Hiring, Onboarding, and Recruiting

College of Education Dean's Office Diversity and Benefits Statement

The following statement is used in all COE Dean's Office job postings, and may be adopted for use by college departments and centers.

Post in "Job Details - General Notes" section of Workday job requisitions:

The university provides employees a competitive benefits package that includes health insurance (premiums covered 100% for full-time benefits-eligible employees), retirement plans, and paid leave, in addition to other programs and services. Additional information is available at https://hr.utexas.edu/prospective/benefits.

The College of Education promotes the shared values of equity, excellence, innovation, empowerment, and community-focus. We view inclusiveness and excellence as being interconnected. Our college welcomes and respects all individuals and communities by valuing and consciously maintaining awareness of diverse perspectives and experiences. We believe inclusivity and equity is critical to fostering excellence in all our endeavors.

Resources

- COE: Equity, Inclusion, Social Justice, and Diversity
- COE Business Services Wiki: Diversity and Inclusion
- HR: Benefits
- University Diversity Statement
- University Diversity and Inclusion Action Plan

On this tab

1. Human Resources procedures
2. Key requests
3. Intra-college onboarding for faculty, staff, and UTemps (not student employees)

College onboarding procedures

This page describes the processes for completing onboarding tasks once a new employee's hire process has been completed in Workday. All processes described on this page are separate from and outside of Workday. In addition to the steps below, new hires should also complete any internal onboarding procedures you may already have within your unit. Managers should review with their employees any specific policies pertaining to the position or unit.

1) Human Resources procedures

Actions for Employee and Manager Together

1) NEWO: If employee is new to UT or returning after a significant break in service, they should attend a New Employee Welcome and Orientation (NEWO) session.

2) Review New Employee resources – central HR. Includes New Employee Welcome and Orientation (NEWO) information and registration, New Employee Resources (insurance, retirement, leave, etc.), and Transfer of Prior State Service Credit and Leave Balances.

3) Review and complete New Employee Checklist.

4) Review Probationary Employee information (if applicable). New, classified employees are considered probationary employees for the first 180 days of university employment as part of the selection and hiring process. (A&P employees do not have a Probation period, but are disallowed from using vacation time during their first six months of employment.)
5) New faculty hires only: Review Faculty Salary Spread option with faculty member, and if they wish to participate, direct them to submit the Salary Spread Request Form to Payroll Services by August 31 for fall hires, or January 15 for spring hires.

**Actions for New Employee**

1) Review and update personal information in Workday using COE Workday Go-Live checklist.

2) If a *nonpayroll* payment is expected, such as for financial aid, student payments, reimbursements, refunds, or scholarships, set up direct deposit at My Bank Information in UT Direct. *Payroll* direct deposit information must be added or updated in Workday and is part of the employee’s Workday onboarding tasks.

**2) Key requests**

**Action for Manager**

- For SZB: [Sanchez (SZB) Building Key requests](#)
- Other buildings and work spaces: Follow local procedures

**Resources**

- [Campus Lock & Key Services](#)
- [Sanchez (SZB) Building directions and map](#)
- [Sanchez (SZB) Building info](#)
- [Bellmont (BEL) Building info](#)
- [Campus map (interactive Flash map)](#)

**3) Intra-College onboarding for faculty, staff, and UTemps (not student employees)**

**Meadows Center and National Deaf Center employees:**

Follow local procedures.
IPSI, CCCSE, and TCDS employees:

1) Information Technology

Note: IT support for IPSI, CCCSE, and TCDS is provided by Technology Resources (TRECS). For assistance, submit a TRECS Incident Form via ServiceNow.

**Actions for New Employee:**

- Register for Duo
- Claim Outlook mailbox

**Action for Manager:**

As far in advance of the employee's first day as possible, submit a TRECS Customer Onboarding request via the ServiceNow online system.

2) Building access

**Actions for Manager:**

Request keys and EPSS (formerly BACS) access for new employee as needed.

