

D.2.5.6 (Procedure) Peak Workload Scheduling

Responsible Department: Human Resources

Based on Board Policy: [D.2.5](#) - Hiring, Authority, Status, Assignments and Duties

Approved: 3-24-15

Last Amended:

The cycle of the Academic Calendar creates periods of high demand for student services. During these periods hours of operation and work-hours are increased. Alamo Colleges recognizes and appreciates the dedication and can-do spirit employees routinely demonstrate during peak registration and other high workload periods that occur with other operational priorities across the college district. This procedure is intended to affirm scheduling and staffing principles for periods of high demand and consideration for employees working to meet the demand in any department.

Peak Work-Schedule Planning

Alamo Colleges recognizes that peak-period schedule changes, while temporary, can disrupt employees' work-life balance. Schedule adjustments may change the total number of hours worked, the days of the week worked and/or the hours of work (start time, stop time). Personal and vacation leave may be limited during the peak workload period. All possible care will be exercised to minimize the effect of these disruptions:

- Work schedule changes will be made only to the extent required to meet the peak demand and then will be promptly discontinued.
- Leadership will provide as much notice as possible. The beginning and expected end of a peak period will be clearly communicated at the outset.
- Schedule changes will be reduced or discontinued early if the anticipated workload does not materialize or is completed early.
- Schedule changes and work distribution will be made in a fair and equitable way.
- Leaders are encouraged to set clear, service and performance expectations for the peak period and empower employee work teams to create their own schedules to meet the service/performance expectations.

Peak Registration Schedules

Each year the Vice Chancellor and Vice Presidents of Student Success will collaborate to designate periods of extended operation for the entire College District. The dates and hours of extended operation will be based on consideration of the academic calendar, service delivery model, service expectations, and activity data.

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The Alamo Colleges peak registration period extends of over the entire months of January and August for spring and fall registration. Some weeks of peak scheduling may also occur in May for summer registration. The hours of operation during peak registration periods is:

- Monday through Thursday, 8:00 am to 7:00 pm;
- Fridays, 8:00 am to 5:00 pm;
- Saturdays, 9:00 am to 1:00 pm;

The peak-period work schedules of employees in registration support areas will be developed with the following considerations:

- Work-schedules will be staggered during the week to ensure staffing for all hours of operation. Some employees will work the normal schedule (8:00 am to 5:00 pm) while others will start work later than normal to provide services until 7:00 pm. The late-start schedule may be rotated among employees.
- Offices will close at the end of scheduled day but staff on-duty will continue to deliver services until all students waiting have been served.
- When Saturday hours are required, employees will rotate the Saturday assignment. Vacation leave during peak registration periods is discouraged but may be approved if urgent.
- All employees working peak-registration will work the last Saturday before the start of the semester.

Necessary Absences

- Supervisors will work with employees to accommodate absences as the workload permits.

Sick time is not charged to employees who have already been scheduled to work more than 40 hours in the week and have already worked 40 scheduled hours. (See [D.5.1.1](#)- Employee Compensation and Exempt/Non-Exempt Status.)