

VALUE ACCELERATOR

**Modern workforce management
business case for higher education**



The power of the modern workforce

Against a backdrop of growing student demand for more affordable hybrid and remote learning, inconsistent undergraduate enrollment, and educator burnout, institutions charting a path forward are tapping into the power of their people while also improving operational performance, labor optimization, and cost management using digital workforce management solutions.

How is your institution addressing these major trends in higher education?

1 Keeping, attracting, and winning top talent

While remote learning and classroom closures have made educators' roles more challenging, 85% of workers say access to hybrid work options are important.¹ Workforce management technology for educators is correlated with higher job satisfaction, talent acquisition, and retention.

2 Employee burnout risks attrition

85% of campus workers have more than one primary area of responsibility. 82% of those experiencing "a lot" of burnout within the past 12 months report excessive workloads. More than half are likely to apply for other positions in the next year.¹

3 Automated workflows improve efficiency

While enrollment gains from 2024 are optimistic, they remain well below prepandemic levels, with nearly 800,000 fewer students (-4.2%) overall and over 900,000 (-6.0%) fewer undergraduates. There is an increased need for automated workflows to improve efficiency.²

"The higher education sector has been facing financial and demographic challenges for over a decade, with peak enrollment of high school students predicted as soon as 2025. The past year's developments will compound the challenges leaders face in creating a sustainable path forward."

—Deloitte, 2024 Higher Education Trends

Make the case for change

This Value Accelerator has been developed for higher education leaders who are building a business case for purchasing a modern workforce management solution. See what customers and market analysts are saying about the value of the ADP WorkForce Suite, and review data-driven proof from higher education customer implementations—to help make your decision to invest in this solution the clear choice.

An urgent call to action for employers to improve employee experience

With tenure-track positions decreasing and competition growing, colleges and universities are examining how to better engage overlooked employee populations like adjunct instructors, campus services, and student workers. Implementing new workplace tools and practices that address these employees' needs is essential. However, faculty and staff continue resigning for better opportunities, leaving institutions understaffed and struggling to grow academic programs.

The [Third Annual Global Employee Experience Study](#) provides an analysis of perceptions on the importance of employee experience aspects resulting from surveying employees and managers, including a focus on hourly shift workers.

As tenure-track positions decline and competition intensifies, colleges and universities are recognizing the need to better engage often-overlooked employee groups, including adjunct instructors, campus service workers, and student employees. With faculty and staff increasingly leaving for better opportunities, institutions are left understaffed and hampering the growth of academic program. It has become essential to implement new workplace tools and practices that address employees' needs.

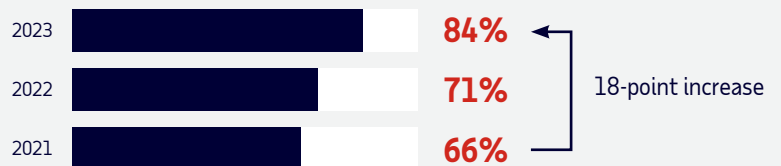
When we home in on the changing perception of employees year over year, the results further reinforce the significant importance of these elements for employees. For instance, the overall percentage of employees who recognize the importance of flexible scheduling has increased by twentyfive points.

The only experience aspect that saw a point decrease was the percentage of employees who feel their employer recognizes their contributions. Though the change may seem nominal, it indicates the need for stronger organizational efforts to recognize employee achievements.

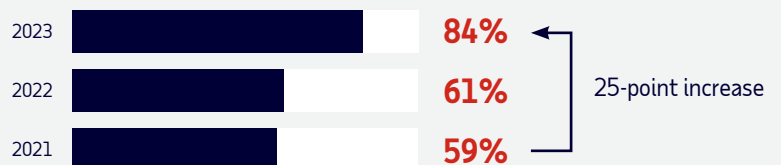
This is an urgent call to action for employers to make investments that improve these agreed upon experience challenges. For organizations, responding to issues that matter to their employees holds significant value—often in the form of tangible business cost benefits, including improved retention, productivity, and greater customer satisfaction.

