East Tennessee State University

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University Council Agendas and Minutes

Agendas and Minutes

2-12-2024

2024 February 12 - University Council Agenda and Minutes

University Council, East Tennessee State University

Recommended Citation

AGENDA
University Council
Monday, February 12, 2024
East Tennessee Room
8:30 a.m. – 11:00 a.m.

1. Call to Order

2. Roll Call

3. Standing Items

   3.1. Approve minutes of the January 8, 2024 meeting

   3.2. Review agenda

   3.3. Consent agenda items:

      - Tanning Devices Prohibition

      - Equipment/Movable Property Inventory Control

   3.4. Call for Voluntary Reports of UC-Essential Action Items from Governance Organizations

   3.5. Sub-Council Reports – Budget and Strategic Planning Committee – Christy Graham

4. Action Items

   4.1. Old Business

   4.2. New Business – Approval of General Education Curriculum – S. McGee / D. Harker

5. Information Items/Presentations

   - Voyager Update – Karen King / Christy Graham

   - Enrollment Update Spring 2024 - Joe Chappell

   - Fall 2024 Admissions & FAFSA Simplification Update – Sam Mayhew / Heather Levesque

6. President's Report

7. Announcements

8. Adjournment

University Council
Monday, February 12, 2024
East Tennessee Room

1. Call to Order

Provost Dr. Kimberly D. McCorkle called the meeting to order at 8:30 a.m.

2. Roll Call

Melissa Nipper led the roll call. Members present were: Dr. Ginni Blackhart, Dr. Joe Bidwell, Dr. Bill Block, Dr. Cheri Clavier, Dr. Joel Faidley, Ms. Joy Fulkerson, Dr. Mark Fulks, Ms. Christy Graham, Dr. Adam Green, Dr. Nick Hagemeier, Mr. Steven Hendrix, Dr. Mike Hoff, Dr. Keith Johnson, Dr. Chris Keller, Dr. Karen King, Dr. Dhirendra Kumar, Dr. Sam Mayhew, Dr. Kimberly D. McCorkle, Dr. Rob Pack, Dr. Tony Pittarese, Dr. Richard Sander, Dr. Joe Sherlin, Ms. Jess Vodden, Mr. Trent White, and Dr. Lynn Williams.

3. Standing Items

3.1 Approve Minutes of the January 8, 2024, Meeting

A motion was made to approve the minutes from the January 8, 2024, meeting. The motion was seconded; the minutes were approved.

3.2 Review Agenda

Provost McCorkle noted that there is not a President's Report on the agenda since President Dr. Brian Noland is traveling on university business.

3.3 Consent Agenda Items

A motion was made and seconded to approve the item on the consent agenda (listed below). The motion was approved.
  3.3.1 Tanning Devices Prohibition
  3.3.2 Equipment/Movable Property Inventory Control

3.4 Call for Voluntary Reports of UC-Essential Action Items from Governance Organizations

Faculty Senate: Dr. Ginni Blackhart reported that Faculty Senate has focused on the recommendations from the General Education Redesign and Academic Restructure task forces. They are also working with Dr. Karin Keith on updating faculty policies, and members of Faculty Senate are serving on three different work groups to examine faculty issues related to workload, tenure and promotion, and faculty credentialing. ETSU will host the Tennessee

University Faculty Senates' Annual Meeting at ETSU on April 5-6, 2024, so ETSU Faculty Senate is making plans for that.

SGA: Mr. Trent White reported that SGA will host its Local Hearts concert on Thursday, February 15, featuring local artists.

Athletics: Dr. Richard Sander reported that he is modifying the Athletics Strategic Plan, originally written in 2015, to reflect the changes on the athletics landscape.

3.5 Sub-Council Reports

Budget and Strategic Planning Committee: Ms. Christy Graham reported that the committee continues to meet and has not finalized metrics on a new budget model. She emphasized the budget model itself will not look entirely different; changes will occur to policies that are around the budget model and the metrics used to allocate the budget itself. At its next meeting, the committee will discuss data and metrics.

4. Action Items

4.1 Old Business

There was no old business to come before the council.

4.2 New Business

General Education Curriculum Presentation for Approval: Dr. Sharon James McGee and Dr. David Harker, co-chairs of the General Education Redesign Task Force, presented the final recommendation for the new core curriculum at ETSU. The curriculum, called Compass, was approved by the Academic Council on February 8, 2024, and is now presented to the University Council for approval. Drs. Harker and McGee recounted the process of developing the new curriculum, described the competency-based approach, and highlighted the curriculum's features, including the incorporation of high-impact teaching practices.

They showed the council the new model, which consists of five categories: Strengthening Foundations, Understanding Natural and Social Worlds, Exploring Connections, Cultivating Artistic Awareness, and Growing as an Individual and Global Citizen. They updated the council on the resolution of a decision point – to require a course in oral communication – in the Strengthening Foundations category. Finally, they reviewed the phased implementation of the plan, which includes the adoption of Compass in fall 2024.

A motion was made to approve the new general education curriculum as presented. The motion was seconded and passed unanimously by the council.

Dr. McCorkle thanked the task force for their work on this process and noted that the next step is to present the plan to the Board of Trustees for final approval on Friday, February 16.

5. Information Items/Presentations

Voyager Update: Dr. Karen King, Ms. Christy Graham, and Ms. Lori Erickson provided an update on the Voyager implementation. Dr. King reviewed the timeline, mentioning the CRP 3.5 testing cycle in February and March, user acceptance testing in April, end-user training from April through June, operational readiness and data conversions in June, and the go-live date of July 1, 2024.

Ms. Graham described the work done by Finance on the system so far, including validation of data. She noted that there may be changes to some policies and procedures, including the approval processes. She emphasized that the team is excited about the quarterly updates that will come with the Voyager implementation, allowing them to continuously improve the system's functionality.

Ms. Erickson informed the council about Human Resources' work on a review of the compensation structure at ETSU. HR is contracting with Salary.com to consult on this project and set market ranges for newly created job families at ETSU. The new compensation structure will be rolled out in July with the Voyager system. Ms. Erickson emphasized that this is a budget-neutral, hold-harmless project, so new funds are associated with it. She also noted that the work with Salary.com applies only to staff positions. They use data from the College and University Professional Association (CUPA) when examining faculty salaries.

Enrollment Update Spring 2024: Dr. Joe Chappell noted that the spring 2024 enrollment trends are similar to the fall 2023 trends. When comparing fall 2022 to fall 2023 headcount enrollment, ETSU gained 136 students. Comparing spring 2023 to spring 2024 headcount, ETSU gained 168 students. He also reviewed fall-to-spring retention, noting that ETSU was at a 90-percent threshold in fall 2023.

