



HAVE YOU HEARD?

WEBSITE Launch!

We have a new website coming soon!
www.ssc.vccs.edu

Periodically, we will provide updates on the SSC in the form of this newsletter. Please contact SSC_Communications@ssc.vccs.edu with any contributions or suggestions.

Training: Work Smarter, Not Harder

Our intention is to aid college employees (end users) to work smarter, not harder. We aim to streamline processes by providing training opportunities and resources, which will decrease the workload and efforts for end users and increase ease of use within systems such as eVA, Chrome River, etc. The SSC is in the process of developing recurring training sessions for multiple service areas (i.e. Procurement, Accounts Payable, T&E, etc.).

In our last newsletter, we referenced the ability to accept verbal quotes. Below is the required information to satisfy State procurement guidelines. You can attach a completed Telephone Record for Goods or Services form (APSPM article 5-G: Goods; 5-H: Services) OR comment with the five required criteria directly on your requisition.

1. Vendor Name
2. Date (and time)
3. Quantity
4. Description Of Product
5. Unit price (and order total)

Recently, the SSC Business Transformation Team conducted two [eVA introductory/new-user training sessions](#), which included a walk-through for creating a requisition.

The Travel & Expense Team has developed a monthly WebEx training schedule for Fiscal Year 2019, which is located on the [T&E Public Site](#). All sessions will cover user basics, general compliance, demonstrations, and opportunities for Q&A. Sessions may also include information on mini-enhancement releases and bug fixes, when applicable. When major enhancement features are to be released, additional training sessions will be scheduled. As a reminder, users may find additional training materials and instructions on the [T&E Public Site](#) and Chrome River Help Site.

For training ideas and requests, please email the [SSC Help Center](#) with a detailed description of your training needs.



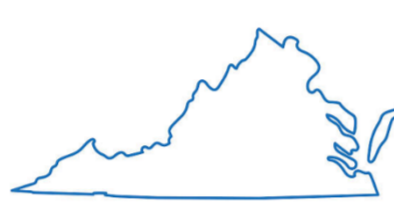
We Want Your Ideas!

Do you have ideas on ways we can partner to reduce costs, reduce administrative burden and increase compliance? If so, please share your ideas with us! You do not need to have a full solution developed to call out an opportunity you see, we can help with that part.



Submit your idea via our [Idea Submission Form](#) on our [website](#).

[SSC Governance Process](#)



SSC Service Map

Curious to know which colleges are live with services at the SSC? The service map linked below is designed to give an overview of just that: [SSC Services Map](#)



The SSC Help Center Can Help Save You Time

- Refer vendors to them for questions related to an order, a payment or eVA registration.
- Contact them for help selecting a micro or small, women- or minority-owned (SWaM) vendor.
- Allow them to remote into your computer to guide you through completion of your Travel and Expense report.

To contact the Help Center, call 877-340-5577 or email HELP@SSC.VCCS.EDU.

SSC Contracts Update

Below is a list of solicitations that are currently being solicited or drafted by the Procurement Department that will allow use by the System Office, SSC and all 23 community colleges. If your college is interested in participating in the solicitation process, please email contracts@ssc.vccs.edu with "Solicitation Interest – Solicitation Title" in the subject line.

Solicitation Title	Description
Texting Services	Solution that will allow colleges to send dynamic and personalized text messages to students both in bulk and individually
HVAC Repair and Preventative Maintenance	Furnish all goods and services necessary to maintain and repair HVAC equipment
Uniform Rental Services	Uniform rental and cleaning.
On-Site Document Shredding Services	On-site secure document shredding
Irrigation Services	Irrigation services
Fire Alarm Monitoring Services	Monitoring of fire alarms

Process Council Corner

The Human Resources Process Council includes three sub-groups: Applicant Tracking, TLAM II (Time, Labor and Absence Management), and Onboarding. The Council is led by Angie King, Finance and HR Operations Manager, at the SSC. Bethany Harris, Human Resources Manager, at Southside Community College is the Management Council representative. Nine different colleges and the System Office participate on the Council.

Three projects recommended by the Process Council were approved by the Management Council and the Executive Council. These projects are:

1. Enterprise implementation of PeopleAdmin, a software solution for employee recruitment and hiring;
2. Enterprise implementation of SilkRoad, a software solution for employee onboarding; and
3. TLAM II, a system upgrade to manage overtime and comp time.

Human Resources Process Council

Angie King, SSC, Chair

Belinda Stockton, PHCC
Shane Kiernan, TCC
Chris Lee, SO

Bethany Harris, SVCC, Mgmt. Council
Cherie Watts, JTCC
Todd Smith, SSC

Applicant Tracking	TLAM II	Onboarding
<ul style="list-style-type: none"> • Shane Keirman, TCC, Chair • Michelle Marks, NVCC • Carly Johnson, SSC • Bridgit King, RCC • Todd Smith, SSC 	<ul style="list-style-type: none"> • Cherie Watts, JTCC, Chair • Emily Hollida, SSC • India Price, NVCC • Mike Snyder, TNCC • Dorrissa Williams, SSC 	<ul style="list-style-type: none"> • Belinda Stockton, PHCC, Chair • Carly Johnson, SSC • Danita Harper, JTCC • Amanda Housden, BRCC • Todd Smith, SSC • Bethany Harris, SVCC • Lindsey Weston, WVCC

Shared Services FY18 Recap

As a reflection of the growth that the Shared Services Center experienced through the services that we took on in Fiscal Year 2018, we put together a recap of the volume processed for some of the services we're handling.

SSC Services Summary	
Service	FY 2018
T&E Reports Submitted to SSC	9,627
Procurements Ordered	19,914
Invoices Received	53,074
TLAM Processes	2,096
Help Center Tickets	22,806
Help Center Inbound Calls	13,835

Agency Name	Payroll Services					
	Payroll Process Begins	FT/PT	Actual P. paydates	Months	Employees Paid FY18	Voluntary Net Pay Transactons FY18
Shared Services Center	Jul-17	All	Aug 2017 to June 2018	11	81	1,182
Southside Virginia CC	Oct-17	All	Nov 2017 to June 2018	8	416	4,851
Paul D. Camp CC	Jun-17	All	July 2017 to June 2018	12	271	3,971
Piedmont CC	May-18	PT only	June 2018 (1 pay period)	0.5	177	189
J Sargeant Reynolds CC	Nov-17	FT only	Dec 2017 to June 2018	7	422	5,594
John Tyler CC	Jan-18	All	Feb 2018 to June 2018	5	749	6,702
Thomas Nelson CC	Sep-17	PT only	Oct 2017 to June 2018	9	605	4,865
				Total	2,721	27,354

Contacting the Shared Services Center

Contact Methods
METHOD #1 – CALL 877-340-5577

1. An agent will answer the call and attempt to answer your question.
2. If the question cannot be answered at that time, it will be escalated for research and you will be given a ticket number.
3. You will be contacted back once a solution has been reached.

METHOD #2 – EMAIL HELP@SSC.VCCS.EDU

1. You will get an immediate response via email that the ticket is being worked, this email provides you with the ticket number.
2. You will be contacted with a resolution within 48 hours.