Tips for Supervisors

Successful Onboarding of New Employees

Best Practice

First Steps

Send a welcome letter or email to the new employee (Classified/Exempt) after the official offer and acceptance has occurred, which would be after a successful background check, etc. This letter or email should contain key information regarding start date, expected work hours, where to report on the 1st day, who to report to, supervisor name, etc. (This would not apply to Faculty because of the nature of their contracts and appointments.) Some sample language is below:

Possible letter or email content:

Congratulations and welcome to [Insert Department]! Your Offer Letter is attached which includes information covering the on-line New Employee Welcome and scheduling your Benefits Orientation. I will mail the original Offer Letter to your home address.

Your first day of work as a (Classified/Exempt) Employee as a (Title) will begin on approx.. (Date/ Time). On or before your first day of work, please visit Human Resources to complete your new employee paperwork. The required paperwork is available on-line at http://www.uidaho.edu/human-resources/employees/new-employees. Please let me know if you plan to go directly to Human Resources to begin your first day of employment. (Your I-9 form, section 1 must be completed on or before your first day of work).

On your first day of employment, (after visiting Human Resources, if applicable), please report to (give department/building) to meet with (Supervisor) to go through the (Department) orientation. (Supervisor/Designee name) will take you to the Vandal Card Office, Parking Services and ITS. (Note: Vandal Card, Parking Permit, NetID, etc. can only be issued if your Electronic Personnel Action Form (EPAF) has processed. Several of these items may be requested on-line, however it is beneficial to know where the offices are located.) (Supervisor/Designee name) will also show you which building/location you will report to work for the remainder of the week.

Below is a summary of offices you will need to visit on or before the first day of employment.

☐ *Human Resources (located on 415 West 6th Street, next door to Taco Time) 15 minute visitor parking is available in the HR parking lot.   A list of acceptable items for you to bring and present for your I-9 is attached; please bring a list of your beneficiaries including Name, Date of Birth, Social Security #, address and phone #.*

☐ *Vandal Card- Pittman Center (located on 709 Deakin Street room 124) You will need your temporary Vandal Card slip from HR along with photo ID – (If required to gain access for the department, indicating that here would be helpful) – (Supervisor/Designee) will take you. This can only be done after the EPAF has been processed.)*

☐ *Parking Permit- Parking Services (Located 1006 Railroad Street, room 135) You will need to have either a Vandal Card or the temporary Vandal Card slip from HR along with photo ID, License Plate 3 and Make of Vehicle.   http://www.uidaho.edu/parking   (Supervisor) will take you. This can only be done after the EPAF has been processed.*

☐ *Employee Email Account- ITS helpdesk (TLC room 128) Must present Vandal Card for ID. Verify with ITS that the UI account is set to your preferred account to avoid missing important benefit and other information.   (Supervisor) will take you. This can only be done after the EPAF has been processed and could occur prior to the 1st day.*

If you have any questions, please let me know. I look forward to seeing you on (list first day of work) and working with you in your new role.

Sincerely,

Review Terminology

The "EPAF"

An "Electronic Personnel Action Form" (EPAF) is created for your position and travels to several departments for examination and approval before being applied to Banner (UI's administrative system). Once your EPAF is processed (applied), you become an "official" UI employee. Almost everything at the UI is dependent on your EPAF. You will need a processed (applied) EPAF in order to be paid, to access VandalWeb, to sign up for training, and to access other programs necessary to do your job. Please check with your supervisor to verify the status of your EPAF.

VandalWeb

Once your EPAF has been processed you can access VandalWeb at vandalweb.uidaho.edu. In VandalWeb you can update your addresses, emergency contact information, view pay stubs and work history, check your leave balances, review your W4 information, access the myBenefits link, work on specific administrative tasks, and more. If you are enrolled as a student, your student information will be found here as well. As a board-appointed employee you can log in using your network username and password.

Banner

Banner is the UI's administrative system. If Banner access is necessary for your new position you will need to follow the instructions at https://www.uidaho.edu/human-resources/edl/learning-opportunities/banner-training .

