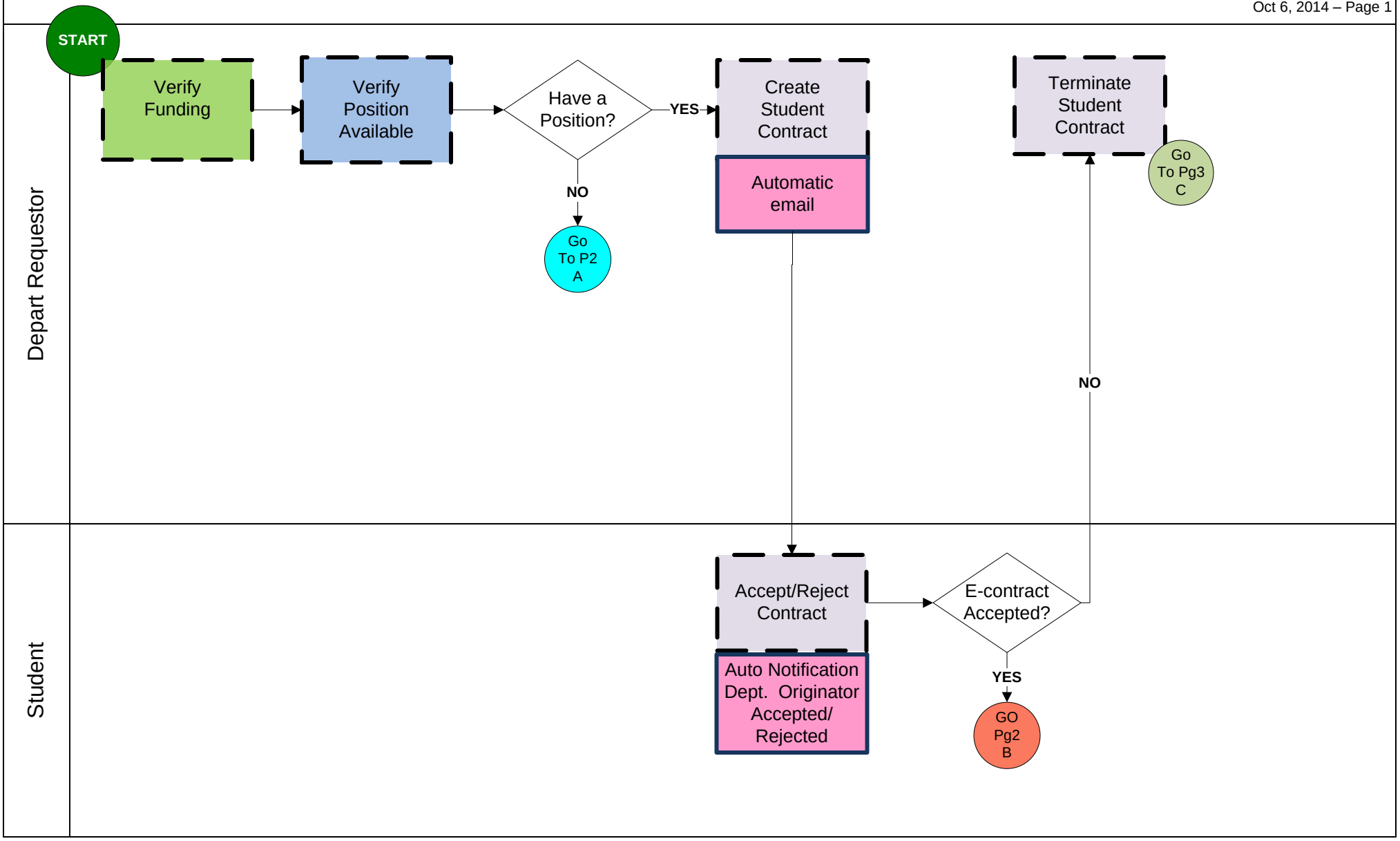
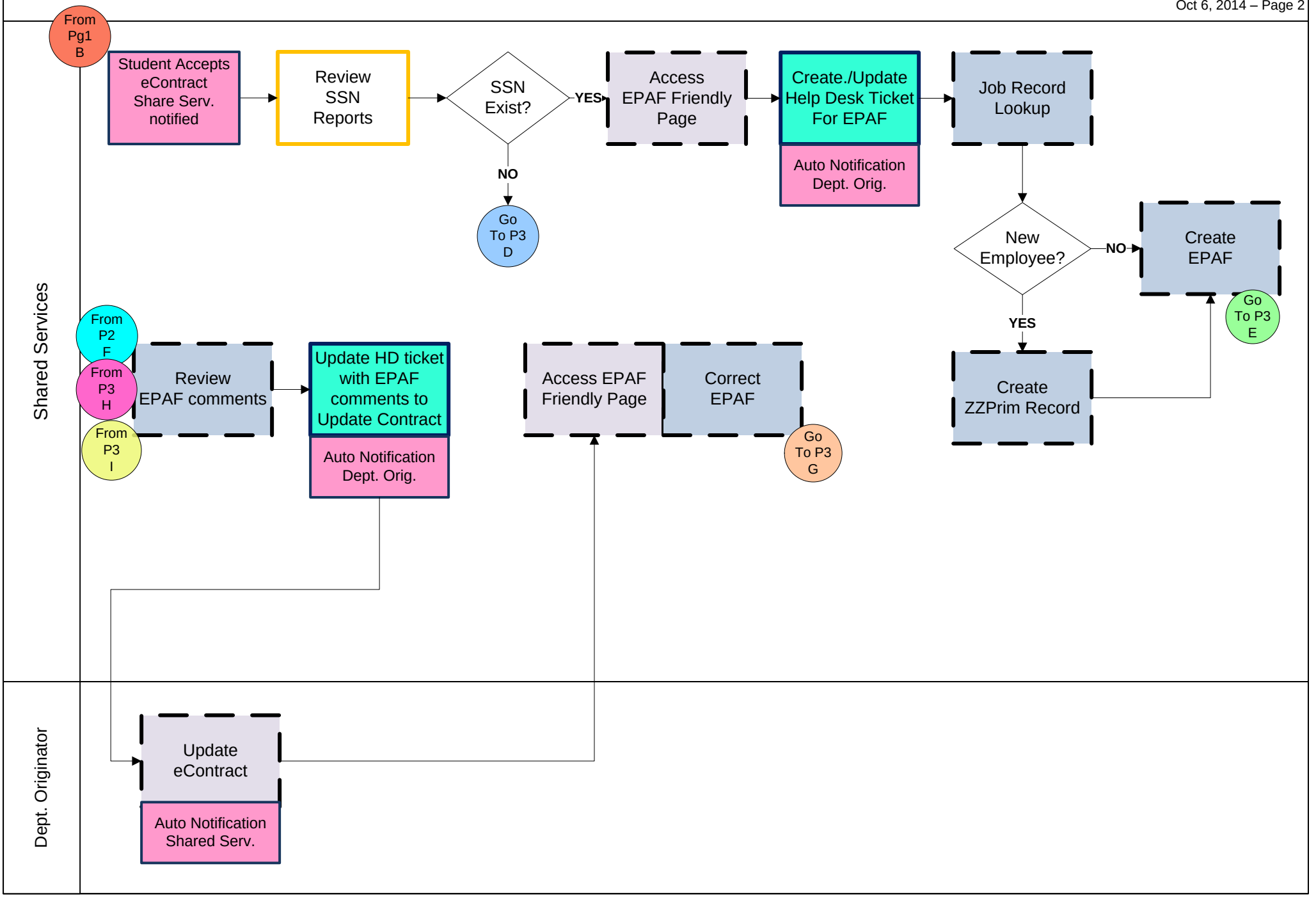
# Graduate Assistant Appointment – “AS IS”

