



CAHP list of known issues and requested functionality

Dear Colleagues,

With Semester 2 now underway, the CAHP project team is starting to shift focus from ensuring staff are set up to allow correct and timely payment, to addressing known issues and frequently requested functionality in the CAHP system. Here are some of the most important and most frequently asked about items on the CAHP roadmap.

Known issues:

Some teaching activities are set to 0 minutes

- Issue status: **Active**.
- Description: Some Schools have reported instances where the duration of some of their teaching activities have been set to 0 minutes. This issue appears to be rare but does happen sporadically. When it does occur, the correct minutes are displayed on the Course Planning page, but the individual instances of the teaching activity have been set to 0 minutes. The project team are investigating this issue.
- Have I been affected: You can check to see if you have been affected by this issue by clicking the 'Review schedule for current pay period' link on the Pay Schedule Approval page in the CAHP system and filtering on column 'Number of Hours' to show teaching activities with value '0'. If any of these teaching activities should have a time duration, then the activity is affected by the issue.
- What do I need to do: If you have found an activity that is set to 0 minutes (but should not be), please navigate to the activity in the Course Planning page and click the 'Edit' link. Take a screenshot of the whole page and send it to CAHP_Support@uq.edu.au with the title of the email '0 minutes issue'. This will help the project team to resolve the problem. Then overwrite the 'Time per session (minutes)' with the correct time, check that all individual times have been set correctly and then Save the change. Remember to Generate and Approve on the Pay Schedule Approval page so that the correct values are sent to Aurion and are visible to the Casual Academic in their Teaching Activity Schedule.

Some teaching activities were set to double the correct value

- Issue status: **Fixed**.
- Description: A number of teaching activities at the start of the Semester had the duration doubled. For example, the activity was scheduled for 60 minutes but listed in the CAHP system as 120 minutes.
- Have I been affected: This issue was fixed last month. Any activities affected by the issue were adjusted and the issue did not result in any double payments.
- What do I need to do: This issue was fixed. Should you see any instances of this behaviour in the CAHP system, please contact CAHP_Support@uq.edu.au.

Clicking the Generate Pay Schedule button hides teaching activities from Casual Academics until Approved

- Issue status: **Active**.
- Description: Teaching activities that have not yet been sent to Aurion are un-approved when you click the Generate button on the Pay Schedule Approval page. This allows the system to incorporate any adjustments that have been made on the Course Planning page. The side result of that is that the teaching activities disappear from the Teaching Activity Schedule until you click the Approve button, because the Teaching Activity Schedule only displays approved teaching activities.
- Have I been affected: This issue applies to all units.
- What do I need to do: We recommend that whenever you Generate the pay schedule, you quickly follow up with Approval of the pay schedule. This will minimise the interval in which the teaching activities are not visible to the Casual Academics. The CAHP project team will investigate opportunities to allow approved teaching activities to remain approved until re-approved (and not be un-approved on Generate).

The MyAurion form is slow and not user friendly

- Issue status: **Active**.
- Description: The MyAurion form in its current state has a number of limitations. In addition to these limitations, a number of Schools have reported a significant drop in performance recently.
- Have I been affected: The technical limitations of the MyAurion form apply to all Schools. Some Schools do not appear to be affected by the slow-down in performance.
- What do I need to do: A team has been established to investigate the performance issues and the vendor has been engaged. In the meantime, to reduce your reliance on the MyAurion form, the deadline for Teaching Weeks 3 and 4 in the CAHP system has been extended to this Friday 17 August at 12:00pm. The CAHP project team will also investigate structural improvements to the timesheet adjustment process as a priority to improve the user experience.

Upcoming improvements:

Improvement	Description
Spread hours across the semester more evenly	The current process allows for spreading payment for teaching activities across the weeks in the Semester, but applies a rounding of 15 minutes which results in an uneven spread. The removal of this rounding will allow a much smoother spread.
Ability to separate pay schedule by Semester, and allow larger Schools to review full schedule	A feature will be delivered that allows users to filter the pay schedule by Semester, so that they no longer have to see pay information for previous Semesters. This will also allow larger Schools to download the full pay schedule for the Semester without issue.
Allow New Hires to upload larger files as evidence	There is currently a relatively low file size limit for New Hires to upload evidence of their identity, right to work and qualifications. This will be increased to make it easier for New Hires to submit their documentation in the next Semester.
Revised text in the Unitask email to Heads of Schools	The text in the Unitask email to Heads of Schools when they need to approve New Hires or Placements will be updated to provide clear instructions.
Send Unitask HR PSt emails to the HR pool email and not to individuals	Currently, when a Unitask email is sent to the HR PSt, it is sent to a number of individuals. This will be updated so that the email is sent to the HR Pool email address only.
HR PSt access to Teaching Activity Schedule	HR PSts will be given access to Casual Academics' Teaching Activity Schedule to enable them to provide better support.
Refresh Placements page status automatically after submitting	Currently, the Placements page does not show the updated status after the School Manager or Administrator submits Placements for approval by the Head of School. Refreshing the page manually in the browser (F5) works, but this will be done automatically.
Ability to distinguish courses that are offered across different teaching modes	An identifier will be included to tell apart courses with different modes more easily.
Make it easier to remove Casual Academics with long names from activities (can't reach the 'x')	The User Interface will be reviewed to determine how it can be made easier to reach the 'x' for Casual Academics with long names. In the meantime as a workaround, zooming in or out on the browser may help.
Localisation of public holidays	Not all public holidays fall on the same day in each Campus. For example, the show holiday is different between St Lucia and Gatton. Better support for this item will be investigated.
Clean up of already actioned data (such as approvals, missing placements)	Data from Semester 1 is still visible in a variety of locations in the CAHP system. For example, missing placement dates for the start of Semester 1 are still visible on the Pay Schedule Approval page. A facility will be created to clean up the user interface so that it is easier to spot notifications that are relevant for the current Semester.

As always, 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
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The CAHP Project Team

