<u>Internal Procedure Development Guide</u>

Expectation: Departments should have answers to these questions and a communication plan in place by **January 16, 2026.**
Reach out to your **HR Consultant** for any assistance.

Purpose

This tool is designed to help departments develop and document internal timekeeping procedures aligned with Institutional Policy, Collective Bargaining Agreements (CBAs), and system functionality (e.g., UKG/LoboTime).

Each section prompts you to make decisions, clarify expectations, and define roles to ensure consistency, accuracy, and accountability. Your completed version should become your department's internal timekeeping procedure guide—shared with employees and referenced going forward.

1. Time Entry Expectations

- What method(s) are employees expected to use for clocking in/out (e.g., desktop, mobile, physical clock)? Does this differ by departments/units in your area?

- Are employees permitted to clock in from home? Under what conditions?

- What is the process for late clock-ins or missed punches? What communication is expected?

- What is the process for requesting or justifying manual edits? What communication is expected?

- How will you address frequent errors/manual edits or inaccurate time entries?

2. Scheduling & Work Hours

- Do you plan to use schedules in your area?

- If so, who is responsible for creating and maintaining work schedules—supervisors or Org Managers?

- How are schedules communicated to employees? What is the expected notice period for changes?

- Are flexible or alternate schedules allowed? If so, what is the approval process?

- Are employees allowed to swap shifts? How is this managed and tracked?

3. Overtime (OT) Management

- Is overtime allowed in your department? Under what circumstances?

- Who is authorized to approve overtime? Pre-approval is required. What is the process for your area to get approval?

- Are there limits on how much overtime can be worked?

- What is the communication process for employees to request/work overtime?

- What is the expectation for managers to monitor timesheets for overtime and adjust schedules as needed?

4. Timecard Review & Approval Workflow

- Employees and Supervisors are responsible for initial review and approval of timecards. Will your department require a secondary review by an Org Manager or administrative lead before the Org Manager signoffs (which lock the timesheet from further edits)? If so, what does that process look like?

- What are the expectations for timing of review—daily, weekly, or end-of-pay-period?

- What defines a meaningful and accurate timecard review, and how will you set these expectations for managers?

- How will you communicate that employees are primarily responsible for the accuracy of their timecards?

- Will there be an expectation for managers to delegate to a specific person for coverage when they are out, or will you default to using Org Managers as backups?

5. Manager Expectations

- Are managers expected to log into the system daily (e.g., 5–10 minutes) to monitor and approve time?

- What are the expectations for coaching employees with frequent timekeeping errors (e.g., missing punches, late arrivals)?

- How should managers address inaccurate entries (e.g., clocking in at 8:00 when arriving at 8:15)?

- What does a thorough, compliant timecard review look like?

- How will you hold supervisors accountable for not meeting expectations for timely and accurate approvals?

- How will you set expectations with faculty or executives who supervise but may not engage regularly in timekeeping tasks?

- Will administrative support be provided by an Org Manager?

- If not, what are the consequences for noncompliance or inaction and who will handle this?

6. Compliance & Accountability

- What are the consequences for repeated clocking issues, missed approvals, or noncompliance?

- Will there be a grace period during the system transition? What is the timeline for enforcing accountability? If so, how long (e.g., 30, 60, 90 days)?

- Who is responsible for following up with employees or supervisors who don't meet their timekeeping expectations?

- What is the process for corrective action (e.g., coaching, warnings)?

- How will the department track patterns of noncompliance?

7. Departmental Communication & Support

- How will your department share timekeeping expectations, updates, and policy reminders with employees and managers?

- Who are your department's Subject Matter Experts (SMEs) for timekeeping questions?

- What is the internal escalation process for timekeeping issues that can't be resolved by a supervisor?

- Will you maintain documentation (e.g., internal guides, FAQs) for reference?

