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The Support Staff Resources Website: Information at Your Fingertips!

The Administrative Support Services Committee (ASSC) and Human Resources (HR) have created a Support Staff Resources@TXSTATE website to assist employees via links to quickly locate information on business processes, services, forms and training opportunities. The website can be found by (1) clicking on the Expand Navigation button on the main Texas State home page and then clicking on Support Staff Resources, or (2) going directly to the website by clicking on http://ssr.hr.txstate.edu/.

The site has the ability to list topics two ways: Alphabetically (A-Z) or by Division. The A-Z listing provides an alphabetical listing of links for a variety of topics. The divisional listing provides a list of departments, sections, and functions within each division.

This website has become a primary tool for those who provide administrative support services to the campus. It is a “living” site in that it is continuously improved, expanded, and updated. To steer this development, employees are strongly encouraged to submit their observations and recommendations to the ASSC.

June Timekeeping

For timekeeping purposes, the month of June ends June 29 and should include the following weeks ending:

<table>
<thead>
<tr>
<th>June</th>
<th>1</th>
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<tbody>
<tr>
<td>June</td>
<td>8</td>
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<td>June</td>
<td>15</td>
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<tr>
<td>June</td>
<td>22</td>
</tr>
<tr>
<td>June</td>
<td>29</td>
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Remember, for employees entering their own time using the SAP Portal Employee Self Service (ESS), release your time at the end of each week.
New Employee Orientation II Breakfast

All new staff employees hired during the past month are reminded that the second part of New Employee Orientation will occur on Friday, June 14, 2013. This mandatory session will be held in JCK 460 from 8:15 am to 12:00 noon. Employees are asked to arrive by 8:00 am in order to have continental breakfast before the session begins. Any new faculty members are also invited to attend. This monthly session (held on the second Friday of each month) is the second part of an orientation program for all new Texas State employees. Employees receive information to enhance their basic understanding of Texas State and the benefits and opportunities associated with employment. For more information, contact the Office of Professional Development at extension 5-7899.

Annual Insurance Enrollment Begins in July

Annual Enrollment for Plan Year 2014 will begin July 8, 2013 and end August 9, 2013.

Similar to last year, ERS has scheduled enrollment in phases by group, with each group having two weeks to make enrollment changes. Our assigned period is July 22 – August 2.

We will be hosting an Annual Enrollment Fair on Tuesday, July 23 9:00 – 12:00. ERS staff will present updates to the plans and several vendors will be available to visit with you one-on-one.

You should receive your Personal Benefits Enrollment Statement at your home address by mid-July. If you’ve moved since last year, be sure you’ve reported your address change to Human Resources.

As always, you have several ways to make benefit changes, including:

- log in to your online account at www.ers.state.tx.us,
- contact your benefits coordinator in Human Resources, or
- call ERS directly.

The ERS Board of Trustees met on May 21st to decide on any plan changes and set the premiums for the new plan year. The benefits staff at Texas State will publish an Annual Insurance Enrollment webpage on the HR website at www.hr.txstate.edu prior to July 8. We will update this site as more information is provided by ERS.
Make Changes to Your Insurance or TexFlex Plans Throughout the Year
(Qualifying Life Event)

Annual Enrollment is coming in July…but what if you need to make a change to your insurance plans during the rest of the plan year? In order to do so, you must experience a “qualifying life event” (QLE). You then have a 30-day window of opportunity to contact the HR Benefits Office to make your desired changes.

A QLE may include:

- Marital Status Change
- Dependent Status Change
- Employment Status Change for yourself or dependents
- Address Change that Changes Eligibility County
- Significant Cost Change for Coverage
- Court Ordered Coverage Change

Benefit changes must be made within 30 days of the event, and evidence of insurability (EOI) may be required for certain coverages. You may be asked to show proof of the QLE or proof of dependent eligibility. In addition, certification of tobacco usage is now required for all changes.

If you have questions about what benefit changes can be made, contact the Human Resources Benefits Office at hr@txstate.edu or 5-2557.

Your Brain on Stress

How does stress, sleep and anxiety affect the brain and cognition? Explore the science behind chronic stress and brain function, and then discover how to repair a stressed brain - without pharmaceutical medication!

