ABSENCE MANAGEMENT
(Effective 4/11/2016)
FAQ’S

Employees
Managers
Employees:

1. Q: How do I enter comp time in Absence Management?
   A: Comp time is not entered as an absence request in Absence Management. Once Time and Labor is implemented, you will be able to choose to either receive pay or comp time for overtime hours worked. Once the system has a comp time balance available, you may utilize comp time hours for time off work vs. paid time off. This entry will be made in Time and Labor.

2. Q: Can I enter paid time off for less than one hour?
   A: Yes you can, but it is discouraged. It is advisable for you to work with your Manager to make up the time in the week/pay period the time is missed.

3. Q: Can I request Vacation during my probationary period?
   A: The system will allow you to submit an absence request for Vacation, but if you are within your probationary period or employed less than 3 months (Facilities & Police Union employees) the time requested will go to Unpaid Status. You will not be paid for this time off.  
   (Please refer to the “Tables of Data Entry Rules” in the Absence Management for Employees User’s Guide located on the Human Resources Intranet.)

4. Q: Can I enter absence requests even when I’m not at the College?
   A: Yes! You will need to sign on to the CLC Portal to access PeopleSoft Employee Self Service. You may also utilize the Mobile App in June 2016 when it is activated.

5. Q: What is available on the CLC Mobile App?
   A: You will have the ability to view paid time off balances, view absence request history, and in June 2016, complete and submit absence requests.

6. Q: How can I copy someone on my absence request submitted?
   A: Absence Management does not have the ability to do this. You will receive an email once you have submitted a request. You can forward a copy of this email to whomever you choose.
7. **Q:** Will the system allow me to submit an absence request if I don’t have enough of a balance available in a paid time off category?

   **A:** Yes it will. The system is designed to sequence to other paid time off categories until all are exhausted, at which time the time off would go to Unpaid Status. It is highly recommended that employee’s check their available leave balances prior to submitting an absence request.

8. **Q:** How does the system calculate for the Summer Hour work schedule?

   **A:** Summer Hours are a work schedule update in the system. The summer work schedule will be input to deduct nine (9) hours for a day requested off. If you request an absence that straddles the current and future summer work schedule, the system will know which dates are for the current schedule and which ones are for the summer work schedule.

   If you request an absence for the summer work schedule before the schedules are updated, the system will show a calculate duration of 8 hours, but when the absence processes, the correct hours will be deducted (9 hours).

   Managers will be responsible for ensuring their part-time employee’s schedules are accurate. They will need to update the new summer work schedule or any other changes to their employee’s schedule in Absence Management. Human Resources will update the summer work schedule for applicable part-time employees for the summer 2016 year and change the schedule back at the end of this summer to the regular work schedule.

9. **Q:** Will my current navigation to view my paid time off leave balances still work?

   **A:** No it will not. The new navigation to view balances is: Main Menu > Self Service > Time Reporting > View Time > Absence Balances.

10. **Q:** How often do my paid time off leave balances update?

    **A:** Balances will be updated every Monday if absences are entered on a timely basis for time off in the week prior.

11. **Q:** If I request 2 weeks’ vacation, will my vacation balance update automatically?

    **A:** No it will not. This request will not deduct until the week the vacation time falls within. You will have to keep this time off in mind if you request further vacation, as your balance will actually not yet reflect the previous request.

    To help you keep track of what time you have previously submitted, you may view your absence request history. The navigation to view your absence request history is: Main Menu > Self Service > Time Reporting > View Time > Absence Request History.
12. Q: Can I view my future dated absence requests submitted to see if my Manager approved them?

A: Yes! You can view your Absence Request History to see the status of all absence requests you have submitted or saved for later. The navigation to do so is: Main Menu > Self Service > Time Reporting > View Time > Absence Request History.

13. Q: Does the Absence Management implementation affect our current department procedures for submitting absence requests?

A: No. Please follow your department procedures up to submittal of an absence request.

14. Q: If my Manager has left the College and he/she has not been replaced, who will approve my absence requests?

A: In this situation, your “reports to” person moves up one level for absence request approvals. All requests will automatically route to this individual. No employee can approve his/her own absence request.

15. Q: How do I enter an absence request if I need to use more than one leave type for the same day?

A: You would need to enter two absence requests for the same day. Each absence request would be entered as a partial day so you could choose the correct number of hours for each leave type.

