Frequently Asked Questions (FAQs) for Department Administrators

General Questions

Why is the University upgrading to PeopleSoft 9.2 and adopting a new hiring system called Tiger Talent?

The University is upgrading both its hiring process and CUBS-HR to better align with the University’s strategic 2020 goals.

CUBS-HR is being upgraded to the most current version of PeopleSoft so the University will be able to provide the following:

- Advanced information security
- Additional functionality, including paycheck modeling, employee profiles and a user-friendly experience for applicants
- Advanced support for continuous improvement efforts, including system updates to critical areas such as payroll taxes
- A reduction of downtime for servicing the system

Hiring process changes were in response to the needs of hiring managers and OHR liaisons. Prior to the upgrade, the hiring process was not well-defined, lacked visibility and was overly drawn out. Tiger Talent addresses these concerns. During the pilot phase of Tiger Talent, pilot groups realized a 75.5 percent reduction in lead times for requests to hire and a 71.4 percent increase in requests to hire processed without any interruptions in the process.

Will my security access change?

No. Security will remain unchanged after the upgrade.

I do data entry or run reports for payroll as part of their job. Will I need training to handle the changes after the upgrade?

Yes. Training sessions will be held in November and December for those who conduct data entry or run reports for payroll. Special Notes for those doing data entry: 1) While basic functionality will not change, navigation within the system will change. 2) When the system is down for the upgrade (Dec. 10 through Dec. 14), you will not be able to access CU Payroll Data Entry, CU Special Pay, Recurring Pay, the Pay sheet Report, and the Pay Sheet for Department Use Query. The system is scheduled to be back up on December 14, in time for you to process your payroll for the December 31st payday. Please anticipate an email from the payroll administrator when the system is back up and ready for use.

Is there a period of time during which I should avoid entering transactions in the system? When is that?

Yes. You will be unable to complete any transactions during the upgrade. There will be view only access to PeopleSoft 9.0 until PeopleSoft 9.2 goes live. If necessary, you can enter your transaction retroactively after PeopleSoft 9.2 goes LIVE to establish effective dates between December 10th and December 14th.

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Will I be able to view my position description in PeopleSoft?
Please see your HR partner for a copy of the position description. PeopleSoft does not provide for viewing position descriptions.

What does ACA stand for?
ACA stands for the Affordable Care Act.

Will my queries be available in the new PeopleSoft system?
If you ran a PeopleSoft query in the past 12 months, that query will be moved to your upgraded version of PeopleSoft.

Tiger Talent Questions

I keep hearing about the request phase. What exactly is that?
The request phase was formerly known as the pre-hire phase. It is the first phase of the hiring process and includes the following actions: assessing the need for the position, submitting the request to recruit form, and acquiring required approvals.

Where do I find the cost and what is included in each of the advertising packages in Tiger Talent?
If you click the question mark, you can access the entire Recruitment Advertising Guide and explore both pricing and what is included in each advertising package.

Can vice presidents and others access Tiger Talent too?
Yes. Vice presidents and others have access to worklists, so they can view requests.

What if I need help when I am inside Tiger Talent?
Training documents and FAQs are located under the help tab if you need help.

Is a compensation market analysis done for every position that is recruited?
Yes. A market analysis is required for all positions requested via Tiger Talent.

Can I enter the maximum budgeted amount instead of the top of the state pay band when I create a new hire request?
Yes. You can enter the maximum budgeted amount.

Approvals Questions

Who will approve transactions in Tiger Talent, and will I have the ability to add approvers?

Staff Hires: For each request to recruit, there will be two levels of approval in your division. These will be 1) the hiring manager’s supervisor and 2) that supervisor’s supervisor.
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Approvers cannot be added to Tiger Talent for any staff hire, so it is important that the hiring manager of record establish defaulted approvers (hiring manager’s supervisor and supervisor’s supervisor) who represent the true levels of authority listed on the area’s organizational chart.

**Faculty Hires:** For each request to recruit, there will be two automatic levels of approvals. These will be the hiring manager and the business manager. Additionally, the submitter can add as many as five ad hoc approvers when the request to recruit is created. Thus, a total of seven approvers is possible. **Note:** The overall speed to post a position is slowed with each additional approver.

**Why are there only two approvers now?**

Tiger Talent was created collaboratively by the Office of Human Resources, a pilot group and the Lean Office to improve one of the University’s most critical processes - the hiring process. Major improvements were a 75.5 percent reduction in lead time for requests to hire and a 71.4 percent increase in requests to hire processed without any interruptions in the process. Reducing the number of approvers was a key to these improvements. Also, a lean analysis revealed that two levels of approvals 1) was consistent with the industry standard, and, 2) pinpointed the area where the true accountability resides.

**When establishing the two levels of approvers, how important is listing the correct hiring manager?**

Listing the correct hiring manager is **very important**. Based on a properly listed hiring manager, the system automatically pulls information on authority levels from organizational charts and populates the request with the hiring manager’s supervisor and the supervisor of the supervisor. Therefore, these two positions are listed as approvers automatically. Consequently, if the hiring manager is not the supervisor of the requested new hire, the system will populate the request with the wrong approvers.