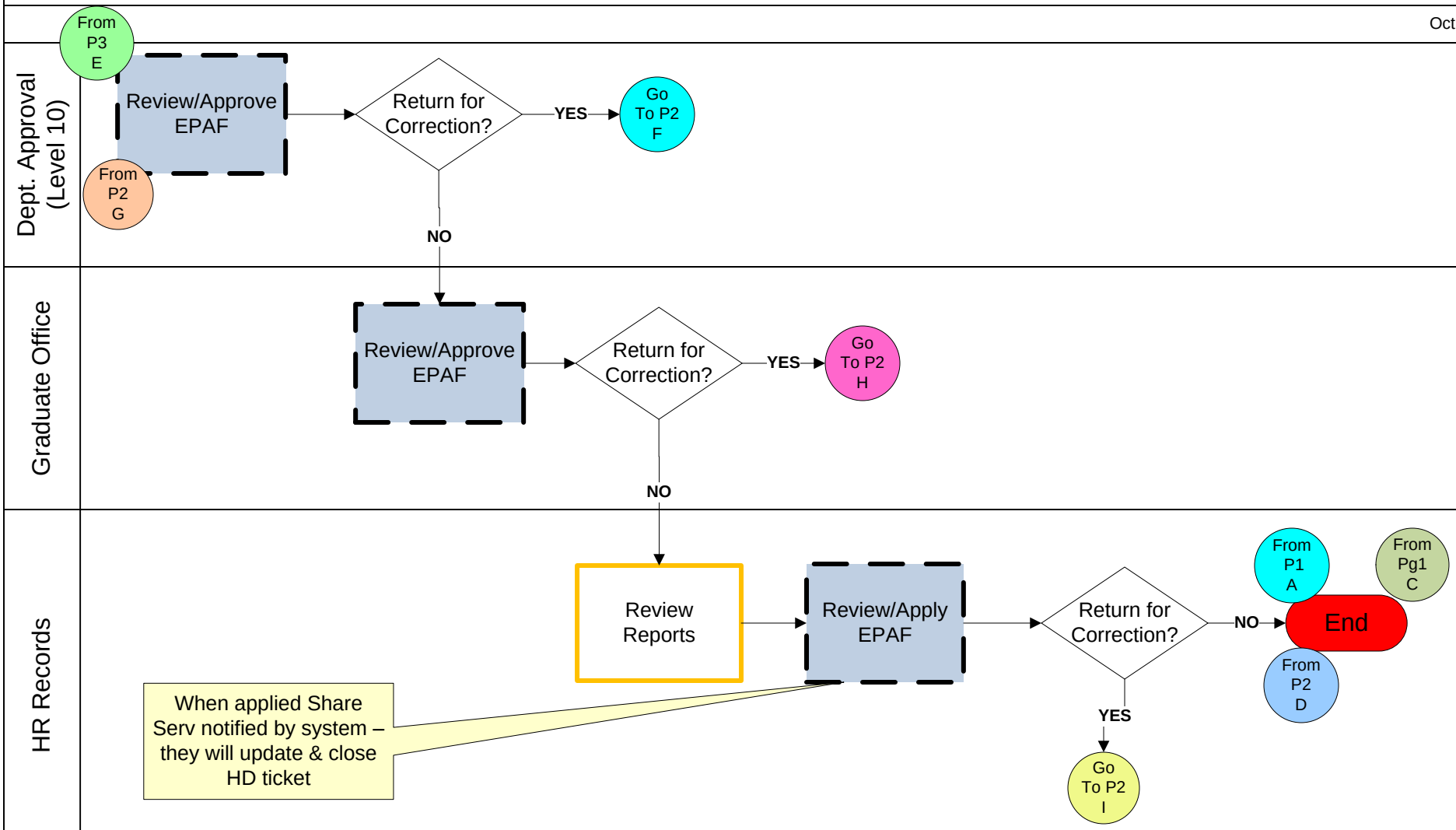





From Pg1 B
Student Accepts eContract Share Serv. notified
Review SSN Reports
SSN Exist?
YES
NO
Go To P3 D
Access EPAF Friendly Page
Create./Update Help Desk Ticket For EPAF
Auto Notification Dept. Orig.
Job Record Lookup
New Employee?
NO
YES
Create EPAF
Go To P3 E
Create ZZPrim Record
From P2 F
From P3 H
From P3 I
Review EPAF comments
Update HD ticket with EPAF comments to Update Contract
Auto Notification Dept. Orig.
Access EPAF Friendly Page
Correct EPAF
Go To P3 G
Shared Services
Update eContract
Auto Notification Shared Serv.
Dept. Originator

# Graduate Assistant Appointment – “AS IS”





## *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 EPAF s making it difficult for others to interrupt reasons
RCA: Staff is not following the training documentation

