

COLLEAGUE SELF-SERVICE FAQ'S: LEAVE ACCRUALS

Why is the District moving away from Web Advisor?

Self-Service is the next step in our evolution towards a full service one-stop-shop experience. Self-Service is so much more than leave accruals - it is used for tax information, counseling, financial management, benefits (we are using it now in Open Enrollment!) and more! Moving leaves over to this platform is a necessary and exciting progression towards the future!

I can't get the system to work! Who can help me?

All technical questions about Self-Service can be routed to:
Jason Abel
Systems Architect
Institutional Technology
jabel@swccd.edu

I'm a Timekeeper - what am I supposed to do in this new system?

There are no timekeeper duties in Self-Service - so that role does not exist! Each employee is responsible for entering their own accrual usage request. As a result, XATK is no longer active, along with any related timekeeping functions.

What happens to employees out on extended leaves - who enters their time?

We are working with IT and Ellucian to give managers access to enter time only for employees out on extended LOAs, but until then, please be patient. The Benefits office has a list of all employees out on medical LOAs, and the necessary accruals will be deducted via the Colleague system if needed. More to come!

Who can I talk to about my accruals? They look off!*

Questions about accrual amounts can be routed to:
Efren Barrera
Human Resources Business Systems Analyst
Human Resources
ebarrera@swccd.edu

My accruals look fine, but I still have questions about them!

Inquiries about Sick Leave Balances:
Responsible Payroll Technician

Inquiries about Vacation Leave Balances:
Responsible HR Specialist

What about notifications, are those the same?

Employees will receive an email notification upon a final approval or denial (end state) of their request.

Employees will not receive an email notification upon submitting a leave accrual usage request – we can simply log into our Self-Service portal and see the status of our request.

Managers/supervisor will receive an email upon their employee submitting a request.

How can managers/supervisors approve requests submitted before – OR – after Self-Service went live?

In MySWC, select 'WebAdvisor for Employees,' then 'Leave Request and Approval' like before. If the leave request was submitted prior to 11/01, please select 'WebAdvisor Leave Approval (for supervisors)' and proceed as normal. If the leave request was submitted on or after 11/01, please select 'Self-Service Leave Approval (for Supervisors)' and follow the prompts to approve.

What are the pros of this system?

- Modern web experience - works on mobile devices
- Employees will be able to log their own sick leave
- Employees can "unsubmit" an approved leave directly - no more form and wait time!
- System will not allow submissions in excess of specific accrual banks, so it has built in fail safes
- All requests will be listed which helps employees not submit duplicate requests and/or getting stuck if they run out of hours in a specific plan
- Batch approvals - Managers can select all the requests for an employee review & approve them all at once.

Where did the work schedule go?

Self-Service does not require that employees pre-populate their work schedules, so just be careful when filling out whatever accruals are being used and what specific day they are being logged. Managers/supervisors will be helpful in this transition as they will be checking each entry and can reject back to the employee for correction.

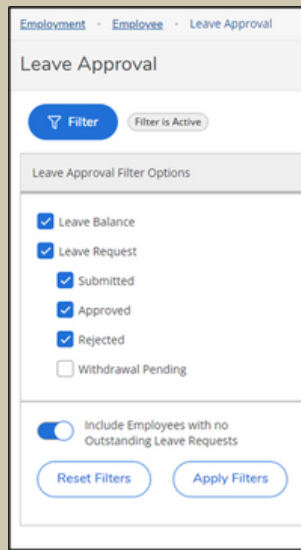
What about faculty – how does Self-Service impact them?

The move to Colleague Self-Service does not impacted leave reporting for faculty – they still use whatever absence report form processes for DPL and sick leave.

However, faculty did have the option of using WebAdvisor to review their leave balances, and now they can view their balances through Self-Service! Just log in via the MySWC portal and applicable balances will be visible.

What about leave reports? Where did those go?

Leave reports were not a part of Web Advisor's features. HR allowed access to timekeepers as it was the only way for managers to see if their employee had requested to log their sick leave accruals. Self-Service has built-in functionality that allows managers to see the employees' total leave history – just apply the filters!