Scenario: If you wanted 04/28/2016 off and you were planning on using your remaining Personal balance and then the rest of the time you would take from your Vacation balance, you would enter the following absences:

- Personal Time
  - Choose **Start Date of 04/28/2016** and **End Date of 04/28/2016**.
  - Choose the drop down for **Partial Days as Start Day Only**.
  - Enter **6 hours in the Start Day Hours**. *(or however many hours you have left remaining for this leave category)*
  - Click **Calculate Duration**, your Duration will be for a total of **6** hours.

- Vacation Time
  - Choose **Start Date of 04/28/2016** and **End Date of 04/28/2016**.
  - Choose the drop down for **Partial Days as Start Day Only**.
  - Enter **2 hours in the Start Day Hours**. *(or however many hours you have to enter to equal your full day off)*
  - Click **Calculate Duration**, your Duration will be for a total of **2** hours.
16. Q: How do I request an absence for a partial day?

A: **Scenario 1:** If you have a doctor appointment and need to leave work 2 hours early on Thursday, May 12, 2016:

- Choose **Start Date of 5/12/2016** and **End Date of 5/12/2016**.
- Choose the drop down for **Partial Days as Start Day Only**.
- Enter **2 hours in Start Day Hours**.
- Click **Calculate Duration**, your **Duration** will be a total of **2** hours.

**Scenario 2:** If you want to request the afternoon off for Monday, May 9, 2016, and the remainder of that week off:

- Choose **Start Date of 5/9/2016** and **End Date of 5/13/2016**.
- Choose the drop down for **Partial Days as Start Day Only**. *(This means you are working a partial day on Monday 5/9/16 the “start” of your request.)*
- Enter **4 hours in Start Day Hours**.
- Click **Calculate Duration**, your **Duration** will be a total of **36** hours. *(4 hours off first day and 8 hours off the remaining 4 days = 36 hours)*

**Scenario 3:** If you want to request Monday, May 9, 2016 through Friday, May 13, 2016 off, but return to work the afternoon of May 13, 2016:

- Choose **Start Date of 5/9/2016** and **End Date of 5/13/2016**.
- Choose the drop down for **Partial Days as End Date Only**. *(This means you are working a partial day on Friday 5/13/16 the “end” of your request.)*
- Enter **4 hours in End Date Hours**.
- Click **Calculate Duration**, your **Duration** will be a total of 36 hours. *(8 hours off first 4 days and 4 hours off on last day = 36 hours)*

**Scenario 4:** If you want to request afternoons off Monday, May 9, 2016 through Friday, May 13, 2016:

- Choose **Start Date of 5/9/2016** and **End Date of 5/13/2016**.
- Choose the drop down for **Partial Days as All Days**.
- Enter **4 hours in All Days Hours**.
- Click **Calculate Duration**, your **Duration** will be a total of **20** hours. *(4 hours off work for each of the 5 days = 20 hours)*

17. Q: Will I be paid for the time I wasn’t here if my Manager does not approve my absence request in time?

A: The absence itself does not go to unpaid status as it has not yet been approved. If you are a time reporter employee *(an employee that will clock in and out daily)*, you will not be paid for the hours once Time and Labor is implemented.
18. **Q: What kind of emails will I receive from the Absence Management system?**

   A: You will receive 2 emails for each absence request submitted.
   - First email – Will notify you that you have submitted an absence request to your Manager.
   - Second email – Will notify you that your Manager has acted upon your absence request (either approved, denied or pushed it back).

19. **Q: If my work schedule changes, does it need to be updated in the Absence Management system?**

   A: Yes! If an absence request has been entered and your work schedule changes afterwards, the request will be processed at the rate of hours based on the new work schedule. You must contact your Manager to update your work schedule to ensure the correct paid time off hours are deducted.

20. **Q: How do I record time if I am on FMLA?**

   A: If you are on a continuous FMLA, then the Benefits and Leave Coordinator will be completing your absence request for you. If you are on an intermittent FMLA than any time you miss for the condition of which you have been approved, you will answer the question in Absence Management, “Is it for a Leave of Absence” with “YES” or “FMLA”, either one is fine.

21. **Q: What if I have an unplanned absence on a Friday before payroll and I cannot enter my absence request?**

   A: If you have an unplanned absence the Friday before a payroll and you are unable to log in and enter an absence request, then you may ask your manager to submit the request for you. If your absence request is not submitted OR not approved by Monday morning when payroll runs, and you are a time reporter, you will not be paid for that day.