Now that employers recognize the importance of employee experience, it is imperative that organizations meet employee needs with actions that address the underlying problems contributing to their dissatisfaction.

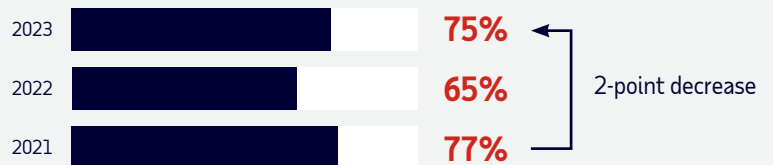
Prefers easy access to training and information



Wants employer who offers scheduling flexibility



Feels employer recognizes contributions



Prefers easy communication and collaboration



Would choose employer who asks for regular feedback



The ADP WorkForce Suite is the first global workforce management solution with integrated employee communications. We've made an investment in smart communication tools that are designed to leverage data, adapt, and communicate quickly with the ease of use of a favorite personal app.

The next generation of higher education management

The ADP WorkForce Suite provides the tools to improve employee experience, operational performance, and your financial position—no matter how unique your pay rules, labor regulations, labor allocation, schedules, and employee engagement needs. Our solutions are built for labor optimization, which can reduce your operating costs. This value can then be used to make tuition rates more affordable, passing the value along to current and applying students. The ADP WorkForce Suite is ready to handle your diverse workforce, be they faculty, full/part-time staff, or student employees.



Cost management and budget pressures

- Reduce payroll costs (e.g., time leakage, time theft, admin headcount) using automated rules
- Record time and effort to departments, work orders, grants (including attestation per OMB requirements), and support proper general ledger allocation during time entry
- Reduce process function cost for time, absence, and payroll automation
- Control predictable variable costs like labor, overtime, and PTO accruals over longer periods
- Make retroactive pay changes that enforce rules and rates in a past pay period, including cost allocation to grants/funding sources that were in effect during the time of the change

Win and keep top talent

- Improve well-being and remote working initiatives with anywhere access to time capture, schedule, and leave managements tools
- Provide student workers, educators, and full/part-time staff access to effective communication and collaboration tools no matter where the work happens
- Provide scheduling flexibility for hourly adjunct and auxiliary staff, as well as student workers, to accommodate their multiple roles and class commitments
- Enable mobile workforces across all campus locations with consumer-grade applications

Simplify compliance and pay

- Simplify pay and policy compliance for remote workers and collective bargaining agreement requirements in adjunct, graduate, and full/part-time employee populations
- Pre-emptively avoid noncompliance or poor employee experiences that negatively impact workforce productivity
- Reduce manual payroll errors with enhanced automation, and remove low-value repetitive tasks from busy managers
- Support multiple jobs/ assignments for adjunct staff, auxiliary services' employees, and student workers (e.g., limiting international students to 20 hours or less across positions)

Higher education organizations realize significant benefits with the ADP WorkForce Suite

There are a range of benefits and savings our higher education customers realize with ADP WorkForce Suite. These estimates are based on the aggregated results of value studies with our existing public sector customers across a range of deployments and organizational maturities.

Actual customer benefit ranges

The ADP WorkForce Suite capabilities	5K employees benefits	50K employees benefits	100K employees benefits
Time & Attendance	\$1.0M-\$1.9M	\$10.0M-\$18.8M	\$20.1M-\$37.6M
Scheduling & Labor Forecasting	\$775K-\$1.1M	\$7.8M-\$11.0M	\$15.5M-\$22.0M
Task Management	\$680K-\$906K	\$6.8M-\$9.1M	\$13.6M-\$18.1M
Absence Management	\$89K-\$107K	\$893K-\$1.1M	\$1.8M-\$2.1M
Employee Experience	\$3.0M-\$4.1M	\$29.7M-\$40.5M	\$59.5M-\$81M
Total benefits	Up to \$8.0M	Up to \$80.4M	Up to \$160.8M

Anticipated benefit calculations only. Your actual return on investment will depend on your current processes, implementation details, and post-implementation state.

