobile phones or a university issued iPad to log time. This is not mandatory. There are alternatives available for employees who (1) do not have a mobile device, or (2) choose not to use personal devices. Further, employees may want to use a mobile device with location services turned off. In cases in which an employee opts to use mobile technology with location services, the system will only record the specific location at the time the employee clocks-in. It is not true that the system tracks each time a worker crosses a virtual boundary. The system does not continually monitor anything.

Q - How will I record my worked time and time off if I am working remotely?

A - Workforce Time is a cloud based application and can be accessed on any phone, tablet or computer. Secretary/Clerical staff, hourly administrative staff and students can record their hours while working remotely. Salaried administrative staff can record their leave as well.

Q - As a supervisor, how will I approve time if I am working remotely?

A - The process to approve time worked and leave will be identical whether doing so while on campus or off campus because Workforce Time is a cloud based application and can be accessed on any phone, tablet or computer.

RECORDING LEAVE

Q – Will my current leave balances be transferred to the new system?
A – Yes, staff should review their leave in ATTrack now and update as needed to ensure that balances are accurate. Leave balances will be transferred to Workforce on Saturday, July 25th.

Q – Are all hourly employees using the same devices to record their leave?
A – Yes. All staff, including hourly employees, will use computers or tablets to request and record leave.

Q – How will employees record leave in Workforce Time?
A – Workforce has a Time off Request (TOR) form that employees will use to inform their supervisors of leave (past or future). Once the supervisor approves the TOR, the time is recorded automatically on an electronic timesheet. The TOR is accessible via a computer or tablet.

Q - Will employees have access to a running record of accrual and usage of vacation, sick and personal time as they currently do in ATTrack?
A – Yes. The functionality in Workforce is better. Employees can see accrual balances in the future.

Q – I am an hourly employee and need to take unplanned leave for an illness. How will I record my time?
A – If you are not able to record your leave in advance, there are multiple ways to have your unplanned leave recorded on your electronic timesheet. You can use the time off request system in Workforce Time, you can put it on your electronic timesheet at a later time, or you can communicate with your supervisor who can add it to your electronic timesheet.

Q – What will change for salaried staff?
A – Salaried staff will use the new system to request and record leave and will record more types of leave (FMLA, short term disability etc). This system will replace ATTrack functionality and will include a new feature for seeking supervisor approval of leave. Salaried staff can take leave in ½ hour increments.

SUPERVISOR APPROVAL

Q – What will change for supervisors of hourly staff?
A – Supervisors will be required to review and approve worked time for their hourly staff and leave for salaried and hourly staff in Workforce Time every week. Supervisors will be responsible for managing budgets as hourly staff will be able to record actual time worked in Workforce. Supervisors will need to monitor hours to ensure that overtime is not occurring, unless pre-approved.

Q – As a supervisor of hourly staff, I've never had to approve time worked. Why do we have to start doing that now?
A – Managing payroll costs does carry some responsibility for supervisors. Supervisors are the most familiar with the hours worked by their employees. It is a recommended internal control to have supervisors review and approve hours worked. Also, the Federal Work-Study program requires staff supervisor approval of hours worked by students.

Q – I am a student timekeeper, and I enter time each week for my student workers. What will be different for me?
A – Student timekeepers will no longer have to enter time for student workers. Students will enter time in Workforce using a department computer or mobile device. Staff supervisors of student employees are required to approve student time in Workforce. Once the time is accepted, the time worked will flow to payroll for payment.

Q – What will change for supervisors of students?
A – Federal Work Study regulations do not allow students to work during class time but there are times when that might occur; for example, if a class was canceled. Students will document the reason why they worked during class time in Workforce and supervisors will approve.

Q – What will happen if a supervisor doesn't approve a timesheet?

A – All supervisors will be required to review and approve hourly time for their employees on a weekly basis. Time not approved will still be paid. However, student time not approved will not be paid for with Federal Work Study funds, resulting in 100% of the time charged to the department in cases where a student has available Work Study funds.