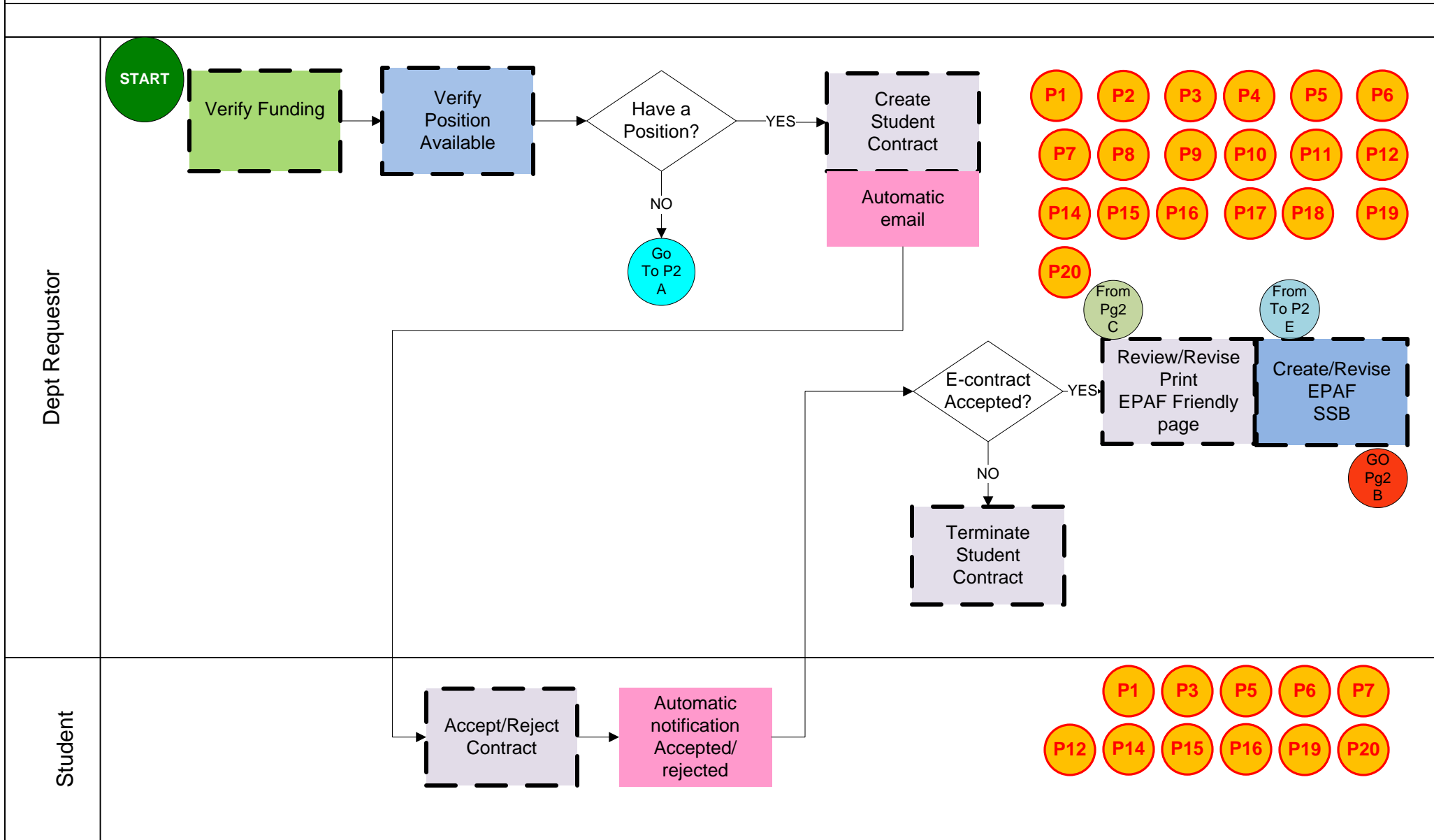
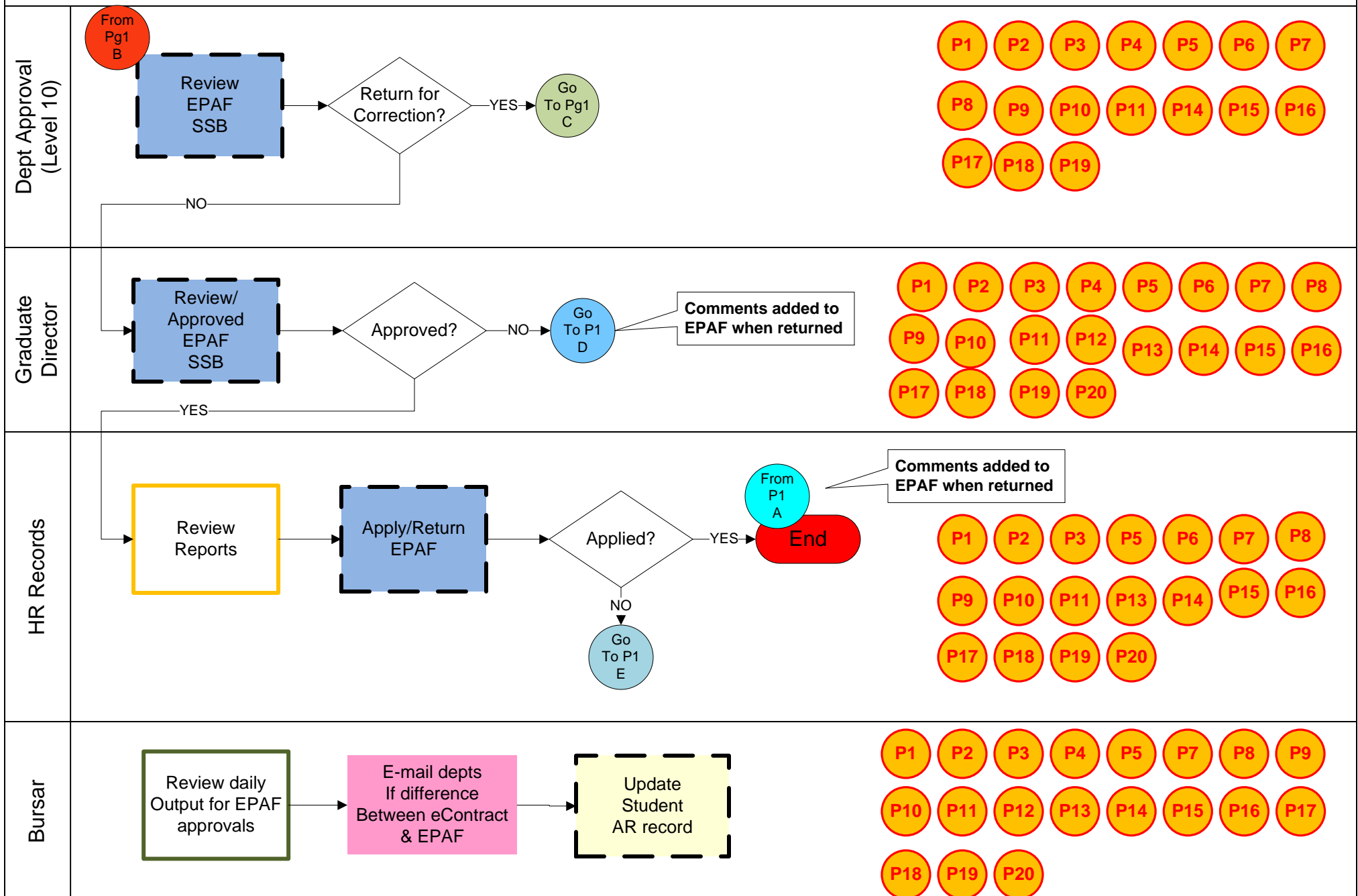


