Q & A FOR HR PEOPLE.ADMIN HR ONBOARD PROCEDURES

Q: When I hire a new employee (of any type), do they still need to come to Human Resources before staring?

A: First, please communicate to your new employees that they will receive email notifications from Onboard/TalentEd to move forward with completing their new hire paperwork (I-9, W-4, Payroll forms) and their orientation ONLINE (standard for their employment type + any department requirements). **Please do NOT send your new hires to HR to complete papers as this is no longer the process (with the exception of showing I-9 supporting documents).** HR is working to have a computer kiosk available in Newberry to help those with limited computer access. Onboard is being used for ALL employees; ALL categories.

> **BENEFITED HIRES**: Regular benefited new hires will still meet with Human Resources for a face-to-face orientation to focus on the benefits package and general Q&A.
> **PT INSTRUCTORS**: PT Instructors will still be encouraged to attend the face-to-face quarterly orientation sessions in addition to completing the online orientations.

Q: I'm confused about some of the recruiting processes; will Onboard impact current recruiting processes like background checks and hiring proposals/approvals?

A: Onboard picks up AFTER an individual is hired so recruiting processes are not impacted. Background checks are still done during the hiring process and an approved hiring proposal or Approval to Hire form are still required before a new hire would be added to the Onboard system. *Note that if you are hiring any staff other than single-pay stipend employees, you should be managing those recruitments in PeopleAdmin Recruit (including all Irregular Wage and Work Study positions). Please contact Christa in HR to get those postings established.*

Q: Does Onboard impact when a new hire can start working?

A: The "rules" for when a new hire can actually start working are not impacted/change by the use of Onboard. These HR processes and Federal Laws are not changed. Employees must complete their background check and be approved by HR for hire before starting. Then, they must complete their I-9 document within 3 days of starting so if they have worked 3 days and not yet completed their I-9 they are working in violation of Federal Law.

Q: When will the new hire be assigned their first checklist and how will they be notified that they have documents and orientation to complete online?

A: When an individual is "Hired" in PeopleAdmin Recruit, they will immediately receive the first email notification congratulating them on their new position and telling them to look for an email from Onboard to complete their new hire steps online. This hiring step will then also trigger HR to transition the new hire from Recruit over to Onboard and assign their *Welcome* checklist. When the Welcome checklist is assigned, the new hire will receive the Onboard email with instructions for logging in. Once they log in, they will receive further instructions about how the system works. They'll receive another notification when their Orientation checklist is assigned, after they complete their I-9.

Q: Is there documentation to help me use Onboard as a supervisor or department administrative assistant?

A: Yes. There is a Supervisor-Admin Guide on the Onboard web page (the link to Onboard located under Resources on the Employee Login page of COCC website). The guide includes HOW TO LOGIN TO ONBOARD. This document will continue to be expanded and updated as new functionality is added or processes need to be modified so this will hold the most current version. Any major changes to the guide will be announced to direct everyone to get a current copy.

Q: I had a new hire last week that I sent to HR to complete paperwork and I was told they would have to redo all new paperwork online. Is this really the case?
A: For audit reasons (I-9) and process consistency reasons that impact other departments like payroll, CPS, campus services, HR does need them to complete the process online in most cases and will evaluate on a case-by-case basis.

Q: I have some positions (irreg wage or WS) that are not filled using PeopleAdmin recruit. How will they be entered in Onboard?
A: First, If you have any positions that are not currently managed through PeopleAdmin Recruit (including Irreg Wage and Work Study); please contact Christa Gunnell ASAP to bring those postings into PeopleAdmin.   There are many benefits to processing all recruitments through PeopleAdmin, including: elimination of paper, background check processing, having a pipeline of applicants, and transitioning those hired into Onboard. Until you are able to do that, the Approval to Hire document will trigger the creation of an employee record in Onboard.

Q: I have a returning irregular wage employee who worked in the Spring and is returning for 2016-17 year. Do they have to go thru the entire onboard orientation / new paperwork again? Similar question, for Irregular Wage or Work Study that is just transferring between departments.
A: Onboard will ask the new hire what their current employment status is (already working; worked previously). If they respond “yes” to indicate current or rehire status, they are instructed to stop with the process and wait for HR to adjust their task list based on their status. HR is automatically notified of “yes” answers to make adjustments and will customize their task list based on the scenario to eliminate unrequired tasks. However, they will probably still be assigned the majority of the orientation because it’s important information they may have not received in prior years.
***NOTE**: Depending on the length of an employee’s “break in service”, they may need to repeat their background check and resubmit their I-9 etc. HR will customize their Onboard tasks according to their specific situation and communicate background check requirements/status to supervisors.*

Q: I have a returning irregular way employee that did NOT go back through PeopleAdmin Recruit in returning, will they be added to onboard? Do I still submit the Approval to Hire form?
A: If they are rehired outside of PeopleAdmin Recruit, they WILL be added to Onboard when the Approval to Hire form is received. The paper Approval to Hire form will still be used in this scenario. Receipt of the form will trigger HR to create the employee record directly into Onboard and assign their orientation.

Q: Our recently hired irregular wage students have been assigned all of the SafeColleges trainings (I believe there are 4, totaling about 90 minutes of training). Will this be the case going forward? I’m just wondering about adjusting training and pay as appropriate.
A: All college employees have been required to take the trainings in the past, but you may not have been aware of it as it was communicated in the HR new hire packet of information so if they didn’t share that with you, perhaps you didn’t realize it. They will continue to be required to take the trainings and that is the most time consuming part of the orientation. They should not be working on the orientation until they are working, and thus, they are paid to do it on work time – this has not changed because of Onboard.

Q: What is the process for "Stipend' employees (employees paid for a single assignment like photographers and sports referees)?

A: These hires will still complete their required "paperwork" online (I-9, W-4, Payroll), but they will not be assigned an orientation and no supervisor tasks are assigned. The Approval to Hire/Stipend form submitted by the supervisor will trigger HR to create a Stipend new hire task list so they will still complete these forms online.

Q: How long does the new hire have to complete their checklists?

A: For the **Welcome** checklist that contains the I-9, they must complete this within 3 days of their start day as required by law. This checklist also contains the W-4 and Employee Info/Payroll form which are also time sensitive to set up the new hire up in Banner etc.
For the **Orientation** checklist(s), HR will set the due date for two weeks from their start date as a recommended guideline. Departments that have additional tasks or want to allow more time are free to do so, but the processes shouldn't drag out beyond three weeks for the employees benefit. The sooner the employee completes the orientation and gets acclimated, the sooner they can start concentrating on learning their job.

Q: As an Administrative Assistant, I was under the impression we would be added to the supervisor communication for PeopleAdmin so we can direct new hires as appropriate- is this still the plan? If so, would this be something my supervisor sets up, or would HR set it up?

A: If by "communication" you mean that you will also get Onboard notification emails and see the supervisor task list…… We do have a "dual supervisor" setup for the departments (if applicable) so that both the administrative assistant and supervisor get notifications and see the same checklist to "share" the processing of the checklist.

Q: Can a department add specific department orientation tasks to the new hire's orientation?

A: Yes, a custom orientation checklist can be created and examples are available. Those departments interested in creating a customized department level orientation should work with Gail to develop a checklist. Please use the Template for Custom Department Orientations (link to this on the COCC Onboard webpage) to communicate your desired department orientation tasks and then schedule a meeting with Gail. While departments can select their rollout date, the implementation does need to come to a conclusion so please work to have your initial implementation completed by November. Expansions/modifications will continue to be available through Human Resources.