Vandal Card

The Vandal Card is the official employee ID card for staff, faculty, and affiliated persons. Vandal Cards are used over two million times per year for many purposes on campus. It provides access to numerous events and facilities including: athletic events, recreational facilities, the Student Health Center, and the library. Many locations use it for door access. It is used to obtain financial aid checks. The Vandal Card can also be used as a prepaid debit card for purchasing university goods and services. Vandal Cards have expiration dates so be mindful of that date or you may not have access to buildings, labs etc.

Vandal Alert

Vandal Alert is an institution-wide emergency notification system, and all students, staff and faculty are automatically enrolled. If the Vandal Alert system is activated by the university, you are contacted through phone numbers and email addresses that you have previously provided to the university with a short message about the emergency. Included in the message will be a brief description of the emergency and any actions you need to take, as appropriate. Visit https://www.uidaho.edu/dfa/administrative-operations/i-safety/vandal-alert for more information on Vandal Alert, including how to update your contact information.

Share Key Information

Help Make the Initial Experience For Onboarding Employees Positive By Sharing Key Information:

- Inform new employee where to park on the first day. Provide employee with information on parking areas that would be closest to office location along with any other options for parking. Provide employee with colored parking map and locations so they are able to make an informed decision with regard to a parking permit. (Perhaps offer a new employee a one day pass for the first day if needed.)
- Link to the HR web-site with important documents and instructions for new employees. http://www.uidaho.edu/human-resources/employees/new-employees
- Provide new employees with the 30 day checklist which outlines important things that needs to be done within the first 30 days of employment. Include unit specific information that needs to be completed. Remember to go over important 1st day items. Checklist can be found under Forms and Documents on the HR web page. http://www.uidaho.edu/human-resources/forms
- Share the list of acceptable documents that can be used for I-9 verification. This will help the onboarding employee

in preparing for an efficient document processing experience with HR. Found under Forms and Documents on the HR web page. http://www.uidaho.edu/human-resources/forms

- Provide a tour of the building(s) the employee will work in along with other essential locations. (Administration, Commons, Pitman Center, Human Resources, Kibbie Dome, etc.)
- Encourage the employee to visit the President's Suite in the Administration building to introduce themselves and receive a welcome to "Idaho" pin. Better yet, stop in the office while on the provided tour of essential locations.
- Share with the employee "important to know" information, such as: President, Provost, Dean (if applicable), Director (if applicable), and other VIPs that are important to know the first few days.
- Meet with the new employee on their first day to review the position/job description, expectations, training plan and other important information.
- If possible, submit a request for network ID and email account prior to first day so information can be provided to new employee on the first day.
- Provide employee with information on resources through Professional Development and Learning. **Remember to have all new employees complete all applicable University-Wide Compliance Training modules within the first 30 days of employment. Information on required trainings can be found on PDL web page.**
- Share payroll dates and overtime policy (if applicable) with employee.
- Give new employees a quick tour of VandalWeb explaining how to update personal information, emergency contacts, find timesheets, paystubs, leave balances, benefits portal, etc.
- Consider an assigned "resource person" for the new employee that can answer questions that may or may not be related to the position. Often new employees are new to the area and need advice on dentists, recreation, etc. This can also help make the new employee feel welcomed to the department by having a "go to" person other than the supervisor.
- Get new hire's contact information added to the university directory as well as departmental web pages.

Other Important Information to Know

Supervisors Need to Know or Do:

Provide your new employee with all the resources, checklists and documents needed for a positive onboarding. The onboarding experience can be a positive or negative "first impression" and set the tone for the employment relationship. Communicate and follow up with your new employee to ensure all necessary steps have been completed and provide additional support/guidance if desired. Know the basics and the resources so you are able to provide your new employee with the information.