The ADP WorkForce Suite business case value drivers

We understand that your organization is unique. No two manufacturers share the same workforce management process maturity or level of automation. Our Customer Value experts are dedicated to partnering with you to make a compelling case for change that appeals to the stakeholders of your organization.

		ANTICIPATED BENEFIT RANGE					
Value drivers		5,000 employees	50,000 employees	50,000 employees	100,000 employees	100,000 employees	
Workforce performance	TIME & ATTENDANCE						
	Payroll savings with improved accuracy and automation	\$265K	\$445K	\$2.7M	\$4.5M	\$5.3M	\$8.9M
	Labor cost savings with reduced time inflation	\$128K	\$255K	\$1.3M	\$2.5M	\$2.6M	\$5.1M
	Reduced unearned PTO expense with automation	\$200K	\$550K	\$2.0M	\$5.5M	\$4.0M	\$11.0M
	Overtime cost savings with improved overtime visibility	\$28K	\$43K	\$275K	\$434K	\$550K	\$869K
	Manager turnover reductions with WFS assistant	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K
	Reduced legacy system costs	\$15K	\$61K	\$154K	\$613K	\$307K	\$1.2M
	Timekeeping, data processing efficiencies with automation	\$209K	\$345K	\$2.1M	\$3.5M	\$4.2M	\$6.9M
	Retroactive adjustments and pay correction efficiencies	\$9K	\$17K	\$89K	\$167K	\$178K	\$334K
	Employee self-service and automation of time-off requests	\$149K	\$162K	\$1.5M	\$1.6M	\$3.0M	\$3.2M
	\$1.0M	\$1.9M	\$10.0M	\$18.8M	\$20.1M	\$37.6M	
Workforce performance	SCHEDULING & LABOR FORECASTING						
	Labor cost savings with reduced over-scheduling	\$379K	\$623K	\$3.8M	\$6.2M	\$7.6M	\$12.5M
	Scheduling automation efficiencies	\$396K	\$475K	\$4.0M	\$4.8M	\$7.9M	\$9.5M
	\$775K	\$1.1M	\$7.8M	\$11.0M	\$15.5M	\$22.0M	
Workforce performance	TASK MANAGEMENT						
	Task management efficiencies with improved task management	\$680K	\$906K	\$6.8M	\$9.1M	\$13.6M	\$18.1M
	\$680K	\$906K	\$6.8M	\$9.1M	\$13.6M	\$18.1M	
Workforce performance	ABSENCE MANAGEMENT						
	Payroll savings with automated leave management	\$60K	\$72K	\$600K	\$720K	\$1.2M	\$1.4M
	Absence management efficiencies with automation	\$29K	\$35K	\$293K	\$354K	\$585K	\$707K
	\$89K	\$107K	\$893K	\$1.1M	\$1.8M	\$2.1M	
Workforce experience	EMPLOYEE EXPERIENCE						
	Deskless turnover reductions with improved engagement	\$779K	\$973K	\$7.8M	\$9.7M	\$15.6M	\$19.5M
	Turnover cost reduction with integrated pulse surveys	\$710K	\$888K	\$7.1M	\$8.9M	\$14.2M	\$17.8M
	Survey, training and document cost reductions	\$111K	\$188K	\$1.1M	\$1.9M	\$2.2M	\$3.8M
	Deskless labor collaboration efficiencies	\$530K	\$794K	\$5.3M	\$7.9M	\$10.6M	\$15.9M
	Document search efficiencies with mobile access	\$845K	\$1.2M	\$8.5M	\$12.1M	\$16.9M	\$24.1M
	\$3.0M	\$4.1M	\$29.7M	\$40.5M	\$59.5M	\$81.0M	
TOTAL ANTICIPATED ANNUAL BENEFITS		\$5.5M	\$8.0M	\$55.2M	\$80.4M	\$110.4M	\$160.8M

Anticipated benefit calculations only. Your actual return on investment will depend on your current processes, implementation details, and post-implementation state.