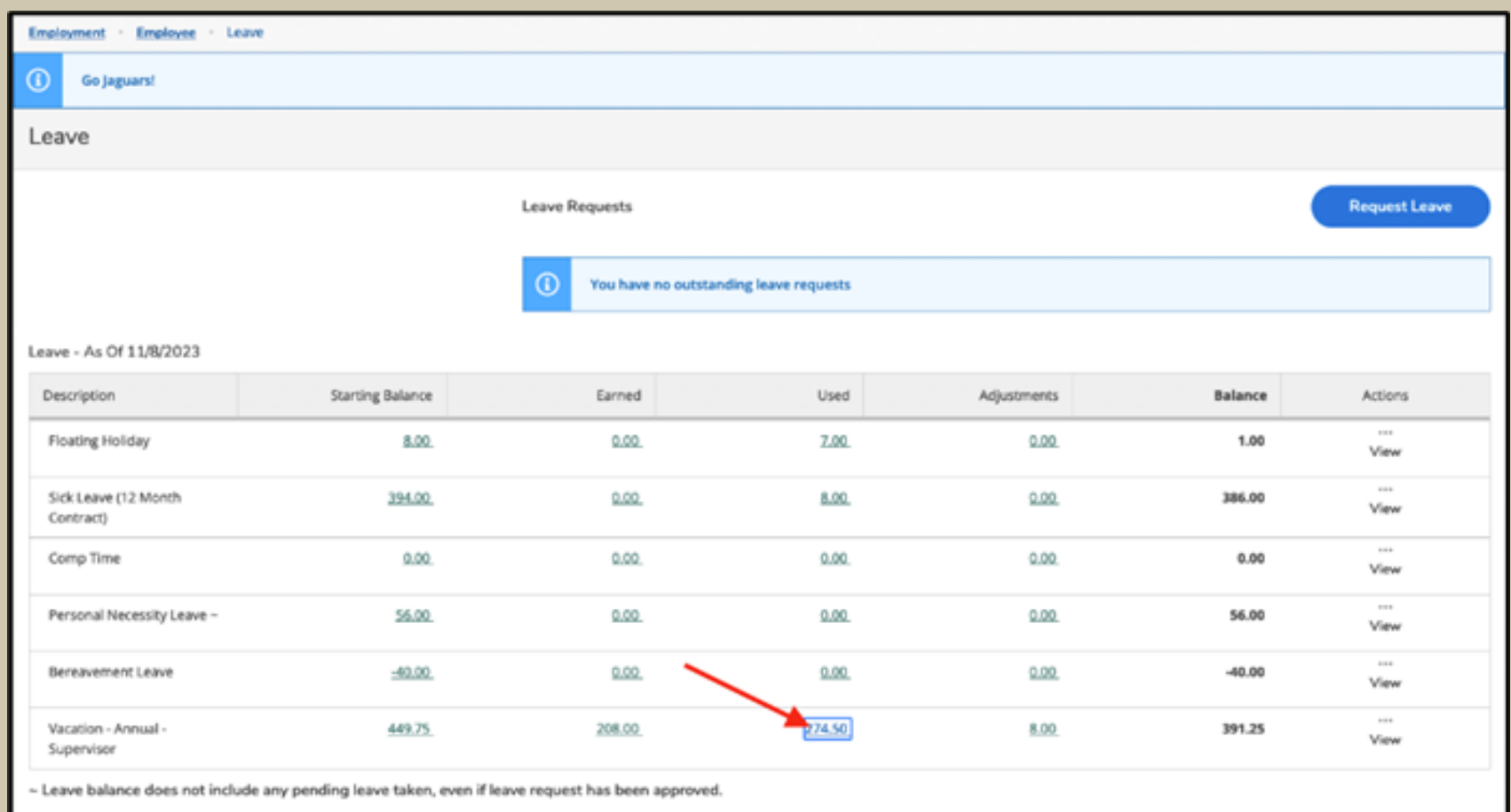
The screenshot shows the 'Leave Approval' filter options. It includes a 'Filter' button, a 'Filter is Active' indicator, and a list of filter options: Leave Balance, Leave Request, Submitted, Approved, Rejected, and Withdrawal Pending. There is also a toggle for 'Include Employees with no Outstanding Leave Requests' and buttons for 'Reset Filters' and 'Apply Filters'.

Do employees still have to follow departmental call-in procedures?

Absolutely! Self-Service does not replace (or impact at all!) established call in procedures. Employees need to continue to communicate with their supervisor/manager and their teams as they are accustomed to doing so. Self-Service is just the new tool to log the time but will never replace communication! NOTE: If the direct supervisor is out, then they should have a backup identified for staff to connect with.

Where can employees go to see their leave histories?

For now, Web Advisor is still available for employees to check leave transaction history. Self-Service shows one (1) year of leave transaction history, which is a bit different. Once in the "Leave" section, click on the hyperlink and a pop-up window will open up with one (1) year of approved leave history.



The screenshot shows the 'Leave' section of the system. It includes a 'Request Leave' button and a message: 'You have no outstanding leave requests'. Below this is a table titled 'Leave - As Of 11/8/2023' with columns for Description, Starting Balance, Earned, Used, Adjustments, Balance, and Actions. A red arrow points to the 'Used' column for 'Vacation - Annual - Supervisor', which shows a value of 274.50.

Description	Starting Balance	Earned	Used	Adjustments	Balance	Actions
Floating Holiday	8.00	0.00	7.00	0.00	1.00	View
Sick Leave (12 Month Contract)	394.00	0.00	8.00	0.00	386.00	View
Comp Time	0.00	0.00	0.00	0.00	0.00	View
Personal Necessity Leave -	56.00	0.00	0.00	0.00	56.00	View
Bereavement Leave	-40.00	0.00	0.00	0.00	-40.00	View
Vacation - Annual - Supervisor	449.75	208.00	274.50	8.00	391.25	View

- Leave balance does not include any pending leave taken, even if leave request has been approved.

Are we going to be able to submit Personal Necessity Leave (PNL) without printing out the page to request the time?

For now, Self-Service does not have the capacity to log and appropriately track PNL, but we are working with Ellucian towards that goal.

This means that employees will go into Self-Service and log the hours they need in the Sick leave plan and in the comments section type "PNL". Then the employees will need to route the PNL form (soon to be posted to the HR webpage) in order to complete the process.

What about leaves that were already submitted and approved via Web Advisor – are those in Self-Service or do we need to resubmit?

Leaves that were already submitted and approved via the Web Advisor system have been transferred into Self-Service, so no need to resubmit the requests!

In MySWC, select 'WebAdvisor for Employees,' then 'Leave Request and Approval' like before.

- If the leave request was submitted prior to 11/01, please select 'WebAdvisor Leave Approval (for supervisors)' and proceed as normal.
- If the leave request was submitted on or after 11/01, please select 'Self-Service Leave Approval (for Supervisors)' and follow the prompts to approve.

