QUINNIPIAC UNIVERSITY

PROJECT BENEFITS

- Use automated time and attendance to enhance staff efficiencies, even as employee numbers expand considerably

- Control labor costs of hourly staff with increased visibility

- Enforce complex pay rules more equitably and uniformly

Quinnipiac University Earns Top Marks for Productivity Gains and Improved Compliance Using Kronos Solution

Quinnipiac University in Hamden, Connecticut, has been cited as one of the country's top 100 "wired universities," a distinction that attracts some of the most technology-savvy students and faculty in the northeastern United States — and from beyond. The university's diverse workforce includes full- and part-time faculty, administrative staff, unionized clerical and facilities workers, seasonal sports center staff, work-study students, employees in the university's polling institute, and workers in security and at an on-campus health center.

Putting technology lessons into practice campuswide

To stay abreast of advances in automation and Web-based technology — and eliminate manual processing of paper timesheets and payroll — Quinnipiac looked at ways to improve management of its 1,800 full- and part-time employees other than faculty and administrative staff. A multidisciplined committee from the human resources, payroll, and IT departments evaluated ways to modernize the university's workforce management processes. Members reviewed the facilities department's time and attendance system, as well as products from other vendors, and selected the Kronos Workforce Timekeeper solution, even though this meant sacrificing the university's investment in the other system.

"We concluded that the system used by facilities wouldn't do everything we wanted," says Anna Spragg, associate vice president of Human Resources. "We wanted something that would integrate easily and have the flexibility to grow and evolve with our employee base."

Helping to cement the committee's decision was an extensive list of references from the academic world. "Kronos came highly recommended," adds Spragg. "It has a good reputation and demonstrated that it had an excellent product that could handle the level of information we had in mind." The result has been a streamlined workforce management process that has increased productivity, controlled labor costs, and ensured consistent application of work and pay rule policies.

Automated solution increases workforce productivity

Since Quinnipiac first implemented its Kronos solution, its polling institute has expanded from 30 to 150 seats for polling interviewers. During this time, the number of work-study students, many of whom work at the polling institute, has grown from 900 to 1,200. During the summer months, when students are at home, another 320 employees work up to 20 hours per week at the institute. Other seasonal employees include those who work events during the academic year at the university's recently constructed sports center.

Even with a 30 percent increase in work-study students and the addition of staff at other facilities, Spragg says the efficiencies of the Kronos solution have allowed the university's payroll staff to remain at 3.5 full-time equivalents. "I don't think we'd be able to meet our critical deadlines if we didn't have Kronos," she notes. "It's not just the increase in the number of employees, but we have different categories of employees with complex pay rules that Kronos helps us manage."

Onboarding of new employees at all levels is also easy. The user-friendly Kronos interface helps new hires — from students who are tech-savvy to others who are less so — get up to speed quickly and use the system comfortably.

> *"It's not just the increase in the number of employees, but we have different categories of employees with complex pay rules that Kronos helps us manage."*

Anna Spragg
Associate Vice President of Human Resources

Accurate pay and consistent work rule application supports compliance

The university's paper-based time and attendance process was not only slow but held great potential for payroll errors. Using its automated solution, Quinnipiac has ensured payroll accuracy — even in handling complex pay policies — and eliminated any concerns about violations of labor laws or the bargaining unit contract. "Kronos is certainly helping us keep compliant," offers Spragg.

The university has a rigid rule that "casual" employees cannot work more than 20 hours per week in the polling institute. "With Kronos, we can easily monitor that," she says. "If anyone in payroll notices that someone is approaching or has gone over 20 hours, the supervisor is called immediately. We also use it to make sure clerical staff is not exceeding its budgeted salary, by using genies to monitor hours."

Clerical staff uses a Web-based option, while facilities and security staff uses a time clock to review its time and attendance information and check its accrual balances. "Employees like self-service and being able to see their paid time off," explains Spragg. "They don't yet schedule their vacation time at the clock, but that may happen in the future."