---

**Managers:**

1. **Q: Can an employee submit an absence request for less than one hour?**

   A: Yes they can, but it is discouraged. It is advisable for them to work with you to make up the time in the week/pay period the time is missed.
2. **Q: Can I change/edit/delete an employee’s absence request once I have approved it?**

   A: No you will not be able to. You will need to send an email to the absences@clcillinois.edu inbox indicating what action you would like taken on the absence request. The Benefits and Leave Coordinator will not make any changes based on a request from an employee. Manager approval is needed.

3. **Q: If I forget to delegate before I am out of the office, can I have Human Resources perform the delegation on my behalf?**

   A: Yes, but it is preferred that you set up your delegation while off-campus via the CLC Intranet.

4. **Q: After I return to the College, how do I see what absence requests have been submitted and my proxy has approved/denied/pushed back?**

   A: You will not be notified via email of any action taken by your proxy. In order to see any action, you are able to view each of your employee’s absence request history. You can check by the dates you delegated for. The navigation to do so is: Main Menu > Manager Self Service > Time Management > View Time > Absence Request History.

5. **Q: Will there be reminder emails for absence requests you have not yet acted upon (approved/denied/pushed back)?**

   A: No! You will need to act upon absence requests submitted as soon as conveniently possible. You will receive an email right after an employee submits a request.

   *(Note: The Leave and Benefits Coordinator will run reports weekly that will indicate which absence requests have not been acted upon. Managers’ will be contacted at that point if they are not approving/denyng/pushing back in a timely manner. If this is a regular occurrence that a manager is not approving absences on time for their employees, their managers will also be contacted.)*

6. **Q: What kind of emails will I receive from the Absence Management system?**

   A: You will receive the following emails throughout the request/approval process:

   - You will receive an email every time one of your employees’ submits an absence request.
   - You will receive an email if you complete an absence request on the behalf of your employee.
• You will receive an email after you have acted upon an absence request (approved, denied or pushed back).

7. **Q:** If one of my employee’s work schedule changes, does it need to be updated in the Absence Management system?

   **A:** Yes! If an absence request has been entered previous to a work schedule change, the request will be processed at the rate of hours based on the new work schedule. You must update the employee’s work schedule to ensure the correct paid time off hours are deducted. The navigation to do so is: Main Menu > Manager Self Service > Time Management > Manage Schedules > Assign Work Schedule.

   You will also be responsible for updating any changes to your part-time employee’s summer work schedule, if their hours change as a result of the College being closed on Friday. Human Resources will update the summer work schedule for applicable part-time employees for the summer 2016 year and change the schedule back at the end of this summer to the regular work schedule.

8. **Q:** How are Proxies determined when completing a Delegation Request?

   **A:** There will be a list of employees you can delegate to. Your proxy choices listed are lateral to your position level or one step up or down. They also have to be currently managing at least one employee.

   *(Please refer to the Absence Management for Managers User’s Guide located on the Human Resources Intranet – Section for Setting Up Delegation for Absence Approval)*

9. **Q:** If someone has delegated a transaction to me, can I then delegate it to someone else?

   **A:** No, cascading delegation is not allowed.

10. **Q:** Can I remove myself as a delegate for someone else?

   **A:** When you receive a delegation request, you may reject the request. However, if you previously accepted a request and you determine you can no longer fulfill the duties, you would contact the delegator to revoke the request. If the delegator is not available, you will need to contact the Benefits and Leave Coordinator to revoke the request on their behalf. You cannot delegate the delegation to someone else!

11. **Q:** Can I delegate indefinitely? For example, to have an Office Manager approve absence requests on my behalf?

   **A:** No you cannot. Human Resources procedure is that you can only delegate for a period up to 30 days maximum and may not be open-ended. This will be tracked.
12. **Q:** What if an employee calls in for an unplanned absence the Friday before a payroll?

   **A:** If an employee calls in for an unplanned absence the Friday before a payroll and is unable to enter the request themselves, you as their manager should enter the absence request for them so their paycheck is not impacted.

13. **Q:** What if I have forgotten to approve an absence request for my employee?

   **A:** If your employee is a non-exempt employee and you have not approved their absence request for a time during that current pay period, than they may end up not being paid for that time. It is imperative you approve, deny, or push back absences as they are requested.

   *Example: Pay period May 9, 2016 – May 22, 2016. Your non-exempt employee has an absence request for May 13, 2016 and you have not approved it. When the employee is paid on May 27, 2016, they will not be paid for that day (their check will be short hours).*