



Questions to Ask When Choosing A Time & Attendance System

CHOOSING THE BEST TIME TRACKING SYSTEM FOR YOUR SCHOOL DISTRICT

While several time and attendance management tools exist, not all of them are created equal. We believe in maintaining transparency with the districts we serve, so we've provided some important questions you should ask any company (us included) — and how Time & Attendance (part of Frontline Absence & Time) addresses those questions.

1 How will employees clock in?

Is my district required to use proprietary hardware to capture employee time?

Unlike some vendors, which require you to purchase and install their own proprietary hardware or provide only limited clock-in options, Frontline is device agnostic and allows your district to use any compatible hardware with Time & Attendance.* Or, if you prefer not to use any hardware at all, you can use the electronic web clock built into the system, have employees fill out online timesheets, or capture time worked via a mobile application. It's up to you!

Common clock-in options used with Time & Attendance include:

- Electronic timesheets
- Web clock
- Barcode scanners
- Magnetic card readers
- Proximity card scanners
- Our mobile app
- Fingerprint scanners

** **Compatibility:** Time & Attendance can be used with any hardware or device that connects through a USB, supports keyboard emulation and is Code 39 compatible or better. Please be sure to check with your IT department to confirm that the equipment of your choice meets these requirements.*

2 Will my district need to pay to upgrade the system when new features are released?

Because Time & Attendance doesn't require any special hardware, you don't have to worry about paying for newer or broken devices. (Of course, we can't speak for the vendor of any clock-in devices you choose to use.) Furthermore, Time & Attendance is continually being updated with new or enhanced features — and you never need to pay for a newer or higher-tier version.

Watch out for vendors who may force changes on clients, such as moving to a new system after an acquisition or merger. Make sure to ask about what costs your district might incur in training, set up or annual fees as a result of a transition to the vendor's other system — and get their answers in writing.

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Does the system integrate with my payroll system?

Some of the top reasons to move to electronic time tracking are to save time and reduce errors when running payroll. But if there's no integration between your time tracking and payroll systems, those benefits can be lost.

We have successfully integrated Time & Attendance with around fifty different vendors, including most of the most popular payroll systems used in K-12, including Munis from Tyler Technologies, eFinancePlus and Skyward. Chances are good that Time & Attendance can integrate with your payroll provider, too — just reach out to your Frontline representative and ask.

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What reports are available in the system?

Time & Attendance includes multiple pre-built reports to give you insight into employee time across the district. One of the most popular reports is the ACA Report, which allows you to track employee hours and identify employees near or over the benefit threshold.

A few examples of other reports include:

- A Work Detail report that shows you time events and wage classification data, all in one view
- The Payroll Summary report that shows payroll information in relation to clock events and applies payroll rules as necessary
- A People Locator report that provides real-time visibility into all signed-in or absent users
- Leave balances, accruals and comp time

Plus, the Report Writer tool within Time & Attendance allows you to explore your own data as you wish, with custom reporting and data analysis.

Frontline does not charge additional fees for access to reporting or other features within the system, whereas other vendors charge extra for access to analytics modules. With Frontline, all time tracking and reporting functionalities are automatically included with your Time & Attendance system.

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Is there a mobile app?

Yes! We know you're on-the-go, so we're dedicated to giving you access to our solutions, even when you're away from your desk. The Frontline mobile application for iOS and Android is available to all customers on the Frontline Insights Platform, for no additional charge. With our mobile app, employees can request absences, check leave balances or clock in and out based on administrator-approved parameters. Plus, they can view, edit and submit their timesheets from their smartphones or other mobile devices.

In addition, the browser version of Time & Attendance is accessible from iOS, Android and Windows tablets.

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To what extent is the vendor (and software) focused specifically on K-12?

Other vendors might try to sell you on "one-size-fits-all" software. At Frontline Education, our commitment to education is so strong that we even put it in our name. Our solutions are built specifically for K-12 — we don't try to sell to higher education or other industries.

That means that our systems are built from the ground up just for the unique needs of K-12 education. Our own team has experience working in education as teachers, K-12 human resources professionals, curriculum/instruction leaders and more. We're confident that our dedication to K-12 puts us in the right position to meet your needs with innovative software and unparalleled client service — and that's why over 12,000 education organizations have chosen to use our solutions.

Watch out for other vendors who say they are focused on K-12, but in practice, are not. You may want to ask specifically what percentage of their clients are K-12 organizations, or how their customer support expertise for K-12 differs from their support for higher education or other industry areas.

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Can the system handle multiple bargaining agreements?

