Distributed to:	School Managers	CAHP School Administrators
	FEMs	

CAHP: Known issues

Dear Colleagues,

Two issues were identified in the CAHP system yesterday, relating to the teaching activities imported from the timetabling system Syllabus+. Below is an update on these issues.

1. Missing activities or missing dates/times on activities

A small number of timetabled activities were not visible or missing dates and times on the Course Planning page yesterday. The CAHP project team has investigated the occurrence. The cause appears to be a timing issue in the integration between Syllabus+ and the CAHP system, which was related to a number of changes being made in the timetabling system.

The issue was **resolved overnight** and all previously entered data, including dates, times and assigned Casual Academics, should again be visible. The team is working on measures to prevent the issue from occurring again. If you are still seeing instances of teaching activities going missing or not including dates/times in the Course Planning page, please contact us directly at CAHP_Support@uq.edu.au.

2. Numbering of teaching activities

There is an issue where the numbering of teaching activities in the CAHP system does not match the numbering in SI-net and Syllabus+. For example, Tutorial 1/3 in SI-net and Syllabus+ may be called Tutorial 1/4 in the CAHP system. Please note that the correct amount of teaching activities are being transferred to the CAHP system (for example, six tutorials in SI-net means six tutorials in the CAHP system). The correct dates and times are also being transferred. It is only the **numbering** of the teaching activities that are mismatched.

This is a current issue and the CAHP project team will work to resolve the issue as soon as possible. Since the issue only affects the numbering of the teaching activities, there is no impact on the dates and times of activities listed in the Teaching Activity Schedule for Casual Academic staff, nor will there be an impact on pay.

Thank you for your ongoing support to the development of CAHP. If you have any questions, please contact us.

- Email: CAHP_Support@uq.edu.au
- Phone: (336) 54967

The CAHP Project Team