I-9 Information:
The Form I-9 is required by the U.S. Department of Citizenship and Immigration Services for all employees. In order to verify eligibility to work in the United States Human Resources is required to verify documents for proof of identity and work eligibility. Compliance with this law is the supervisor's responsibility. We encourage you to review the acceptable documents and send employees prepared to the Human Resources office for easy processing. Employees will also need to know their official start date in order to complete the I-9. The Form I-9 **must** be started on or before the employee's first day of work. Section 1 of the Form I-9 must be completed on or before the first day of work and Section 2 (presentation and recording of eligibility to work and identity documents) must be completed and e-verified within three days from the date a new employee begins work to comply with the law.   A list of acceptable documents can be found in the forms and document section of the HR web-site http://www.uidaho.edu/human-resources/forms under New Employees. Please note employees must provide original, unexpired documentation in order for HR to verify the I-9. No copies of documents will be accepted, unless it is a certified copy of a birth certificate.

Benefits Information:
For employees eligible for benefits the following information applies. If you are unsure about employee eligibility, please contact Benefit Services office. Employee benefits begin the 1st day of the month following the hire date

(unless an employee is hired on the 1st day of the month in which case benefits begin on that day). Once an employee's EPAF is processed through the system, the newly hired employee will receive an email to their preferred email account on file inviting them to go on-line through VandalWeb to sign up for benefits. Any time after the first working day, an employee can attend a benefits orientation to receive important information regarding benefits and available options. It is important to allow employees the time to attend the benefit orientation.   Employees have 30 days from their hire date to elect their benefits or their benefits will be defaulted. It is important for employees to update their email address and contact information with HR to ensure important benefit information is always received. The preferred email address listed in Banner is used for the invitation to sign up for benefits. **Employees are encouraged to verify the preferred email account is the uidaho.edu account.**

Payroll Information:
Employees will complete required documents, view paystubs, deductions, leave balances, make comp time elections, and access Web Time entry through VandalWeb under the employee tab. Newly hired employees are required to authorize direct deposit of their paycheck to the financial institution of their choice. The university payroll operates on a biweekly schedule with a two-week lag between the end of the pay period during which the salary was earned and the date the check is issued and available. If the last day of the payroll period is a holiday, checks will be available to the employee the day before the holiday.

International Employees:
Hiring departments should contact Laila Cornwall (885-4061 or lailac@uidaho.edu) in International Programs prior to making an offer to an international applicant.

Additionally, early contact with Dan Noble (885-3677 or danieln@uidaho.edu) in Human Resources is vital to ensure compliance with specific employment compliance surrounding this group of employees.

As soon as you know you are hiring a new international employee, please let Dan know by filling out the Foreign National Information System (FNIS) Form. The form is available at http://www.uidaho.edu/human-resources/managers/banner-epaf under "Process and Policy Reminders for EPAFs and International Employees". Dan will then contact the employee, which allow you to be proactive and saves process time for the new employee. When the employee comes to HR to complete their I-9 Form – it is possible that Dan could have the tax paperwork ready for them.

Internal Preparation:
Communicate appropriate information with key internal unit staff so proper processing can be done from the unit level. For example: EPAF processors, colleagues, or others that would assist in processing new hire functions.

Computer/Phone Access:
Submitting request for network ID and email account as early as possible helps with a smooth transition. Without a NetID and email an employee will not have access to the required online training modules. *See **Simple Steps to Get Access for New Employee** below for more information on the process.
- Review computer log-in, usage, computer use policy, etc. with employee.
- Review phone usage, directories and other applicable policies
- Once access is granted, make arrangements for appropriate Banner training (if applicable)

Office Management Information:
Discuss with employee important information on specific department/unit processes:
- Expected work hours including lunch and break times
- Contact information for employee and supervisor
- Call-in process and leave request/reporting process including available hours for medical appointments
- Discuss dress code, cell phone use, etc.
- Provide links or information on pertinent policies and procedures and overview FSH and APM
- Link to Policy Web-Site – http://www.webpages.uidaho.edu/uipolicy/
- Link to Faculty Staff Handbook – http://www.webpages.uidaho.edu/fsh/