On Thursday, June 6, from 10 a.m. – 12 noon, JCK 460, Ms. Meredith Patterson, RN, BSN, CRRN, and Mr. Peter Goodwin; Co-owners of Brainstorm Mind Fitness will share information through a workshop called Your Brain on Stress. Some class content is from "The Emotional Life of the Brain" by Dr. Richard Davidson. Up all night worrying? This class is for you.

Registration for this workshop is coordinated through the Office of Professional Development. Go to the SAP Portal at https://ibis.sap.txstate.edu:50001/irj/portal and click on the Training and Development tab to register online.
“Come-Back Pack”

Attention all new moms and moms-to-be. Through the Mother-Friendly Worksite program, new moms and moms-to-be can receive a “come-back pack” which includes a portable Medela cool ‘N carry insulated storage tote for proper storage and an educational book on breastfeeding while supplies last. These totes and books were made possible through a grant from the Texas Department of State Health Services as part of a Mother-Friendly Worksite Policy Initiative.

Congratulations new moms and moms-to-be, enjoy your free gift! The come-back pack is available from the Human Resources Benefits office in JCK 360.

For additional information on the Mother-Friendly Worksite program, visit the Work Life website at [www.worklife.txstate.edu/mfw.html](http://www.worklife.txstate.edu/mfw.html) or call Rose Trevino, Work Life Coordinator, at 5-2557.

Reminder - Maximum Vacation Carryover to New Fiscal Year

Below is a chart showing the maximum amount of vacation leave that may be carried over into the new fiscal year. Any hours over the allowable amount on 8/31/13 will automatically be converted to sick leave as of 9/1/13. These amounts are for full-time employees. The carryover amount for a part-time employee is proportional to their FTE. For example, a 50% employee with less than two years of service may carry over up to 90 hours.

If you have a vacation balance that exceeds the maximum carryover, you may want to start scheduling some vacation leave now. You must take the vacation time by 08/31/13 if you want to avoid the excess being rolled into your sick leave.
If you are a departmental time administrator or supervisor, you have access to SAP transaction ZPTVTOS – Vacation to be Converted to Sick. You can run this report for your department by entering your organizational unit or by time administrator code.

**Instructions for running ZPTVTOS:**

- Log into SAP Portal
- Click on SAP Easy Access tab
- Enter ZPTVTOS in the white transaction field box and hit enter

**Selection screen options:**

- Date Selection – Projected as of date should remain 8/31/2013 (default)

**The following will help you narrow your selection:**

- Organizational Unit – department
- Personnel Number – employee’s assignment number
- Time Admin – time administrator code assigned to a group of employees
- Personnel Area – division

On the selection screen, you can choose the entire division (personnel area) or narrow it down to your department by using org unit or time administrator code. You may also choose to view a selected employee or employees using the personnel (assignment) number.

- Click Execute

The report will show the maximum number of vacation hours that an employee can carry over to the next fiscal year based on one’s monthly vacation accrual. Also displayed are the projected hours that will convert to sick leave on September 1. All time entry must be entered and approved to get accurate results.

<table>
<thead>
<tr>
<th>Years of Eligible Employment (State of Texas)</th>
<th>Vacation Leave (Earned Monthly)</th>
<th>Allowable Carry Over</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 2 years 0-24 8 hours 12 days 180 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 years but less than 5 years 25-60 9 hours 13.5 days 244 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 years but less than 10 years 61-120 10 hours 15 days 268 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 years but less than 15 years 121-180 11 hours 16.5 days 292 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 years but less than 20 years 181-240 13 hours 19.5 days 340 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20 years but less than 25 years 241-300 15 hours 22.5 days 388 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25 years but less than 30 years 301-360 17 hours 25.5 days 436 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30 years but less than 35 years 361-420 19 hours 28.5 days 484 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35 years and over 421+ 21 hours 31.5 days 532 hours</td>
<td></td>
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</tbody>
</table>
If you have any questions please contact Selma Selvera (ss24@txstate.edu) in Human Resources 5-2557.

New Checklist for Employee Relations

Managers can now access two newly updated checklists on the Employee Relations web page which will assist them in responding to a grievance or complaint or address employee performance issues. These checklists can be found at: http://www.hr.txstate.edu/Forms/employrelationforms.html.

For managers responding to a grievance or complaint, the new forms will help to identify the issue they are responding to and to review their own processes and policies. It will also assist them in addressing legal concerns that may be involved in responding to a grievance or complaint.

For managers considering taking a disciplinary action, the new form will assist them in identifying the performance issue, gathering information, establishing a timeline of events, identifying the appropriate level of discipline and legal considerations when preparing a disciplinary action.