These higher education customers use the ADP WorkForce Suite to transform the way people work

Enterprise-grade and future-ready, the ADP WorkForce Suite is helping some of the world's most innovative public sector organizations optimize their workforce, protect against compliance risks, and increase employee engagement to unlock new potential for resiliency and improved performance.



Elgin Community College updates manual methods—going digital with Time and Attendance improves slows, costly manual processes

"Besides knowing that our rules are consistently applied, we are collecting much more accurate and complete data."

— HRIS Manager



Oregon State University uses the ADP WorkForce Suite to manage diverse employee groups

"We run thin administratively on purpose, so any time we can adjust our efforts in ways that return more to the university—it just makes sense."

— Director of Business Affairs



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CITY COLLEGES
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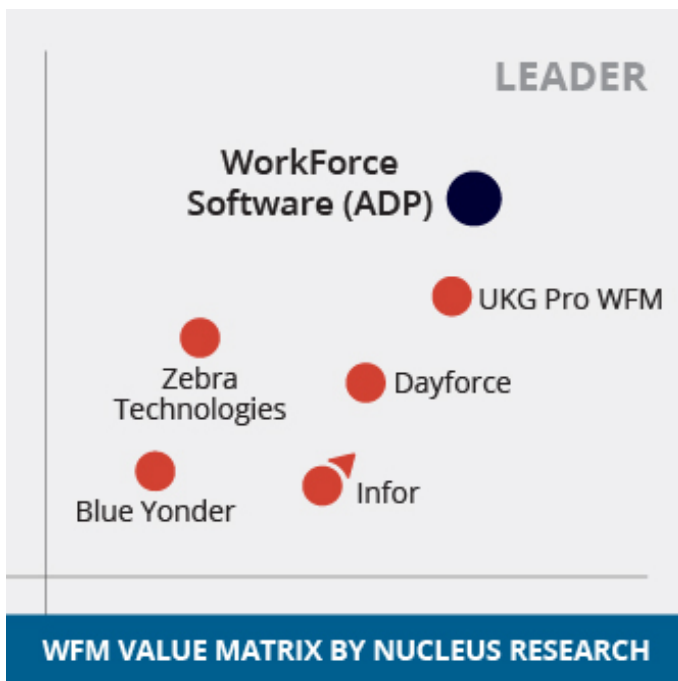
UNIVERSITY OF
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**NUCLEUS
RESEARCH**

The ADP WorkForce Suite leads in Nucleus WFM Value Matrix for eleventh year

For eleven consecutive years, the ADP WorkForce Suite has ranked as the leader in the Nucleus Research Workforce Management (WFM) Technology Value Matrix for our ability to enable enterprises with large workforces to optimize labor investment, improve employee engagement and communication, and manage local compliance requirements and complex union agreements.



"WORKFORCE SOFTWARE, AN ADP COMPANY, IS RECOGNIZED BY NUCLEUS AS A LEADER IN WORKFORCE MANAGEMENT FOR ELEVEN CONSECUTIVE YEARS. THE COMBINED ORGANIZATIONS PROVIDE CLIENTS WITH HIGH LEVELS OF FUNCTIONALITY, ENHANCED USABILITY, AND ONGOING INNOVATION WITHIN A UNIFIED PORTFOLIO OF SOLUTIONS."

EVELYN MCMULLEN
Research Manager, Nucleus Research

[Learn more](#)

Getting cross-departmental collaboration and buy-in when building your business case

It's in every department's best interest—whether it's human resources and finance or operations and IT—to collaborate and create a shared vision of the benefits of evolving your workforce management practices (and using software to facilitate it).

