# Employee Home: Frequently Asked Questions

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## Project Scope

The existing ISRS Employee Home application has been replaced with an application that provides for a more interactive experience with self-service functionality. Features include availability outside the firewall, context sensitivity based on selected institution, a custom dashboard with ISRS applications and self-service functionality.

## Dashboard

This is the landing page upon login to Employee Home. This page provides easy access to ISRS applications, useful links and will also provide timely messages.

## My Profile

### Personal Information

**Where does the information that an employee enters or updates go?**

This application is fully integrated with ISRS. Personal information that is saved, updated or deleted from Employee Home will be reflected immediately in SCUPPS and HR-Campus. If the information requires action by another user (Supervisor, HR, etc), the user will be alerted.

**Will employees have the ability to update their name within the application?**

No. Employees will not have update access to name, social security number, citizenship or birthdate. These fields will continued to be maintained by HR users, after legal documentation has been provided to substantiate the change.

**Will new employees be able to enter a preferred name?**

The Preferred Name Procedure will continue to be used, requiring approval from the HR or Records offices. Once approved, HR will maintain the data field for the employee.

**Does this functionality replace State of Minnesota Employee Self Service?**

No. Our ISRS applications are the official record of data for employees, and SCUPPS data feeds into SEMA4 data. This functionality provides an electronic means for employees to maintain their personal information within ISRS, which will then interface to SEMA4. Employees will still have access to maintain limited demographic information within the Self Service application. However, if information is updated in Self Service, the employee or HR must update the information within Employee Home or HR-Campus.

**Could State of Minnesota Employee Self Service be turned off for Minnesota State employees, so they only update information within Employee Home?**

No. Employees will need to continue to maintain benefits and payroll information in the State of Minnesota Employee Self Service application.

**State of Minnesota Employee Self Service requires employee notification to HR to change a marital status. If employees are able to update their marital status in Employee Home, will this create problems?**

No. Consultation with representatives from Minnesota Management & Budget has confirmed that there is no business reason for local HR offices to review legal documentation for a change in marital status. State Employee Group Insurance Program (SEGIP) may request legal documentation regarding marital status for their dependent verification process.

**Our current data collection on employees does not include the same values for protected veteran status. Do we need to ask our employees to provide additional information?**

No. MMB implemented a change to the valid military status code some time ago. At that time, all employees were encouraged to update their military status within Employee Self Service. When the valid codes were expanded in SCUPPS in October 2016, the data from SEMA4 was imported to SCUPPS. Employees will now have the ability to update their military status within Employee Home as needed.

## Contact Information

**If an employee's address change results in a change in state of residency, are they notified to update their state tax data?**

Yes. If an employee submits an address change indicating a change in state of residency, an alert message reminds them to log into Employee Self Service to review and update their state tax data.

## Emergency Contact Information

**What about the emergency contact information that is currently only stored in SEMA4. Will that information be added to My Profile and SCUPPS?**

Emergency contact information can be collected through Employee Home and viewed in Supervisor View and HR-Campus. It is not feasible to import existing emergency contact information from SEMA4.

## Work Experience

**Will we collect work experience information on all employees?**

Within Employee Home, all employees will have the ability to add work experience information. Once entered into the system, the information will be available to supervisors, Academic Affairs and HR users when completing the applicable salary determination or credentialing process pertinent to the employee's position.

**What will happen to the existing MSCF Faculty Credentialing and Salary Placement application? Will this require employees to maintain information in both systems?**

The existing Faculty Credentialing and Salary Placement application currently used by two year institutions will be retired, and the functionality will be moved into ISRS. The new process will be a fully integrated, real-time solution that allows employees to provide relevant education and work experience information, allows designated HR staff to evaluate credentials for proper placement, and automates recording of the evaluation into HR-Campus.