Fall 2024 Admissions & FAFSA Simplification Update: Dr. Heather Levesque reported that Admissions is up in first-year student applications and admits. The transfer side is slightly down in applications but up 6 percent in admits. Admissions sent orientation invitations on February 1, and Dr. Levesque asked the council to encourage prospective students they interact with to sign up for orientation. They are currently up 5 percent in orientation sign-ups for first-year students.

Dr. Levesque also updated the council on the challenges presented by the nationwide delay of the Free Application for Federal Student Aid (FAFSA). The Office of Financial Aid and Scholarships anticipates that ETSU will receive FAFSAs in March. In the meantime, they are helping students and parents navigate the process with emails and a FAFSA Simplification website, which is updated regularly with new information and advice. They continue to encourage students to fill out the FAFSA as soon as possible. If FAFSAs are received as anticipated in March, ETSU hopes

to let students know about their financial aid packages in April. The Office of Financial Aid and Scholarships is working with a consultant to help them through the process.

Dr. Levesque noted that ETSU decided to keep its March 1 scholarship deadline since the FAFSA did not impact that deadline. She also added that while ETSU has traditionally encouraged students to sign up for orientation by May 1, the university does not have a May 1 decision deadline. This gives ETSU more flexibility than some other institutions, which have traditionally held students to a May 1 decision deadline.

6. Announcements

Dr. Joe Sherlin announced that Dr. Jenny Osborne began her role today as Assistant Vice President for Student Success. He also informed the council that housing reapplications opened this week. On the first day, 1,574 current students reapplied for housing. More than 300 additional beds will be added on campus for the fall.

Dr. Karin Keith reminded the council that the Festival of Ideas will take place February 27-29, and tickets are going fast for keynote speakers Mitch Albom and Piper Kerman. The Campaign for Kindness book discussion will take place on Wednesday, February 28, in the East Tennessee Room. She also announced that applications for the 1911 Society remain open until March 1.

8. Adjournment

Provost McCorkle adjourned the meeting at 9:52 a.m.

The next meeting is scheduled for March 11, 2024, at 8:30 a.m.

MEMORANDUM

TO:	University Council
FROM:	Jeremy Ross, Chief Operating Officer; Christina Graham, CFO, Vice President for Business and Finance; Michel Beaver, CPA, Associate VP, Tax and Revenue Services; Kay Lennon-McGrew, Esq, Deputy General Counsel, Policy Counsel, Harden Scragg, Esq, Associate University & Policy Counsel, Office of University Counsel.
DATE:	February 06, 2024
RE:	Consent Agenda Policy Items for February 12, 2024 UC meeting:

- *Equipment/Movable Property Inventory Control*
- *Tanning Devices Prohibition Policy*

I.   Equipment/Movable Property Inventory Control Policy.

A.   Policy Purpose.

This policy specifies the inventory controls and procedures for Equipment and Movable Property acquired by East Tennessee State University (ETSU or University)

B.   Public Comment Period.

This policy was posted for public comment from 01/17/24 through 01/31/24. No substantive comments were received during the public comment period. One non-substantive comment was made regarding the *Related Form(s)* section of the policy:

"The Related form(s) section has two links to websites, not forms. Are there forms on those websites that should be linked to directly?"

RESPONSE: Thank you for the comment. The Relevant Form(s) and Information section of the policy provides direct links to forms referred to in   the

policy and will sometimes include links to other relevant information.

C. <u>Legal Review.</u>

The Office of University Counsel completed its review of this policy on 01/29/24 and found no legal issues.

D. <u>Recommendation.</u>

IN CONSIDERATION of all of the above, the Office of University Counsel confirms the requirements under the Policy and Development and Administrative Rulemaking Policy have been met, and the Office of Business and Finance recommends **APPROVAL** of the **Equipment/Movable Property Inventory Control Policy.**

II. **Tanning Devices Prohibition Policy.**

A. <u>Policy Purpose.</u>

This policy prohibits Tanning Facilities and the use of Tanning Devices on ETSU controlled or rented property.

B. <u>Public Comment Period.</u>

This policy was posted from for public comment from 01/17/24 through 01/31/24. No substantive comments were received during the public comment period. One non-substantive comment was supplied:

"The purpose of the Policy reads like a policy statement rather than a purpose of the policy."

RESPONSE: Thank you for the comment.

C. <u>Legal Review.</u>

The Office of University Counsel completed its review of this policy on 01/29/24 and found no legal issues.

