Human Resources
Town Hall Meeting

Ann Burris
Assistant Vice President &
Chief Human Resource Officer
HR Management Team

• Alicia Stignani – Director, HR Services
• Brad Smith – Director, Payroll Services & HRIS
• Kevin Gecowets – Director, University Learning
• Amy Phillips – Manager, Benefits
• Ann Schroeder – Manager, Employment
• Pam Smith – Manager, Employee Data Services
• Sandy Weaver – Manager, Payroll Services
Human Resources
Customer Service Survey
Importance of Customer Service

• Develops lasting relationships
• Identifies customers' perceptions and expectations
• Guides the department through the process of bringing its customer service activities in line with customers' needs.
Timeline for Survey

- Customer Service Survey Launch
  Mid June 2017
- Survey Analysis/Report
  End of July 2017
KSU Staff Classification & Compensation Study
Importance of Project

Why is this project important?

1. Employee recruitment
2. Employee retention
3. Employee motivation
4. Equity determinations
5. Organizational budget (often the largest expenditure for organizations)
Project Objectives

1. Update job descriptions for all staff positions
2. Design new staff classification system
3. Collect and analyze wage survey data
4. Establish competitive pay levels and develop compensation plans
5. Train personnel on the new classification and pay plan system
Project Schedule

June 2017
- Post Request for Proposal (RFP)
- Close RFP

July 2017
- Conduct evaluation team kick-off

August 2017
- Post Notice of Award (NOA)
- Kick-off meeting with awarded Supplier

September 2017 – January 2018
- Supplier conducts surveys, interviews, data collection and analysis, developing job descriptions and classification system, and presenting KSU report
OneUSG Connect
(PeopleSoft 9.2)

Alicia Stignani
Director, HR Services
What is OneUSG Connect?

1. A system-wide initiative to develop and implement a consistent approach to policies, procedures and technology solutions

2. Reduce costs, streamline processes, and have consistent guidelines and procedures with centralized support

3. Bring all institutions within the USG onto one technology solution

http://www.usg.edu/oneusg/
What will it provide?

Enhanced capabilities:

✓ Employee Self-Service
  • Contact information, emergency contacts, paychecks, direct deposit, voluntary deductions, compensation history, W-4, G-4, view W-2, etc.

✓ Manager Self-Service (automated workflow)
  • Review transactions, request reporting changes, initiate actions for employees, position add/change, funding change, delegate transactions, maintain job profiles, view compensation history, current team profiles, and team historical profiles
What will it provide...cont’d?

- Absence Management
- Benefits Administration
- Commitment Accounting
- Faculty Data Self Service
- Payroll
- Position Management
- Time & Labor
- Recruiting system for both staff and faculty postings
## OneUSG Connect Deployment Schedule

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<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Benefits</td>
<td>62,000</td>
<td>23,876</td>
<td>19,255</td>
<td>University of Georgia</td>
<td>6,600</td>
<td>10,700</td>
</tr>
<tr>
<td>Payroll</td>
<td>9,197</td>
<td>23,876</td>
<td>19,255</td>
<td>18,000</td>
<td>6,600</td>
<td></td>
</tr>
</tbody>
</table>

- Abraham Baldwin Agricultural College / Bainbridge State College
- Georgia Southern University / Armstrong State University
- Fort Valley State University
- Georgia State University
- Gordon State College
- Middle Georgia State University
- Albany State University / Darton State College
- Atlanta Metropolitan State College
- College of Coastal Georgia
- Clayton State University
- Dalton State College
- East Georgia State College
- Georgia Highlands College
- Kennesaw State University
- Savannah State University
- South Georgia State College
- University of North Georgia
- University of West Georgia

**Unions**

- University of Georgia
- Augusta University
- Georgia Institute of Technology

**Research**

- Comprehensive
- State Universities
- State Colleges
- Under Consolidation

**#2WayCommunication**
2017 Winter Break

• KSU will be closed seven business days
  – Friday, 12/22
  – Monday through Friday, 12/25 – 12/29
  – Monday, 1/1

• With supervisor approval, employees who wish to extend time off outside of the paid holidays may take accrued compensatory time or vacation leave.