**Is this added functionality replacing the established process for salary placement or credentialing?**

No. The functionality is being developed through consultation with campus HR, employees, supervisors and system experts from Labor Relations, Academic HR, Academic and Student Affairs, Legal Counsel, and Reporting & Data Services. While there are many opportunities to create efficiencies in data compilation and maintenance with this new functionality, it is not intended to alter the established processes of salary placement or credentialing, as set in the collective bargaining agreements or in accreditation requirements.

**Will the existing data in SCUPPS and MSCF Faculty Credentialing system be migrated into the new application?**

Yes, to the extent that we are able, existing data will be migrated into the new application.

**Will the employee be able to change the information that is migrated from SCUPPS?**

Historical data will not be overwritten by the new process. Employees will have the ability to view previously submitted experience, but will not be able to change any data that has been previously evaluated.

**The Employer Type options in My Experience do not currently match the values in SCUPPS. How will this be reconciled?**

The new data model for capturing work experience is different than the old one. When the existing data is migrated into the new model, there will be gaps. For example, there is not a one-to-one match from Experience Type to Employer Type. Additionally, Academic Rank and Work Title had not previously been collected. Once migrated, the data will not be updatable by employees, but can be updated by an HR user if necessary.

**Will the system automatically detect overlaps in work experience?**

Employees will be able to enter work experience information that may overlap, and the application will flag overlapping dates, but it will not take action. Through the evaluation process, the information will be reviewed to determine overlaps and/or relevancy. While the evaluation process will include new technology, it will not eliminate the need for proper evaluation by the appropriate party.

**Work experience fields in SCUPPS for IFO and MSUAASF currently only display mm/yy, but the new functionality uses mm/dd/yy. How will this be reconciled?**

Currently, each bargaining unit has a specific evaluation process for calculating years of experience. Although SCUPPS currently displays only mm/yy for work experience, there are established guidelines that determine a default when calculating years of experience. These guidelines will be referenced when migrating the existing data that is displayed as mm/yy to mm/dd/yy.

**Will there be a report writing mechanism if we want to get this data out of the system?**

Yes. The application is fully integrated and the information will be available in the data warehouse for reporting.

**What will happen if an employee enters information now on previous work experience that they may not have provided at the time of hire?**

The employee may be able to enter additional work experience, but the experience will require evaluation in order to impact the total creditable years of experience recorded. We will continue to work with Labor Relations, Academic HR and our legal counsel to ensure that the employee is notified of their rights and responsibilities and understands the impact of providing accurate and timely data.

## Education

**Will we collect education information on all employees?**

Within Employee Home, all employees will have the ability to add education information. Once entered into the system, the information will be available to supervisors and HR users when completing the applicable salary determination or credentialing process pertinent to the employee's position.

## I-9 Information

**What if a current employee submits an I-9 form that is not required?**

Current employees will receive a message that indicates that they may have a current I-9 form on file and they should contact the institution HR office to determine if reverification is necessary. The error message allows the user to either create a form or cancel.

**Are the employees directed to bring documentation to the HR office?**

When creating a new I-9 form, a link is provided to complete instructions for the I-9.

**Are employees requiring work authorization provided any additional instruction?**

If an employee indicates that they are "an alien authorized to work until XX/XX/XX" in Section 1 of the I-9 form, a message appears directing the employee to the Payroll Tax Residency Information Form for completion.

**Will HR be notified that the I-9 has been completed?**

I-9 Form information is available for viewing within the HR-Campus application. It is the responsibility of the employee to provide the physical documents needed to complete the verification process.

**Will HR be able to see the completed I-9 form online?**

HR has the ability to complete section 3 of the I-9 form and print for their institution records. Once a form has been verified and printed, it cannot be retrieved, as not all of the data elements appearing on the form are stored in the database.

**Will HR be notified when reverification is needed?**

Future releases will include the capability to track the need for reverification in the event of document expiration, rehire, etc.

## My Jobs

**Will employees be able to see information on previous jobs?**

Yes. Users will have the ability to toggle between fiscal years to see historical information.