8. Special Pay Considerations: Shift Differentials & Compensatory Time

Note: The new system will automatically apply shift differentials based on employee type (if eligible) and the hours entered. Compensatory time will be a manual edit to change OT hours to comp if the employee/department agree that comp time can be used in lieu of OT. Comp time that expires after 90 days unused will also manually need to be added to the timesheet to payout.

- Do any employees qualify for shift differentials/callback/standby/etc. (evening, night, weekend)? What are the expectations of these special pay practices?

- For regular Non-Exempt (SN) Staff and USUNM (SU) Staff, the shift times are as follows:

  - Shift 1: 8:00 AM to 4:30 PM

  - Shift 2: 4:30 PM to midnight

  - Shift 3: midnight to 8:00 AM

- For CWA (SW) Staff, the shift times are as follows:

  - Shift 1: 8:00 AM to 4:00 PM

  - Shift 2: 4:00 PM to midnight

  - Shift 3: midnight to 8:00 AM

- Who ensures the correct time/pay codes are applied?

- How are employees informed of the policy of differential eligibility?

- If the supervisor and the employee both agree in writing, a nonexempt employee may be granted compensatory time off in lieu of overtime pay. What does this process look like in your department? Do you already have your approvals in place/documented for employees?

- Who will manually change OT to comp and add comp payout to the timecards (manager or org manager)?

- Who monitors compliance with FLSA and institutional policies related to overtime and comp time?

9. Special Pay Considerations: Callback & Standby

- Do any employees in your department perform **callback** or **standby** work? If so, which positions or job groups are eligible?
- Do you have minimum pay practices in place such as a minimum rate or guarantee of hours for callback? If so, is it documented and has HR been informed?
- Who ensures the correct callback or standby pay codes are used and input in the timesheet?

10. Special Pay Considerations: Holiday & Closure Work

Note: The system will automatically input holiday leave time based on employee type and eligibility. It cannot prorate based on FTE, so holiday leave time for part-time employees will be a manual entry. For those who work on a holiday, the system will automatically input worked time at 1.5 times their base rate, including shift differential if applicable per policy.

- If employees are required to work on holidays or during campus closures, describe under what conditions and document the process.

- Managers and supervisors should be familiar with eligibility and/or union guidelines for holiday/closure pay.

- Who ensures correct pay codes are used during holidays or closures?

- Who (in addition to the direct supervisor) will review timecards during complex pay periods like holidays or closures?

- How will managers be informed/reminded of holiday timekeeping procedures?

- What is the dispute process for holiday pay issues?

- Who will forecast the time for winter break closures when you have employees who need to work? Who will enter that in the timesheet?

- Who will prorate the holiday leave for part-time employees and make the manual correction in the timesheet?

11. Org Manager Roles & Responsibilities

- Who will serve as Org Managers for your department or units? Will there be backups?

- What specific responsibilities will they have? (Examples: secondary review, monitoring compliance, escalation, data integrity)

- Will Org Managers be responsible for reviewing timecards prior to Level 3 or department-level approval?

- Will Org Managers handle follow-up with supervisors who do not meet expectations?

- How will Org Managers be trained and kept informed about process or policy changes?

- Who will be responsible for labor index edits? Will it fall to the manager, Org Manager, financial team, etc.? Would it happen in UKG or afterwards as a labor redistribution?

- Will your Org Managers need to manage time on behalf of a faculty or executive member? If so, how will they verify what they are approving?

- Who will be responsible for ensuring new hires are trained in their responsibilities in UKG (i.e., assign Learning Central training or demonstrate the system during orientation)?

- How will you manage other personnel changes (e.g., taking on supervision, reclassifications, career ladders) that result in new responsibilities in UKG? Who will be responsible?

- Who will process payroll adjustments or work through timekeeping disputes/errors?

Final Department Actions

Departments are encouraged to:

- Complete this planning template collaboratively with leadership (including HR Consultant if needed).

- Identify responsible parties for each section.

- Share finalized policies with all employees and managers.

- Designate timekeeping SMEs and Org Managers.