Yes! Because Time & Attendance is made just for K-12, our solution can handle the unique needs of school districts — including multiple bargaining units, complex payroll rules and contracted hours.

If your district has multiple bargaining units, you can customize Time & Attendance to meet each one's needs. For example, you might want one employee group to enter their hours worked through a kiosk or barcode scanner, while another group enters time into electronic timesheets. And Time & Attendance can accommodate a wide range of clock rules, such as differences in rates or rounding of time, and apply the rules to employee time automatically.

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How does the software handle employee absences?

As part of Frontline Absence & Time, Time & Attendance works hand-in-hand with Absence Management to give you the full picture of employee attendance. There's one place to log-in, making it easier on you and your employees to manage hours and absences, and the same user interface to ensure a better experience with the software. And because Absence Management and Time & Attendance are integrated, you can save time running payroll and managing leave accruals or requests.

"The Frontline systems are integrated. Our payroll is all streamlined, all done the same way. [With our old system], we had to do a lot of updates for each employee's time on the absence side in order for them to coordinate with hours worked. Now, what is being put in for leave is being populated into each timesheet. They are basically two different applications talking to each other to make each of them fit each other's puzzle." – Kelli Hutchins, Payroll Coordinator, Broken Arrow Public Schools

Other vendors may say that their software integrates with other companies' leave management systems, but buyer beware: third party outsourcing increases security and data integrity risks. By managing your attendance data through one vendor, you can ensure accurate records and be confident that your school district's data is secure.



What kind of customer service can I expect after buying the software?

Frontline boasts a customer retention rate of 97% — a testament to the value of our systems and the support we provide to school districts across the country.

After purchasing Time & Attendance, your district is assigned to a dedicated, experienced implementation consultant who will help guide your district as you get the system set up. This consultant is on hand to answer any questions you may have, assist with configuring the system and ensure a smooth transition to Time & Attendance. Full training is provided, including online training modules to ensure that you have a full understanding of how to efficiently and effectively use the system. On average, a typical Time & Attendance implementation runs 8-12 weeks. But every client is unique, and timelines can vary based on client size, resource availability and the complexity of your processes.

In addition, we offer an on-demand Learning Center with how-to articles, videos and interactive courses to answer many common questions about using the system. The Learning Center is accessible from within the Time & Attendance system, so you can get answers right away.

If you can't find an answer in our online knowledge base, just ask one of our experienced client support representatives. District or System Administrators can reach our client success team directly through email, phone calls and live chat from 7 am to 6 pm Eastern Time, Monday through Friday. We're committed to a 24-hour response time for all day-to-day questions and support issues — we'll never leave you hanging. And because of Frontline's exclusive focus on K-12, our support representatives are specially trained to assist with any processes unique to school districts.

"I can't thank you enough. I know you guys probably get tired of hearing it, but I've worked with tons of companies with products and tech support and you guys have got them all beaten, hands down." – Raenita Unruh, Burrton Public Schools

We also host regular online webinars on a variety of system features to ensure that you get the most from Time & Attendance. For those who would like even more training on the system, we also routinely hold in-person Certification Courses across the country.

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Does the system meet industry standards for data security and operational reliability?

Frontline Education's commitment to security, privacy, reliability, and trust starts with our executives and is built into our processes and performance metrics. Frontline's solutions are built for secure and confidential management and storage of the millions of human capital and administrative records amassed by clients every day.

We believe your employee data should be just as secure as your student data — and that's why we maintain a SOC 2-compliant security program that's industry-leading for K-12 employee information. SOC 2 Certification is rare in K-12 education, despite the incredibly sensitive data that EdTech companies must collect and store on behalf of clients. The majority of SOC 2 Reports that do exist for K-12 EdTech are limited in scope and often attained because many companies outsource their data centers.

For more on our commitment to security, go to www.FrontlineEducation.com/Security.

To learn more about Time & Attendance, please go to
FrontlineEducation.com/Time

About Frontline Education

Frontline Education is an integrated insights partner serving more than 12,000 K-12 organizations encompassing more than 80,000 schools and millions of educators, administrators and support personnel in their efforts to develop the next generation of learners. With more than 20 years of experience serving the front line of education, Frontline Education provides actionable intelligence and insights that enable informed decisions and drive engagement across school systems. Bringing together the best education software solutions into one unified platform, Frontline is pioneering a human capital management approach that meets the unique needs of education.

The Frontline Insights Platform makes it possible to efficiently and effectively manage the administrative needs of the education community with solutions including Frontline Central, Frontline Recruiting & Hiring, Frontline Absence & Time, Frontline Professional Growth and Frontline Special Ed & Interventions.