D. <u>Recommendation.</u>

IN CONSIDERATION of all of the above, the Office of University Counsel confirms the requirements under the Policy and Development and Administrative Rulemaking Policy have been met, and the office of Facilities Management recommends **APPROVAL** of the **Tanning Devices Prohibition Policy.**
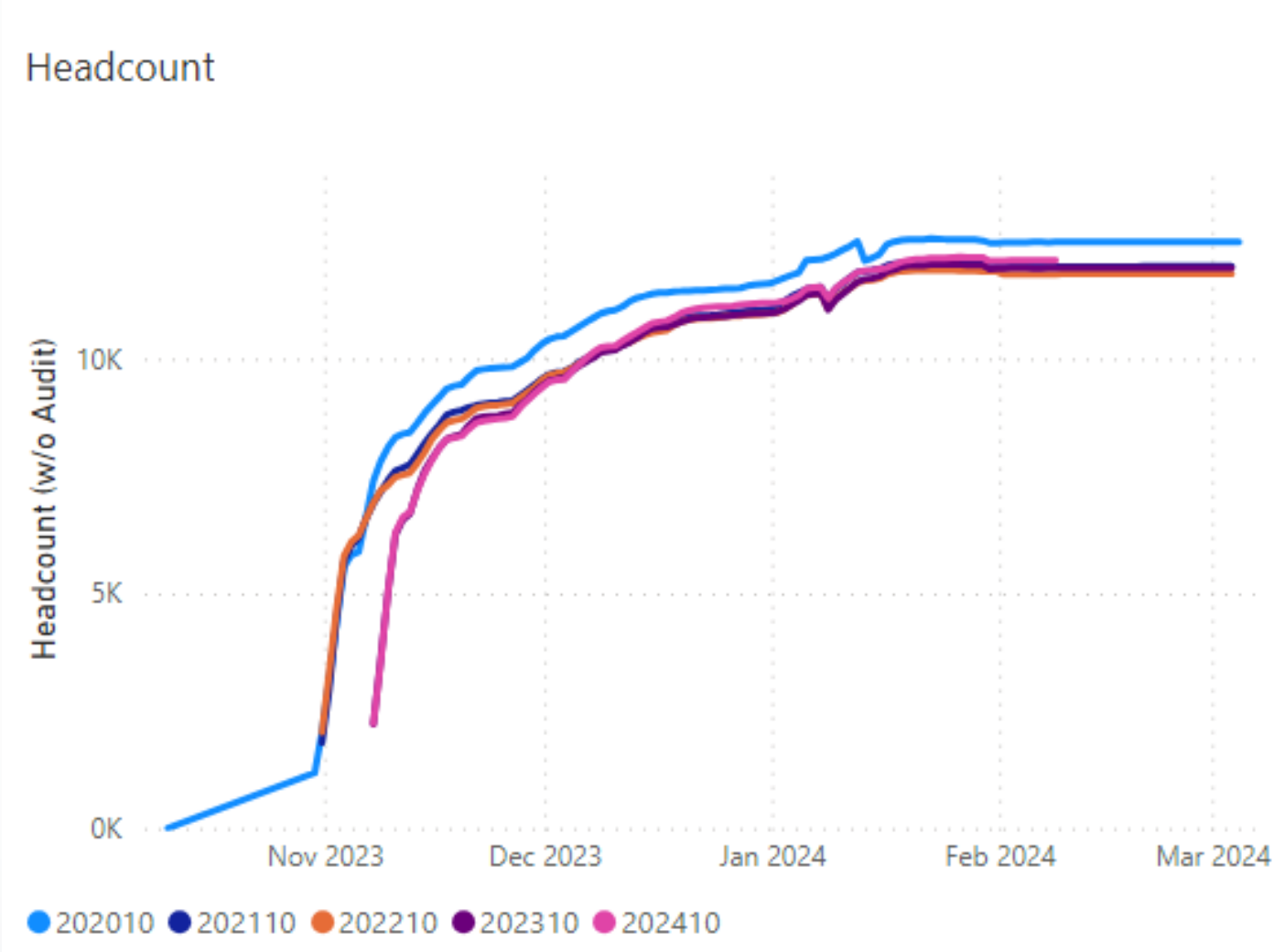
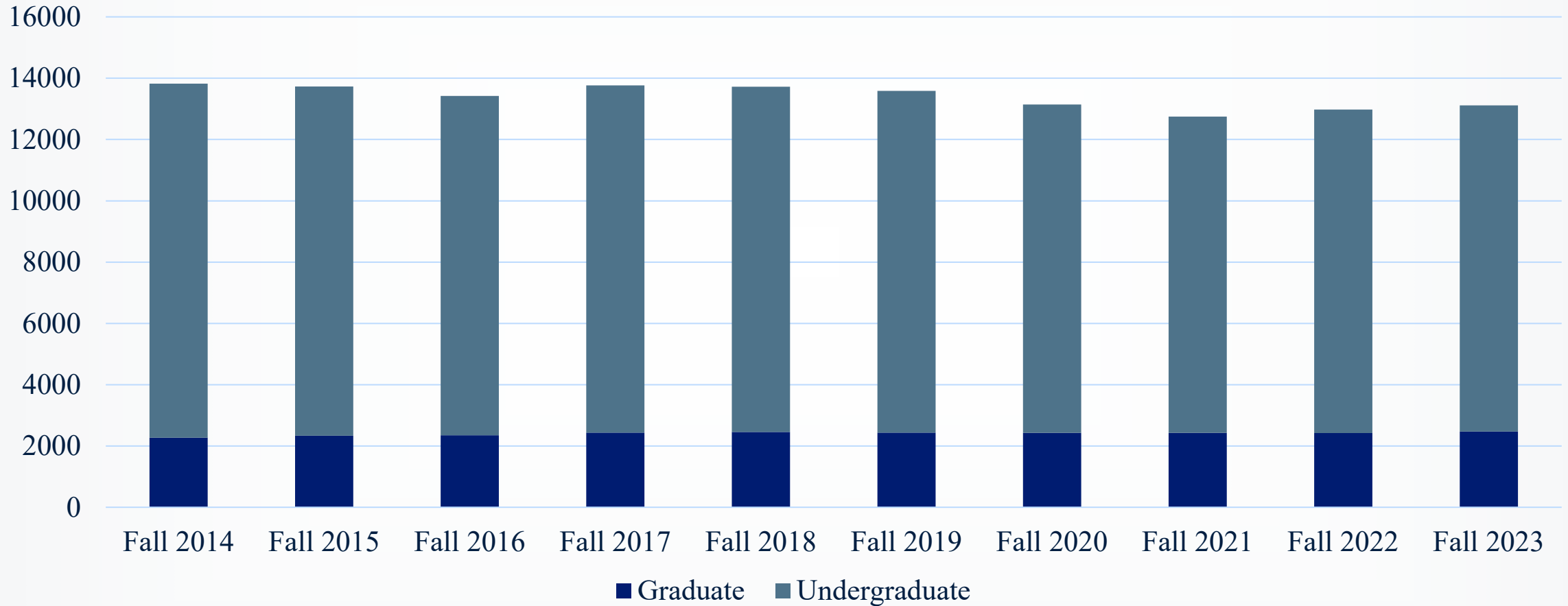# Spring 2024 Preliminary Enrollment

