Clackamas Community College
HUMAN RESOURCES DIVISION

Self Service Time Card
Employee & Supervisor
Frequently Asked Questions

Overview

Why is there new time cards for full-time classified, grant funded and part-time classified employees?

- The college is nearing the completion of transitioning its payroll processing module in Colleague from WebAdvisor (CougarTrax) to Employee Self Service. This shift was necessary as Ellucian, the parent company of Colleague, no longer supports WebAdvisor. By adopting Employee Self Service, the college aims to address ongoing system errors, particularly with leave accruals, that were present in WebAdvisor.
- In addition to stabilizing the payroll processing platform, we aim to reduce payroll errors by leveraging the system to automatically calculate elements such as overtime—tasks that were previously done manually using Excel spreadsheets. To facilitate this, we made the decision to transition full-time classified and grant-funded employees from non-exempt salaried status, where pay remained the same regardless of the number of hours worked, to hourly pay. This change ensures employees record and are paid for the actual hours worked during each pay period.

When will I have to start using the new time card?

- Full-time classified and grant employees will begin using the new time card for the March 20th – April 19th pay period for pay received on April 30th. Part-time classified employees began using the new time cards for the February 19th – March 20th pay period for pay received on March 31st.

What's different in the new time card?

- The new time card is in a weekly format instead of a monthly column format. Employees will need to complete and submit their time for each week within the pay period, which could consist of up to 4 or more weeks.

Is there training available to help folks through this transition?

- There are a variety of easy-to-follow Job Aids available on the CCC intranet site. Drop-in hours are also available for Q & A. For easy access the available Job Aids are:
    - Approving timecards
    - Completing timecards
    - Requesting leave
    - Approving leave
    - Adding proxy
    - Approving as proxy

Self Service Time Card
Employee & Supervisor
Frequently Asked Questions

Who can help me if I have questions or difficulties with my new time cards?

- Payroll can help! Please reach out to Payroll in the ServiceDesk.

Entering Employee Time Worked into Self Service

How often should I enter my time worked into my Self Service time card?

- Once the payroll period is open, you can enter your time worked any time within the payroll period, prior to the deadline. Even though the pay period is monthly, we highly encourage you record your time weekly to keep up on your time recording.
- Recording time weekly also mitigates potential complications. Examples include: if an employee is out unexpectedly the days leading up to a time card submission deadline, the supervisor only has one week to enter on the employee's behalf instead of a whole month.

Will the time on my time card be automatically populated?

- No, your time card will not automatically populate your hours. Your time card may be set up with a standard work week which you can choose to apply to your time card. For further details, please see the Job Aid – Entering Time.
- By default, the system sets up the standard work week as five 8-hour days. If you work an alternate schedule, you can submit a ServiceDesk ticket to have the work week adjusted so you can use the apply time feature.

Why are some dates "greyed-out" on my time card?

- Each day of the pay period is available on your time card. If a date is greyed-out, the date is not part of the pay period.

What should I do if I'm out of office when time cards are due?

- Time cards populate for the entire payroll period, so you can fill out weekly time cards in advance. Employees should enter their time and submit all time cards to their supervisor before taking leave.
- In unexpected situations, supervisors can input time on the employee's behalf (ie. if the employee is out sick on the last day of a pay period, the supervisor can add 8 hours of sick leave on their behalf). This option should only be used as a last resort.

Clackamas Community College
HUMAN RESOURCES DIVISION

Self Service Time Card
Employee & Supervisor
Frequently Asked Questions

When does earned comp time become available to use?

- Overtime converted to comp time will become available to use during the following payroll period.
- All unused comp time is automatically paid out at the end of the fiscal year (June payroll).

Non-Standard Time Entry Situations

How do I input summer schedule hours?

- During summer schedule from Monday-Thursday, each day should add up to 9 hours.
- Input 4 hours of “Non Worked Summer” earn type on Fridays.

How do I record my shift differential?

- If you always work a shift differential schedule, you do not need to indicate anything further on your time card. It is automatically coded into your position/pay rate.
- If you have intermittent shift differential time, you must indicate these hours by choosing the appropriate “Shift Differential” drop-down type.

How do I report on-call pay?

- Staff who serve on-call report this time via the On-Call Pay Form in NEOGOV.

How do I report lead pay?

- Lead pay is automatically coded into the system and no additional action is needed.