Time Limits for Filing a Complaint

An employee who files a complaint in response to a disciplinary action or a general complaint against working conditions has a limited amount of time to file their complaint with Human Resources.

A complaint must be filed within ten working days of the event that raised the complaint or that the employee received a disciplinary action.

A step 1 form, found on the Employee Relations web page, must be submitted within ten working days from the incident. The employee then has two more working days to submit a step 2 form. Most employees submit both the step 1 and step 2 forms at the same time. These forms are submitted to Human Resources with a copy to their department head. Human Resources must sign off on the step 1 form before the forms can be submitted to the department head.
A step 3 form can be submitted to the appropriate vice president depending on the outcome of the resolution provided by the department head on the step 1 and 2 forms. A step 3 form must also be sent to Human Resources before being sent to the appropriate vice president for final resolution.

A full description of the complaint process can be found in UPPS 04.04.41 Staff Employee Mediation, Grievance, and Complaint Policy.

Supervisors and employees are encouraged to discuss any work related problems they are having with Human Resources….sooner is always better than later.

Diversity and Inclusion in Employment Staffing

The University Affirmative Action/Recruitment Plan prohibits employment discrimination based on race, color, national origin, age, sex, religion, disability, veteran’s status, or sexual orientation. The plan also states that the University will increase the number of qualified minority and female applicants by recruitment and advertising (Chapter 6: Placement Goals).

In employment, hiring managers can create a diverse applicant pool by advertising on diversity websites and networking with local organizations with community connections that support women, minorities, veterans, and religious institutions. Hiring managers can establish meritorious hiring practices that are age, race, gender, and minority neutral by using the Hiring Matrix. A diverse applicant pool provides hiring managers an opportunity to recruit highly qualified candidates that are top talent from the labor market.

Studies show that a diversified workplace helps organizations provide better customer service to the demographic that it serves. In these studies, organizations without diversity and inclusion have lower productivity, higher absenteeism, and higher turnover.

Diversity in a workplace increases professionalism, productivity, creativity, and innovation. Diversity in the workplace that fosters inclusivity also reduces turnovers from a hostile work environment and helps organizations retain qualified employees and avoid discrimination.

Websites for Diversity Recruitment Ads

The following websites are internet job boards that hiring managers can use to post diversity recruitment ads specifically for recruiting qualified minority and women candidates interested in higher education.
Hiring managers must select from the drop down menu in EASY to send a requisition to JobElephant and indicate in the special instructions field the name of the diversity recruitment websites to which to post. This action notifies the HR Representative of the hiring manager’s request for advertisement.

SAP for Supervisors

Termination of Hourly Employees

This is a reminder for department account/hiring managers to review their student worker and Non-Student Non-Regular (NSNR) staff employee appointments for possible termination action.

Student Employees

If you have a student worker who is not returning for the SUMMER 2013 semester(s), please submit a Separation or End Additional Appointment PCR to Human Resources. The PCR effective date should be the actual last day worked, as supported by time entry. Please remember, all time should be entered and approved prior to creation of the separation PCR to ensure prompt processing by the HR MDC.

NSNR Staff Employees

Please review your NSNR employees to ensure they do not exceed the maximum allowable NSNR appointment requirements per UPPS 04.04.03 Staff Employment. Departments are required to monitor the work hours of NSNR temporary employees to ensure policy compliance and to avoid benefits eligibility.

Remember, benefits eligible status is reached if an employee has an appointment for 20 or more hours per week for a period of 4.5 months. Benefits eligible status must be approved by Human Resources. If you choose to retain any NSNR employee who reaches the maximum allowable
NSNR employment limit, you will have to reduce the NSNR employee’s appointment to less than 20 hours per week.

Questions

Questions may be directed to Roxie Weaver (rw08), Lisa Gonzalez (lv04), or Rosie Olivo (ro03) in the Human Resources Master Data Center at 5-2557.

Compliance

The University's Compliance Program reflects the University's shared values and focuses on doing the right thing and promoting a culture of ethics.

Mahatma Gandhi said: "Be the change you want to see in the world."

Essentially it means you can make a difference, if you choose to. We are all responsible for results (good or bad) and we can influence the outcomes in matters of compliance within organizations.