Joseph Chappell

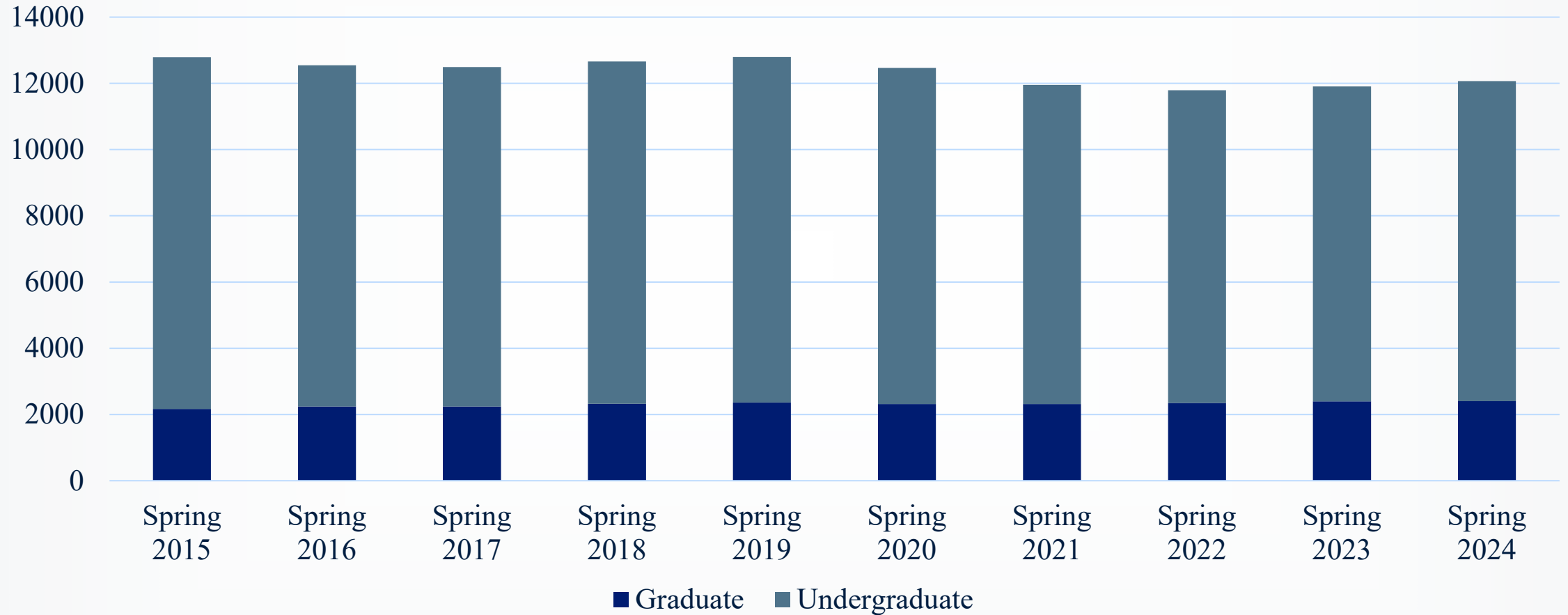University Council 02/12/2024

Registration Cycle

Headcount by Level and Term - Fall
(excludes Quillen COM and Gatton COP)

Headcount by Level and Term - Spring
(excludes Quillen COM and Gatton COP)

Legend: ■ Graduate ■ Undergraduate

Comparison to Prior Year

	Fall 2022 Headcount	Fall 2023 Headcount	Delta	Spring 2023 Headcount	Spring 2024 Headcount	Delta
Undergraduate	10,553	10,633	80	9,508	9,666	158
Graduate	2,421	2,477	56	2,396	2,406	10
Total	12,974	13,110	136	11,904	12,072	168

Ratio of Spring to Corresponding Fall Headcount Enrollment

Fall-to-Spring Retention

EAST TENNESSEE STATE UNIVERSITY
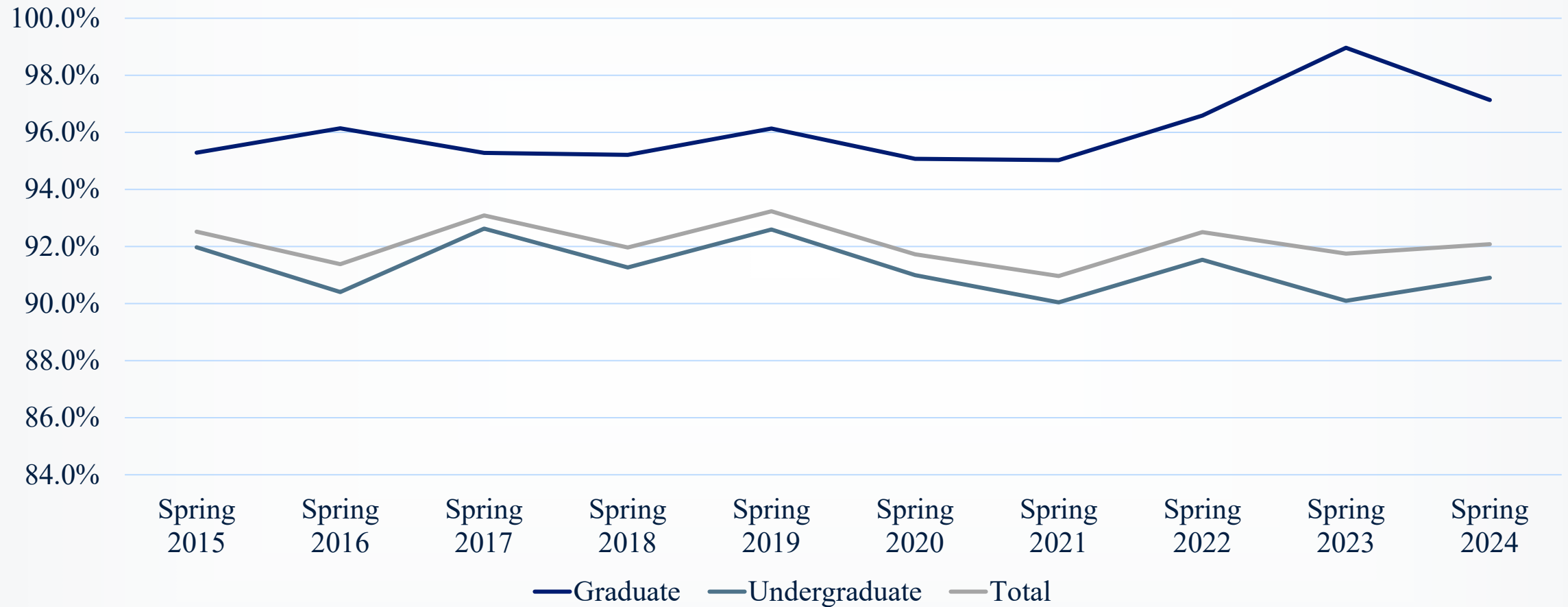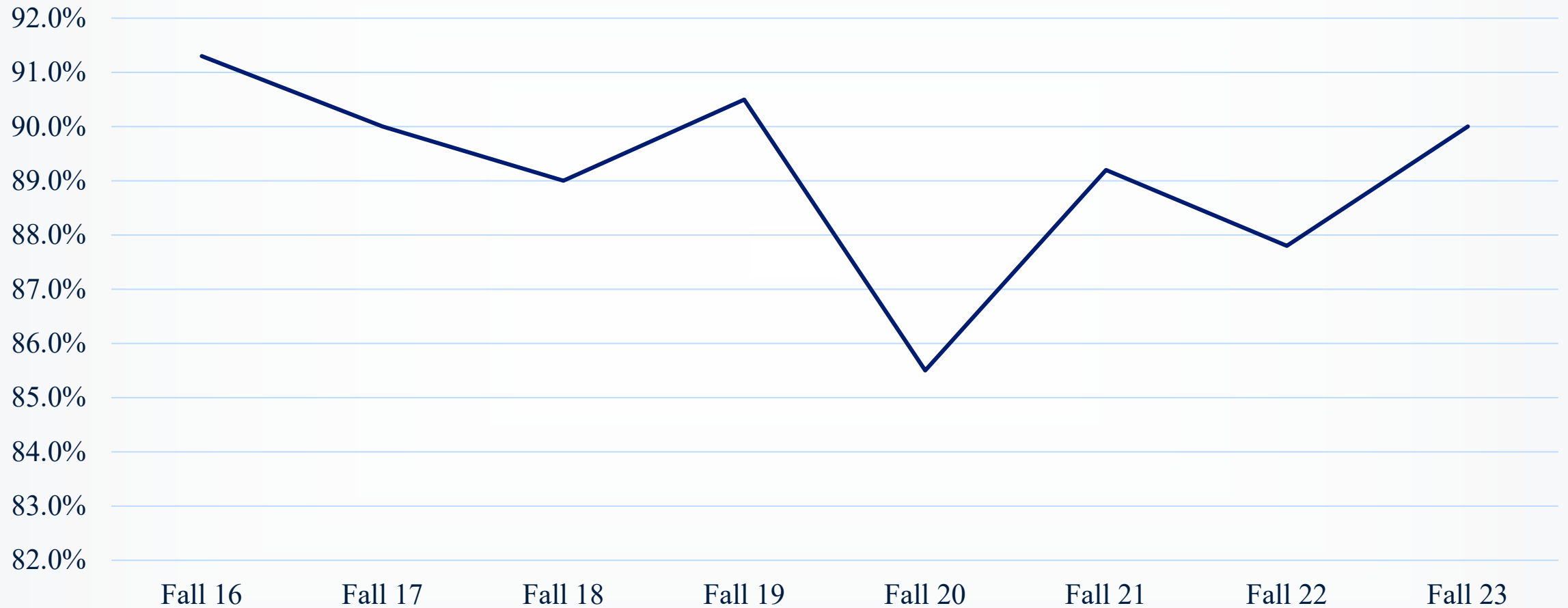
EQUIPMENT/MOVABLE PROPERTY INVENTORY CONTROL	
Responsible Official: **Chief Financial Officer**	Responsible Office: **Tax and Revenue Services**