1) Sanchez (SZB) Building Key requests
2) Electronic Physical Security System (EPSS) for after-hours access (formerly BACS) to SZB

**Resources:**

- Sanchez (SZB) Building directions and map
- Sanchez (SZB) Building info
- Bellmont (BEL) Building info
- Campus map (interactive Flash map)

3) Office of Communications

**Actions for Manager:**

Email both coecommunications@austin.utexas.edu and coewebteam@austin.utexas.edu the information listed below about the new employee. They will set up a head shot appointment and add the new employee to the website.

- Type of employee: Staff, tenured/tenure-track (T/TT) faculty, or non-tenure track (NTT) faculty
- Name
- EID
- Title
- Department
- Start date
- Office location (room number)
- Email address (personal and UT address, if available)

All other COE units:

The direct supervisor (or appropriate delegate) should complete the Employee Onboarding Form following the guidance below.

1) Before beginning the form, gather all needed information.

**Employee information**

- First and last name
- EID
- Employee type (T/TT or NTT faculty, staff, UTemp)
- Percent time appointment (for faculty, determines eligibility in Technology Life Cycle program)
- Primary department/office
- Secondary department/office, if applicable
- Job title
- Start date
- UT email address, if available. Ask employee if they have been notified by ITS of new UT email address.
• Personal email address, if UT email address is not available
• Office assignment (building and room number)

Technology and software needs

• If using existing device, UT inventory tag and item location
• If a new device is needed, description and specs.
  • Standard suite is Office365 applications, common web browsers, VPN client, anti-virus software, and Acrobat Reader.
  • Standard suite does not include Acrobat Pro, FileMaker Pro, Windows emulation software, or mainframe client – these must be specifically requested if needed.
• If using existing device, location and phone number.

Office Telephone

• If using existing device, location and phone number.
• If a new device is needed, type:
  • Any basic, any business, or other. See list of options.

Outlook mailbox and calendar designations, if any

Names and type of access needed (e.g., COE ITO calendar, KHE Staff All mailbox).

Electronic Door Locks, if any

If employee will need to unlock/lock any ITO-managed programmable electronic door locks for individual rooms, gyms, or labs, list room numbers. (This does not include building entry locks, which are managed by Facilities.)

Transfer of Sponsored Research Agreements

Does the faculty member have any sponsored research agreements (e.g., grants, data use agreements, confidentiality agreements, etc.) that will need to be transferred to UT Austin in anticipation of their start date?

2) Complete and submit Employee Onboarding Form (EID login and authentication required)

3) The form will route to multiple college offices to initiate processes within each.

   Once submitted, the form will route to the following college offices:

   College of Education Research Administration (COERA)

   COERA will be notified if a faculty member has any sponsored research agreements (grants, data use agreements, confidentiality agreements, etc) that will need to be transferred to UT Austin in anticipation of their start date. COERA staff will reach out to the faculty member directly with additional follow-up questions depending on the type of agreement, sponsor, project period, documentation required, etc.

Facilities Services

   Facilities Services will be notified of new hire to:

   • Add employee to education_szb@utlists.utexas.edu UT List (SZB building occupants)
   • Authorize (faculty and staff) to access COE Facilities resource (wiki) pages
   • Authorize employee for Sanchez and/or Belmont EPSS (Electronic Physical Security System; formerly BACS) access. (Note that an employee must first have a UT ID card with a proximity sensor before they can be authorized in the EPSS system.)

   Note: The form cannot be used to make building key requests. Keys should be requested outside of this process, here: Sanchez (SZB) Building Key requests

Information Technology Office

   A help request will be submitted to track computing device setup for the employee.

   ITO will also:

   • If electronic access to ITO-managed electric door(s) is needed, a separate help request will be submitted on your behalf to the attention of James Cutrone.
Submit a request on the employee's behalf to change Caller ID and add new or replace UT Voicemail box, as required
Add the employee to the CoE UT Lists below, as appropriate:

- education_all (faculty and staff)
- education_faculty_all
- education_faculty (t/tt)
- education_faculty_ntt
- education_informational
- education_staff

Office of Communications (OOC)

Both the web and communications teams will be notified. OOC will contact the employee to set up an employee photo and bio, and add them to the college newsletter listserv.

Office of Instructional Innovation (OI2)

Faculty only: OI2 will contact the new faculty member regarding information about the services their office can provide.