Integrated solution streamlines scheduling process

Scheduling work-study students and other employees for the polling institute's 150 seats by using spreadsheets was complex and difficult before. Quinnipiac is implementing the Workforce Scheduler application at the polling institute to streamline this process and looks to expand its use in other areas on campus.

The university's Kronos solution is integrated with Datatel's higher education platform, an ERP solution that blends the administrative and academic areas of the campus. Spragg says they may use this integration to populate the system with the class schedules of work-study students, allowing supervisors to easily see when students are available to work. In addition, Kronos interfaces with Blackboard, the university's ID card system.

Timekeeping for multiple campus positions easily tracked

Quinnipiac is in the process of implementing the Kronos Multiple Jobs Application Tool, which simplifies the timekeeping process for student employees with multiple jobs on campus through a single badge or login. "This tool will provide big benefits because it will eliminate paper timesheets for the second position for students," says Spragg. "Supervisors have been reluctant to hire a student who already had a job, because of the paper timekeeping system. Once this is eliminated, we will probably see more students working in multiple departments."

Before, only one supervisor could sign off on a student's hours from multiple positions. Using the multiple jobs tool, each supervisor can view and approve employee hours worked in his or her area.

A lesson plan for expanded use

"We have a complex population, and as we continue to grow, I anticipate we will have more variables," says Spragg, referring to the university's addition of a medical school in the future. "Kronos has been able to adapt to all the different populations that we have brought on over the years, which makes the process pretty seamless."

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More information about Kronos customer success stories may be found at **www.kronos.com/resources.**

SOUTHWEST
TENNESSEE COMMUNITY COLLEGE

Employees: 1,500

Industry: Higher Education

Products:
Workforce Timekeeper™
Workforce Absence Manager™
Kronos 4500™ terminals

Southwest Tennessee Community College is a comprehensive, multi-cultural public college that serves the needs of students, employers, and communities in Shelby and Fayette counties and the surrounding Mid-South region. Based in Memphis, the college has eight campuses strategically located throughout the area and a workforce of approximately 1,500 hourly and salaried employees, including 500 full-time professors and 400 adjunct faculty.

CHALLENGES

- The paper-based timekeeping system created situations of inaccurate and incomplete tracking of employee time
- Without a real-time view of employee hours, overtime was out of control
- Manual timekeeping created a tedious payroll process that didn't allow payroll staff time to verify timekeeping errors or gather missing data before processing
- A paper-based system made maintaining accurate records of employee leave balances and compensatory time earned nearly impossible
- Every payroll period consumed at least 1,600 sheets of paper for timesheets

SOLUTION

- Automated timekeeping and absence management solution to increase efficiencies, control labor costs, and improve compliance through consistent application of workforce policies and rules

BENEFITS

- Automated timekeeping provides an accurate accounting of employee time and attendance, helping to ensure employees are accurately and fairly paid for all time worked
- Real-time visibility of employee time helps control labor costs due to unnecessary overtime and has cut overtime abuse
- With accurate leave time information readily available, employees now take only leave time they have accrued
- Up-to-the-minute accuracy of timekeeping data has cut time spent processing payroll information by more than half and virtually eliminated payroll errors
- Complex leave and compensatory time rules are automatically and accurately applied
- The elimination of paper-based attendance and leave management has cut paper costs

"We have seen multiple benefits from our Kronos system, including a decrease in payroll processing time and paper consumption."

Renee Hancock, Director of Enterprise Application Services, Southwest Tennessee Community College

THE STORY – Southwest Tennessee Community College

Southwest Tennessee Community College's paper-based time and attendance system created numerous issues, including increased risk of noncompliance with labor laws and lack of accountability. Manual processing of payroll information allowed no time to verify information. Employee leave balances and compensatory time — tracked on a two-paper system — weren't always accurate. Unauthorized overtime couldn't be spotted until after a pay period closed. Some employees worked hours they weren't compensated for and others were compensated for hours they didn't work.