• Departments deemed essential to university operations will be required to remain open and adequately staffed.
2017 Winter Break

- Departments not identified as essential operations may close additional days prior to the December paid holidays.
  - The decision to close will require the division Vice President’s approval.
  - If some employees choose to work, the department leadership will coordinate supervision of those employees either internally or with another department.
  - Otherwise, all employees will be required to use accrued compensatory time, vacation leave, or be unpaid on the additional days the department is closed.
  - Contact information for key members of the department must be provided to the division Vice President.

- All paid KSU holidays can be found on the Human Resources website. (http://hr.kennesaw.edu/employees/holidays.php)
Employment Services

Ann Schroeder
Manager
## Employment Services

### Current Employee Count

**June 2017**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>2093</td>
</tr>
<tr>
<td>Staff</td>
<td>2643</td>
</tr>
<tr>
<td>Students</td>
<td>2322</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7058</strong></td>
</tr>
</tbody>
</table>
Employment Updates

Recent Employment Activity

• Dining Services
  – KSU self-operated effective June
  – 300 new employees joining KSU

• KSU Housing
  – Transition from KSU Foundation effective July
  – All housing services under KSU
Employment Updates

Separation Checklist

• Form located in Manager Forms on HR Website
• HR provides manager with UITS asset inventory spreadsheet
• Manager and employee will verify all inventory has been collected
• Form will be returned to Human Resources
Employment: New Developments

BOR Policy 12.9

Programs Serving Minors

- Effective May 1, 2017
- Program registry (camps, clinics, other activities)
- Individuals with potential to have direct contact with minors
- HR managing the background screening process
Registered Visitor Automation

- Formerly Long Term Visitor/Non-Paid Affiliate (LTV/NPA) form
- Electronic process using sponsor’s NET ID
- Identifies access and needed background checks
- Communicated to downstream systems (card services, UITS)
Benefits

Amy Phillips
Manager
Benefits

What HR functions do we support?

• Voluntary benefits platform (medical, dental, life insurance, etc.)
• Retirement plans (both mandatory & optional)
• Leave of absences & disability accommodations
• Retirement eligibility consultations
• Work/life balance support
OneUSG Benefits Connect

• Phase I of OneUSG project; impacts **ALL** institutions
• System and call center will be live Monday, 6/26
  – Website (will have single sign on with net ID)
  – Phone number
• New enrollment platform
  – New hires
  – Family status changes
  – Open enrollment = Annual enrollment
Some policy changes with OneUSG

Changes implemented to ensure consistency across all institutions

- New hire enrollment will be first day of the month on or after hire
- Effective date for family status changes will be dependent upon type of qualifying event (birth vs marriage vs divorce, etc.)
- TRS contributions will begin immediately upon hire for those electing/defaulting to that plan
Good News for Fall!
Employee Assistance Program

- Will cover employees and immediate family
- 24/7 access to licensed health professionals
- Adoption resources
- Academic resources
- Work life balance resources
- Critical incidence response support
- Training and education
- Mobile app

#2WayCommunication
Medical Plan Update

It DOES NOT APPEAR that a spousal surcharge will be added to the medical premiums for 2018 as initially announced by the University System Office!

YAY!
Staff Awards

- [staffawards.kennesaw.edu](staffawards.kennesaw.edu)
- Nominations and support letters due 6/23
- 8 categories totaling $24,000 in awards

<table>
<thead>
<tr>
<th>Distinguished Staff</th>
<th>Outstanding Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellence in Innovation</td>
<td>Outstanding Team</td>
</tr>
<tr>
<td>Exceptional Customer Service</td>
<td>Positive Impact</td>
</tr>
<tr>
<td>Outstanding Administrator</td>
<td>Students’ Appreciation</td>
</tr>
</tbody>
</table>
Educational Support Leave

