SHORELINE COMMUNITY COLLEGE

Supervisor's Guide

New Hire Onboarding, Reviewing Progress & FAQ's

Review the following information which outlines the steps to complete a new hire process as well as where you (as the supervisor) can check the status of your hire. Supervisors are responsible for ensuring the steps are completed in the order listed below to ensure there are no delays in the onboarding process.

IMPORTANT: **A social security card is required for ALL employees prior to starting work**. DO NOT PROCEED until you (supervisor) have confirmed they have a social security card. New/replacement social security cards can be requested online HERE or, for F-1 students, please have them reach out to the International Education department.

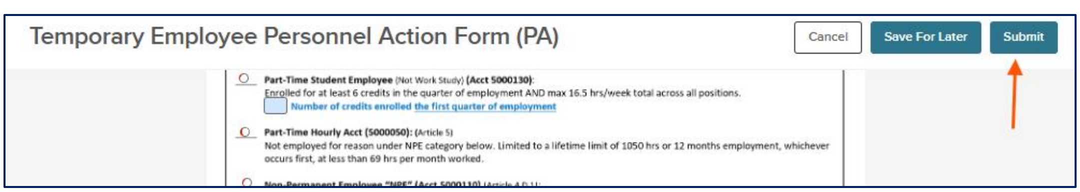
NEW HIRE ONBOARDING

1. **Initiating the Hire (SUPERVISOR).**
    a. For classified, admin/exempt, or full-time faculty hires, skip Step 2.
    b. For part-time faculty hires:
        i. Supervisor or department representative completes this form to initiate onboarding.
    c. For NPEs, hourly, student or work-study hires:
        i. Supervisor directs employee to submit their official application to the appropriate opening through our website job page Job Opportunities | Current Openings
        ii. Supervisor completes this form to initiate onboarding.

2. **Completing New Hire Forms in NEOED Onboard (EMPLOYEE).**
    a. New hires will get an email with the onboarding link after the hire has been initiated in Step 1.
    b. Completion of online new hire forms is required, and no paper forms will be accepted.
        i. Exception: For employees who are under 18yrs old AND are still in high school, a Minor Work Authorization form (hardcopy) must be completed. See HR for info.

3. **HR Validation of the I-9 Employment Authorization Form, Soc. Sec. Card Submitted. (EMPLOYEE/HR)**
    a. Employee completes section 1 of I-9 in Onboard
    b. Employees brings I-9 verification document(s) to HR during the times below (no drop-ins).
        i. Tuesday mornings (10:00am-12:00pm)
        ii. Wednesday afternoons (2:30-4:30)
    c. HR reviews verification documents and signs I-9 employer validation.
    d. HR collects a Soc. Sec. card copy if not already submitted by the new hire via online onboarding.

4. **Completing the Hourly Personnel Action ("PA") Form (SUPERVISOR).**
    a. For classified, admin/exempt, full-time faculty, or work-study employees, skip Step 5.
    b. For NPEs, hourly, and student hires:
        i. Employee completes section 1 of the PA.
        ii. Supervisor receives notification to complete section 2 and submits.


Temporary Employee Personnel Action Form (PA)

Cancel | Save For Later | Submit

Part-Time Student Employee (Not Work Study) **(Acct 5000130)**:
Enrolled for at least 6 credits in the quarter of employment AND max 16.5 hrs/week total across all positions.
Number of credits enrolled the first quarter of employment

Part-Time Hourly Acct (5000050): (Article 5)
Not employed for reason under NPE category below. Limited to a lifetime limit of 1050 hrs or 12 months employment, whichever occurs first, at less than 69 hrs per month worked.

    c. Budget Office then receives notice to review the PA, enter a combo code and provide budget approval.
        i. FOR ANY QUESTIONS REGARDING YOUR BUDGET NUMBER OR COMBO CODE please reach out to the Budget Office directly sccbudget@shoreline.edu.

5. **Authorization to Begin Work (HR)**
    a. Classified, Admin/Exempt, NPE's and Faculty Employees
        i. HR will send an email to the supervisor and employee to confirm once onboarding is complete.
    b. Hourly, work-study, and student employees:
        i. Once the new hire forms, including the PA or Work-Study Referral, are completed the supervisor and new employee receive a "Work Authorization" email from NEOED Onboard.
        ii. The email will confirm the date work may begin, provide the employee's ctcLInk ID, and share the "Time Reporting Code" to use when reporting hours worked on their timesheet.

6. **Supervisor's Orientation Checklist (SUPERVISOR):**
    a. **NOTE:** Only applies to classified staff, admin/exempt, and full-time faculty positions.
    b. **Within one week of the employee's start date**, supervisor completes and submits.
    c. Then the employee receives notification to confirm their acknowledgment.

