WolfTime

Focus Group Questions and Responses
Why Focus Groups

- Identify what presently works well with the system, resource materials, etc.
- Identify opportunities that will improve the overall user experience of the system.
- Identify what materials and resources exist or are essential that will improve the user experience.
- Identify ways to improve efficiency and effectiveness of the system.
- Identify ways to improve the effectiveness of the existing materials and resources.
## FOCUS GROUPS

### Registration vs. Attendance

<table>
<thead>
<tr>
<th>Date</th>
<th>Sum of Registered</th>
<th>Sum of Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/12/2019</td>
<td>17</td>
<td>11</td>
</tr>
<tr>
<td>4/15/2019</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>4/18/2019</td>
<td>29</td>
<td>26</td>
</tr>
<tr>
<td>4/23/2019</td>
<td>33</td>
<td>30</td>
</tr>
</tbody>
</table>

The bar chart above shows the comparison between the number of people registered and the number of people who attended the focus groups on different dates.
## Participating Colleges/Units

28 college/divisions responded to our participation request:

<table>
<thead>
<tr>
<th>Advancement</th>
<th>Division of Academic &amp; Student Affairs</th>
<th>Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Enterprises</td>
<td>DELTA</td>
<td>McKimmon</td>
</tr>
<tr>
<td>Chancellor’s Unit</td>
<td>Design</td>
<td>Natural Resources</td>
</tr>
<tr>
<td>College of Agriculture &amp; Life Sciences</td>
<td>Education</td>
<td>Office of International Affairs</td>
</tr>
<tr>
<td>CHASS</td>
<td>EMAS</td>
<td>OIT</td>
</tr>
<tr>
<td>College of Natural Resources</td>
<td>Environmental Health &amp; Safety</td>
<td>Office of Research &amp; Innovation</td>
</tr>
<tr>
<td>College of Sciences</td>
<td>Engineering</td>
<td>Poole College of Management</td>
</tr>
<tr>
<td>College of Textiles</td>
<td>Facilities</td>
<td></td>
</tr>
<tr>
<td>CVM</td>
<td>Finance Division</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grad School</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Human Resources</td>
<td></td>
</tr>
</tbody>
</table>

Development and Issue Categories

Each Response was categorized by both Development and Issue.

Development Categories help to define what area would need to be focused on in order to implement the changes.

- **Business** - This category focuses on ways in which a business process can be updated or changed
- **Communication** - This category focuses on ways in which we could enhance communication
- **System** - This category focuses on changes to the WolfTime system. These would require EAS involvement to implement
In order to see which areas received the most focus, responses were also broken down into Issue Categories.

- **Automation** - Requests for more automated WolfTime processes
- **Communication** - Requests for more or enhanced communication
- **Ease of Use** - Suggestions or requests for making certain processes more user friendly
- **Enhancement** - Requests to improve existing processes
- **Fixes** - Current issues that require a correction in order to function properly
- **Leave** - A change to our current leave processes/policies
- **Time** - A change to our current time processes/policies
- **Training** - Training requests
- **Viewing Information** - Suggestions for changing how certain information is viewed
Priority Selection

Once each group had the opportunity to comment on all questions, employees were given three stickers of different colors to mark their three top priorities.

Each first priority was weighted as 3. Each second priority was weighted as 2. Each third priority was weighted as one.

Each group selection was weighted 1.

Ex. A total weight of 10 could have been 1 group selection and three first priority selections or 2 group selections and 8 third priority selections.
What questions did we ask?

1. In what ways are the current WolfTime system and business processes effective?
2. In what ways are the current WolfTime business Processes ineffective?
3. What are the ‘must have’ essential improvements for the WolfTime system?
4. What are the ‘nice to have’ improvements for the WolfTime system?
5. What resources on the WolfTime website are user friendly and beneficial?
6. What resources would improve your user experience?
Question 1 feedback: Development category responses

In what ways are the current WolfTime system and business processes effective?