• Full time, benefited employees given 8 hours each calendar year for the purpose of:
  – promoting education
  – recognizing student achievement
  – providing academic support
  – encouraging volunteerism
  – supplementing work-life balance for employees

• Examples:
  – Orientation/teacher conferences
  – Graduation/awards ceremonies
  – Tutoring or proctoring exams
  – Reading in class/chaperoning
  – Attend student performances
Mark your calendars

- June 23 - Staff Awards submissions DEADLINE
- June 26 - OneUSG Benefits Connect live
- August 10 – Opening of school/Staff awards presented
- October 6 - Disability Awareness Expo
- October 18 – Benefits Fair (Kennesaw)
- October 30 – Benefits Fair (Marietta)
Mark your calendars

• October 30 – Annual benefits enrollment BEGINS
• November 10 – Annual benefits enrollment ENDS
• December 7 – Chili N Cheer/Years of Service recognition
• December 21 - Deadline to use Educational Support Leave
Payroll Services

Brad Smith
Director
Payroll Services

Our goal - Aspire to create a culture that values people by:

– Serving as trusted advisors
– Creating a strategic partnership
– Being responsive and respectful of individual needs
Payroll Resources

- Toolkits
- Forms
- Procedures
- Calendars
- Paycheck information
- Tax information
- payroll.kennesaw.edu
Employee Portal (Self Service)

- Address changes
- Emergency contacts
- Pay statements
- W-2s
- Benefits review
- Direct deposit
- Tax withholding
Frequently Asked Questions

• Deductions: contact the following departments directly for changes which are then communicated to us
  – Parking
  – Fitness Center
  – Foundation

• ADP/eTime support
  – contact Shared Services Center
    • 855-214-2644
    • helpdesk@ssc.usg.edu
Compensatory time (biweekly only)

• Compensatory time earned in one pay period will be available to use in the following pay period
• Any available comp time should be reported first, in place of sick and/or vacation
• “Time & a half” is calculated on more than 40 regular hours worked
• Unused balances earned through 5/31 will be paid out 6/23
• Time earned after 6/1 is for FY18
### Example

<table>
<thead>
<tr>
<th>Pay period 1</th>
<th>Hrs Worked</th>
<th>Other</th>
<th>Total hours</th>
<th>Comp Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>36</td>
<td>8 holiday</td>
<td>44</td>
<td>4 x 1 = 4</td>
</tr>
<tr>
<td>Week 2</td>
<td>44</td>
<td></td>
<td>44</td>
<td>4 x 1.5 = 6</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>80 to be paid</td>
<td>10 hr balance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pay period 2</th>
<th>Hrs Worked</th>
<th>Other</th>
<th>Total hours</th>
<th>Comp Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 3</td>
<td>32</td>
<td>*</td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>Week 4</td>
<td>44</td>
<td></td>
<td>44</td>
<td>4 x 1.5 = 6</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>72 to be paid</td>
<td>16 hr balance</td>
</tr>
</tbody>
</table>

*Full time employees are expected to report at least 40 hours per work week. It is the supervisor’s responsibility to ensure employees’ hours are properly recorded in accordance with time keeping and approval procedures.*
Time Keeping and Approval Procedure

Resulting from the Presidential Transition Audit

• All employees should record their time accurately
  – Bi-weekly employees record all time worked and exception time (i.e. vacation, sick, etc.)
  – Salaried employees record all exception time taken
  – Part Time Faculty record all hours worked for ACA tracking

• All employees are required to approve every timecard in a timely manner

• All managers should approve their direct reports’ time cards prior to the payroll deadline
Time Keeping and Approval Procedure

• E-Mail reminders to record time are sent twice prior to each pay end date
• E-Mail reminder will be sent to managers who do not approve their direct reports’ time prior to the deadline
• Quarterly Status Report – sent to all managers and their direct supervisor will show:
  – Number of timecards that were available to be approved
  – Number of timecards actually approved within the deadlines (and % of total)
  – Number of timecards that were not approved within the deadlines (and % of total)
Questions?
Thank you for coming!