REVIEWING ONBOARDING ITEMS/PROGRESS

Supervisors can access/view outstanding tasks and/or employee progress at any time through the link provided in the NEOED task reminder emails, or by logging in at https://login.neogov.com/ . Copies of notifications are also viewable by clicking the bell icon on the top right side of the page

✓ **Home Tab** (top left of the page)
- Overview of onboarding and SME review tasks: To-Do, Overdue, and View All
- People: Your supervisor and direct reports, click on name to view employee and progress

✓ **Tasks Tab**
- Includes both onboarding and recruitment (if applicable for SME review) tasks.

✓ **People Tab**
- Lists the employees you supervise - Select the name to see their information (Job & Onboarding tabs)
- For security/privacy purposes, you will not be able to see most forms.

✓ **Onboard Tab**
- *My Tasks* – All tasks for yourself and/or your employees – click to view/complete
- *My Onboarding Portal* - Your portal page
- *Forms* – Supervisor Dept. Orientation, PA's, your onboarding forms

✓ **Checking on HOURLY PA Status:**
- From People tab, select employee
- Choose "Onboarding" (located next to "Job")
- Click eye icon in the "Actions" section to view the form

FREQUENTLY ASKED QUESTIONS (FAQs)

1) **Who do I contact if I'm having technical trouble logging into NEOED Onboard?**
    - *NEOGOV/NEOED Customer Service 1-877-204-4442, Option 2, Option 1*.
2) **The new employee has questions regarding the onboarding process. Who can they talk to?**
    - *Human Resource Office hr@shoreline.edu*
2) **When can a new employee begin work?**
    - *Only AFTER the employee/supervisor has received the "work authorization" email from HR or NEOED.*
3) **I have questions regarding the Budget to be used for my new employee's compensation. Who do I talk to?**
    - *Contact the Budget Office at sccbudget@shoreline.edu at any time.*
3) **Why haven't I received the link to complete the Hourly/NPE/student PA in onboarding?**
    - *You may need to uncheck "focused settings" on your Outlook account.*

- *Your new employee hasn't yet completed their portion of the PA.*

4) **My new employee and I have both completed our sections of the PA, but haven't received the work authorization email from HR. Why?**
   - *The employee has not yet completed their other new hire documents.*
   - *The Budget Office has not yet completed their review/approval process.*
4) **Can the new employee view their progress in the onboarding process?**
   - *Yes! They can view their onboarding progress through NEOED Onboard at any time.*
5) **Do all new hires need to come to HR to show their I-9 verification document(s) ?**
   - *Yes! Although they will complete section 1 of the I-9 online, they must still come in person to present documents which show their eligibility to work (original documents only).*
6) **Can a new hire use their Soc. Sec. Card for the I-9 if it says, "Valid for Work Only with DHS Authorization?"**
   - *No, a Soc. Sec. card marked "valid for work only with DHS authorization" does not establish work eligibility for I-9 purposes. NOTE: The Soc. Sec. card will still need to be provided to HR for tax purposes.*
7) **If a new employee uses other documents (like their passport, etc.) to establish eligibility to work, do they still need to provide a copy of their Soc. Sec. card to HR?**
   - *Yes, HR still needs to have a copy of the employee's Soc. Sec. card for tax purposes.*
8) **What code should the hourly/student worker use when entering hours in ctcLink?**
   - *Please refer them to the "Work Authorization" email sent to them with this info provided.*
9) **If a new employee is eligible to accrue leave (vacation, sick leave, etc.) or other benefits (insurance, retirement, etc.) who should they contact with questions?**
   - *Questions can be directed to the Benefits Office at benefits@shoreline.edu*
10) **Who should be contacted for questions about paychecks, taxes, etc.?**
    - *Questions can be directed to the Payroll Office at payroll@shoreline.edu*
11) **What access/permissions are set up through the onboarding process?**

Item	*Auto Assigned*	*How to request*
Shoreline employee email	***Yes***	***Activation emailed to employee 3 days before start***
Additional ctcLink access	*No*	*Submit ticket through Support Center - ctcLink Access.*
Building/Office Keys	*No*	*Complete Key Request form & send to Safety & Security*
Parking Permit Request	*No*	*Complete request form HERE. (NOT for Admin/Exempt)*
Business Cards	*No*	*Complete request through MarketDirect Storefront*
Badges, name plates	*No*	*Email jbathke@shoreline.edu*
Employee ID Card	*No*	*See here for dates/times*
Access to shared email inboxes	*No*	*Submit ticket through Support Center - Shared Inboxes.*
Telephone number	*No*	*Submit ticket through Support Center - Phone Request.*
Printer Code	***Yes***	***Pin number & directions emailed to employee***
SharePoint access	*No*	*Can be assigned at the department level.*
Employee Canvas Training	***Yes***	***For questions, contact elearning@shoreline.edu***
Faculty – Canvas access	***Yes***	***For questions, contact elearning@shoreline.edu***

12) **I have questions not listed above. Who do I contact?**
    - *Contact HR at hr@shoreline.edu any time.*