

4/28/2011

Advance Faculty Information System

So much change, so little time! As you know, on April 11th we released Advance 2.6, the electronic packet process for those of you in departments. On April 12th MPM was released to a number of “pilot” departments. This past week, ITS released a new version of MyAccess. It’s a lot to take in, but if you simply keep moving forward, soon, these various software systems will become second nature to use.

This issue of EXTRA! is devoted to helping you with Advance, rather than telling you what the project team is doing (we’ve got one foot in maintenance/help for My CV and 2.6, and the other in building 2.7).

Considerations

- **Advance is a web-based application:** Additions and changes are not saved to your desktop, but through a browser to a database. Because of this, it may take more time for packets and/or CVs to save. Be patient. You can try again, ask a co-worker for assistance, and/or ask your Dean’s Office for advice, but don’t try to “work around” the problem. It’s important for the project team to be able to identify technical issues which need to be addressed.
- **Proxy Access:** Only your academic appointees can grant proxy access; there is no “universal” access that the Advance team can grant. However, once the CV is copied into the packet, APAs have access to those data.
- **Packet Deadlines:** When using Advance for your 2012 packets, keep in mind that the reference process may be faster than the paper process. When your faculty review packets in Advance, the departmental review process will be faster too. Check with your Dean’s Office to see whether the deadlines might be more flexible with electronic packets. Deadlines that were meaningful in the paper process, may not be applicable in the electronic process. Allow your faculty time to get their CV in order – remember that the initial clean up of the CV can be difficult, so the added pressure of short deadlines can reduce user acceptance of Advance.
- **Things get fixed:** We are continually responding to your comments and fixing the issues that you’ve uncovered within My CV and the rest of the application. If it didn’t work a few weeks ago, try it again; maybe it’s been fixed. You can find a current list of known issues, both functional and cosmetic, at <http://academicaffairs.ucsf.edu/advance/guides.php>.

Reminders

- **Guides and How to documents:** Lots of information for APAs and for academics is available at <http://academicaffairs.ucsf.edu/advance/guides.php>.
- **Joint Appointments:** Initial joint appointments are not created in Advance. To establish a joint appointment, there must be a separate letter stipulating the terms and conditions of the joint appointment. This may be attached to a packet for a new appointee. Once a joint appointment is approved and in the payroll system, it will appear on the faculty member’s Advance record.

- ***Appointment and advancement packets for all academic non-students titles must be created in Advance:*** This includes faculty and non-faculty academics.
- ***We are still hearing about sporadic problems with certain browsers and connectivity.*** If you encounter a problem:
 - ***Try it again:*** When something doesn't work as expected, try it again
 - ***When in Doubt, Log out:*** When trying it again doesn't work, try logging out and then back in; logging in is as easy as clicking on the Advance link on your MyAccess page (you don't have to log out of MyAccess)
 - ***Check with other Advance users:*** When you experience problems, see whether someone else is having the same problems, or whether it is specific to your computer/browser.
 - ***IE9:*** Users have reported several issues with IE9. These will not be reviewed or resolved until the fall, after the last releases in Phase 2 (2.7 and 2.8). For best performance, use Firefox. However, IE 7 and 8 and Safari are also supported.
 - ***Using VPN:*** Always try MyAccess/Advance without VPN first. If you have to use VPN, start Network Connect too (click a button on the right side of the VPN landing page). When you use VPN, it makes that browser a part of the UCSF network. If you start Network Connect, it makes your computer part of the UCSF network. The problem with using VPN without Network Connect is that you are then forced to open MyAccess from within VPN; and My CV does not function correctly (VPN injects security code snippets into the data contained in My CV, so then My CV cannot find the correct data to display and/or edit).