

## Frequently Asked Questions for Supervisors

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### **1. Can my department students submit paper timesheets instead of online timesheets?**

No. All new fall hires and continuing appointments effective 8/22/19 must submit online timesheets. If your department does not use online timesheets for faculty and staff, please contact payroll at [payroll@albany.edu](mailto:payroll@albany.edu) or 518-437-3830.

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### **2. When will my students be able to log in and fill out their first timesheet?**

It takes approximately 5-7 days from the day you hire the student for the online timesheet to become available to the student. At that time you will also see the student's name appear on your supervisor roster. If the student begins work before the online timesheet is available, paper timesheets are available to track hours until the student can enter the hours online: Click [here](#) to download a paper timesheet.

Paper timesheets are available for local use only. Do not send them to Payroll. The time must be transferred to an online timesheet and submitted to Payroll.

*\*Note: If you have hired the student by the deadline listed on the [pay schedule](#), the first online timesheet will be accepted after the timesheet submission deadline. The department must make the online approval no later than 12 noon on Monday after the submission deadline or it may be paid in the next pay period. For the first timesheet only – if it is the best option, due to timing and the student's or supervisor's availability, the supervisor may enter the time and submit the timesheet on the student employee's behalf. On a routine basis, it is expected that the student will fill their own timesheet and submit it biweekly for approval by their supervisor.*

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### **3. I missed the hiring deadline for my student(s) to get paid on time. How do I record their time and submit the timesheet?**

If you are not using another system, paper versions of the student timesheets are still available for local use until the online timesheet is available. Click [here](#) to download the timesheet.

Once available, the student should fill in the online timesheet and submit it to their supervisor when complete. Once approved by the supervisor, it will get paid in the next possible pay period. See the deadlines in the [pay schedule for students](#).

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#### **4. What is the last day my students can submit their online timesheet and be paid on time?**

All student timesheets are to be approved and available for Payroll to review by the end of the day on Friday, after the last day of the timesheet. Department supervisors should determine and communicate a deadline to their students that will allow appropriate time to review and approve timesheets to be paid on time. (ex: students should submit their completed timesheet immediately after signing out on the last day of work for the pay period or by Thursday 3:00 PM following the close of the timesheet). This deadline will vary by department depending on the number of student employees. *Students should understand that the responsibility to submit their timesheet on a timely basis falls on them and if this deadline is missed, they may be paid late. Students should put reminders on their calendars to prevent missing this deadline.*

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#### **5. When do I have to have all the timesheet approvals done?**

Payroll will review and process for payment all timesheets approved by the supervisor by close of business on the Friday after the close of the timesheet.

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#### **6. Can I have copies of my department student timesheets?**

We recommend all departments save local copies of the online timesheets, especially in cases where a supervisor makes any amendments to what was submitted by the student or where billing must occur (for MOU or other). There is a PDF button at the bottom of the timesheet where you can save to a local folder when making approvals.

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#### **7. I'm not going to be in the office to approve student timesheets. How do I get my students paid?**

The system allows supervisors access to timesheets for all employees who report under them. If you are out, your supervisor will be able to approve the student timesheets for you. A notification will go to your supervisor if you do not approve timesheets that are submitted in a timely manner. This does not occur immediately, so they should be prepared to put a reminder on their calendar to meet the payroll submission deadline. Due to the timesheet roll-up, it is sometimes advantageous to assign student timesheet approvals to a lower-level staff member. This allows access to more supervisors.

You may set up a supervisor designee to act on your behalf. Due to the access a designee is given, this may not always be the best option. When a designee is assigned, it is assigned to the supervisor which allows the designee the ability to review or amend time records for all employees that report to that supervisor. Please contact [payroll@albany.edu](mailto:payroll@albany.edu) discuss the option of setting up a supervisor designee.

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**8. My student submitted their timesheet to me but I didn't get a notification. Why not?**

Notifications of pending timesheets are not in real time, they are sent overnight. You will have a notification in the morning when a timesheet is submitted.

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**9. I approved a student timesheet but I meant to deny it. How do I correct it?**

Once a timesheet is approved by a supervisor, Payroll must return the timesheet to you. Please contact the Payroll office at [payroll@albany.edu](mailto:payroll@albany.edu) or 518-437-3830 with the names of the student(s) and the name of the timesheet approver and supervisor (if different), and we will take care of this for you. The timesheet(s) will be returned to your submitted timesheet roster.

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**10. What do I do if I approved a timesheet, but noticed errors on it afterwards?**

Once a timesheet is approved by a supervisor, Payroll must return the timesheet to you. Please contact the Payroll office at [payroll@albany.edu](mailto:payroll@albany.edu) or 518-437-3830 with the names of the student(s) and the name of the timesheet approver and supervisor (if different), and we will take care of this for you. The timesheet(s) will be returned to your submitted timesheet roster.

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**11. What do I do if a student has incorrectly filled their timesheet?**

This will be a department decision and should depend on the error but should be applied consistently. Adding a time on a day when your student forgot to sign out and correcting hours on a timesheet on a day when your student didn't report for work are two completely different scenarios. You have a couple of options:

1. Disapprove the timesheet: this will send it back to the student to correct. The student will get a notification but like other notifications, it is not in real time and will be sent to them overnight. Unless you communicate with them, it may take some time to get the timesheet corrected. If there is an occasional, minor error, this may not be your preferred method but it does reinforce accuracy and responsibility to the student. Please always put a comment in the comment box on the timesheet to explain the error and what needs to be corrected.
2. Make the correction for the student: this is the quickest and easiest option but it is not as visible to the student. They will not know the timesheet was changed, unless they check or question their

payment. In addition, if it is more than a minor error, this does not reinforce accuracy and responsibility to your students. If repeated errors occur, they should be addressed immediately. If you choose this option, please always put comments on the timesheet to detail the changes you are making for everyone's reference.

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**12. What do I do if my student forgot to submit their online timesheet?**

It should be the student's responsibility to fill and submit their timesheet each pay period. Your options are:

1. Do nothing: If you have clearly communicated the department deadline for submitting timesheets to the student and/or their supervisor, it is an option to wait until they submit the timesheet on their own. Departments that hire many students may only have this option, as it will be difficult to track otherwise.
2. Email/call the student: You can remind them to submit the timesheet by your department deadline; explain that this is their responsibility in order to be paid on time. Remind them to set a reminder on their calendar. This reminder should be considered a courtesy and should not be relied upon.
3. Submit the timesheet for the student: If you choose this option, it should be an exception to the rule. You may choose to do this for a student's first timesheet where there is a delay in the timesheet becoming available, or if a student had an urgent matter come up which prevented them from submitting their online timesheet. You have the authority as the supervisor to submit the timesheet on behalf of the student, but this should be an occasional occurrence. Please make sure your students are reminded that it is their responsibility to submit their online timesheet accurately and timely each biweekly period.

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**13. Do hours worked on a holiday get reported normally?**

Yes, work on a holiday is reported and paid normally.

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