**Recruitment Questions**

**Will queries I am used to using still be available after the PeopleSoft 9.2 upgrade?**

All queries run in the past 18 months can still be accessed after the PeopleSoft 9.2 upgrade. The **Query Manager** feature will function just as it did before the upgrade.

**Will I be able to view previous job requisitions after the upgrade to PeopleSoft 9.2?**

Yes. After the upgrade to PeopleSoft 9.2, you will be able to access previous searches, postings, etc.

**How should I contact an applicant to set up an interview schedule?**

Applicants should be contacted by phone or email to schedule an interview prior to scheduling in PeopleSoft, which should be done only to confirm agreed upon times and locations for scheduled interviews.
Am I obligated to interview someone if SkillSurvey returns a bad review from one or more of the references?

If the bad review is in reference to a strong candidate, you are encouraged, but not obligated, to interview the candidate and ask specific questions related to that reference, offering an opportunity to explain.

What messages can applicants expect during the application process?

An applicant can expect the following communications during the application process:

- Confirmation that the application was received (submitted)
- Notification that the application was forwarded to the manager for review, if applicable
- Notification that the applicant has been selected/scheduled for interview, if applicable
- Notification that the candidate has a job offer pending, if applicable
  - Confirmation of the candidate’s acceptance/rejection of the job offer, if applicable
- Notification, after the position is filled, that the candidate was not selected for the job, if applicable

What communications does an applicant receive during the interview process?

Applicants chosen for interviews are notified of their scheduled interview appointment and will be sent an electronic meeting invitation that can be loaded to a calendar.

If we choose to interview a candidate who has applied for other Clemson University positions with the same job title and a SkillSurvey has already been completed for the person, do we need to request another survey?

Candidates need to be informed of the need to have references completed. If a candidate’s references are relatively new and for the same job, they may be used again. Candidates may choose to update their references or choose different references based on the job for which they are applying. If a candidate would like to use the same SkillSurvey reference set, the candidate should convey that information to the hiring manager.

Hiring Questions

Can offer letters be created, approved and accepted right inside PeopleSoft 9.2?

Yes. All of these processes are built into the system and are ready to use. PeopleSoft 9.2 has system-generated offer letters for every type of employee hired at Clemson University. HR partners will be instrumental in preparing offer letters. Standardizing the work has the advantage of reducing time and providing an institutional quality check.
Can an offer letter be created on a college’s/department’s letterhead?
Yes. The system-generated offer letter can be downloaded, printed on your letterhead, and then uploaded into PeopleSoft 9.2 so that the candidate can accept the offer via the system.

After the upgrade to PeopleSoft 9.2, how do I enter a transaction that has an effective date prior to the upgrade?
This situation is rare, so please work with your HR partner and database expert; they will provide guidance based on the specific situation.

Will the process for tracking ACA override types change?
Yes. HR partners will now enter override types directly into the ACA field in CUBS. Consequently, the process of creating spreadsheets and delivering them to others in OHR will be discontinued.

Will monthly spreadsheets still be sent for ACA types?
No. The last spreadsheet for ACA types will be sent to the Benefits team by January 5, 2016.

Will the new version of PeopleSoft allow the use of screening questions to help qualify candidates?
The same basic screening questions are asked for all candidates applying through PeopleSoft. The hiring department can add additional screening questions specific to the job. To add screening questions, please work with your HR partner.

Who can complete the interview evaluations for candidates in PeopleSoft, and how is an evaluation completed?
Only one interview evaluation in PeopleSoft is required for each candidate interviewed. It is requested that the hiring manager or HR partner complete the interview evaluation.

Are hiring managers required to use SkillSurvey for reference checks?
Reference checks for new hires (internal and external) must be completed prior to making any verbal or official offers to all candidates. All hiring managers must contact their HR Generalist or HR Service Representative prior to making any and all verbal offers to ensure a reference check is processed and complete. If a hiring manager does not want to use SkillSurvey to complete the reference checks, then copies of telephone or email reference checks must be provided to OHR prior to making any offers.

What is the process in PeopleSoft 9.2 if you are hiring from an underutilized group?
Users will experience no change in the process of hiring from an underutilized group between the old and new version of PeopleSoft.

When should I begin the background check process?
Begin the background check process once you have made the decision to offer a position to an external candidate. A background check must be initiated before an employment offer can be made to a candidate. Offers made prior to the satisfactory completion of the background check are required to be “contingent upon a successful background check.”

**Can I print an offer letter on my department’s letterhead?**

Yes. The offer letter generated in PeopleSoft can be copied and pasted to an official Clemson University college/division letterhead.

**If I am rehiring a previous Clemson employee, will the individual need to complete a new I-9 form?**

When rehiring a previous Clemson employee, a new I-9 is required if there is a break in employment. If the employee is terminated and rehired the next business day, a new I-9 is not required.

**What is included in the background check?**

All Clemson University background checks include county, state and federal criminal history searches along with sex offender registry check. A default student loan check (credit check) is completed for all employees per the South Carolina state law requirement. A motor vehicle record check and education degree search may be completed on a candidate if required for the job.