How do I report hazard pay?

- Staff who receive hazard pay report this time via a NEOGOV form.

How do I report time during a college closure?

- Staff input their normally scheduled hours during college closure days.
- If a staff member is mandated to work during a closure, they also add the hours worked using the “College Closure” drop-down type.

How do I report holiday hours?

- The system will flag holidays on the timecard to prompt employees to enter the “Holiday” drop-down type.
- If a staff member works during a holiday, they also add the hours using the “Worked Holiday” drop-down type.
- Employees who work four 10-hour shifts should record 10 hours if their scheduled work day falls on a holiday.

Entering Leave Requests into Self Service

When should I submit my leave request?

- You can submit a leave request in Self Service for any future date in any future pay period. Note: Your supervisor should clarify if they prefer employees to use the leave request function to request time off or wish to use an alternate method for leave requests.

How will a leave request appear on my time card?

- Your leave request will show as a greyed-out row and say "Requested" within the row header on the left hand-side.
- The greyed-out row is a reminder that you requested time off. You will need to enter the amount of time you took off on your time card before you submit it for review to your supervisor. To do this, select the additional time drop-down and add the hours you took off to your time card. It's important to add the hours to the time card to ensure your leave banks are accurate and that you are paid correctly.

What if I did not submit a leave request in advance of the current pay period and have taken time off?

- If you've taken time off for the current pay period, there is no need to submit a separate leave request. Simply add additional time using the appropriate drop-down leave type and add the hours to your time card before submitting it.

Can I submit a leave request for a prior time period?

- DO NOT request time off in the leave system for prior pay periods. If you need to record time off from a prior pay period, please contact Human Resources via the Service Desk.

How will I know if my leave request is approved?

- You will receive an email notifying you that your leave was approved or you can view the status of your request for leave in the "Employee" area of Self Service.

What if my leave request was not approved by my supervisor for the current months' time reporting period?

- If you took the leave, please enter the leave time taken on your time card by adding additional time using the appropriate drop-down type and add the hours to your time card before submitting it.

What if my supervisor denied my leave request?

- Please reach out to your supervisor for an explanation if they have denied your request for leave.

Where can I see how many hours I have taken, how many hours I have accumulated, and how many hours I have left of my leave?

You have several options to view your current leave balances:

- By selecting the "View Balance" button at the top of your time card;
- By accessing the "Leave" tile in the "Employee" area of Self Service;
- By checking your earnings statement. Leave balances and leave used are recorded on each earnings statement. *Please note that this will not include any leave hours requested after your last pay day.*

Supervisor FAQ's

Time Approval

How will I know when an employee's time card is ready for approval?

- You will receive an email that the time submission has been submitted for review and approval. Please note that the employee will need to submit a time card for each week within the pay period, and you will receive an email of submission for each week. You can wait until the end of the pay period to review and approve time, or you can do it weekly.

What if I see an error on a time card?

- Please see the Job Aid – Approving Timecards on Employee Self Service

Do I have to approve each weekly time card?

- Yes. You must review and approve each time card by week to ensure that all hours have been reported. **Failure to do so will result in no paycheck generating for your employees.**
- For full-time employees working 5 8-hour days, supervisors must ensure each day adds up to 8 hours and each full week adds up to 40 hours (partial weeks split by the pay period will not add up to 40 hours).
    - During summer schedule, each day should add up to 9 hours with 4 hours of "Non Worked Summer" drop-down type on Fridays.
    - For full-time employees with alternate schedules, please ensure the employees account for all scheduled hours each day.

- For part-time employees, **you must approve all weeks**, even if there are weeks with zero hours worked. **Failure to approve all weeks will result in no paycheck generating for your employees.**

Approving Leave Requests

When should I approve leave requests?

- You should approve leave requests at least weekly; we recommend approving when notified or daily.

What happens to an approved leave request if I change a time card?

- You cannot change an employee's approved leave request(s) on the time card. You can only edit or reject the time card submitted for your approval.

Managing Time Approval Emails

How can I manage the approval emails in my inbox?

- The system will generate a lot of emails and all emails will be sent from TimeEntryNotify@clackamas.edu. The best way to manage the auto generated emails is to set up a personal folder with a rule to filter time entry emails to that folder. We recommend you use Microsoft's documentation to guide you in setting up the folder and rule.