



# 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 whilst also improving operational performance, labour optimisation and cost management using digital workforce management solutions.

## How Is Your Institution Addressing These Major Trends in Higher Education?



### Keeping, Attracting and Winning Top Talent

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



### 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.<sup>1</sup>



### Automated Workflows Improve Efficiency

Whilst enrollment gains from 2024 are optimistic, they remain well below pre-pandemic 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.<sup>2</sup>

“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 our customers and market analysts are saying about the value of the WorkForce Suite, and review data-driven proof from higher education customer implementations—to help make your decision to invest in our solutions 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 recognising 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.

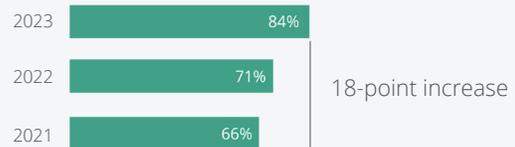
When we home in on the changing perception of employees year over year, the results further reinforce the significant importance of these elements for employees. For instance, the overall percentage of employees who recognise the importance of flexible rostering has increased by twenty-five points.

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

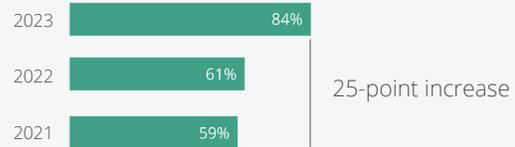
This is an urgent call to action for employers to make investments that improve these agreed upon experience challenges. For organisations, responding to issues that matter to their employees holds significant value—often in the form of tangible business cost benefits, including improved retention, productivity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

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

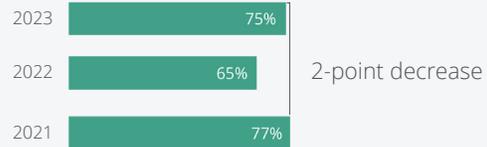
## Prefers Easy Access to Training and Information



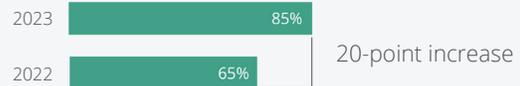
## Wants Employer Who Offers Rostering Flexibility



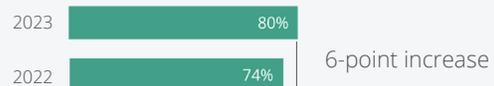
## Feels Employer Recognises Contributions



## Prefers Easy Communication and Collaboration



## Would Choose Employer Who Asks for Regular Feedback



WorkForce Software is a pioneer in our industry as the first global provider of modern workforce management solutions 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 Workforce Management

WorkForce Software provides the tools to improve employee experience, operational performance, and your financial position—no matter how unique your pay rules, labour regulations, labour allocation, rosters and employee engagement needs. Our solutions are built for labour optimisation, 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 WorkForce Suite is the only digital solution 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 ensure proper general ledger allocation during time entry
- Reduce process function cost for time, absence and payroll automation
- Control predictable variable costs like labour, 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

- Encourage well-being and remote working initiatives with anywhere access to time capture, roster 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 rostering 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



## Increasing Compliance and Pay Complexities

- Ensure 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 Organisations Realise Significant Benefits with WorkForce Software

There are a range of benefits and savings our higher education customers realise with WorkForce Software solutions. These estimates are based on the aggregated results of value studies with our higher education customers across a range of deployments and organisational maturities.

## Customer Sample Benefit Ranges

WorkForce Software Capabilities	5,000 Employees Benefits	50,000 Employees Benefits	100,000 Employees Benefits
Time & Attendance	\$1.4M—\$2.6M	\$13.7M—\$25.7M	\$27.5M—\$51.5M
Rostering & Forecasting	\$1.1M—\$1.5M	\$10.6M—\$15M	\$21.2M—\$30.1M
Task Management	\$931K—\$1.2M	\$9.3M—\$12.4M	\$18.6M—\$24.8M
Absence & Leave Management	\$122K—\$147K	\$1.2M—\$1.5M	\$2.4M—\$2.9M
Employee Experience	\$4.1M—\$5.5M	\$40.8M—\$55.5M	\$81.5M—\$111.1M
<b>Total Benefits</b>	<b>Up to \$11M</b>	<b>Up to \$110.1M</b>	<b>Up to \$220.4M</b>

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

# WorkForce Software Business Case Value Drivers

We understand that your organisation is unique. No two higher education institutions share the same workforce management process maturity or level of automation. WorkForce Software's Customer Value experts are dedicated to partnering with you to make a compelling case for change that appeals to the stakeholders of your organisation.