Information from today will be linked on the HR webpage
1. Applicants
   a. **How do you refer candidates? Is there a process?** There is no formal process. Refer to HR website [here](#). They are welcome to include you as a professional reference on their application, if appropriate.

2. Background Checks
   a. **What is the cost of a background check?** Costs vary based upon where individual has lived over the last 7 years. Each State/County incurs a fee. The average cost for Georgia is $30. In some cases, a more extensive search is required, which will cost a little more.
   b. **Is that cost charged to the department?** If the department is state funded, coming from a fund 10 account, the costs are charged to general institution funds. If the department is revenue generating, example fund 12 or fund 14, then the cost is charged to the sponsoring/hiring department.
   c. **In reference to dealing with minors on campus, what if I am a volunteer judge or an instructor with dual enrollment students in my class?** The new policy does not impact high school students in our dual enrollment program. The [website](#) provides information regarding who is exempt or non-exempt from BOR policy 12.9, Programs Serving Minors.

3. Campus Carry
   a. **Many staff and faculty are concerned about campus carry. How can they express those concerns?** Send questions to [AskLegal@kennesaw.edu](mailto:AskLegal@kennesaw.edu)

4. Classification and Compensation
   a. **How would you address discrepancies in job descriptions vs job responsibilities?** This process is expected to be addressed as a part of the pending RFP, the salary and position review which will follow, and the on-going maintenance of the classification system thereafter. Discrepancies should also be discussed with your supervisor.
   b. **During the class and comp project, will salaries be decreased?** It is not the intention of the university to decrease salaries during this process. It is more likely that any salaries determined to be drastically out of line with job responsibilities may be “red circled,” which could impact the way future compensation is handled, i.e., merit increases.
   c. **Will Georgia Tech, GA State, and the private sector be included in the survey?** The RFP vendor is expected to make recommendations as to which employers are most appropriately considered our peer employers.
   d. **Does KSU plan to roll back any of the recent FLSA changes since the injunction is still intact?** At this time there are no plans to make additional changes. It is likely that recommendations will be made as a result of the class and comp study.
e. **Why is the pay salary not published on the website?** Current pay band information is located on the [HR website](#). Both the salary ranges and the structure of the HR website are expected to be revised over the next year.

f. **How does the 3rd party class & comp study fit with the state’s program and criteria under OCGA 45-20-1?** It is the purpose of KSU to attract, select, and retain the best employees based on merit. Therefore, KSU will ensure it as well as its vendors are in full compliance with all applicable codes, regulations, and policies as it pertains to personnel administration, whether it be federal, state, O.C.G.A., or BOR USG.

g. **Will there be a change to the 15% salary cap when obtaining a new position?** Promotional increase policies will be reviewed along with the class and comp survey results and salary strategy realignment.

5. **Compensatory Time**

a. **How does time worked over 40 hours/week accumulate to be used for the winter break?** Are exempt employees supposed to be rewarded comp time like non-exempt? See slides 38 & 39 for information on comp time calculations for non-exempt employees. No, exempt employees are not eligible to accrue compensatory time.

b. **Holiday time remains additional straight time, correct?** Yes, see slides 38 & 39 for information on comp time calculations for non-exempt employees.

c. **Does comp time have to be approved by your manager/department first?** Yes, always.

d. **How many comp time hours can be accrued? For how long?** A maximum of 240 comp time hours may be accrued in a fiscal year before additional hours earned must be paid as overtime. All comp time hours earned through May 31st for a fiscal year will be paid out on the last pay date of the same fiscal year. Comp time hours earned after May 31st will carry over to the next fiscal year. See slides 38 & 39 for more information on comp time calculations for non-exempt employees.

e. **Does comp time have to be used every month?** No, however it must be used before using available sick or vacation time and it must be used by the established end date towards the end of each fiscal year or it will be paid out. See slides 38 & 39 for information on comp time calculations for non-exempt employees.