Policy Purpose

This policy specifies the inventory controls and procedures for Equipment and Movable Property acquired by East Tennessee State University (ETSU or University).

Policy Statement

ETSU will maintain an accurate inventory record of all Equipment and Movable Property (including Sensitive Minor Equipment) purchased by or donated to the University, regardless of the source of funds, or if it is received via gift or on loan to the University. Inventory processes will ensure proper recording, movement, periodic inventory, and eventual disposal of fixed assets. Inventory records will include additions, permanent interdepartmental transfers, and deletions of equipment. Ownership of property acquired by the University rests with the State of Tennessee, whether acquired by departmental funds, grants, or by gifts. The University will not be responsible in any way for the personal property of others used or kept on University property. This policy does not apply to supplies, fixed equipment, or library books. Nor does it apply to items such as built-in furniture, lights, and plumbing fixtures, which are considered fixtures as a part of the building.

Authority: TCA § 49-8-203, et. seq; U.S. Government Accountability Office *Standards for Internal Control in the Federal Government GAO-14-704G* (the "Green Book") and the State of Tennessee *Internal Control and Compliance Manual for Governmental Entities and Other Audited Entities in Tennessee*.

Previous Policy: 11/10/17

A defined term has a special meaning within the context of this policy.

EQUIPMENT: Items of a movable nature, having a minimum unit cost of five thousand dollars ($5,000.00) and having an estimated life expectancy of at least one (1) year.

MOVABLE PROPERTY: Follows the definition of Equipment, with no minimum cost figure associated.

SENSITIVE MINOR
EQUIPMENT: Items of a movable nature, which are particularly vulnerable to theft, and have a cost or fair value (for donated items only) between one thousand five hundred dollars ($1,500.00) and four thousand nine hundred ninety-nine dollars and ninety-nine cents ($4,999.99), regardless of the funding source

Policy History

Effective Date

      a.   Initial:

      b.   Revised:

Procedure

[Equipment/Movable Property Inventory Control Procedure](#)

Procedure History

Effective Date

      a.   Initial: 11/10/17

      b.   Revised:

Related Form(s) & Information

Equipment Inventory Change / Deletion Request Form
Missing Equipment Form

Central Receiving

General Receipt of Materials and University Surplus Property

Scope and Applicability

Primary:

Secondary:

EAST TENNESSEE STATE UNIVERSITY

Tanning Devices Prohibition	
Responsible Official: **Chief Operating Officer**	Responsible Office: **Facilities**

Policy Purpose

This policy specifies that ETSU prohibits Tanning Devices use on university-controlled or rented property.

Policy Statement

East Tennessee State University enforces a strict prohibition on indoor Tanning Facilities or the use of Tanning Devices on university-controlled or rented property due to the significant health and safety risks of these facilities. In addition, ETSU will not permit any indoor tanning business to be included as an ID BUC$ off-campus merchant. This policy applies to all students, faculty, staff, and visitors. Compliance with this policy is mandatory. Any infractions of this policy will be addressed in accordance with the university's disciplinary procedures.

Authority: Focus Act § 49-8-203, et seq.

Previous Policy: PPP-82

Defined Terms

Tanning Device

Equipment that emits electromagnetic radiation having wavelengths in the air that is used for tanning of human skin. Such term shall not include a therapy device used under the supervision of or prescribed for use by a physician.

Tanning Facility

Any location, place, area, structure, or business that provides persons access to any Tanning Device including, but not limited to, tanning salons, health clubs, gyms, student centers, dormitories, and mobile tanning units, regardless of whether or not a fee is charged or not for access to the tanning equipment.