Here's what each team offers and why they should be part of the process:

→ Human resources

New workforce dynamics like remote learning, high turnover rates, and educator burnout, require technology that supports employees in their roles and relieves some of the stress of their positions. This includes easier communication throughout an organization, accurate time, attendance, and absence requests, scheduling flexibility, and meticulous payroll processing.

Modern workforce management platforms help improve employee engagement for a more positive experience. Simplify compliance with working regulations, leave-of-absence legislation, and CBAs, and devise best practices for all employee groups. Become an “employer of choice” by better connecting all worker groups, managers, and administration, resulting in reduced turnover rates and improved, higher quality talent acquisition for open positions.

→ Campus operations

Support smooth operations during a technology implementation by retaining and supporting current employees to perform optimally, anytime and anywhere. Complex work rules and shift assignments (including multiple assignments and union/CBA policies) must be easy for your teams to manage.

Campus operations managers can use a modern workforce management solution to provide employees with training and certification before being scheduled to work and to enable communication, collaboration, and feedback across all teams. It also connects management to essential workers to keep facilities running smoothly. A direct channel for employees to have their voices heard goes a long way toward increasing engagement and satisfaction with their positions.

→ Finance

Investing in a modern workforce management solution can be seen as a costly endeavor, but the return on investment exceeds other HR digital transformation initiatives. The ability to improve real-time visibility into labor cost decisions (like unplanned labor and staff turnover) can enable more responsible financial management—all while improving employee and student worker experiences.

With effective labor/budget tracking, complexities can be easily navigable, such as allocating hours against departments, grants, projects, and work orders. By digitizing time capture and payroll processing for more automation, institutions can work to reduce compliance risk, payroll leakage, and manual errors.

→ Information technology

IT will be a key partner in executing your workforce management strategy, determining whether the technology you choose meets the standards and needs of your institution, monitoring its adoption (and success rates) once rolled out.