f. **Is the policy university-wide or does each department make its own rules?** The policy is established by the University System of Georgia and applies to all institutions.

g. **When can we start accruing comp time for winter break?** Compensatory time earned beginning June 1 can be used anytime during FY18.

h. **I was getting time and a half for overtime and now I don’t anymore. Can I refuse to work overtime over 40 hours per week?** Conversations about your
work hours and schedule should be directed to your supervisor and/or their supervisor, as appropriate.

i. **Does changing departments impact accrual and pay out of compensatory time?**
   Yes, the USG compensatory time policy requires that you be paid out for comp time earned in one department if you transfer to a different department.

j. **Does the pay system include a way to track compensatory time longer than two weeks at a time?**
   Yes, comp time earned in one pay period becomes trackable in eTime as of the following pay period and will remain in your accrual balance until used or the established end of the fiscal year. See slides 38 & 39 for information on comp time calculations for non-exempt employees.

6. **Educational Support Leave**
   a. **Is ESL paid?**
      Yes, benefitted employees have 8 paid hours of ESL each calendar year. Details can be found on slide 30 and on the [HR website](http://www.usg.edu/oneusg/).

7. **Merit Increases**
   a. **What is HR’s role in relation to what is recommended by a department head?**
      HR is not involved in the merit increase process except to confirm that employees do not receive a merit increase if their performance evaluation was unacceptable.

b. **Why did 3% across the board get rejected?**
   The USG approved a 2% increase and specifically indicated it was not to be given “across the board” but should instead be disseminated based on meritorious performance.

c. **Why were years of service the only factor for some departments?**
   To HR’s knowledge, years of service was not a factor in determining meritorious performance.

d. **When will merit increases be communicated to staff?**
   Letters have been printed and will be distributed to VPs for distribution during the week of June 19th.

8. **OneUSG Connect**
   a. **What challenges do you anticipate as we migrate to PeopleSoft?**
      As with all technology implementations and conversion, we realistically expect there to be minor challenges. However, the OneUSG Connect process has been a well-staffed initiative with resources from both the USG and institution levels in order to minimize these factors to the greatest extent possible. See slides 11 – 14 for more information or visit [http://www.usg.edu/oneusg/](http://www.usg.edu/oneusg/).

b. **Are other USG institutions migrating as well?**
   Yes, all USG institutions will experience a migration to the new system in the coming years. See slide 14 for more details.

c. **Will the new system use net ID and password?**
   Yes, we will have single sign on using net ID and password.
d. **Does the manager self-service function replace EPAAF and other paper forms (intake, etc.)?** To the greatest extent possible, we hope to incorporate electronic work flow to replace our current paper processes.

e. **Will OneUSG Connect replace HireTouch?** Yes, OneUSG Connect will eventually replace both HireTouch for staff postings and PeopleAdmin for faculty postings; however, that implementation will likely come 6 – 12 months after conversion to the HCM/payroll system, which is expected to go live in late March of 2018 for KSU. See slides 11 – 14 for more information.

9. **Parking Costs**
   a. **Where should we address concerns about parking costs?** Parking costs should be addressed directly with parking services.

10. **Performance Reviews**
   a. **Will the current system be changed?** With the conversion to OneUSG Connect, KSU will be offered a number of additional modules to accompany the HCM/payroll system. Performance management may be one of them; however, that decision will not be made until well after the initial HCM conversion by April 2018.

11. **Position Approval Committee**
   a. **Who is on it?** Representatives from the following offices: Budget, CBO, CIO, HR, President’s office, Student Affairs
   b. **How were they chosen and by whom?** By the President at his discretion
   c. **How long will they serve?** As long as the President determines the need
   d. **Is this committee a permanent change? If not, how long will it continue?** Yes, as long as the President continues to see the need
   e. **Was there a planned delay in the job approvals until the end of the fiscal year?** No additional delays have been established outside of the austerity budget saving measures that have been in place for a number of years.