Policy History

Effective Date: 7/11/2016

Revision Date:

Procedure

Effective Date:

Revision Date:

Related Form(s)

Scope and Applicability

Primary:

Secondary:

Project Goals
Timeline
Training
Operational Readiness
Risks

Project Goals
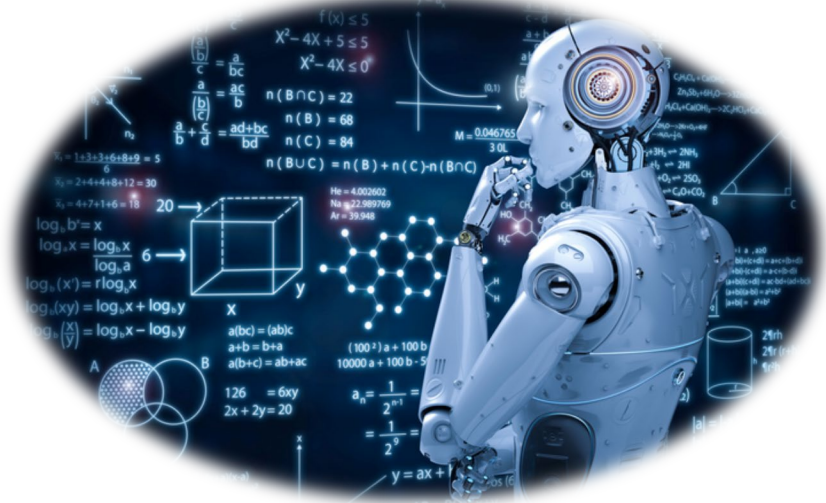
Take a moment to remember where we started:

Modern system with intuitive interfaces, robust self-service and reporting tools, forecasting capabilities, and dashboards.

Specifically:

Leverage industry best practices in a modern cloud system

Deliver a system without customization

Improve business process and continuity

Improve employee engagement and hiring processes

Leverage technical advancements and innovations of a cloud solution

Leverage real time data analytics

Utilize efficient mobile capabilities

Project Status

- CRP 3.5 (February and March)
- User Acceptance Testing (April)
- End User Training (April, May, and June)
- Operational Readiness and Prod config and data conversions (June)
- Live (July)

Timeline

2024

Section	Track	Dec–Aug timeline notes

Week Begin Date (Monday): 7 | 04 | 11 | 18 | 25 | 01 | 08 | 15 | 22 | 29 | 05 | 12 | 19 | 26 | 04 | 11 | 18 | 25 | 01 | 08 | 15 | 22 | 29 | 06 | 13 | 20 | 27 | 03 | 10 | 17 | 24 | 01 | 08 | 15 | 22 | 29 | 05 | 12 | 19 | 26

Week Number: 8 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 | 101 | 102 | 103 | 104 | 105 | 106 | 107

Months: Dec | Jan | Feb | Mar | April | May | June | July | Aug

Cloud Releases: 24 A (week 78) · 24 B (week 90) · 24 C (week 103)

Test — EVYU-TEST
- Finance / HCM/Payroll / EPM
- T2T-DEV1 (Dec)
- C, C markers (early Feb)
- CRP 3.5 (Finance, HCM/Payroll, EPM)
- P2T (mid-May)

Dev1 — EVYU-DEV1 (Gold)
- Finance (full-span bar Dec–June)
- HCM/Payroll (full-span bar Dec–June)
- EPM

Dev3 — EVYU-DEV3
- Finance / HCM/Payroll / EPM
- tem (Dec)
- T2T-TEST
- -DEV4
- Pay Parallel 2 (Feb)
- Pay Parallel 3 (April)
- P2T (May)

Dev4 — EVYU-DEV4
- Finance (Dec bar)
- T2T-DEV1
- C, C markers
- UAT (Finance, HCM/Payroll, EPM)
- P marker (May)

Production — EVYU
- Finance / HCM/Payroll / EPM
- T2P-DEV1
- CON, CON markers
- Production (Finance, HCM/Payroll, EPM)

Key Dates	Begin Date	End Date	HCM, ERP/SCM, EP
EPM Training Development	Tuesday, September 5, 2023	Wednesday, November 15, 2023	EPM
CRP3.5-EPM	Monday, February 19, 2024	Friday, March 15, 2024	EPM
UAT-EPM	Monday, April 15, 2024	Friday, May 10, 2024	EPM
EPM Train-The-Trainer Sessions	Thursday, May 23, 2024	Friday, May 24, 2024	EPM
Go Live-EPM (Cutover Activities)	Monday, June 10, 2024	Sunday, June 30, 2024	EPM
Post-Production Support	Monday, July 1, 2024	Wednesday, July 31, 2024	EPM
ERP Training Development	Monday, August 28, 2023	Monday, November 27, 2023	ERP/SCM
CRP3-Finance	Monday, October 2, 2023	Monday, December 18, 2023	ERP/SCM
CRP3.5-Finance	Monday, February 19, 2024	Friday, March 15, 2024	ERP/SCM
UAT-Finance	Monday, April 15, 2024	Friday, May 10, 2024	ERP/SCM
ERP Train-The-Trainer Sessions	Monday, May 20, 2024	Tuesday, May 21, 2024	ERP/SCM
Go Live-Finance (Cutover Activities)	Monday, June 10, 2024	Sunday, June 30, 2024	ERP/SCM
Post-Production Support	Monday, July 1, 2024	Wednesday, July 31, 2024	ERP/SCM
HCM Training Development	Friday, July 28, 2023	Monday, October 23, 2023	HCM
ETSU Requested HCM System Testing	Monday, November 13, 2023	Friday, December 8, 2023	HCM
CRP3.5-HCM	Monday, February 19, 2024	Friday, March 15, 2024	HCM
Payroll Reconciliation 2 (Includes Mid-Year Payro	Monday, February 19, 2024	Friday, March 15, 2024	HCM
UAT-HCM	Monday, April 15, 2024	Friday, May 10, 2024	HCM
Payroll Reconciliation 3 (Includes Mid-Year Payro	Monday, April 15, 2024	Friday, May 10, 2024	HCM
HCM Train-The-Trainer Sessions	Wednesday, May 15, 2024	Thursday, May 16, 2024	HCM
Payroll Simulation	Wednesday, May 22, 2024	Friday, May 24, 2024	HCM
Go Live-HCM (Cutover Activities)	Monday, June 10, 2024	Sunday, June 30, 2024	HCM
Post-Production Support	Monday, July 1, 2024	Wednesday, July 31, 2024	HCM

CRP 3.5

- System configuration and data conversion in progress in a new environment
- February 19 – March 15
- HR and FIN functional teams will lead the testing process
  - System access and navigation
  - Test case completion
  - Review outcomes
  - Capture change impacts
  - 40+ staff
  - 400+ test scripts
  - 38 Integrations
  - 58 Custom Reports
- HighStreet will focus on assistance and knowledge transfer throughout the testing period
- Results of the testing period will be tracked and reviewed with project sponsors

ORACLE®
Conference Room Pilots (CRP) in Oracle

User Acceptance Testing (UAT)