Top Three Enhancements of WolfTime

- Weekly Time Countdown for employee’s and supervisors
- Digital record of changes and comments for review and audit
- Reduction of paper timesheets

System 61%
Business 30%
Communication 9%
In what ways are the current Wolftime business processes ineffective?

Top 3 Responses:

- Adverse Weather needs to be automated
- Leave Balances should update more than once per week
- Allow employees to edit leave requests, not just delete and resubmit
ISSUE CATEGORIZATION OF ENHANCEMENT FEEDBACK

- Automation: 15%
- Communication: 18%
- Ease of Use: 18%
- Enhancement: 16%
- Fixes: 3%
- Time: 5%
- Training: 7%
- Viewing Information: 14%
- Leave: 4%

- Dashboard for queries
- Specific process/guides for Timekeepers (TK) and Leave Coordinators (LC)
- Allow employees to adjust time
- Issues with FMLA tracking
- Mobile App for Clocking
- Automation of Adverse Weather Notification to employee, supervisor and LC when too much or too little leave is used
- Leave Balances should update more than once per week
- Allow the Weekly Time Calendar to be a "one-stop shop" for approving time and leave
RESPONSE BY SUB-CATEGORIES

Focus Group Feedback by Question

<table>
<thead>
<tr>
<th>Enhancement Type</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automation</td>
<td>108</td>
<td>44</td>
<td>121</td>
<td>32</td>
</tr>
<tr>
<td>Communication</td>
<td>20</td>
<td>96</td>
<td>32</td>
<td>68</td>
</tr>
<tr>
<td>Ease of Use</td>
<td>44</td>
<td>36</td>
<td>63</td>
<td>121</td>
</tr>
<tr>
<td>Enhancement</td>
<td>68</td>
<td>70</td>
<td>32</td>
<td>102</td>
</tr>
<tr>
<td>Fixes</td>
<td>11</td>
<td>1</td>
<td>14</td>
<td>1</td>
</tr>
<tr>
<td>Time</td>
<td>23</td>
<td>1</td>
<td>32</td>
<td>71</td>
</tr>
<tr>
<td>Training</td>
<td>32</td>
<td>71</td>
<td>14</td>
<td>1</td>
</tr>
<tr>
<td>Viewing Information</td>
<td>14</td>
<td>10</td>
<td>8</td>
<td>31</td>
</tr>
<tr>
<td>Leave</td>
<td>46</td>
<td>48</td>
<td>59</td>
<td>42</td>
</tr>
</tbody>
</table>

- **Weighted Request**: The chart shows the weighted request for different enhancement types based on focus group feedback by question.
Question 3: Top 3 Responses

What are the ‘must have’ essential improvements for the WolfTime system?

- **System – Communication** – Easier view for Leave Coordinators to see if an employee used too much/too little leave (Dashboard)

- **System – Automation** – Create process to automatically allow for addition of missed punches/timesheet corrections

- **Business – Time** – Make Payable Time and Reported Time match
What are the ‘nice to have’ improvements for the WolfTime system?

- **System – Ease of Use** – Allow the Weekly Time Calendar to be a “one-stop shop” for approving time and leave
- **System – Automation** – Mobile Application for clocking In/Out
- **System – Enhancement** – Supervisors should not be able to approve time if there is a missed punch or an exception
Next Steps

• Review each response and research if implementation is possible.

  1. Determine if idea can be implemented
     • Is it unable to be implemented due to system, budget, or legal limitations?

  2. Determine if idea should be implemented
     • What problem does it fix?
     • Is there consensus that it does solve that problem?

  3. Determine how to implement
     • Who are the stakeholders?
     • Which areas need to be involved in planning, testing, implementing?
     • Communication plan and timeline
After Review each response would be placed in one of three blocks.

- Moving forward with implementation
- Placed in Parking Lot for possible future implementation
  - Could be paused due to constraints in system, budget, etc.
- Will not be implemented
  - Legal Constraints
  - Not found to have a benefit to campus
  - Another solution was used to address the problem
QUESTIONS