**Will the employee's job title appear on previous fiscal year records?**

No. Currently, SCUPPS does not display historical job title information. This field will be suppressed in previous fiscal years.

## My Settings

This section allows employees easy access to StarID functions, such as password maintenance, and also the ability to set a default institution upon login if they are associated with more than one.

## Supervisor

### <u>Supervisor View</u>

**Could Performance Review Date be added to the information displayed on the employee list?**

Notification messages will be posted on Employee Home to indicate if a performance review is due soon.

**Would it be possible to add the home/permanent address to the "Other" tab on the Supervisor view?**

No. Home/Permanent address is confidential data to be shared only when determined necessary for business reasons. At this time, access to an employee's permanent address has not been deemed necessary for the role of supervisor.

**At what point is a separated employee removed from the supervisor list?**

Separated employees will remain on the supervisor list. Users will have the ability to toggle between fiscal years and view information on separated employees from past years.

**If a supervisor does not remove security rights what happens?**

Security Approval Managers at each institution will continue to have access to manage security rights and be responsible for ensuring that security access is ended in a timely manner.

**Can the security access be ended automatically once the employee is removed from the payroll?**

Security access is not always terminated when an employee is removed from payroll. For example, an employee may transfer from one institution to another, and retain security access for a specified period to assist during the transition.

**Can you add an option to filter by active employees?**

Employees only display if they have an active assignment in the selected fiscal year. If they separated during that year, the separation date is also displayed.

## Manage Employee Status

**What is the purpose of Manage Employee Status?**

The functionality provides a means for a supervisor to link an employee to a position. For current employees, this will be the first step in the employee's position change transaction. For new employees, this will also serve as an opportunity to begin the process of establishing the new employee's record at your institution.

By sending a welcome email, newly hired employees are able to access the Minnesota State information systems to provide information needed to create the employee record. The secure token will be sent to the employee's personal email address in a welcome e-mail.

**What initiates the process?**

After the hiring process is complete, and an offer has been made and accepted, the process of collecting new hire data begins. This process is not a hiring process, rather it is a means of transmitting new employee information from the hiring manager and new employee to HR to generate the employee affiliation to the institution in an efficient and consistent manner.

**What if a hiring manager hires a candidate on the spot and wants them to complete their new hire paperwork immediately?**

The hiring manager/designee will need to use the Manage Welcome Email functionality to send the Welcome email. The new hire could submit the information online, immediately generating the employee tech id and affiliation to the institution.

**If an employee is transferring to a different position, within the same institution, but with a different supervisor, should the supervisor indicate that it is a new hire or current employee?**

If the employee is transferring within the institution, the supervisor should indicate "current employee," and select the employee's name from the type-ahead dropdown.

**If an employee is transferring to a different institution, should the supervisor indicate that it is a new hire or current employee?**

If the employee is transferring from another Minnesota State institution, the supervisor should indicate that it is a new hire and send the welcome email. Using the secure token contained within the welcome email, the new employee will be able to establish the employee affiliation at the hiring institution.

**If a current or former employee does not appear in the dropdown of current employees, what should the supervisor do?**

If the employee is not available in the dropdown, a welcome email should be sent. Using the secure token contained within the welcome email, the employee will be able to retrieve their employee profile and re-establish the employee affiliation at the hiring institution.

**Who is responsible for entering the employee status change?**

It is the responsibility of the supervisor to ensure that the employee is linked to the appropriate position, and when appropriate, a welcome e-mail is sent. Functionality for the supervisor to delegate this task to another employee will be released in a future deployment. Although this is among our top priorities, it has not been determined when this functionality will be released due to the complexity of the work.

**Can each individual institution modify the Welcome Email to include additional information?**

No. Within the application, a standard email will be used, and institutions will not be able to modify it. Institution HR offices will have access to the employee's contact information to send additional onboarding materials to the employee as needed.