2. 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

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

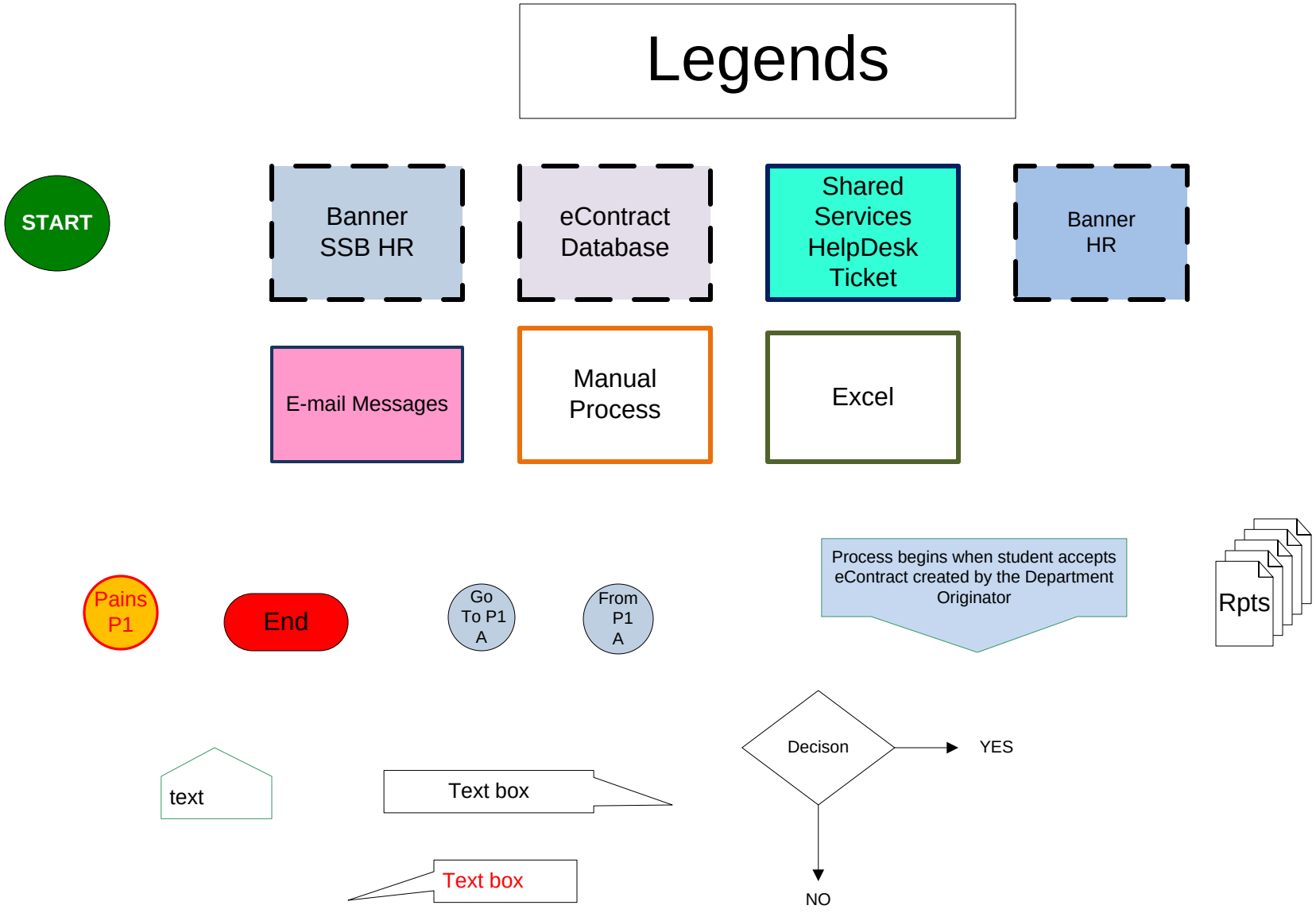
5. MOUs are not completed in a timely manner therefore some departments hold off on process the GA contract, which means missing deadlines
RCA: MOU process is not being followed by departmental users. If MOU is not in place, they are to proceed with the contract and pay from their departmental budget 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

# Legends


START
Banner SSB HR
eContract Database
Shared Services HelpDesk Ticket
Banner HR
E-mail Messages
Manual Process
Excel
Pains P1
End
Go To P1 A
From P1 A
Process begins when student accepts eContract created by the Department Originator
Rpts
text
Text box
Text box
Decison
YES
NO