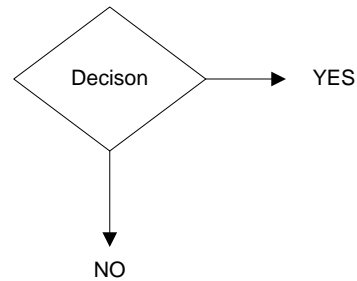
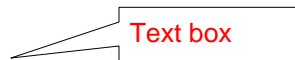
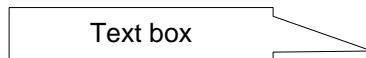
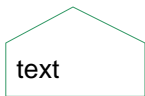
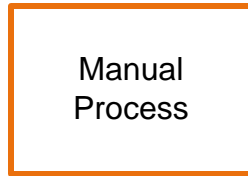
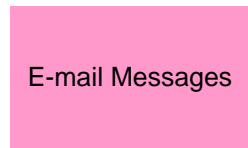
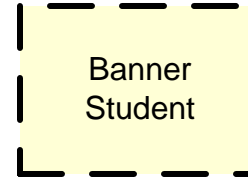
# Graduate Assistant – AS IS



# Graduate Assistant – “AS IS”



# Legends



## *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. Student name on e-contract and EPAF don't match indicating an error on the comparison report

RCA: Student processes a name change after the e-contract has been created but before the EPAF was created

2. When a student has the privacy restriction on their record, the e-contract only returns their username and not their real name

RCA: Report utility needs to pull students regardless of the privacy flag setting

3. Revised e-contracts that require students' signatures does not indicate the student has accepted the revision, report utility has a code of "R"

RCA: Report utility isn't coded to show the new acceptance date

4. Central pool box allows any ledger number, should be restricted to ledger 2

RCA: System doesn't restrict ledger numbers

5. E-contract allows departments to change names when trying to process a revision

RCA: System isn't restricting updates to name field

6. Some departmental users are still unable to think the process through analytically and find process complicated which causes errors when creating EPAFs

RCA: This is very complicated and analytical process and can be difficult if person only does the process once or twice a year

7. Departments don't understand the termination process – it is different than when the work team created process

RCA: Documentation needs to be updated to reflect changes that have occurred to the process

8. Departmental staff do not always add comments to revised e-contracts and EPAF s making it difficult for others to interrupt reasons

RCA: Staff is not following the training documentation

9. Process administratively and has increased work load for Graduate and HR Records staff

RCA: Process is difficult to administer due to a lack of accurate and needed reports

10. Only the originator and the approver have ability to view an existing EPAF. This is becoming more of an issue as people leave or take new jobs

RCA: Limitation of the system, currently restricts access

11. Departmental reports aren't available to compare e-contract and EPAF information

RCA: Reports for departmental users have not been completed

12. Contract amount not efficient to cover tuition

RCA: Some fees are excluded from tuition waivers. Communication needs to be clear in training documentation

13. Users do not put e-contract number on the EPAF, therefore reports cannot be compared accurately between contract database and Banner

RCA: Departmental users are not following training documentation. The e-contract form has this field displayed at the top of the form and the EPAF field is located in the middle of the form. EPAF friendly pages needs to be adjusted to be more in align with Banner form

14. 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

15. 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

16. Departments still do not adhere to contract deadlines

RCA: There isn't any consequences in place for those departments by Executives

17. Training documentation needs to be more detail for users

RCA: Documentation needs to be updated

18. EPAF termination training was not provided before rolled out to campus users

RCA: Need to identify ownership for providing training. Perhaps HR partners can provide refresher course periodically during their meetings

19. 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

20. 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