**What does the "welcome email" that is being system generated say?**

The "Manage Welcome Email" quick reference guide includes a snapshot of the email template that is sent to new employees. User guides are easily accessible through the "Help" function within the application.

**Will the institution HR office be alerted when a new employee has created an account?**

Within the HR Campus application, the "New Hire Activity" section displays all employee status changes initiated by a supervisor. The section also displays the status of all welcome emails sent, along with record of creation of employee records and starIDs.

**Why does the supervisor need to use the position number to generate the email?**

The position number is used at this stage in the process to identify the type of position for which the employee has been hired, in order to assign the employee affiliation and display the correct information. For example, the information displayed to a full-time, unlimited faculty member may be different than the information displayed to a part-time, temporary account clerk.

**When is an appointment end date required?**

If the chosen position number has a Reg/Temp indicator of Emergency, Temporary, Limited or Limited Academic, the supervisor will be prompted to provide an appointment end date. This information will be used in downstream processes, including determining bargaining unit and benefits eligibility.

**Are there restrictions on the appointment end date provided for limited appointment types?**

At this time, there are no restrictions programmed regarding appointment end dates. However, the feasibility of programming restrictions based on bargaining unit and the position data will be reviewed.

**How will the hiring manager know which position number to choose?**

The position numbers available will be limited to those assigned to the supervisor in SEMA4 Position Management. Information displayed in the dropdown will include position number, bargaining unit, job class code/title, regular/temporary indicator, classified/unclassified, full/part time indicator and the incumbent's name (or MULTIFILL if more than one incumbent).

**What if the wrong position number is chosen?**

The position number is used at this stage in the process to identify the type of position for which the employee has been hired, in order to assign the employee affiliation and display the correct information. The position number will be verified by HR prior to creating the assignment and completing the employee set up process. If a position number change results in a change in the employee's affiliation, the information will be updated accordingly through the system interfaces.

**What if an employee is hired at two institutions in the same semester?**

The employee would be sent welcome emails from both institutions. The employee would create the starID and employee profile for one institution. Once that information has been completed, the employee would use the newly created starID to sign into the system from the link of the second institution. The core data information will be shared between both institutions.

**What if the wrong hire date is entered?**

The hire date should be the first date the employee will be placed on payroll. For a faculty hire, this may be prior to the first date of class meeting to include assigned faculty duty days. If an incorrect hire date is entered to initiate the welcome email, the hire date can be amended by HR later in the process.

**What if a new employee does not realize they already have a StarID and they create a new account?**

The application will search the ISRS database for potential matches based on name, social security number, phone number and birthdate. If a definite match is found, the employee will be alerted that an account already exists, and their StarID will be displayed. If the system is not able to determine if the individual has an existing account, an error message will display asking them to work with their hiring manager and the institution HR office to resolve the error.

**Will the Employee Intake process be used for all employees?**

Yes. During this first phase of development, our primary focus has been on the faculty employee group. However, the functionality is developed to allow use by all employee groups.

**How far in advance can a Welcome Email be sent and a new employee create an account?**

Currently, a Welcome Email can be sent within six months of the employee's hire date.

**Can an employee status change be processed for a position number that is currently occupied, but will be vacated in the near future?**

Yes. There is nothing that will prevent the replacement from being assigned to that position number on a future effective date. The welcome email can actually be sent within six months of the hire date, and there should be no issues with a seamless transition from one employee leaving and the replacement starting. Once the replacement has started, the SEMA4 information will be updated with the hire transaction, and SEMA4 will have no indication of overlap between the two individuals.

**Can a supervisor enter a hire date that has already past?**

Currently, an effective date can be entered within six months of the current date. If the supervisor provides a hire date prior to the current date, a message will appear directing the supervisor to contact the institution HR office immediately to expedite the onboarding process.

**Does the secure token issued in the Welcome Email expire?**

Records of sent emails, and the corresponding Secure Tokens, will be purged from the system after one year.