- April
- Certification of processes with HR/FIN power users across campus
- Three main groups of testers
  - System administrators: finalized data conversions and end to end integrations
  - Department users: finalized data conversions, processes, and reports
  - Select campus users from distinct groups
    - Executive Aides
    - Program Managers
    - Budget Managers
    - Department Coordinators
  - ETSU staff will conduct the training with HighStreet support
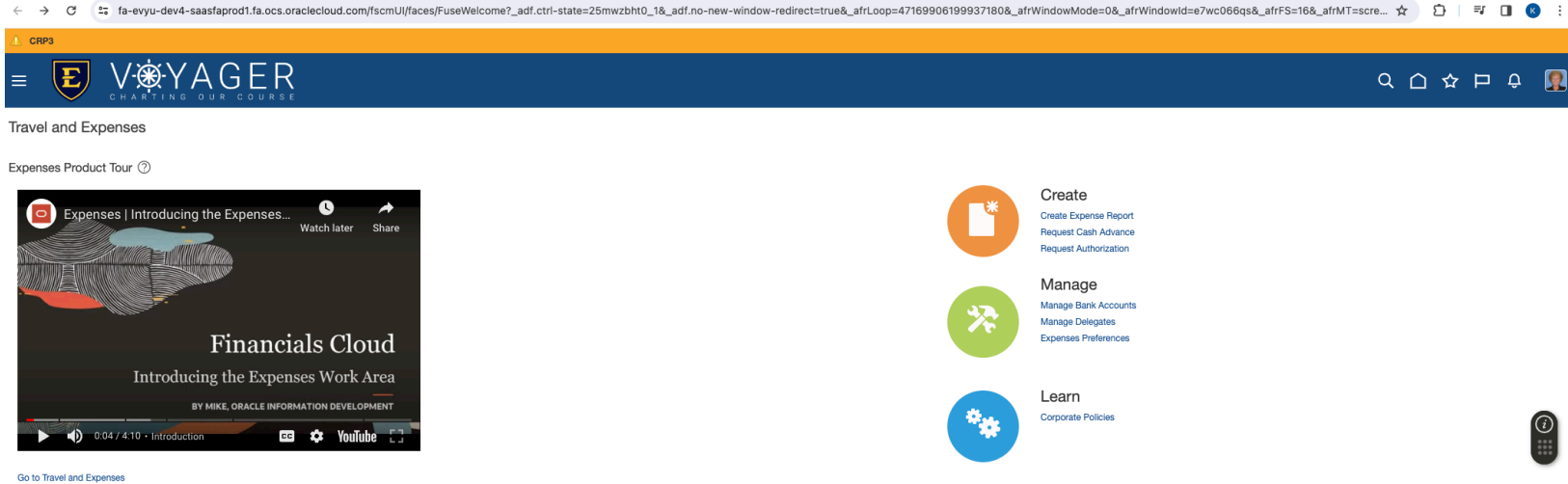
Training
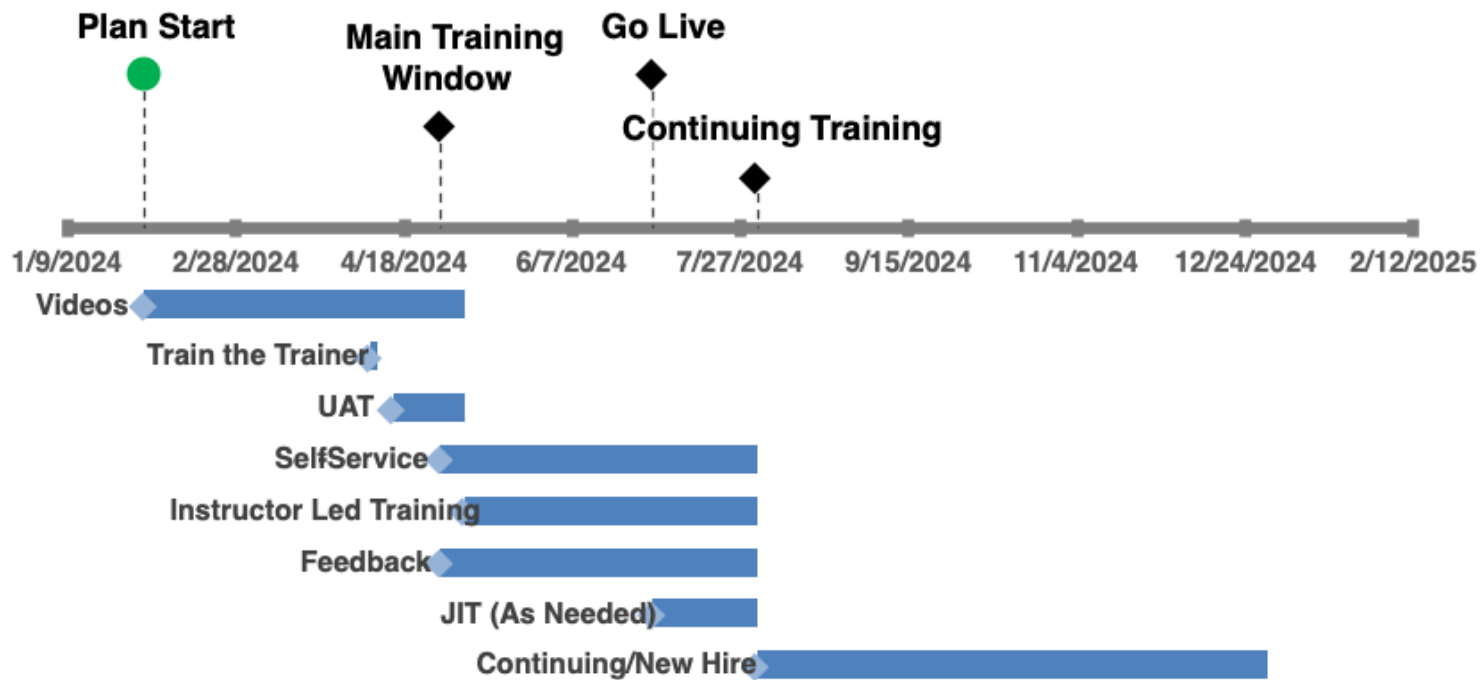
April – June

Training Environment – Dev 4

Oracle Guided Learning (OGL)

ITS will

- Update OGL in sync with quarterly updates
- Update training materials
- Provide emergency help with preparations for Go-Live
- Last minute training assistance
- Confirmation of system functionality
- Establish Voyager training schedule
- Training materials on ITS site

Operational Readiness

- Security Framework
  - Login Process
  - User Accounts
  - Roles
  - Permissions
  - Access Parameters
- Reporting
- Cloud Maintenance and Instance Strategy
  - Monthly and quarterly patching
    - Identify impacts
    - Test new/changing functionality
    - Configure updates
  - Managing production and development instances
    - Refresh of dev environments
    - Function of each instance – i.e., TEST is for training, DEV1 is kept current for testing issues, etc.

