

Feechi Hall

From: President's Office
Sent: Thursday, January 26, 2023 1:34 PM
Subject: January Update

**CLAYTON STATE
UNIVERSITY**

FROM THE OFFICE OF THE PRESIDE

Dear Colleagues:

Happy New Year! I hope that you were able to spend time over the holidays relaxing and recharging. It is hard to believe that we are almost finished with the first month of this new year! The year is off to a good start!

I want to update you on several key matters.

One Stop Shop

To enhance the support we provide students, a “One-Stop Shop” was set up from January 4-13 in the Library. Representatives from the offices of Financial Aid, Admissions, Bursar, Housing, Advising, Parking Services, the Loch Shop and the HUB were present to answer questions and resolve issues. Almost 800 students received support, with 90% of students reporting that they were able to resolve their issues with the assistance of the Shop. Student feedback was overwhelmingly positive, with many appreciative comments for the great staff who assisted them. Thank you to all those involved in helping students transition smoothly to Spring Semester and for making the One Stop Shop a success!

Information Technology Systems

A strategic restructuring of ITS was announced in December 2022. The restructuring was undertaken to re-align resources based upon budget reductions, address gaps in key customer facing service delivery roles, account for new skillsets and work practices, and to provide structured advancement. When finalized in February 2023, ITS will have the following teams:

Business Enablement/Project Management – Led by Robin Faulkner

Application & Reporting Services – Led by Charles Read

Infrastructure Services – Leader to be identified*

Client Services – Led by Jahdiel Baptiste

Cybersecurity – Led by Dawn Krieger

*Mr. William Denis, interim Director, resigned effective January 6, 2023.

Beginning this semester, The HUB, Clayton State's IT Service Desk, has streamlined its operations and eliminated separate hours for in-person versus remote support assistance. The new consolidated hours of operations representing all support channels (in-person, email, phone, and Teams) are as follows:

Sunday – 3:00PM to 8:00PM (Email, phone, & Teams only)
Monday through Thursday – 8:00AM to 8:00PM
Friday – 8:00AM to 5:00PM
Saturday – Closed

Business and Operations

- Norman Grizzell has been promoted to the Executive Director of Auxiliary Services, effective as of January 1, 2023.
- Mileage reimbursement rates for tier 1 and tier 2 have increased effective Jan 1, 2023. The travel and expense module in PeopleSoft Financials has been updated to reflect the new rates.
- The Office of Budget and Finance has streamlined the process for onboarding suppliers using ServiceNow and DocuSign. An information session will be held on January 24 at 10:00 a.m. to demonstrate the new process.
- The State Business Transaction Disclosure due date is fast approaching - January 31, 2023.
- The current Hiring Freeze and Waiver process will continue for the remainder of the fiscal year.

As I communicated last week, Dr. Georj Lewis, currently President at Atlanta Metropolitan State College, will begin as Clayton State's next President beginning February 1. We are working to ensure a smooth transition so that Dr. Lewis can hit the ground running on his arrival and continue the good work of Clayton State.

Homecoming 2023 is February 5-12. I hope that you will participate in many of the great activities planned for the week.

I appreciate you allowing me to be a part of the Laker Family and all that you do to make Clayton State a special place. I wish you and Dr. Lewis all the best in the future!

Best wishes,

Kerry L. Heyward