Self Service Update
After many months of planning, training, and testing, our Pilot Institutions went live on PeopleSoft Employee Self Service on November 3, 2006. Our pilots have worked very hard to promote Self Service with their user community and we are very pleased to hear about the level of participation that they are having and the positive response that they are receiving.

The schools in Group 1 recently went into production on December 15, 2006. Group 2 schools are looking forward to a February 9, 2007 production date and have just implemented their communication plan completed their training and testing in the middle of January.

At Your Service
One Pilot School’s Experience
By Michelle Arth

At Georgia Perimeter College, we have tried to brand the employee self service modules as “At Your Service” which was suggested by OIIT. It has been a challenge but overall we feel this implementation was a huge success. Georgia Perimeter College had additional challenges with being a multi-campus institution where communication is an even more difficult task. As in any implementation, communication is key.

At Georgia Perimeter College, we tried to communicate this exciting new project by holding open forums where all employees were invited to see a demonstration of the product’s features and to also have any questions they had addressed. Management presentations were given to the college executive team, faculty senate and a selected group of departments such as, plant operations.

As a part of our communication plan, we generated flyers that were distributed in the payroll bags every payroll for around 2 months. We also had posters printed and placed at each of our campuses. A website was created where we placed the link to our “At Your Service” homepage, presentations, tutorials and FAQs.

(Continued on p. 2)
At Your Service
(continued from p. 1)

Through the month of December we sent weekly general electronic mailings to remind our employees that “At Your Service” was available and directed them to register their account. Even though we offered no formal training, we did include our training and communications department from the very start. Without their help the project would have failed from the beginning.

Another area that we included was a representative from our helpdesk. This is a huge step for our institutions to take on the support for an application that in our case will have over 2,000 users. At this point in our implementation, we have directed all “At Your Service” related calls to our helpdesk to log but then the issues are monitored and distributed to the proper individuals for resolution. We hope in the future to have our frontline helpdesk personnel solve issues, such as, account lock-out and password resets where needed.

As you can see a tremendous amount of work went into this project over a short timeframe but hopefully you will see from the following comments that it is well worth the journey.

Carla Torkelson wrote, “I find At Your Service to be just that. With our college so spread out it is very convenient to be able to take a look at what this tool has to offer without having to be at an office that may be at another campus. It is also nice to find the offered information without having to trouble someone with a phone call.”

Dawn Davis wrote, “I find the new service very convenient and easy to use. No longer do I need to make a special trip to a Campus office to make changes to my general information. I also enjoy having the ability “to print or not to print” my pay advice!”

Marisa Greenlee stated, “Michelle Arth did a great job for GPC in managing the implementation and training for this product. Her attention to detail ensured the wonderful success and acceptance that the majority of the population is experiencing.”

To date, we have 1031 registered to use “At Your Service”. Our goal is to have everyone using “At Your Service” to review and/or print their pay advices in January 2007.

Michelle Arth is the Asst. Director for PeopleSoft at Georgia Perimeter College. Information regarding GPC’s Self Service implementation can be found at http://www.gpc.edu/atyourservice

Group 2 Self Service Schools
Going Live on February 9!

Albany State University
Armstrong Atlantic State University
Augusta State
Clayton State
Columbus State
Fort Valley State University
Gainesville State College
Skidaway Institute

Georgia Southern University
Georgia Southwestern
North Georgia College and State University
Bainbridge College
Coastal Georgia Community College
Georgia Highlands
Gordon College
Middle Georgia College