Southwest Tennessee Community College elected to solve these issues by implementing the Kronos automated timekeeping and absence management solutions. Following a campus-wide rollout, the college has cut payroll processing time by more than half, reduced overtime costs, and gained confidence in the accuracy of its workforce information.

Increased visibility gives better control of labor costs

The Kronos solution has played a major role in providing greater visibility into employee time. This has been particularly helpful at the college's physical plants, where employees previously were allowed to be five minutes late but were still considered on time. Also, second and third shift student custodial employees said they left shortly before the next shift arrived but managers had no way of verifying this. Kronos 4500 terminals have eliminated questions about the authenticity of employee time records.

"I now feel comfortable that I know exactly when these employees arrive and when they leave," shares Stephanie Stevens, director of Physical Plants.

Automated solution improves efficiencies and data accuracy

Tracking time and attendance on paper sheets for Southwest Tennessee Community College employees was time-consuming and sometimes inaccurate, as each sheet moved from an employee to a supervisor to the payroll department for manual entry into the payroll system. The college's two payroll clerks had no extra time to check for errors and missing data or to decipher illegible handwriting.

"Without time to verify information, they had to assume it was correct," says Yolanda Smith, director of payroll. "Using our Kronos solution, we now know for sure that our payroll information is accurate."

The process has been streamlined, too. Payroll processing used to take staff four days to complete, but now takes less than two. Most of this time is spent verifying missed punches and exceptions. Using the solution's self-service tools, employees and their supervisors can review and approve time and attendance information in a matter of minutes. And an added benefit is a reduction in paper costs and storage, as paper consumption has gone from 1,600 sheets to 10 per pay period.

Accurate time accounting eases compliance concerns

The college's manual workforce management processes created questions about the accuracy of employee time data, including whether employees were compensated for all time worked. Another challenge was maintaining accurate records of employee leave balances and compensatory time earned, which led to employees taking time they hadn't accrued.

Leave and comp time was tracked manually using a two-paper system, and then staff had to calculate complex time rules. Rules included unused leave time rolling into sick time, which has no maximum, and comp time maxing out at 240 hours, so anything over required a payout.

"Being able to track usage of exception and comp time in Workforce Timekeeper has had a significant impact," says Renee Hancock of Southwest Tennessee Community College. "We now know we are accurately tracking leave and comp time earned, are making the right calculations electronically, are paying people correctly, and are maintaining accurate records of this information."

The Kronos solution seamlessly integrates with Banner, which allows the college to enter new employees' information quickly, eliminate manual key entry of labor data through daily imports, and help ensure more accountability with accurate reporting. Supervisors also can view real-time data in Kronos and print a time detail report.

Professors and staff like using the solution's self-service tools to review their leave time. Now, if they don't have leave time available, they know they can't take it.

"By automating our payroll and leave processes, we now have confidence in the accuracy of our labor data to adhere to labor law compliance and control costs such as comp time and overtime," Hancock says.

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University of Texas PD Cuts Event Staffing and Overtime Assignment Time in Half

University of Texas Austin Police Department

Industry: Campus Police

Location: Texas, USA

Students, Faculty, and Staff: Nearly 70,000

Sworn and Civilian Employees: 139

Kronos TeleStaff Benefits:

- Automates scheduling
- Speeds scheduling communications
- Supports client-specific configuration
- Improves operation efficiency
- Increases staffing accuracy
- Helps ensure compliance
- Controls labor costs
- Promotes employee satisfaction
- Integrates with third-party systems

CHALLENGES

The University of Texas at Austin is the largest institution within the University of Texas system and home to more than 48,000 students, 2,700 faculty, and 19,000 staff members. The University of Texas Police Department (UTPD) employs close to 140 dedicated law enforcement and civilian personnel responsible for patrol, response, crime prevention, venue security, and emergency management.