12. **Professional Development**
   a. **My supervisor recommends continued personal and professional growth, participation and engagement within the university. How do I identify and poise myself for opportunities within the university?** The Center for University Learning provides a wide range of professional and organization development services to our campus community. You can view those courses and other information [here](#).

13. **Retirement**
   a. **How much does it cost per year to purchase year 26-30 at retirement?** Quotes for purchasing “air time” to bridge service credit in order to retire early are provided by TRS. Generally speaking, they are considered to be quite costly in comparison to purchasing other types of service such as military service or years
with a private school. More information can be found on the TRS website and additional questions should be addressed to TRS directly.

b. **Do you have to wait until open enrollment to open a 403(b) or similar retirement account?** No, you can make changes to a voluntary savings account at any time during the year by completing the appropriate form and submitted to benefits@kennesaw.edu.

c. **Will changes in HR affect my health or retirement?** Your benefits are not changing but your enrollment experience is being enhanced!

14. **Staff Awards**

a. **Is it possible to find out who has won previously so as not to duplicate?** 2016 winners are viewable on the web. Nominations for 2017 should be submitted via [http://staffawards.kennesaw.edu/](http://staffawards.kennesaw.edu/).

15. **Time Cards**

a. **Emails to employees?** Effective with the Time Keeping and Approval procedure, all employees are expected to record and approve time prior to the payroll deadline. In addition, managers are expected to review and approve their direct reports' time prior to the same payroll deadlines. Effective with the 2nd Bb-weekly payroll date in June, 2017 (paid 6/23/17) time entry and approval will be tracked and recorded by payroll services. Managers who do not approve time accordingly will receive follow-up emails requesting either approval or correction of unapproved time. On a quarterly basis, all managers and their next level supervisor will receive a status report showing their approval performance percentages.

b. **What if I am out of town and unable to approve time cards for my employees?** Your next level supervisor always has the ability to approve their time cards on your behalf. Likewise, you have the ability to designate a proxy. This information can be found under the Manager Toolkit section of the payroll website.

c. **Are there still plans for those impacted by FLSA to transition to clock-in and clock-out?** The FLSA transition last fall did not impact the subgroup of non-exempt employees who are required to use a time clock rather than logging the total number of work hours each day. The determination for time clocks is made at the department level based on functional need.

16. **Winter Break**

a. **How does time worked over accumulate to be used for the winter break?** See slides 38 & 39 for information on comp time calculations for non-exempt employees.

b. **What happened to the holiday time that we didn’t get for January 1, 2017?** KSU is allotted 12 paid state holidays during each calendar year. For 2017, these are (1) MLK, (2) Memorial, (3) July 4th, (4) Labor Day, (5 & 6) two days at Thanksgiving.
and (7 – 12) 6 days for winter break. Additionally, the first holiday of 2018 will be Monday, January 1. Visit the HR website for more information.

c. **Can an exempt employee use compensatory time during the winter break if their department decides to close?** Exempt employees are not eligible to accrue compensatory time. They must use vacation leave, go unpaid, or coordinate a flexible schedule or remote work arrangement with their supervisor.

d. **What departments are considered “essential”?** That determination is made by the divisional VPs.

e. **Will “essential departments” be posted in advance so we can properly determine staffing?** Each department is responsible for communicating their hours of operation to their customers.

f. **Must a supervisor be present if staff are required to work on the winter break? Could minimum staffing result in only one person being required to work?** Supervisors will need to determine appropriate staffing levels for the holiday break. If appropriate, that could mean one person remains working.

g. **Can the registration system be closed during the winter break?** The registration system and process is not administered by HR. That question is best addressed to Enrollment Services.

h. **Will employees have the option to work virtually during the winter break?** Divisional VPs and supervisors are responsible for determining virtual work arrangements.

17. **Years of Service**

a. **Do years of service count the same if you started at Southern Poly?** Yes, with consolidation the years of service recognition program transitioned to an acknowledgement of all continuous service in a benefited position within the University System of Georgia.