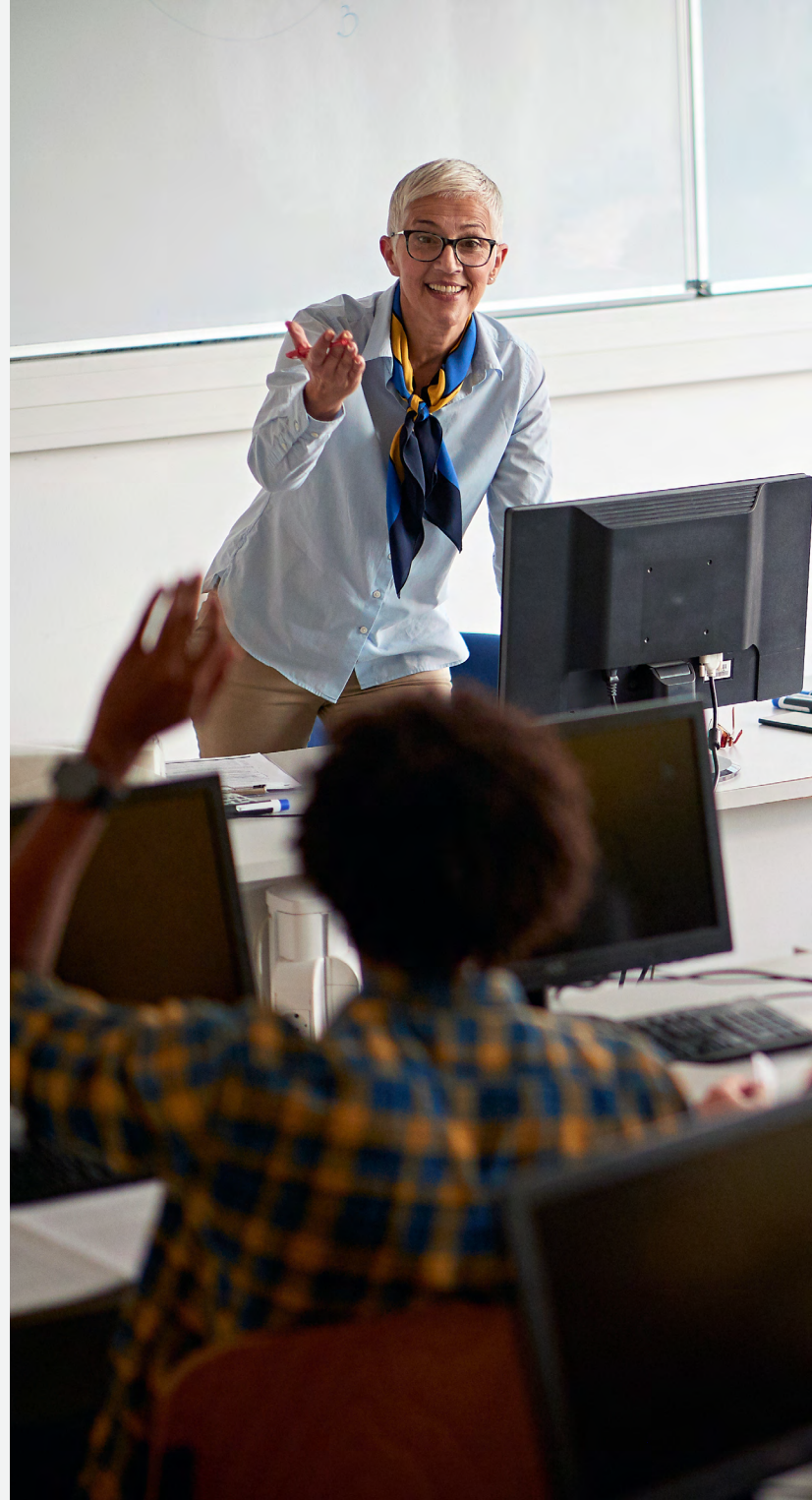
IT can accelerate digital transformation and focus on workforce management functionality with the highest ROI. Consumer-grade tools can be immediately provided to all employees to increase adoption. Leverage the power of a secure, modern cloud-based application to help reduce operational costs associated with maintaining disconnected and disparate systems for critical functions such as time capture, scheduling, and communications.

The ADP WorkForce Suite: designed for higher education employers

The ADP WorkForce Suite is higher education's modern workforce management solution to help keep operations running smoothly while simplifying compliance—and become the institution of choice for students, faculty, and staff. Our Customer Value Team is ready to support your decision-making process by working with you and your key stakeholders to develop a customized business case that you can stand behind.

Key takeaways

- Faculty leadership and educators' roles have been made more challenging due to added stresses such as demand for remote learning and uncertain enrollment projections. Retaining talent is of paramount value, as turnover rates continue to rise for nonexempt part-time staff.
- While managers today are more aligned with their employees, employers continue to fall short in implementing workplace processes and tools that adequately address your workers' needs. Workforce management technology can play a major role in providing the experiences employees expect and deserve.
- Institutions must address the unique needs of student workers, who make up a large part of the campus workforce. They expect consumer-grade tech, enhanced scheduling abilities (to balance work and classes), and instant access to and connection with managers and other employees.
- Digitization has created new classes of employees that don't perform work within pre-existing timeframes. Compliance and payroll must factor in these new workers and navigate the expanded roles of CBAs in adjunct, graduate, student worker, and full-time employee populations.
- The ADP WorkForce Suite can create combined benefits of up to \$8 million (organizations with 5,000 employees), \$80.4 million (50,000 employees), or \$160.8 million (100,000 employees).
- Your team's decision to adopt modern workforce management will provide cross-departmental collaboration between and benefits to HR, finance/payroll, operations, and IT.



**REQUEST YOUR
PERSONALIZED
VALUE ASSESSMENT**

[Learn more](#)