



Introduction to PeopleSoft Student Administration v9

**Financial Aid & Student Financials
Admissions, Campus Community & Student Records**

Frequently Asked Questions

Following are some of the frequently asked questions about PeopleSoft SA v9 Training. For more information on training, email ELOD@hccs.edu or call 713-718-8614.

QU: Are Librarians and Counselors supposed to take the classroom or UTRAIN training before October 24? I read that faculty training would come later.

AN: YES! If you access the PeopleSoft Student Administration system for any purpose (such as placing or removing library holds, looking up student other than entering grades or accessing student information for classes you personally teach) you should attend training TT9440, *PS SAV9 Intro: StdRec, Admin&CC*, or access and pass the “Know It” mode of *(SA) PeopleSoft v9 basics – Required* in UTRAIN. Job aid attached.

QU: I’m the person in my department who inputs the class schedule and faculty assigned to teach each class. Do I need to attend training?

AN: YES! You are using PeopleSoft Student Administration to do these tasks. You should take TT9440, TT9440, *PS SAV9 Intro: StdRec, Admin&CC*, or access and pass the “Know It” mode of *(SA) PeopleSoft v9 Basics - Required* in UTRAIN. Job aid attached.

QU: If I don’t have time to take the classes before version 9 goes live on November 3, can’t I just keep working in version 8?

AN: No. The entire system will be upgraded and version 8 will no longer be available. If you have not taken training by November 3, your access to get into PeopleSoft Student Administration will be denied. Training is **required**, either classroom or UTRAIN to receive access to version 9. After November 3, you’ll receive access within 24-48 hours after you complete training.

QU: I’m a fairly new hire and am trying to get into the “sandbox” to become more familiar with the new PS Student Administration system, but I can’t get in. Why not?

AN: Because the “sandbox” is a “snapshot” of the database taken at a point in time, new users will not be recognized as having security access and will not be able to get in.

QU: I'm a new hire who does not have access to Student Administration version 8 but would like access to version 9. What must I do to receive access to Student Administration v9?

AN: As a new hire requesting access to version 9 you must do three things:

- Complete PS SAV9 classroom training or take and pass the self-paced PS SAV9 "Know-It" mode of UTRAIN
- Complete and pass the "Know-It" mode of Student Administration role based topics in UTRAIN
- Complete the Student Administration v9 Security Access Form and submit it to the IT department. After November 3, you will receive a user id and password via email within 3 to 5 business days after receipt of your security form.

QU: Do I have to take both v9 introductory courses, v9 Basics + Admissions, Campus Community & Student Records and v9 Basics + Financial Aid & Student Financials?

AN: No! You must complete only one introductory course. Please select the one that relates to your job duties. Consult with your supervisor if you are not sure which course to take.