Questions or Issues After Onboarding Form is Submitted

A help request ticket will be automatically created after an onboarding form is submitted. ITO staff will contact the form submitter and/or the employee via the ticket with clarifying questions should the need arise. The form submitter and/or employee can also reply via the ticket email to provide additional information or ask follow-up questions.

Post-submission follow-up questions for COERA, Facilities Services, OOC, or OI2 should be addressed to those offices directly. Contact for Dean’s Office units is available here.

New Business Lead Checklist

For staff new to COE with HR and finance roles.

A downloadable PDF version of this checklist is also available on COE Box.

I. Review the following College of Education (COE) info:

- COE web site
- COE organization charts
- Dean’s Office units contact information
- Dean’s Office coverage for college units

II. Complete all steps below as relevant to your role:

- Sign up for appropriate listservs and newsletters for your role(s).

- Electronic Office Management (EOM) system updates.

  1) Submit “Update electronic office manager” form.
  
  2) Make appropriate online updates in EOM. Review and update manager, delegates, people who sit on desks, and signature authorizations.

  Resources:

  - EOM checklist
  - Online EOM help
  - Online EOM training
  - EOM on AskUs
  - EOM Glossary

- Update UT Department System with new contact information.

  Resources:

  - Online UT Department System help
Update Organizational Hierarchy System (OHS).

Resources:
- About OHS
- Online OHS Contacts help
- Contact Type Definitions
- OHS Glossary
- OHS Contacts Support

Update DPUSER contacts in the Mainframe for the Login Group (DP command). Use UN command to create new logins. To view current authorizations for another user as a reference, use UA command. DPUSER is used to create and unlock mainframe logon IDs.

Resources:
- Employee Authorizations in HRMS
- Online DPUSER Applications Authorizations help
- DPUSER on AskUs

Update Procurement Card (Procard) users/cards as needed, and review all related policies, guidelines, and procedures.

- Update Master Routing Views in EOM to ensure Procard vouchers route correctly.

Contact the Dean’s Office HR Team at COE-HR@austin.utexas.edu to request appropriate Workday roles.

Request Cognos access, Financial and/or HR as appropriate to your role, by emailing COE-HR@austin.utexas.edu.

Resources:
- Cognos FAQ
- Cognos Cubes and Reports

III. Training:

Complete all Workday training appropriate to your role. View “Training by Area” on the Workday Training site.

Cognos training appropriate to your role.

Complete additional training appropriate for your role:

- HR roles:
  - See “Suggested training for HR roles” section of COE Business Services Wiki.
- Finance roles:
  - Review topics in “Financial & Administrative” section of COE Business Services Wiki.
  - Review “Training Resources” on Financial and Administrative Services site.

Review COE Business Services Wiki:

- All roles: Administrative Resources and all subsections
- HR roles: Human Resources and all subsections
- Finance roles: Financial Administration and all subsections

Template types
- Administrative & Professional - COE offer letter template
- Classified Staff - COE offer letter template
- Faculty - EVPP offer letter templates
- Research titles - VP for Research offer letter templates (Word)
Background check delays due to COVID-19, and modifications to offer letter language

Process
In all cases, a registered sex offender check will be completed. If a sex offender check cannot be completed, the hire should not move forward. The department could either 1) wait for the ability to complete this check, or 2) select their secondary candidate since their primary candidate no longer meets eligibility due to an inability to complete the check.

In cases where a jurisdiction remains closed (or backlogged) and the background check is incomplete, we would notify the applicant that the background check is incomplete and, if the CSU approves to move forward, proceed with the contingent offer of employment. The CSU must decide if the position, due to accreditation or other requirements, simply cannot move forward absent a completed background check.

The offer letter language would be modified to advise the applicant that once the relevant jurisdictions re-open, a background check will automatically be initiated.

- If once the background check is completed, it identifies offenses which are relevant to the position, the employee would be given an opportunity to correct any errors in the criminal history or provide additional information. After review of the information, the offenses are inconsistent with the university’s requirements for the position, their employment would be terminated.

- Pursuant to HOP 5-1140: Criminal Background Checks, applicants do not have appeal or grievance options related to background check decisions (Sec. VII. E. 1 & 2.). In a scenario where an applicant is hired on a contingent basis pending background check completion, the university considers the background check a precondition of employment that was temporarily delayed due to COVID-19 circumstances, therefore, there are no appeal rights, i.e. continue to treat them under the applicant process.

