University *of* New Haven

HR QUICK RESOURCE GUIDE

- **Where is HR's office located?**
  - The HR Offices are in Maxcy Suite 102.

- **Where can I find information regarding medical benefit enrollment or costs?**
  - Information regarding benefits can be found on the HR mycharger page **here.**

- **When is open enrollment to change my medical benefits?**
  - The open enrollment period begins every May and the effective date for changes are July 1.
  - Employees may also make changes to benefits because of a "qualifying event" directly through Benefitfocus. Please refer to the benefit page **here**.

- **What do I do if I have been charged the spousal premium surcharge, but my spouse is no longer offered medical coverage?**
  - If you are paying the spousal premium surcharge because your spouse had access to medical coverage through an employer or other group plan but that availability has been lost, contact Human Resources directly at Officeofhumanresources@newhaven.edu.
  - Conversely, if your spouse recently had coverage made available to them through an employer or other group plan, it is the employee's responsibility to notify Human Resources at Officeofhumanresources@newhaven.edu.

- **Who should I contact if I have a question on my medical benefit coverage?**
  - Questions regarding coverage should be directed to Quantum 877-219-2955. Quantum should be your first point of contact regarding any benefit coverage related question.

- **Who do I contact if I believe my benefit deductions are incorrect on my paycheck?**
  - Questions regarding benefit deductions should be submitted to Human Resources at Officeofhumanresources@newhaven.edu.

- **How do I make a change to my Health Savings Account (HSA)?**
  - Changes to your HSA contributions should be made directly through Benefitfocus. The Benefitfocus link can be accessed through myCharger **here.**

- **Do I contact HR to make a change to my Fidelity retirement savings account?**
  - Employees should contact Fidelity (1-800-343-3548) directly to make changes to their retirement accounts, including contribution changes, fund allocation changes, beneficiary designation, and loan or withdrawal requests. HR does not need to be contacted for any Fidelity related changes.
  - Employees who plan to terminate their employment are encouraged to contact Fidelity as soon as possible regarding setting up potential future annuity payments, if applicable.

- **Who should be contacted if I need a verification of employment?**
  - Requests for verification of employment should be sent directly to the Payroll office at Payroll@newhaven.edu.
  - Employment verification requests for the Connecticut Paid Leave Authority administered by Aflac should be submitted to Human Resources at officeofhumanresources@newhaven.edu.

- **What holidays are observed at UNH?**
  - Observed holidays are listed in the Holiday Policy. General email reminders regarding upcoming holidays will not be disseminated. If an additional day is added to the holiday schedule by the President, employees will be notified accordingly. On July 1, the holiday schedule for the next calendar year will be posted on mycharger.

- **Will I be notified when summer hours begin and end?**
  - When and if summer hours are announced, the communication will include the start date and the end date. Refer to the Hours of Work, Telecommuting and Summer Hours policy for additional information.

- **What if I discover a discrepancy on my vacation eligibility?**
  - Questions about your vacation eligibility or balance should be discussed with your supervisor. Employees should discuss the discrepancy with their immediate supervisor. Any required changes will be made with authorization from the applicable supervisor.
  - When reconciling your vacation time, be sure to check your approvals to ensure your supervisor has approved all time requested.
  - Supervisors must process leave requests as they deem appropriate to ensure accurate balances for direct reports. All requests must be approved, cancelled, or returned for correction.

- **What can I do if I show the requested time still pending approval?**
  - Contact your supervisor directly to request approval or rejection of the time requested. Approval should be secured prior to taking the time.

- **What happens if I do not use my vacation carry-over before December 31?**
  - If you are eligible for vacation carry-over and do not use it before December 31, it will be forfeited.

- **Who do I contact if I am unable to access or approve leave requests?**
  - If you're unable to access or approve leave requests, contact Human Resources at Officeofhumanresources@newhaven.edu.

- **How do I change my address or emergency contact information?**
  - Please change your address through the self-service portal in Banner **here**. Human Resources will apply address changes to any applicable benefit vendors.

- **Who do I contact for a copy of my job description?**
  - Your supervisor should have a copy of your job description and should be your first point of reference.

- **Who should I contact if I need to apply for family medical leave?**
  - MedLeave Solutions is the University's disability management company. Employees should contact them directly to apply for leave 844-438-3652. Human Resources is not involved in the application, approval, or denial of these requests. The University's FML policy can be found **here**.
  - Information on MedLeave and the process can be found **here**.

