The Campus Business Officer's Group met on Thursday, February 14, 2019, at 8:30 a.m. in the President's Conference Room, second floor, Sikes Hall.

Present: Tony Wagner, presiding; Susan Littlejohn, Athletics; Melissa Kelley, PSA; Erin Thomas, Finance/President/SEC/Ext. Affairs; Debbie Newsom, Dev/CUF; Tracy Walters, Grants and Contracts Administration; Barbara Bass, SCI; Cindy Jefferson, College of Business; Marlo Raymark, College of Business; Britney McCall, CECAS; Regina Carroll, CBSHS and College of Education; Steve Crump, Controller; Rick Petillo, Finance; Kathleen McMahan, EVPFO; Katherine Dobrenen, CCIT; Steve Hulme, Finance; Chad Patton, CCIT; Sierra Holland, Human Resources; La Toya Maddox, AAH; Tony Dickenson, Research; Todd Barnette, Facilities; Kathy Gibson, Research; Stanley Richardson, Research; Cathy Howe, Internal Audit; Penni Douglas, Procurement; Allison Patton, Procurement; Rebecca Trutwin, Public Service & Agriculture; Savannah Bock, College of Education; Beverly Leeper, Controller’s Office; Chrystal Everson, CCIT; Clint Carlson, ARO; Sherri Rowland, Accounting Services; Dustin Foxworth, Provost; Cynthia Barnes, CAFLS; Lisa Bona, Student Affairs; Eric George, Athletics

I. Welcome & Introductions

Tony Wagner called the meeting to order and asked for introductions.

II. Procurement Update – Allison Patton

   a. Updates.
      1. Reminder: “No-PO, No Pay” Policy starts March 1. Suppliers will be getting notified this week via mail. Info for policy is on homepage under announcements. If you encounter issues with Faculty/Staff cooperating with policy, Unauthorized Expenditures Form should be used.
      2. The duplicate invoice issue is currently being addressed.
      3. Training is a big focus this year. New and update training documentation will be developed for campus and suppliers.

III. Updated Engagement and Retention Strategies – Sierra Holland

   a. New Employee Orientation (NEO). Historically, NEO has not been mandatory, despite having many time-saving benefits (e.g., receiving Clemson University ID badge). OHR met with the Executive Leadership Team who determined that NEO now be mandated for all new employees.
      1. Prior to the official roll-out of this policy, OHR encourages departments to schedule new employees for NEO. For off-campus employees, OHR will be working on virtual training.
      2. Ideas are currently being floated in OHR related to how to enforce attendance; they may approach in the same way as with IT Security (deny access to various internal platforms).
      3. Tentatively plan to move to a weekly orientation offered every Tuesday, with new employees starting on Monday.
4. There may be exceptions to this requirement based on the nature of the employment; those will be addressed on a case-by-case basis.

b. **Employee Events & Training Opportunities.**
   1. Feedback in exit interviews has shown employee events, and online/classroom training to be popular. 517 employees in 2018 attended at least one optional training class provided by OHR. The most popular class is the *Supervisor Training Series*. This series covers topics such as difficult conversations and building an effective team. Exit interview data has shown that employees oftentimes mention their supervisor's lack of experience or their management style as a reason for leaving.

c. **Enhanced Exit Interview Process.**
   1. Exiting employees are invited to come in for an exit interview and to fill out an online survey. They are also provided with information on how benefits will work after termination.

d. **Stay Interviews (1:1 talks).**
   1. Stay interviews are one-on-one meetings between a direct supervisor and one of their current employees who is consistent and high-performing. Supervisors can learn what makes employees want to stay in their position and can also uncover the needs of key employees. OHR plans to hold training on how to conduct Stay Interviews.

e. **TIGERS Time (group talks).**
   1. *Tigers Innovating Greater Engagement & Retention Strategies;* OHR meets with a department in a group discussion format. These group talks are conducted in the hopes of increasing engagement. Provides a safe space for employees to express their needs and expectations regarding the department.

f. **Call to Action.**
   1. OHR is requesting that Business Officers work to: (1) Schedule Stay Interview training for supervisors, (2) Ask whether TIGERS time would be helpful for the department, (3) Notify OHR of any employee separations at least 2 weeks in advance and encourage exiting employees to attend OHR exit interviews (4) Advise head of department to require all supervisors to attend Supervisor Training.

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**IV. Telecommunications VOIP Transition – Katherine Dobrenen**

a. **Rolling out VOIP across campus.**
   1. Telecoms is moving away from monthly billing to a more simplified approach that will be revenue/cost neutral. FY20 is the target time for this transition to occur. More than likely, funds previously used for monthly billing will come out of department budget and be transferred to CCIT on an annual or permanent basis. This model will be revisited in 3-4 years to make sure still cost neutral. The only exception to the VOIP install will be the emergency lines: blue light phones and elevator phones.
   2. Timeline – the roll-out is set to be complete within the next year or so. This roll-out will also apply to non-campus buildings that are being rented. Phones can be moved easily from port-to-port without issue, but you need to notify CCIT so
that the 9-1-1 database can be updated. Long-distance billing will be going away, as well.

V. New Program Income Procedure & Sponsored Compensation Reports – Tracy Walters

a. As of January 1, New Program Income is now in fund 20 (was previously fund 14). This was done in an effort to improve reporting for auditing purposes. Program income is income received as a result of a sponsored award (e.g., large equipment purchases billed to other users). If any faculty or departments would like to discuss, reach out to Tracy.

b. Second phase of the Sponsored Compensation Reports. Will incorporate the July 1-Dec 31 2018 period. Communication will go out to faculty tomorrow (2/15). Research is preparing to review and approve those reports. Both Karen and Tracy are available to assist.

VI. PeopleSoft Fluid Upgrade – Chrystal Everson

a. On June 30, Oracle will end support of PeopleTools 8.55 and will roll out 8.56. Both Finance & HR software will be updated by the June deadline.

b. Plan is to upgrade hardware, implement a new search engine (Elasticsearch), provide training, and update training documentation.

c. Business processes will not change, no new training will be required. Usability expected to improve. Expect downtime on March 22nd at noon through that following Sunday the 24th at noon.

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d. Functionality will not change, just the look and feel/usability. Will also be mobile-friendly. Favorites will also carry forward.

e. HR plans to go live with platform at end of June.

Other Matters

a. Some billing rates that are still outstanding. Please submit by end of week.

b. Kronos to roll-out for the entire campus by end of 2019. Expect to hear more later in the Spring.

c. Roll-out of PeopleSoft Project types – no new updates

d. Recap from BoT – Theme was Efficiency. Everything was well-received; Clemson is more efficient in cost of education compared to our peers. Standing commitment to accelerate budget process. First time in 16 years, the government budget didn’t come back with a 0 or budget cut for higher education. Recognition that higher ed has historically been underfunded.

e. Tony looks forward to continued transparency with the CBOG team and plans to provide updates from Board and ELT meetings as he is able.
There being no further business, the meeting was declared adjourned at 9:28 am.