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 SSN card. New/replacement social security cards can be requested online HERE.

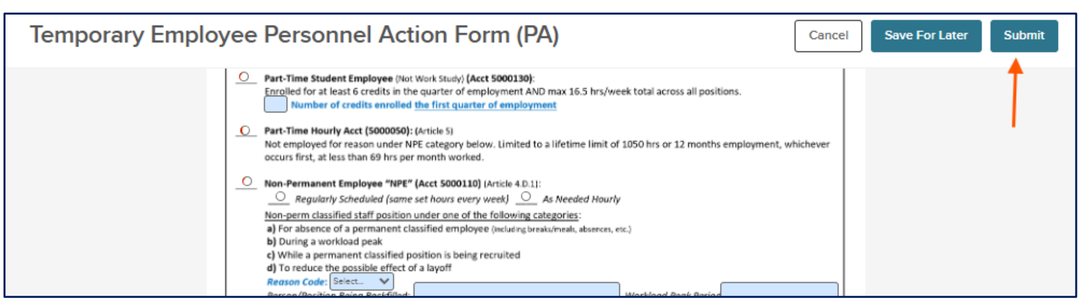
NEW HIRE ONBOARDING

1. **Initiating the Hire (SUPERVISOR).**
    a. For classified, admin/exempt, or full-time faculty hires, skip to Step 2.
    b. For part-time faculty hires:
        i. Supervisor (or dept) completes this form to initiate onboarding.
    c. For NPEs, hourly, student or workstudy hires:
        i. Supervisor has the new hire apply to the *INTERNAL ONLY* Temp Hourly Positions (H).
        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, SSN Card Submitted. (EMPLOYEE/HR)**
    a. Employees provide 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)
    b. HR reviews verification documents, signs 1-9 employer validation.
    c. HR collects a SSN card copy if not already submitted by the new hire via online onboarding.

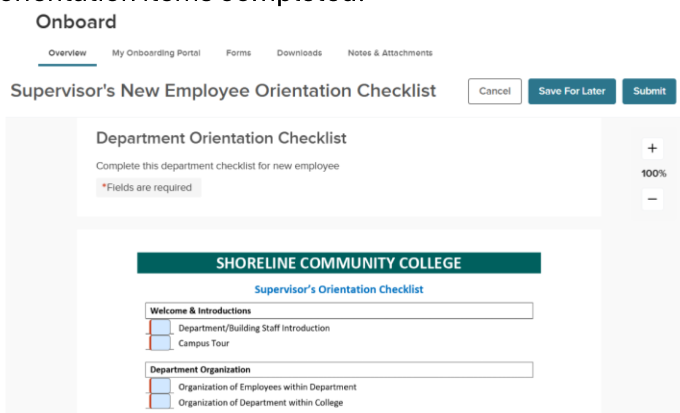
4. **Completing the Hourly Personnel Action (PA) Form (SUPERVISOR).**
    a. For classified, admin/exempt, faculty, or workstudy employees, skip to Step 4.
    b. For NPEs, hourly, and student hires:
        i. Supervisor receives an NEOED email link once the new hire docs are completed.
        ii. Supervisor fills out the required sections and then clicks "Submit" .



    c. Budget Office then receives notice to review the PA, enter a combo code and provide budget approval.

5. **Authorization to Begin Work (HR)**
    a. Classified, Admin/Exempt, Faculty, and Workstudy Employees
        i. HR will send an email to the supervisor to confirm once onboarding is complete.
    b. For NPEs, hourly, and student hires:
        i. Once the new hire forms/PA are completed in steps 1-4 above, 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" used when reporting hours worked on their timesheet.

