



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, decreasing 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?



Keeping, Attracting, and Winning Top Talent

Remote learning and classroom closures have made educators' roles more challenging. Retaining talent is paramount, as turnover rates have reached 15% for non-exempt part-time staff.¹ Workforce management technology that supports educators in their roles is correlated with greater job satisfaction, talent acquisition, and retention.



Cost Management and Budget Pressures

There is an increased urgency for digital transformation to support alternatives for in-class learning and to develop automation and streamlined workflows to improve efficiencies. Undergraduate enrollment fell by over 5% (1 million students) from 2019 to 2021² due to concerns over high tuition rates and student debt, impacting budgets and digital transformation efforts.



Increasing Compliance and Pay Complexities

The same factors that have created digitization opportunities have been accelerated by new employee expectations. Institutions must now factor in remote workers for compliance and payroll—and navigate the expanded role of collective bargaining agreements in adjunct, graduate, student-worker, and full-time employee populations.³

“

Public institutions suffered the brunt of enrollment declines... losing 604,000 students (-5%) from the year before. This could have been prevented with proper optimization of labor, improved productivity, and avoidance of unplanned costs.

”

— NSCRC, *Spring 2022 Current Term Enrollment Estimates*

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.

Over the last three years, our study findings have shown increasing alignment in perception by employers and employees of the ability to deliver capabilities that create a good employee experience. Our results also indicate significant growth in the importance of these elements for employees.

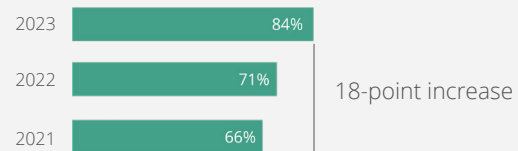
When we home in on the changing perception of employees year over year, the results further reinforce the significant importance of these elements for employees. For instance, the overall percentage of employees who recognize the importance of flexible scheduling has increased by twenty-five points.

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.

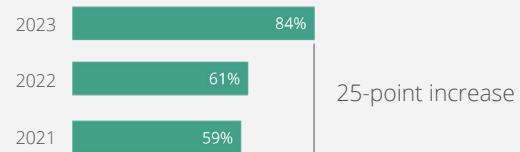
This is an urgent call to action for employers to make investments that improve these agreed upon experience challenges. For organizations, responding to issues that matter to their employees holds significant value—often in the form of tangible business cost benefits, including improved retention, productivity,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

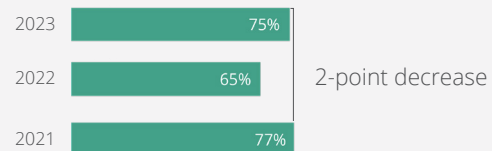
Prefers Easy Access to Training and Information



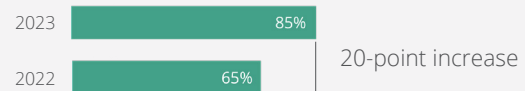
Wants Employer Who Offers Scheduling Flexibility



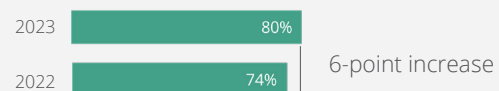
Feels Employer Recognizes Contributions



Prefers Easy Communication and Collaboration



Would Choose Employer Who Asks for Regular Feedback



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, 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 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 (time leakage, time theft, and admin headcount) using automated rules and calculations
- 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 such as labor, overtime, and PTO accruals over longer periods of time
- Pass on cost-savings value to make higher education learning more affordable for current and applying students and improve enrollment rates
- 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, 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
- Offer scheduling flexibility for hourly paid adjunct and auxiliary workers (who often work multiple jobs within the institution) and student workers (who juggle their time between work and classes)
- Enable mobile workforces across all campus locations with consumer-grade experience business apps



Increasing Compliance and Pay Complexities

- Ensure pay and policy compliance for remote workers and adapt to the expanding role of collective bargaining agreements 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, including limiting international students to 20 hours or less across multiple positions

Higher Education Organizations Realize Significant Benefits with WorkForce Software

There are a range of benefits and savings our higher education customers realize 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 organizational maturities.

Customer Sample Benefit Ranges

WorkForce Software Capabilities	5,000 Employees Benefits	50,000 Employees Benefits	100,000 Employees Benefits
Time & Attendance	\$1.0M—\$1.9M	\$10M—\$18.8M	\$20.1M—\$37.6M
Scheduling (Rostering) & 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 & Leave 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

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 organization 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 organization.

Value Drivers	SAMPLE BENEFIT RANGE					
	5,000 Employees	50,000 Employees	100,000 Employees	5,000 Employees	50,000 Employees	100,000 Employees
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	\$10M	\$18.8M	\$20.1M	\$37.6M
SCHEDULING & 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
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
ABSENCE & LEAVE 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
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	\$81M
TOTAL SAMPLE ANNUAL BENEFITS	\$5.5M	\$8.0M	\$55.2M	\$80.4M	\$110.4M	\$160.8M

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 optimize their workforce, protect against compliance risks, and increase employee engagement to unlock new potential for resiliency, operational performance, and cost management.



**CITY COLLEGES
of CHICAGO**
Education that Works

SDSU | San Diego State
University

UC SANTA CRUZ

**UNIVERSITY OF
DELAWARE**



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."

— Lissa Perrone, Director of Business Affairs



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."

— Kristin Richmond, HRIS Manager

Info-Tech Buyer Experience Report Cites 97% of Users Find High Value in WorkForce Software Solutions and Plan to Renew

“ 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 recognized 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 scheduling and communication.

“ The WorkForce Software platform, WorkForce Suite, is SaaS-delivered and offers advanced capabilities for time and attendance, scheduling, labor demand forecasting, fatigue management, leave and absence management, task management, and analytics. ”

— 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 is what each team brings to the table and why they should be part of the process:



Human Resources

Due to pandemic-related impacts, including remote learning, high turnover rates, and educator burnout, it is important to apply 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 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 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 reduce compliance risk, payroll leakage, and manual errors.



Campus Operations

To keep institutions running smoothly in the face of employee turnover and change management during a technology implementation, it is imperative to not only retain current workers but also support them to do their best work, wherever and whenever needed. 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, scheduling, 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 becoming 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

- Educators' roles have been made more challenging due to added stresses like remote learning and classroom closures. 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 deskless workers 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.
- WorkForce Software capabilities 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](#)

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