Student Appointment Process – "AS IS"

Process begins after interviews and selection has been made

Dept Originator

START

Validate Enrolled Hours GPA

Meets Requirements — **NO** → E-mail Student

Validate & Sign PAF
- W4 Form
- Direct Deposit Form

Need Kronos form? — **YES** → Create Kronos Timekeeping Form
- PAF
- Direct Deposit Form
- W4 Form
- Hand Off

NO ↓
PAF
- W4 Form
- Direct Deposit Form
- Hand Off

Same process for New or Reappointment

Resident Life informs student to compete the background check process

P1 P2 P3 P4 P5
P6 P7 P9 P11 P12
P13 P14 P15

Candidate

Complete Payroll Action Form (PFA)
- W4 Form
- Direct Deposit Form

80% student come to campus to sign forms

Inform student to complete I9 process

P1 P2 P3 P4 P5
P6 P7 P8 P10 P12
P14 P15

Student Emplymnt

Validate, Update & Sign PAF
- W4 Form
- Direct Deposit Form
- Kronos Form

→ Validate Enrolled Hours

→ Validate I9 on file Validate if previous Employee

→ Need I9? — **NO** → Update HR PPAIDEN PEAEMPL NBAJOBS

→ Copy PAF

→ Campus Mail Documents To Departments
- Hand Off

→ Deliver W4 Direct Deposit forms to Payroll
- Hand Off

→ **End**

YES ↓
E-mail Dept remind studentinstructions complete I9

→ Review Daily Report I9 on file

P1 P2 P3 P4 P6 P12 P13 P15

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. Process is paper.
RCA: No electronic form or electronic signature process.

2. Review/validating the submitted payroll action form.
RCA: Task is time consuming for department staff.

3. Documents lost, therefore process has to start from the beginning.
RCA: There isn't a tracking process in place for departments to know location of the form.

4. Appointment form has incorrect position number, index or org.
RCA: There isn't a electronic process in place that could validate data.

5. Student can have several active appointments that could be a potential violation of the maximum 25 hours allowed per week.
RCA: Students are hired by different departments or working on a numerous grants, each contract could have different rate of pay, could cause an overtime situation.

6. Paper handoff of several documents.
RCA: Paper process.

7. Departments unaware if appointment forms are complete and student approved to work.
RCA: There isn't a consistent notification process. Departments ask the student to login to myMemphis portal and verify if they have a job appointment.

8. There isn't a standard application form or central location.
RCA: Departments create their own application form.

9. Background checks are not initiated for all required positions.
RCA: Lack of policy knowledge, any student employee who is allowed access to children or handle keys.

10. Students interviewed and not selected are not always notified of the decision.
RCA: A standard procedure/practice is not in place.

11. Kronos notification form is paper form.
RCA: There isn't a electronic process in place.

12. I9 forms aren't prepared prior to payroll processing due to students inability to be on campus during office hours.
RCA: HR I9 office does not offer extended hours beginning of semester to assists those students.

13. Student Employment copies final PAF and mails to departments through campus mail, delaying notification ready to work.
RCA: Process is paper, no electronic process exists.

14. Students can be hired as GA and student work, against UofM policy.
RCA: Departments are unaware of multiple appointments.

15. Original documents can be lost that are sent through USPS.
RCA: Payroll requires original signatures on forms, affecting Lambuth students ability to be hired.

Analysis of the 'AS IS' process

1. Are all roles essential? What roles could be considered to be eliminated? Yes all roles essential, none should be eliminated

2. What is the number of hand-offs? 4

3. Are any steps automated? No

4. What steps can be eliminated or automated? Developing an online eContract process would eliminate manual signature, creating workflows, eliminate paper, manual handoffs, manual tracking and document storage.

5. What tasks consume the greatest amount of time? Validating the forms, collecting signatures, waiting for notification process is completed

6. Does each task add value? Yes

7. What steps/process should be added? All departmental approvals need to captured prior to student signing contract. Notifications to the departments student ready to work. Extending HR hours beginning of semesters to accommodate those who have other responsibilities that prevent them coming on campus during normal working hours.

8. Iterations (how many times is process repeated in a timeframe)? Weekly

9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) 5%

10. % FTE and/or estimate time takes for each key role in the process. Part-time Temporary 25 hrs. week, Assoc. Director 20%, Coordinator 20% = estimated 1921 hours dedicated to process (1950 hrs–13 holidays–3 weeks vac = 1740* 20% = 348* 2 employees = 696) + (Part-time 25 hrs. * 49 weeks = 1225)

11. Metrics – identify measurable outcomes (time, manual steps, paper, manual communications, unnecessary reviews & approvals). Identify current time spent on task for roles: 1058 forms, 116 are CWSP estimated staff time: 1,935.20

Meetings with students to complete forms –30 minutes = 5 hours.
Complete PFA and attach documents –15 minutes = 2.6 hours
Validate data in Banner –10 minutes = 2 hours
Print W4 form, Direct Deposit form for students to complete – 5 minutes = 1 hour
Kronos form complete and attach –5 minutes (for residence life students) = 1 hour
Walk documents to Student Employment office –15 minutes = 2.6 hours
Student Employment office – estimate 1,921 hours annually to process forms, update Banner, make copies, walk forms to offices, file, mail forms to departments, tracking, contacting student & originators, correcting errors

Legends

Process begins after the Interview process and section to hire has been made

START

E-mail

Banner HR

Banner HR

Regular or Federal Appt Payroll Action Form

Manual Process

Scan Documents PDF

Kronos Timekeeping Form

Pains

End

Connectors

Go To P1 J

Decisions — **NO** → Hand Offs

Yes

Penultimate Semester: Contact faculty advisor for names of honors students

Rejected contracts may go to either rep for re-processing

Text Box

Consider for Phase 2 implementation - Put on hold if waiting on Confirmation of final semester enrollment

Note: On revisions some departments do not send form back to faculty for signature

text

Text box

Text Box