Offer letter modification in the case of background check delay
If a background check delay occurs, the offer letter should be modified. Replace the standard language, “This offer is contingent upon the satisfactory outcome of your criminal background check” with the following:

This offer is contingent upon the satisfactory outcome of your criminal background check. Due to COVID-19 related closures of court systems in certain jurisdictions, we are unable to complete your background check at this time. By agreeing to accept this contingent offer of employment, a background check will be completed as soon as feasible and any offenses discovered that are relevant to your position will be assessed. That assessment may result in separation if the offenses are inconsistent with university criteria for your position. More information about the university’s criminal history review process is available here: https://hr.utexas.edu/manager/hiring/criminal-history.

Other Considerations
If an applicant is remote and the applicant is planning to relocate to Austin, the unit may want to consider having the remote applicant onboard and begin their work staying in their remote location until the background check is completed to avoid a very complicated situation should the subsequent background check be problematic, e.g. relocation costs have already occurred and the employee and their family members are disrupted only to have the employment arrangement end.
Effects of mitigation plans during the COVID-19 crisis

Please review additional information related to hiring, recruiting, and COVID-19, which may differ from usual UT and COE procedures:

Resources

- Office of the President: Mitigation Plans During COVID-19
- HR: Recruitment and Hiring Criteria in Response to COVID-19
- COE Wiki: Fiscal Mitigation

Notes

- Due to the University pause in hiring, new staff hires, including independent contractors and temporary positions, must receive the Provost's pre-approval. See COE Wiki: Fiscal Mitigation, "Hiring" for instructions.
- Exception: Positions paid 100% from restricted grants/sponsored projects do not require Provost pre-approval. For these positions, comments should be added to the Workday job requisition and/or hire business process confirming that the position is 100% funded by grants and therefore exempt from the need for Provost approval.

Background check delays due to COVID-19, and modifications to offer letter language

For information on how to proceed with delays in background checks due to COVID-19 and how to modify offer letter language accordingly, review the "note" box on the "Offer Letter templates" tab on this page.

Note: If an applicant is remote and the applicant is planning to relocate to Austin, the unit may want to consider having the remote applicant onboard and begin their work staying in their remote location until the background check is completed to avoid a very complicated situation should the subsequent background check be problematic, e.g. relocation costs have already occurred and the employee and their family members are disrupted only to have the employment arrangement end.

On this tab

1. Hiring and onboarding
2. Interviewing
3. Posting positions and recruiting

Hiring and onboarding

- HR:
  - Background checks - how and when to request
  - Date Checker tool - appointment beginning and end dates
  - Hire process
  - New Employee Welcome and Orientation registration - for managers
  - HR: Reference checks
- HR Checklists:
  - International Student Employee Checklist
  - New Student Employee Checklist
  - New Employee Checklist for non-student positions
  - Supervisor's Checklist for Hiring a New Student Employee
- ITS: Getting started with Duo (multi-factor authentication)

Interviewing

- COE Box:
  - Interview Question Bank - by competency
  - Interviewing Basics
  - Interviewing Dos and Don'ts
- HR:
  - Forming a Selection Panel or Matrix
  - How to Check References
  - Interviewing Tips
  - Veteran's Employment Preference
- LinkedIn Learning video collection: Recruiting and Interviewing (COE)
Posting positions and recruiting

- COE Dean’s Office Diversity and benefits statement (COE Wiki)
- Fair Labor Standards Act (FLSA)
  - FLSA annual minimum salary for an exempt job is $35,568, as of January 1, 2020
  - AskUs: What is FLSA status?
- HOP: Recruitment and appointment policies
- HOP 3-3010: Disability Accommodation for Applicants and Employees
- HR:
  - Pay Plan and Job Codes
  - Post positions and recruit
  - Prior Approval and Restricted Job Classifications - titles requiring prior SWS approval
- Public Pay Plan - UT Direct
- SmartHire (assistance with the recruitment and selection process for high-level and hard to fill positions)
- UTemps (UT temporary staffing services):
  - UTemps Overview
  - Personnel Requisition Form

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