

YC New Hire Onboarding



Frequently Asked Questions for Supervisors

You have a new hire! Now what?

Onboarding at YC starts once the new hire accepts the position and continues through their first year. An effective onboarding program is the joint responsibility of Human Resources, supervisors, and the employees themselves. Below are some frequent questions supervisors have as they navigate the steps to a successful onboarding experience for their new hire.

Never used the Onboarding Program before? We recommend reviewing the [Onboarding Training for Supervisors.pdf](#) as a starting point and using the [Onboarding Checklist for Supervisors](#) a guide through the process. Scheduling a call with your Human Resources Business Partner (HRBP) for a program overview is also a good approach. The following are some frequently asked questions (FAQs) on the onboarding process.

BEFORE YOUR NEW HIRE'S START DATE

Q1: Why haven't I received a notification that my new hire is set-up in Banner?

It could be they have not completed all their new hire requirements, including:

- ★ successful completion of the background check or references
- ★ providing their I-9 identification, or
- ★ they have not completed all their required documents

Contact your HR (Human Resources) Business Partner to find out if there are outstanding tasks causing the delay and if you can assist with contacting the new hire.

Q2: I will be away for my new hire's first week. Who can I ask to fill in for me?

Ideally a supervisor will be available to meet with a new employee in their first week. If that is not possible, you should assign a designee from your department to meet with the new hire and fill-in. Mentors are not appropriate designees as they fulfill a different role.

- ★ Review the [Onboarding Checklist for Supervisors](#) with your designee so they know the status of requests and information they should pass on
- ★ Discuss your expectations with them which could include daily check-ins, department training, providing a tour and introductions to co-workers, and answering questions

General questions may be directed to AskHR@yc.edu or to your [HR Business Partner](#)

BEFORE YOUR NEW HIRE'S START DATE (continued)

The YC Onboarding program has the tools you need to set up your new hire on their first day! Use the links below to review the training, checklist, and toolkit.

- ★ Review the [Onboarding Checklist for Supervisors](#)
- ★ Check out the [Onboarding Training for Supervisors.pdf](#)
- ★ Access the Onboarding Toolkit page ([link here](#))

Note: Once your new hire is entered into Banner, it will take a half day for the Supervisor to receive the new hire's UserID and email address.

Q4: How do I get my new hire a computer, phone extension number, email, and other accesses?

We have electronic forms for supervisors to make each of these requests – use the links below to access the request information.

- ★ [ITS page](#): Computers and accessories, email, phone, and program accesses
- ★ [Facilities Management page](#): request access to YC offices
- ★ [Mail Center page](#): request a print code, business cards

Note: For facilities access, your new hire will need to first submit a photo for their OneCard ID and then Facilities will add their access information to their card.

ON THE FIRST DAY AND BEYOND

Q5: My new hire is missing some of their IT equipment, access to programs or their YC User ID. What should I do?

Verify that you have submitted a request for the missing items:

- ★ [New Hire Onboarding Form](#) (Y# and YC email required)
- ★ Computers and technology equipment: [Computer Request Form](#)
- ★ YC system access: [Access Manager](#)

For missing equipment or program access, you or your new hire should contact the Help Desk for assistance. Use the [YC Help Desk Technical Support Request](#) tool or call them at x2168.

Q6: I requested a printer code, but I have not received a response.

A print account should be enabled within 24 hours of your request and the information and code sent to your new hire.

- ★ Ask your new hire to check their email for the information.
- ★ Verify that you submitted the [Request a PaperCut user account](#) request

Contact the Mail Center with questions at mailcenter@yc.edu or x2224.

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ON THE FIRST DAY AND BEYOND (continued)

Q7: My new hire has their YC OneCard, but it is not giving them access to our building or office – what do we need to do?

Student Development creates the OneCard ID, and Facilities Management assigns the location access to the card.