- Issues Management and Support
  - Tier 1 is ETSU Help Desk
    - Log in problems
    - Usability questions
  - Tier 2 support is ITS ESS team
    - Access
    - Unexpected results
    - Incorrect data/functionality issues
  - Tier 3A support is HighStreet
    - Initial issues with errors
  - Tier 3B support
    - Timeouts
    - Unexpected results

Risks

- GL Fund Balance Conversion
  - HighStreet to provide closing entries by COB Thursday so Finance can validate data by Monday.

- Create Allocation Rules
  - After closing entry validation HighStreet must create allocation rules to move fund balances to the appropriate accounts and designations by COB Friday

- Missed Deadlines
  - 184 Tasks remain to be completed by ETSU prior to go live

Compensation Project Timeline

Milestone Description	Category	Assigned To	Progress	Start	No. Days	January				February				March				April				May				June				July - Dec		
Communication																															
Communication to key stakeholders	On Track	Lori Erickson	0%	2/9/2024	14					░	░																					
Website Development	On Track	HR	0%	2/1/2024	15					░	░																					
Website Publication	Milestone	HR/Vodden	0%	2/16/2024	1						░																					
Compensation policy development	On Track	HR	25%	1/15/2024	90		░	░	░	░	░	░	░	░	░	░	░	░													
Public Comment - Compensation Policy	Milestone	Kay Lennon	0%	4/15/2024	14													░													
Socialize Job Families to Employees	On Track	HR Business Partners	0%	6/1/2024	30																					░	░	░			
Compensation Consulting																															
Procure Services with Salary.com	Milestone	COMPLETE	100%	1/5/2024	14	▓	▓	▓	▓	▓																					
Provide data to consultant	On Track	Lori, Kaitlin, Dave, Sarah	0%	2/5/2024	56				▓	▓	▓	▓	▓	▓																	
Review Job Families with SMEs	On Track	Dave, Kaitlin, HRBPs	25%	2/1/2024	21				▓	▓																					
Review employees assigned with job families	On Track	HR Business Partners	0%	4/1/2024	30													▓	▓	▓											
Set strategies for bringing jobs to entry salary	On Track	Leadership	0%	5/1/2024	30																	▓	▓	▓							
Review ee's above maximum/ below	On Track	HR Staff	0%	4/1/2024	30													▓	▓	▓											

Job Families

CODE	Family	Summary
A	Academic	Responsible for providing services that support the academic mission of the university.
B	Administrative	The Administrative job family is responsible for supporting, coordinating, supervising, managing, or directing administrative activities and operations in support of programs, projects, departments, schools, colleges, or institutes. Administrative roles perform, lead, supervise, or manage a broad range of administrative, program, technical, clerical, or office support activities. This includes but is not limited to grants and contracts, financial services, human resources, student services, and general administrative, medical, or academic areas. Administrative roles support the management of the University and may provide professional administrative expertise by coordinating, researching, recommending, and implementing overall administrative initiatives. The Administrative job family is designed to cover a broad cross section of administrative functions where a general knowledge base is required.
C	Arts & Culture	Positions allocated to the Arts and Culture job family are responsible for supporting cultural and performing arts and student productions of artistic events.
D	Athletics	The Athletics job family is responsible for providing operational support, administrative and professional guidance, management, and strategic planning for varsity sports programs. Employees in this job family develop student-athletes through academic and personal mentoring, coaching, and training. Athletics roles must adhere to university, NCAA or NIRA, and conference rules and regulations.
E	Audit & Compliance	The Audit/Compliance job family is responsible for evaluating and assessing regulatory compliance, internal controls, and recommending changes in operations, functions, systems, procedures, and/or processes. This family promotes compliance with university policies and regulations and those of external related entities. Functions in this job family include but are not limited to participating in the development of policies to promote compliance; assessing risk of non-compliance and recommending measures to mitigate risks; investigating allegations of non-compliance with recommended corrective actions; and providing compliance and regulatory training. Positions in this job family may report to management or provide an independent, objective advisory and assurance role.
F	Communications and Marketing	The Communications and Marketing job family provides information dissemination to internal and external audiences. Roles in this family are responsible for creative processes, marketing, public relations, branding, media releases, communications and media production, printed and electronic publications, website content design/management, and social media. The Communications and Marketing functions include the support, coordination, production, and management of written, visual, and digital marketing and communications.

Job Family Detail

Human Resources Job Family

The Human Resources job family is responsible for all aspects of human resources-related activities. Human resources roles serve to foster a healthy, productive, and inclusive workforce through the development and implementation of integrated and effective human resources programs, services, and policies. The human resources function advises and administers programs in the following areas: benefits, compensation, employee relations, recruitment, records, and other related human resources services.

Code	Role	KSAs	Code	Level	Min Requirements
1	**Human Resources Associate:** Responsible for routine to moderately complex application of policies and procedures. This role provides human resources technical support for daily operations by providing a variety of human resources activities that may include but not limited to staffing, job evaluations, employee records, and employee benefits administration. Competencies for this role are usually gained through specialized or on-the-job training.	Communication skills. Interpersonal skills. Ability to work effectively with a wide range of constituents in a diverse community. Ability to provide technical advice and guidance in the area of specialty. Ability to solve problems. Ability to use tact and discretion when dealing with a variety of employee issues and records.	a	**Human Resources Assistant:** An entry-level clerical role that performs a variety of routine, standardized, well-defined tasks following standard policies and procedures. Provides resolutions to problems that have clearly defined solutions and refers non-routine issues to supervisor. Work is closely supervised and reviewed for accuracy. Processes various human resources materials including confidential forms and records. Receives, reviews, and ensures compliance and completeness of human resources data, documents, and records.	Typically requires a high school diploma and one year of relevant experience, or an equivalent combination of education, training, and experience.
			b	**Sr. Human Resources Assistant:** Performs a variety of routine, standardized, well-defined tasks following standard policies and procedures. Provides resolutions to problems that have clearly defined solutions and refers non-routine issues to supervisor. Work is closely supervised and reviewed for accuracy. Processes various human resources materials including confidential forms and records. Receives, reviews, and ensures compliance and completeness of human resources data, documents, and records. Sets priorities and organizes work within general guidelines established by the supervisor/manager. Tracks and compiles data, and researches and prepares reports as needed.	Typically requires a high school diploma and two years of relevant experience, or an equivalent combination of education, training, and experience.

Thank You

East Tennessee State University