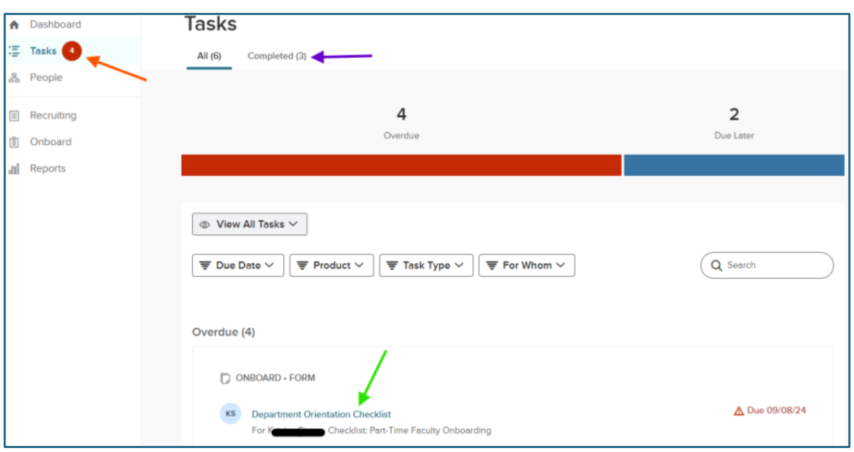
6. **Supervisor's Orientation Checklist (SUPERVISOR):**
    a. **NOTE:** Only applies to classified staff, admin/exempt, and full-time faculty positions.
    b. **Within one week of the employee's start date**, supervisor completes and submits.
    c. Once the supervisor has completed, the employee receives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



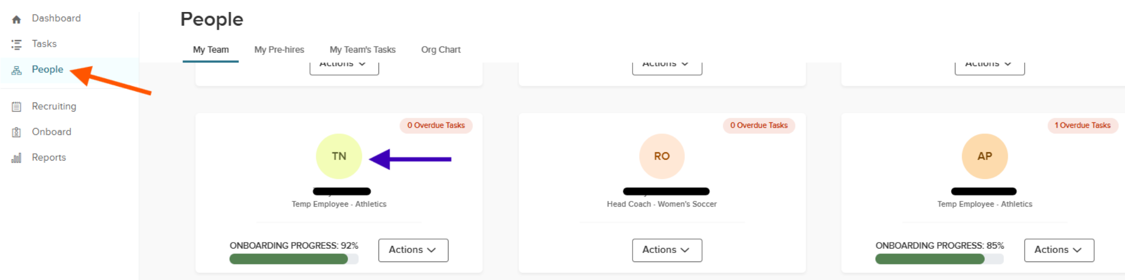
REVIEWING ONBOARDING ITEMS/PROGRESS

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/ .

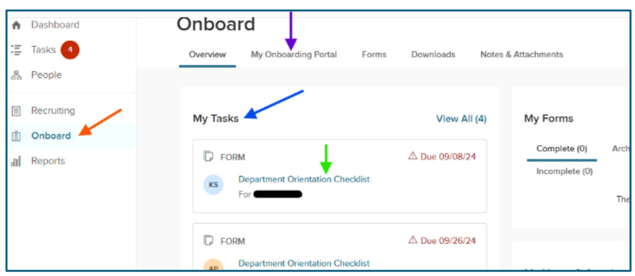
✓ **Tasks Link**
- Notification for tasks assigned is sent via your shoreline.edu email account.
    - Includes both onboarding and recruitment (if applicable for SME review) tasks.
- Click the task title (**green arrow**) to view/complete the task.
- Click "completed" (**purple arrow**) to see tasks already done.



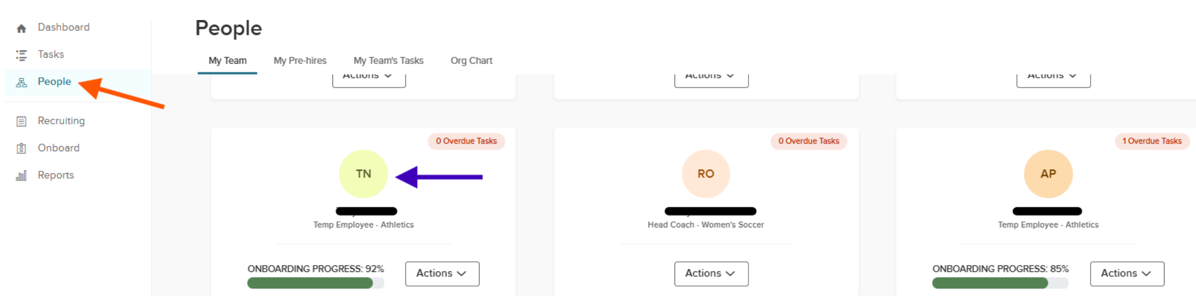
- ## **People Link**
  - Lists the employees you supervise (click "Next" at the bottom to see next 10 employees)
    - Select an employee by their initials (**purple arrow**) to see their status/information.
    - For security purposes, you will not be able to see the actual new hire form data.