Furthermore, UTPD officers are fully empowered by the state to stop vehicles, make arrests, and enforce all laws. As a police department within a university, UTPD works very closely with this institution of higher learning and is responsible for providing organized venue security, officers, and security guards for the many university- and off-campus-sponsored events that are held on an ongoing basis.

Because UTPD was experiencing an increase in the number of events, ensuring security and staffing posed some challenges. These included needing a full-time person to perform event staffing and time constraints in assigning personnel to large events and multiple events. In addition, it was difficult to print out of rosters each day and weeks in advance to see current and future scheduling demands. And, the use of a board and book to post and view overtime assignments wasn't efficient.

In light of these challenges, department command staff realized UTPD needed to eliminate paper-based methods and much of the time it was spending on staffing events.

SOLUTION

UTPD chose the Kronos® TelesStaff™ solution to solve these issues because the system is very easy to use and offers many advanced features to help UTPD eliminate its manual scheduling processes.

BENEFITS

Automated solution streamlines scheduling process
Since switching to the automated Kronos TeleStaff solution, UTPD has seen a significant reduction in the time it takes to complete the staffing of officers and guards for events. Supervisors rely on the Kronos TeleStaff system daily to make the scheduling process both faster and easier.

System configured to UTPD staffing rules improves compliance

With the UTPD's Kronos TeleStaff solution configured to reflect the department's scheduling rules and policies, the department can rest assured that these are automatically applied by the system when staffing events and offering overtime. These fair, equitable practices help ensure the department's compliance with its scheduling and overtime rules.

Faster scheduling communications and confirmations

With the Kronos TeleStaff solution, all employee data, schedules, and events are visible to employees and supervisors at all times, at work or at home on a PC. Overtime opportunities are communicated through email notifications and employees can instantly respond to these offers.

Employees can sign up for assignments or overtime through the Kronos TeleStaff solution, so the previous board and overtime book are no longer needed by command staff to track employees and work.

Self-service tools promote efficiencies and employee satisfaction

"Scheduling is much more streamlined now," says Captain Julie A. Gillespie. "Employees are able to see daily assignments and overtime assignments from home or their desktops. They are notified as soon as it is posted. Command staff can also see scheduling in advance." The solution's benefits have increased satisfaction throughout the department.

Scheduling time savings increase cost savings and productivity

The obvious savings in time is resulting in a cost savings for the department as well. The once full-time events person is now able to perform two jobs — events and internal investigations. Event scheduling and overtime assignment time for the UTPD has been cut in half with the Kronos TeleStaff solution.

> *"The Kronos TeleStaff solution has been a tremendous asset to our department. We use it for daily scheduling and our overtime assignments. The number of events at The University of Texas has increased significantly in the past four years. If not for the Kronos TeleStaff solution, we would be drowning in paperwork and communication issues."*

Captain Julie A. Gillespier
University of Texas Police Department

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Category: Education

Business Type: Higher Education

Employees: 2,000

Products: Workforce Timekeeper, Workforce HR, Workforce Payroll

PROJECT BENEFITS

With Workforce Timekeeper, Workforce HR, and Workforce Payroll, Western New England College has been able to:

- Improve productivity through complete automation and an integrated solution

- Reduce labor costs by $50,000 annually by using high-quality information to control overtime

- Save $10,000 a year by eliminating paper timesheets and punch cards

Kronos Earns High Marks from Western New England College for Improved Productivity and Lower Labor Costs

Western New England College is a nationally accredited college located in Springfield, Mass., offering a broad range of undergraduate and graduate programs in engineering, business, arts and sciences, and law. The college enrolls approximately 2,400 full-time undergraduates, 600 in full- and part-time programs in the School of Law, and approximately 1,000 in part-time undergraduate and graduate programs offered on campus and at seven sites throughout the Commonwealth of Massachusetts. Leading those thousands of students: more than 1,700 faculty members, staff, and student employees.

