Process: Request Updates to Education Tables: Institutions, Degrees or Branches

This is the process to follow when a FAM (Faculty Actions Manager) or PYC (Payroll Coordinator) finds a missing Institution name, Degree or Branch of Study from the Education drop-down selections in SAP.

### Request Process for Updates to Education drop-down values in SAP

<table>
<thead>
<tr>
<th>Step #</th>
<th>Details</th>
</tr>
</thead>
</table>
| 1      | Compile Required Data:  
**For Missing Institution Name(s):**  
- Official Name of Institution: (i.e.: Boston University)  
- Country of Institution: (i.e.: USA, Italy...etc.)  
- **Region** [for USA State Abbreviation ONLY]: (ex: MA  
- Street Address [if available]  
- City: (i.e.: Boston)  
- If Foreign Address: District *if available*  
- Must include Website of Information for validation (i.e.: [http://www.bu.edu/](http://www.bu.edu/))  

**For Missing Degree(s):**  
- Full Name of Degree: (ex: Doctor of Philosophy)  
- Abbreviation of Degree: (ex: PhD)  

**For Missing Branches of Study:**  
- Full Name of Branch of Study: (ex: English, Physics....etc.)  

Once completed, continue on with the remaining steps. |
| 2      | Create Outlook Email to: [hrsys@bu.edu](mailto:hrsys@bu.edu) [this will automatically open and assign a Service Now Ticket to HRIS] |
| 3      | In the **Subject of the Email**, Use one of the following:  
- **For Missing Institution Name(s)** enter:  
  ‘Attn: HRIS – Table Update needed for Missing Institution’  
- **For Missing Degree(s)** enter:  
  ‘Attn: HRIS – Table Update needed for Missing Degree’  
- **For Missing Branch of Study** enter:  
  ‘Attn: HRIS – Table Update needed for Missing Branch of Study’ |
| 4      | In the **Body of the Email** *start off with*:  
“Please add the following to display in the drop-down values for Education”  
Then add your information gathered from step 1  
(Or if there is a large amount please provide on an Excel spreadsheet) |
| 5      | **Send your email to ‘hrsys@bu.edu’** |
| 6      | Once received it will be reviewed and your entries will be created by HRIS |
| 7      | You will be notified approximately within 5 working days from the date of assignment to HR |
| 8      | Once you receive the resolution, you can **enter** the employee’s information utilizing the Education Update Form. |