

Optimizing the Scheduling of Campus Safety Officers for Streamlined Operations



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Campus safety departments face unique challenges ensuring all posts across campus are adequately staffed. This becomes even more complex when factoring in labor union agreements, overtime, and integrating data from HR systems like Workday. This white paper explores how one campus safety department in law enforcement overcame these challenges with a modern workforce management solution.

THE PROBLEM

College campus safety departments often encounter three primary challenges when managing staff schedules:

1. **Post Coverage:** Ensuring adequate staffing across multiple posts on campus, even during unexpected absences or emergencies.
2. **Union Compliance:** Offering overtime shifts while strictly adhering to labor union agreements governing employee work hours and seniority preferences.
3. **Data Integration:** Importing data from HR systems, which manage schedules and time-off requests, into a single system that accounts for all schedule variables.

These challenges forced many college campus safety departments to rely on a manual, labor-intensive scheduling process. Staff manually created daily rosters, attempting to balance post requirements against employee work schedules, time-off requests, and sick leave. This process was prone to errors and inefficiencies, resulting in gaps in coverage, compliance risks, and employee dissatisfaction.

To address these challenges, the department rely on outdated and inefficient processes:

- **Manual Rostering:** Schedulers manually cross-reference employee schedules, time-off requests, and staff availability to fill shifts. This process is time-intensive and prone to errors.
- **Google Sheets:** Departments often use Google Sheets to create and distribute daily rosters. While functional, this approach lacks the sophistication needed for compliance and efficiency.
- **Communication Delays:** Offering overtime shifts typically requires phone calls or emails, resulting in slow responses and inefficiencies in shift fulfillment.

THE SOLUTION

Snap Schedule 365 provides a comprehensive scheduling solution that address these challenges with precision and efficiency. The implementation involved the following key features:

1. Custom Schedule Validation Rules

Snap Schedule 365 automated the creation of daily rosters by:

- Importing regular work schedules and time-off approvals from Workday.
- Integrating rules for mandatory and voluntary overtime shifts.
- Ensuring each post was adequately staffed based on predefined requirements.

2. Union Agreement Compliance

The system incorporated specific rules to comply with labor union agreements, including:

- Sorting employees eligible for overtime based on seniority and overtime hours worked.
- Automatically excluding employees who would exceed maximum allowable hours or who were on administrative leave.
- Providing visibility into the number of overtime hours worked and refused, ensuring fair distribution of overtime opportunities.

3. Data Integration with Workday

Snap Schedule 365 seamlessly integrated with Workday, pulling critical data such as:

- Employee contact information and seniority dates.
- Regular shift schedules, including results of shift trades.
- Daily overtime hours worked.
- Approved time-off requests and sick leave.

4. Streamlined Integration with Google Sheets

To support existing workflows, Snap Schedule 365's REST API was used to create custom scripts within Google Sheets. These scripts allowed the department to:

- Import daily shift assignment data from Snap Schedule on demand.
- Continue using Google Sheets for defining and distributing rosters while leveraging Snap Schedule's advanced scheduling capabilities.
- Bridge the gap between existing tools and Snap Schedule's robust scheduling engine.

5. Overtime Callout Rules

Snap Schedule 365 streamlined the process of offering overtime shifts:

- Employees could indicate their interest in overtime shifts via a mobile app or web portal.
- The system used a sequential callout process, notifying eligible employees in order of priority.
- Notifications were sent via the Employee Remote Access (ERA) app, SMS, or voice calls, allowing employees to respond quickly and efficiently.

6. Enhanced Visibility and Reporting

The platform provided schedulers and employees with access to comprehensive reports, including:

- Total overtime hours worked and refused.
- Real-time shift coverage and employee availability.
- Historical data for compliance audits and trend analysis.

Results

The implementation of Snap Schedule 365 delivered significant benefits:

- **Improved Efficiency:** Automated scheduling reduced the time spent creating daily rosters, freeing up staff to focus on other priorities.
- **Enhanced Compliance:** Built-in rules ensured strict adherence to labor union agreements, reducing the risk of grievances or penalties.
- **Accurate Coverage:** The system ensured that all posts were adequately staffed, even during unexpected absences or emergencies.

- **Improve Employee Satisfaction:** Transparent overtime processes and equal distribution of opportunities improved employee trust and morale.
- **Seamless Integration:** Regular data imports from Workday ensured that Snap Schedule 365 operated with up-to-date information, maintaining alignment across systems.
- **Flexible Google Sheets Workflow:** Custom scripts enabled the department to continue using Google Sheets to distribute rosters while pulling daily shift data from Snap Schedule. This hybrid approach allowed for a smooth transition to Snap Schedule's more advanced features.

CONCLUSION

Snap Schedule 365 delivers a powerful, purpose-built solution for campus safety departments, streamlining complex staff scheduling, ensuring union compliance, and integrating seamlessly with existing systems. By automating processes and providing real-time visibility, it empowers departments to stay well-staffed and responsive. This white paper highlights how the right technology can transform workforce management—offering a proven model for other organizations facing similar challenges.

