July 20, 2011

FROM: Web Timesheet Project Team

TO: PPAs, CCCs, and Fiscal Officers

RE: Web Timesheet Project Update

Thank you for your participation in the web timesheet demonstrations in May and for your response to our survey. The members of the team have reviewed all of the survey responses and we wanted to get back with you to share results of the survey and provide an update on the project.

Upcoming Communication to Employees:
In August and again in September, the team will be sending an email communication to all employees to update them on the Web Timesheet Project. At that time, employees will also have the opportunity to view an online web timesheet demonstration and complete a survey to provide the team with their feedback on the new web timesheet.

It’s important that employees have an opportunity to provide input and suggestions to make our new web timesheet process the best it can be. Once the communication is sent, please encourage your department employees to view the demo and respond to the survey.

Non-Exempt Pilot Update:
The non-exempt timesheet pilot is scheduled to begin in mid August with additional pilot departments being added in September. The purpose of the pilot is to give the new web timesheet and the new process a trial run, see if it works well and what additional changes we may need to make to improve it.

The team representatives from each MAU are currently discussing which departments from each MAU will be participating in the non-exempt timesheet pilot. The pilot departments will need to commit to active participation including possible attendance at feedback sessions and/or responding to pilot surveys. If your department would like to volunteer, please contact your MAU HR Office so they can consider your department in the selection process.

Survey Results:
Attached is a summary of the survey results as of May 31, 2011, listing each survey question and the related aggregate score. We’ve also attached a web timesheet FAQ (frequently asked questions) document to respond to many of the survey responders’ excellent questions.

Approximately 200 people attended the 3 demonstrations and 116 people responded to our survey. Overall, the new non-exempt web timesheet was received favorably.

We received many helpful suggestions for changes to the navigation and the business process flow that the team is working on implementing in the web timesheet process. The following is just a small sampling of the survey comments and the team’s responses to the suggestions;
**Survey Comment 1:**
Many PPA/CCCs/fiscal officers expressed concern that the FYI access demonstrated may not be enough access to accomplish their work, in particular in departments with large amounts of grant activity. Suggestions to improve the FYI access included adding the ability to comment and/or the ability to return the timesheet to the employee for FYI users.

**Team Response 1:**
These were very helpful comments and the team will be working with PPA's and Fiscal Officers during the pilot to reevaluate the PPA and Fiscal Officer access levels. The web timesheet has so much additional automated functionality that does not exist in the current paper timesheet, that it's difficult to assess just how much additional access will be needed and by whom until we try the new process. During the non-exempt pilot, the pilot departments will be using the new timesheet and new processes and we will gain a better understanding of what additional accesses are needed for PPAs, CCCs, and Fiscal Officers in the new process.

**Survey Comment 2:**
Several Responders were concerned that the proposed timesheet deadline for the timesheet approvers was too short. The timesheet approvers need more than one day to review and approve the timesheet to allow for potential scheduling and leave conflicts.

**Team Response 2:**
The team reevaluated the timelines based on your feedback and proposed new timelines for the web timesheet process. In the new process, the Employee's timesheet deadline will now be Monday at noon following the pay period end. The timesheet approver deadline will now be Wednesday noon. This will give the timesheet approver from Monday noon through Wednesday noon to review and approve the timesheets. We are going to use and evaluate these deadlines during the pilot to see if they are adequate before they are finalized.

**Survey Comment 3:**
Responders also made several suggestions for navigational improvements. Some examples include renaming or moving some of the buttons on both the timesheet and timesheet approver views; adding leave balance information to approvers; adding some additional error or warning messages; adding researcher name, grant agency, and end date in a mouse-over feature to help employees recognize their grants and adding this information to the fund search functionality as well.

**Team Response 3:**
The team has reviewed and agreed to implement many of the navigational changes suggested to the employee and approver views.

Thank you again for your participation and feedback. Your input has helped to improve the new web timesheet process for the University.

If you have questions regarding the project, please feel free to contact your project team representative or reply directly to this email communication. Also note our web timesheet project website at [http://projects.alaska.edu/ElectronicTimesheets](http://projects.alaska.edu/ElectronicTimesheets).