

March 21, 2012

Dear Graduate Student Supervisors:

The purpose of this email is to provide you with an update on some difficulties you may be experiencing with our new timekeeping system (MyTime) and to apologize for any frustration these problems may be causing you and your students.

Through information provided to Student Employment Services and Payroll, the primary issue is a disconnect between the graduate student timecards and the approval page for these timecards. More specifically, the timecard approval page for your graduate student may reflect that your student has not worked any hours when in fact his/her actual timecard indicates that s/he did work. As a result of this, MyTime generates an erroneous e-mail which states that the student has not input any hours for the pay period. In some cases, you are also not able to see your approval of the student's hours entered. Fortunately, the system has been paying graduate students for the hours entered in their timecards in spite of these e-mails and the problems.

Rest assured, resolving these issues are a high priority for us. Currently, there is a steering committee in place to examine these issues, as well as a technology and payroll team working with the vendor to rectify the situation as quickly as possible. While it is our hope that the graduate student timecard profile will be corrected within the month, due to the complexities of the system, this may not be resolved until the end of the semester.

If you have any questions about this, or, if any of your students are having payment issues, please contact Kelly Evans, Director of Payroll Services (82713).

We will keep you apprised of progress through direct communications for major updates. Please visit our MyTime FAQ webpage at <https://www.lmu.edu/about/services/controller/payroll/myTime.htm> to assist you with information about the transition.

Thank you in advance for your patience.

Sincerely,

Lori A. Husein

Lori A. Husein
Vice President, Controller