Meeting the challenges of disparate, 20-year-old applications

Previously, the college relied on multiple systems to manage its human resources, payroll, and time and labor processes that were decidedly "old school": disparate 20-year-old mainframe applications that were growing increasingly difficult to maintain. The systems were also difficult to integrate and inconvenient for employees to access. What's more, in many cases, they still required manual paperwork to complete basic practices.

"We had hundreds of people — mostly work-study students — who were still using paper timesheets and timecards to capture time and attendance," says Suzanne Fontaine, payroll manager and application administrator for the college. "In other instances, some employees would have to travel across campus to enter their time before they could start working. It was time-consuming, wasteful, and created some challenges with the accuracy and quality of the data we were collecting.

"We also had filing issues. For instance, we had to combine data from these separate human resources and payroll systems just to generate simple 941 or W2 forms. It might have taken several days to create a quarterly 941 or Mass TeleFile reporting. And with work-study students, we must perform a layer of additional reporting for the federal government."

Looking for a completely automated solution

Searching for a way to migrate from the mainframe application, Western New England College began a careful and thorough search for a solution that could accommodate its diverse workforce and completely automate its human resources with one centralized system. The key requirements: the ability to handle complex pay rules, provide broader options for data collection, and make data available for analysis and reporting from a centralized database.

"We had a disparate group of applications across the college and human resources had remained a predominantly manual task," says Allyn Chase, director of the office of IT for the institution. "We wanted an institutional-level application that was best-of-breed and that handled all of those needs in a single product. That's why we chose Kronos as our timekeeping, HR, and payroll solution."

Kronos Workforce Central: Improved payroll productivity

To meet its needs, the college chose the Workforce Timekeeper™, Workforce HR™, and Workforce Payroll™ applications, all integral components of the Workforce Central® suite. "Previously, we had a separate system for student payroll," Fontaine explains. "That meant a lot of extra time to process our payroll — and we couldn't see all of our payroll in one picture. With Kronos, we've consolidated all of that into one unified system for salaried faculty, hourly staff, and student employees."

In addition to improving payroll productivity, Kronos also completely automates many of the institution's human resources functions. All employee-related information and data collected by Workforce Central is shared by all its applications. For example, human resources staff no longer need to manually track leave time and accruals for the college's employees.

High-quality data helps control labor costs

Information is higher quality because it is collected at the source, and more consistent because it is centralized in one database. Using Kronos' Workforce Connect™ integration tool, Western New England College has even integrated the Workforce Central suite with other business systems, including the college's student information system, general ledger, and public safety system, further reducing data entry and inconsistency.

"We now have much more control over our internal payroll data and our overall labor costs — including overtime," Fontaine says. "It's much easier for a manager to approve an employee's time, and our confidence in the data means we no longer waste time trying to validate it. Plus the data is so much more practical. What used to be tedious and unreliable tasks, like generating year-end financial reports or quarterly filings, are now reliably accurate and just a few clicks away," she explains.

"Our employees have been very enthusiastic," she continues. "We've recovered at least a half-hour per day in employee work time — which we estimate saves us $50,000 a year. We've reduced payroll discrepancies and errors. And we've saved $10,000 a year just by eliminating the paper timesheets and punch cards.

> *"We wanted an institutional level application that was best-of-breed and that handled all of those needs in a single product. That's why we chose Kronos as our HRMS, timekeeping, and payroll solution."*

Allyn Chase, Director,
Office of Information Technology

"Overall, we're very pleased with what we've been able to accomplish," says Fontaine. "We were able to complete the installation in five months, and the Kronos team was a big part of that success. It's given us the confidence to look at other ways to use the Workforce Central suite on campus. Moving forward, we're planning to roll out employee self-service to give our employees direct access to their benefits information. From my perspective, the implementation has been very successful — I love the software," she adds.

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