- **What should I do if I want to make a request for a reasonable accommodation?**
  - Employees requesting reasonable accommodation should submit an Accommodation Request Form.

- **If my supervisor denies my request for a reasonable accommodation, will HR override that decision?**
  - HR will not override a business/operational decision, however, an interactive dialogue regarding the request will occur.

- **Where do I submit tuition remission request forms?**
  - Employees should complete a Tuition Assistance Form – Employee for themselves.
  - Employees should complete a Tuition Assistance Form – Dependents for eligible dependents.
  - These forms are directed to HR once the employee clicks Submit. HR will no longer accept paper forms or emails for tuition assistance.

- **What happens if I have a question on my performance management document?**
  - You should meet with your direct supervisor regarding questions on your performance management document. The policy and procedure can be located **here**.

- **Can PDO's be submitted electronically?**
    - PDOs should be submitted to PDO-OfficeofHumanResources once appropriate approvals have been obtained.

- **Where are vacant positions posted?**
    - Vacant positions can be found here.

- **If I am a hiring manager, how do I request a replacement of a position, or the addition of a position?**
    - Hiring managers must submit a position requisition through ClearCompany to begin the process.

- **How do I change an employee's reporting relationship?**
    - A change in reporting relationship requires the completion of a Notification of Supervisor Change form.

- **As an active employee, will I be interviewed for a position for which I am not minimally qualified?**
    - If you do not meet the minimum requirements which are the "must have" criteria for the role, you will not be interviewed.

- **What do I submit if I want to resign?**
    - An email to your direct supervisor should be sent as your resignation. Your last day of work will not be extended to account for vacation time; vacation time will be paid out according to the University's Vacation Policy.
    - Information regarding benefit termination dates can be found in the Benefit Termination Summary.

- **Am I eligible for payment of all vacation time that is listed on my paystub?**
    - The total amount of vacation days you are eligible for if you worked the entire fiscal year, July 1 through June 30, is what is captured on your paystub. That listing is for illustrative purposes only. Payment of vacation time upon termination of employment is paid based on the policy and applicable accrual method.

- **When an employee resigns, who is responsible for collecting University issued equipment and requesting access termination?**
    - The department supervisor is responsible for collecting University issued equipment and should utilize the Voluntary and Involuntary Termination Checklist as a guide.

- **Are applications for employment still accepted?**
    - The University's application for employment will only be completed when the candidate is interviewed for the position. This application will be utilized by the hiring manager during the interview process.

- **Who should I contact if I want a temporary employee?**
    - Information on how to request a temporary employee can be located **here**.

- **What is the process for adding an Adjunct to the Payroll System and how far in advance should the business notify HR to begin the pre-employment process?**
    - Departments should provide at least one-month notice to the HR Department to appropriately add an Adjunct. Once the candidate has successfully cleared all the required pre-employment steps, a Banner ID will be created for the employee and their pre-employment paperwork will be entered and processed in Banner.

- **Can an adjunct be added to Banner for payroll purposes without completing the pre-employment steps?**
    - No one will be entered into Banner for payroll purposes without having successfully completed the pre-employment steps.

- **Who completes the mandatory I9 process for an Adjunct?**
    - The departmental administrative employee is authorized to complete the I-9 form. The form must be completed within three business days of the date of hire, which is the first day of work for pay.

- **What do I do if I am injured on the job?**
    - Employees should immediately report on-the-job injuries to their supervisor and complete the Workers' Compensation Accident Investigation form. The completed form should be submitted to the Officeofhumanresources@newhaven.edu and a claim will be filed with the University's workers compensation provider. If the employee will miss time from work, they should notify the FML provider, MedLeave Solutions, of the injury at fmla@medleavesolutions.com.

- **If I need a copy of my personnel file, what do I do?**
    - Current employees should review the Access to Personnel Records/Files policy for making such requests.

- **Does the University have a policy on recording employee conversations?**
    - The University has a Recording Phone Calls or Conversations policy prohibiting recording of conversations.

- **How do I put through a name change?**
    - To update your HR record, complete a Name Change Request form. A supporting legal document (ex. social security card) must be submitted for your request to be processed. Employees should refer to the Gender Identity and Chosen Name Policy posted on mycharger.
    - To update your OIT record, create a ticket though Support Services Portal.

- **What are the hiring manager's responsibilities when hiring a new employee?**
  - Hiring Managers should review the Hiring Manager's Checklist to access important information regarding onboarding a new team member, including but not limited to ordering IT required equipment and identification card.