- ★ Verify that you have submitted an approved [Location Access Request Form](#) to Facilities and that your new hire has their physical ID card.
- ★ Review the [Location Access Procedures](#)
- ★ The OneCard mobile app should be available within 24-hours while the same-day processing) or their physical OneCard is generally available within 1 week.
- ★ Either your new hire or you should contact Facilities at 928-776-2168 for assistance with access problems.
- ★ Questions on the OneCard should be directed to onecard@yc.edu

TIP: Your new hire should upload their photo for their OneCard on their first day – they will need their Y#, YC email address and access to the MyYC employee portal to do this.

Q8: Where can I direct my new hire to find information on their Zoom phone?

Setting up a phone extension currently requires the user to have signed into our ZOOM system one time using their YC credentials and via SSO. As soon as that is completed, IT can assign an extension number and configure a physical phone if requested.

When we enroll someone in Zoom phone, they will receive two emails:

- ★ One with their private Zoom phone number
- ★ One with their extension through our main YC Zoom phone number

For additional user information, your new hire can find this at: [Zoom Phone Tutorials](#)

Q9: How does my new hire get training on timesheets and entering their work time and days off?

Supervisors are responsible for ensuring that your employees have access and training in how to enter their work time and time-off. To accomplish this, below are some suggestions.

- ★ Show them how to get to their timesheet on their YC portal
- ★ Direct them to the tutorial on the YC payroll page based upon their employee type:
 - [Full-time Non-exempt Employee Time Entry](#)
 - [Full-time Exempt Staff & Faculty Time Entry](#)
 - [Part-time and Student Time Entry](#)
- ★ For any timesheet problems, please contact the Payroll Office:
 - Julie Garver for full-time faculty and staff and regular part-time employees
 - Leanne Burcham for casual part-time and students

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ON THE FIRST DAY AND BEYOND (continued)

Q10: How do we order business cards for my new hire?

Order business cards or badges through: [Access to Papercut's Job Ticketing](#).

TIP: you will need your new hire's email address and phone number for your submission

- ★ Supervisors will receive an email with a card or badge proof to review and approve
- ★ Business cards or badges will be ready 5 business days after proof approval.

Q11: My new hire needs to access their required training. Where do they find that and how do they get to the training on how to complete the courses?

Training courses are hosted in the My Learn section of NeoGov and once assigned (by the HR Business Partner) an email is sent to the employee with instructions. To access the training, the employee should:

- ★ Open their employee card in their YC portal
- ★ Select My Learn
- ★ On the NeoGov dashboard, select Training from the left-hand menu
- ★ Open My Enrolled Classroom Courses to see the individual courses

For enrolling in an [Outward Mindset](#) class, in My Learn select Course Catalog, and type Outward Mindset into the search bar. Select View Classes for dates & availability and Enroll.

TIP: The due date for completion of the required training classes is 30-days following hire date. Supervisors should verify that courses are completed in a timely manner.

Q12: I want to review the performance evaluation process with my new hire. Where is the best place to get this information?

We have a [Performance Management](#) page which provides all the information on our process for both you and your new hire.

- ★ To access performance management training in My Learn, follow the steps here: [Accessing-my-learn-for-performance-management-training.pdf](#)
- ★ The links to pdf instructions for [entering goals](#), [approving goals](#), [using journal entries](#) and [check-ins](#), [entering a self-evaluation](#), and [completing the evaluation](#) can be found on the Performance Management page. Also frequently asked questions (for [employees](#)), tips ([supervisors](#)) and competencies descriptions ([staff](#) and [faculty](#)).

Q13: My new hire needs help with the Duo prompt and multifactor authentication process. Where is the best place to get this information?

Typically, supervisors or their designee will show new hires how to use these functions as we all do it on a regular basis. Our ITS department has posted the information below to assist:

- ★ [Multi-Factor Authentication - Yavapai College \(yc.edu\)](#)
- ★ [OneCard \(ID Card\) - Yavapai College \(yc.edu\)](#)
- ★ [Using the Duo Prompt - Guide to Two-Factor Authentication · Duo Security](#)

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