Graduate Assistant Appointment – “AS IS”

START

Verify Funding

Verify Position Available

Have a Position?

YES

Create Student Contract

Automatic email

Automatic email

Accept/Reject Contract

E-contract Accepted?

YES

Auto Notification Dept. Originator Accepted/Rejected

Student

NO

Go To P2 A

GO To Pg3 C

NO

GO To Pg2 B

Depart Requestor

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From Pg1 B:
- Student Accepts eContract Share Serv. notified

Review SSN Reports

SSN Exist?
- YES: Access EPAF Friendly Page
- NO: Go To P3 D

Access EPAF Friendly Page

Create/Update Help Desk Ticket For EPAF
- Auto Notification Dept. Orig.

Job Record Lookup

New Employee?
- NO: Create EPAF
- YES: Go To P3 E

Shared Services:
- Update HD ticket with EPAF comments to Update Contract
- Auto Notification Dept. Orig.

EPAF comments

Update eContract
- Auto Notification Shared Serv.

Dept. Originator:
- Update eContract
- Auto Notification Shared Serv.
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Dept. Approval (Level 10):
- Review/Approve EPAF
  - Return for Correction? YES → Go To P2 F
  - NO

Graduate Office:
- Review/Approve EPAF
  - Return for Correction? YES → Go To P2 H
  - NO

HR Records:
- Review Reports
- Review/Apply EPAF
  - Return for Correction? NO → End
  - YES → Go To P2 I

Bursar:
- Review daily Output for EPAF approvals
- E-mail depts if difference Between eContract & EPAF
- Update Student AR record

When applied Share Serv notified by system – they will update & close HD ticket

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Pains & Issues:

Please Read First:
The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by RCA prefix.

1. Departmental staff/Approvers do not always add comments to revised e-contracts and EPAFs making it difficult for others to interrupt reasons  
   RCA: Staff is not following the training documentation

2. Process administratively and has increased workload for Graduate and HR Records staff  
   RCA: Process is difficult to administer due to a lack of accurate and needed reports

3. Departmental reports aren't available to compare e-contract and EPAF information  
   RCA: Reports for departmental users have not been completed

4. Cancellation of EPAFs after they are applied and the e-contract is not terminated  
   RCA: Departmental users are not following IF/THEN documentation. Users do not understand when to do a revision, cancellation or termination. HR Partners will consider having workshops on GA contracts periodically

5. MOUs are not completed in a timely manner therefore some departments hold off on process the GA contract, which means missing deadlines  
   RCA: MOU process is not being followed by departmental users. If MOU is not in place, they are to proceed with the contract and pay from their departmental budget and do re-allocations after MOU approved. Look into HR Training department take this on and offer training

6. Departments still do not adhere to contract deadlines  
   RCA: There isn’t any consequences in place for those departments by Executives

7. Not all new business officers are informed about this process  
   RCA: There isn’t a mentor program setup for new business officers on the types of task they will be responsible for knowing

8. User don’t understand the “Cancel Transaction” button in Banner does not remove the student from the payroll or cancels the EPAF  
   RCA: They aren’t following the documentation
Process begins when student accepts eContract created by the Department Originator.