Value Drivers	SAMPLE BENEFIT RANGE [ AU\$ ]					
	5,000 Employees	50,000 Employees	100,000 Employees	5,000 Employees	50,000 Employees	100,000 Employees
<b>TIME &amp; ATTENDANCE</b>						
Payroll Savings with Improved Accuracy and Automation	\$364K	\$610K	\$3.6M	\$6.1M	\$7.3M	\$12.2M
Labour Cost Savings with Reduced Time Inflation	\$175K	\$349K	\$1.8M	\$3.5M	\$3.5M	\$7M
Reduced Unearned PTO Expense with Automation	\$274K	\$753K	\$2.7M	\$7.5M	\$5.5M	\$15.1M
Overtime Cost Savings with Improved Overtime Visibility	\$38K	\$60K	\$377K	\$595K	\$754K	\$1.2M
Manager Turnover Reductions with WFS Assistant	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K
Reduced Legacy System Costs	\$21K	\$84K	\$210K	\$839K	\$421K	\$1.7M
Timekeeping, Data Processing Efficiencies with Automation	\$287K	\$473K	\$2.9M	\$4.7M	\$5.7M	\$9.5M
Retroactive Adjustments and Pay Correction Efficiencies	\$12K	\$23K	\$122K	\$229K	\$243K	\$457K
Employee Self-Service and Automation of Time-Off Requests	\$204K	\$222K	\$2M	\$2.2M	\$4.1M	\$4.4M
	<b>\$1.4M</b>	<b>\$2.6M</b>	<b>\$13.7M</b>	<b>\$25.7M</b>	<b>\$27.5M</b>	<b>\$51.5M</b>
<b>ROSTERING &amp; FORECASTING</b>						
Labour Cost Savings with Reduced Over-Rostering	\$520K	\$854K	\$5.2M	\$8.5M	\$10.4M	\$17.1M
Rostering Automation Efficiencies	\$542K	\$651K	\$5.4M	\$6.5M	\$10.8M	\$13M
	<b>\$1.1M</b>	<b>\$1.5M</b>	<b>\$10.6M</b>	<b>\$15M</b>	<b>\$21.2M</b>	<b>\$30.1M</b>
<b>TASK MANAGEMENT</b>						
Task Management Efficiencies with Improved Task Management	\$931K	\$1.2M	\$9.3M	\$12.4M	\$18.6M	\$24.8M
	<b>\$931K</b>	<b>\$1.2M</b>	<b>\$9.3M</b>	<b>\$12.4M</b>	<b>\$18.6M</b>	<b>\$24.8M</b>
<b>ABSENCE &amp; LEAVE MANAGEMENT</b>						
Payroll Savings with Automated Leave Management	\$82K	\$99K	\$822K	\$986K	\$1.6M	\$2M
Absence Management Efficiencies with Automation	\$40K	\$48K	\$401K	\$484K	\$801K	\$969K
	<b>\$122K</b>	<b>\$147K</b>	<b>\$1.2M</b>	<b>\$1.5M</b>	<b>\$2.4M</b>	<b>\$2.9M</b>
<b>EMPLOYEE EXPERIENCE</b>						
Deskless Turnover Reductions with Improved Engagement	\$1.1M	\$1.3M	\$10.7M	\$13.3M	\$21.3M	\$26.7M
Turnover Cost Reduction with Integrated Pulse Surveys	\$973K	\$1.2M	\$9.7M	\$12.2M	\$19.5M	\$24.3M
Survey, Training and Document Cost Reductions	\$152K	\$258K	\$1.5M	\$2.6M	\$3M	\$5.2M
Deskless Labour Collaboration Efficiencies	\$726K	\$1.1M	\$7.3M	\$10.9M	\$14.5M	\$21.8M
Document Search Efficiencies with Mobile Access	\$1.2M	\$1.7M	\$11.6M	\$16.5M	\$23.2M	\$33.1M
	<b>\$4.1M</b>	<b>\$5.5M</b>	<b>\$40.8M</b>	<b>\$55.5M</b>	<b>\$81.5M</b>	<b>\$111.1M</b>
<b>TOTAL SAMPLE ANNUAL BENEFITS</b>	<b>\$7.6M</b>	<b>\$11M</b>	<b>\$75.6M</b>	<b>\$110.1M</b>	<b>\$151.2M</b>	<b>\$220.4M</b>