- Link to Administrative Procedures Manual – http://www.uidaho.edu/apm
- Computer Use Policy http://www.uiweb.uidaho.edu/policy
- Campus Mail Services https://www.uidaho.edu/infrastructure/facilities/les/campus-mail
- Discuss performance review process including 3/6 month probationary review (if applicable)
- Discuss training opportunities through PDL
- Discussion UI procedures in case of emergency, disaster or security issues, accident reporting procedures
  - Share University and Department/Building Emergency Response Plan, procedures, etc.
  - You will also want to update your emergency contact information. You can update this information on VandalWeb under the employee tab.
- Provide information on employee resources, including:
  - Employee Assistance Program – (benefit eligible employees)
  - Ombudsman Office – www.uidaho.edu/ombuds/
  - Human Rights Access and Inclusion
  - Campus Security
  - Human Resources

Communicate:
Provide continual feedback on job expectations and performance (areas for growth as well as recognition)
Request feedback regarding resources and training needed to ensure success in the position.

Simple Steps to Get Access for New Employee

Get New Employee Access For Their First Day:

- You can refer a new employee to Human Resources to begin their new employee paperwork as soon as you have an approved (by HR) accepted offer.
- Within HR, we process the I-9, E-Verify and enter the necessary information into Banner, usually the same business day.
- Once the I-9 is complete you can process the EPAF for your new employee.
- After the EPAF has been applied you can contact the ITS Help Desk to set up a NetID. For security reasons, access will not be drafted until the EPAF is applied. Getting the EPAF done correctly the first time significantly speeds up the process.
- By having this NetID ready for your new employee on their first day they will be able to log in to VandalWeb and begin any Banner and other required trainings right away.

Below is a sample of an ideal onboarding situation:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 - Offer Made - Offer Accepted	3 - Notify HR of Hire - Welcome Email Sent From HR to Employee	4 - Employee Visits HR to Complete I-9	5 - EPAF Started by Department	6	7
8	9 -EPAF Applied	10 - Department Can Request NetID From ITS	11	13	14	15
16	17 - Employee Starts Work -Banner/Other Training Can Occur - Benefits Orientation	18	19	20	21	22

Contact Information

Helpful Contact Information:

Human Resources

- Physical Address:
  415 West 6th Street
  Moscow, ID 83844
- Mailing Address:
  875 Perimeter Drive MS 4332
  Moscow, ID 83844-4332
- Phone: (208) 885-3609
- Fax: (208) 885-3602
- Email: hr@uidaho.edu

Benefits

- Physical Address
  415 West 6th Street
- Mailing Address
  875 Perimeter Drive MS 4332
  Moscow, ID 83844-4332
- Phone: (208) 885-3697
  Toll Free: (800) 646-6174
- Fax: (208) 885-3330
- Email: benefits@uidaho.edu

Payroll

- Physical Address
- 415 West 6th Street
- Mailing Address
  875 Perimeter Drive MS 4332
  Moscow, ID 83844-4332
  Phone: (208) 885-3609
  Fax: (208) 885-3864
  Email: payroll@uidaho.edu

Professional Development and Learning

- Physical Address
- Bruce Pittman Center
- Mailing Address
  875 Perimeter Drive MS 4241
  Moscow, ID 83844-3169
- Training Coordination:
  208-885-2323
- Training Records/LMS:
  Phone: (208) 885-2325
- Email: pdl@uidaho.edu

Additional Helpful Contacts

Regarding	Email
Background Checks	crimcheck@uidaho.edu
Banner Training	pdl@uidaho.edu
Business Partners (HR)	hrbp@uidaho.edu
Campus Security	campus-security@uidaho.edu
Compliance Training	pdl@uidaho.edu
EPAFs	hrepaf@uidaho.edu
I-9 / Employee Work Authorization Status	hr@uidaho.edu
I-9 Compliance	hr@uidaho.edu
International Employees Tax Questions	danieln@uidaho.edu
International Programs Office	lpo@uidaho.edu
Network ID and Email	Helpdesk@uidaho.edu
Parking/Transportation	parking@uidaho.edu
People Admin System	mandyc@uidaho.edu
Supervisor Setup	hr@uidaho.edu
Vandal Card	vcoffice@uidaho.edu