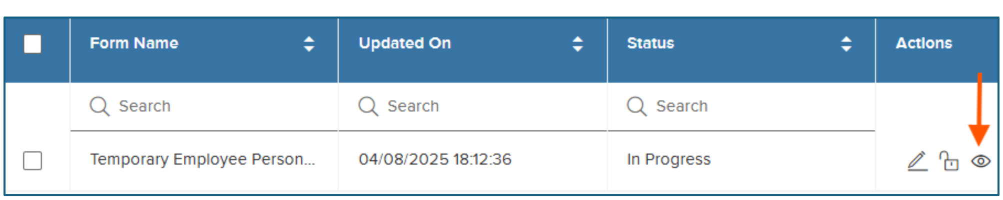
- ## **Onboard Link**
  - *My Tasks* – All tasks for yourself and/or your employees (**blue arrow**).
    - Click the task title to view and complete task (**green arrow**)
  - *My Onboarding Portal* - Tasks for your own onboarding, if applicable (**purple arrow**).



- ## **Checking on HOURLY PA Status:**
  - Under "people" link (**orange arrow**), view "my team" and then select employee by their initials (**purple arrow**).



  - Choose "Onboarding" (located next to "Job")
  - Click eye icon (**orange arrow**) 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.*
2) **When can a new employee begin work?**
   - *Only AFTER the employee/supervisor has received the "work authorization" email from HR.*
3) **Why haven't I received the supervisor link to complete the Hourly/NPE/student PA in onboarding?**
   - *You need to uncheck "focused settings" on your Outlook account.*
   - *Your new employee hasn't yet completed their portion of the onboarding process.*
2) **My new employee and I have both completed our sections of the PA, but haven't received the work authorization email from HR. Why not?**
   - *The employees have not yet completed their new hire documents.*
   - *The Budget Office has not yet completed their review/approval process.*
3) **The new employee has questions regarding the onboarding process. Who can they talk to?**
   - *Human Resource Office hr@shoreline.edu*
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) ?**
   - *They sure do. Although they will complete section 1 of the I-9 through the online onboarding process, they must still come in person to present documents which show their eligibility to work.*
6) **Can a new hire use their SSN card for the I-9 if it says, "Valid for Work Only with DHS Authorization?"**
   - *No, an SSN card marked "valid for work only with DHS authorization" does not establish work eligibility for I-9 purposes. NOTE: The SSN card copy 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 SSN card to HR?**
   - *Yes, HR still needs to have a copy of the employee's SSN 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 benefits eligible, who should they contact regarding benefits questions?**
   - *Questions can be directed to the Benefits Office at benefits@shoreline.edu*
10) **If a new employee is eligible to accrue leave (vacation, sick leave, etc), who should they contact with questions?**
    - *Questions can be directed to HR at hr@shoreline.edu .*
11) **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.*
12) **What access/permissions are set up through the onboarding process?**
    - *See list below.*

Item	*Auto Assigned*	*How to request*
Shoreline employee email	***Yes***	***N/A***
Additional ctcLink access	*No*	*Submit ticket through Support Center.*
Access to shared email inbox	*No*	*Submit ticket through Support Center.*
Telephone number	*No*	*Submit ticket through Support Center.*
Printer Code	***Yes***	***N/A***
SharePoint access	*No*	*Can be assigned at the department level.*
Employee Canvas Training	***Yes***	***N/A***
Faculty – Canvas access	***Yes***	***For questions, contact elearning@shoreline.edu***

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