Sample 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 WorkForce Software to Transform the Way People Work

Enterprise-grade and future-ready, WorkForce Software is helping some of the world's most innovative higher education institutions optimise their workforce, protect against compliance risks and increase employee engagement to unlock new potential for resiliency, operational performance and cost management.



Education that Works

OHIO UNIVERSITY

SDSU | San Diego State University

UC SANTA CRUZ

UNIVERSITY OF DELAWARE



## Elgin Community College Updates Manual Methods—Going Digital with WorkForce Time and Attendance Improves Slow, 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 WorkForce Software 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

## Info-Tech Buyer Experience Report Cites Users Rate WorkForce #1 Workforce Management Provider for Trust and Security

“With WorkForce Software, it has been perfection redefined and it has helped us almost double productivity. For this, I recommend it.”

- Claire N, Finance

“The WorkForce Suite supports every pay rule, every compliance requirement and every unique agreement across your entire employee population.”

- Sanjeet K, IT

[Learn More](#)



## Nucleus Research Calls WorkForce Software a Leading Workforce Management Vendor for Solution Usability and Functionality

For ten years, Nucleus Research has recognised WorkForce Software as a leader in the Workforce Management Technology Value Matrix for their consistency in delivering value to hundreds of customers. WorkForce Software has continuously responded to changing needs of employees through renewed investment in automation and analytics across areas including rostering and communication.

“WorkForce Software’s positioning as a leader in the WFM Value Matrix for the tenth consecutive year underscores their commitment to meeting the evolving and often complex requirements of global customers and their employees.”

— Evelyn McMullen, Research Manager, Nucleus Research

[Learn More](#)

# Getting Cross-Departmental Collaboration and Buy-In When Building Your Business Case

It is in every department's best interest—whether it be human resources and finance or campus operations and IT—to collaborate and create a shared vision of the benefits of evolving your workforce 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 organisation, accurate time, attendance and absence requests, rostering flexibility and meticulous payroll processing.

Modern workforce management platforms help increase employee engagement for a more positive experience. Ensure 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.



## 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 ensure real-time visibility into labour cost decisions (like unplanned labour and staff turnover) can enable more responsible financial management—all while improving employee and student worker experiences.

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



## Campus Operations

Ensure 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 ensure employees have valid 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.



## Information Technology

IT will be a key partner in executing your workforce management strategy, ensuring the technology you choose meets the standards and needs of your institution and 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 reduce costly operational risks associated with maintaining disconnected and disparate systems for critical functions such as time capture, rostering and communications.

# Enable Your Employees as Their Future of Work Continues to Evolve with WorkForce Software

WorkForce Software is higher education's modern workforce management solution to help keep operations running smoothly while ensuring 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 customised 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 non-exempt 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 their 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 rostering abilities (to balance work and classes) and instant access to and connection with managers and other employees.
- Digitisation 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.
- WorkForce Software capabilities can create combined benefits of up to \$11 million (organisations with 5,000 employees), \$110.1 million (50,000 employees), or \$220.4 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 Personalised Value Assessment

[Learn More](#)

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