Compliance means fulfilling official requirements, doing the "right" thing, or taking action to correct what is wrong. Laws and regulations are put in place to protect people’s rights and to hold organizations and professionals responsible for operating in compliance with the requirements, to protect those who receive the organization’s services, and to protect the integrity of a program.

Compliance begins with you, because of the difference your decisions can make. When an issue is identified, it is important that the organization is able to quickly respond and correct the issue to protect everyone’s interests. Non-compliance comes in many forms-some can be very serious, and we often hear about those in the media. Compliance issues can range from financial issues (e.g., investments, grants, or billing standards); to health care concerns (e.g., infection control, quality, and professional practice standards); or environmental matters, and more. When in doubt, ask. Talk with someone about your concerns, or use the confidential message system in your organization. Your choice to report or not report can make a big difference, and this is just one way that compliance begins with you.
Employee of the Month - Cliff Wood

Cliff Wood, Library Facilities Assistant of the University Library was selected as the Texas State Employee of the Month for May 2013.

Cliff Wood began his full-time career with the university in 1988. As Library Facilities Assistant of the Alkek Library, Cliff is responsible for ensuring the operation, security, and safety of the entire Alkek Library, which is an essential building for visitors, staff, students, and faculty of Texas State University. What makes him an outstanding individual is his unwavering dedication to library facilities operation and library staff. Cliff is on-call at all times. This does not mean that he is available sometimes after hours; instead, he is on-call 24 hours a day, everyday. If issues arise during the early morning, holidays, or even when Cliff is sick, Cliff either comes in to address the problem himself or he oversees that the problem is handled. Cliff’s dedication was especially important last winter when the Alkek Library experienced a power outage that lasted several weeks during finals. During the outage, Cliff oversaw building maintenance projects as parts were ordered and installed, but he also coordinated arrangements for space and furniture as core library departments moved within the building in order to continue operation. Thanks to a devoted and hard-working staff, especially Cliff, students were able to utilize library resources during their finals. During 2009 and 2010, Cliff maintained library facility operations while three essential departments within the library were undergoing major renovations. Cliff managed deals with three separate contractors as the Wittliff Collections expanded, the University Archives facility was built, and as Government Documents installed compact shelving. Whether it is large issues, such as a complete building power outage, something small, such as replacing lighting in an exhibit area, or something crucial like maintaining safety, Cliff is always on hand. He is prompt, and staff can count on issues to be addressed almost immediately.

Cliff Wood has long been recognized within the library for his invaluable service, but he deserves to be recognized for his commitment that extends beyond just the library staff to the entire University. The success of an Emerging Research Institution does not depend solely on the research and information that it provides, but also on the facilities that support a positive research environment. Not only does Cliff ensure that the Alkek Library remains operational so students, staff, and faculty can utilize its resources, and to do so safely, he does all this while retaining a very positive attitude.

Congratulations, Cliff, on a job well done and being recognized as the May 2013 Employee of the Month!

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Welcome New Employees
We would like to welcome the following employees hired between April 22, 2013 and May 13, 2013

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Department/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gary L Baisden</td>
<td>Buyer III</td>
<td>Facilities Management</td>
</tr>
<tr>
<td>Julie A Rodriguez</td>
<td>Administrative Assistant II</td>
<td>International Office</td>
</tr>
<tr>
<td>Chanell C Goodright</td>
<td>Academic Advisor I</td>
<td>PACE Advising Center</td>
</tr>
<tr>
<td>Catherine M Robbins</td>
<td>Administrative Assistant II</td>
<td>International Office</td>
</tr>
<tr>
<td>Julie L Peterson</td>
<td>Financial Aid and Scholarships Assistant</td>
<td>Office of Financial Aid and Scholarships</td>
</tr>
<tr>
<td>Georgeann Calzada</td>
<td>Academic Advisor I</td>
<td>PACE Advising Center</td>
</tr>
<tr>
<td>Robert P Dudolski</td>
<td>Administrative Assistant II</td>
<td>Special Projects</td>
</tr>
<tr>
<td>Michelle L Spornhauer</td>
<td>Academic Advisor I</td>
<td>Student Health Center</td>
</tr>
<tr>
<td>Connie A Brownson</td>
<td>Academic Advisor I</td>
<td>McCoy Academic Advising Center</td>
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<tr>
<td>Jody D Patterson</td>
<td>Office of Financial Aid and Scholarships</td>
<td></td>
</tr>
<tr>
<td>Leanne C Heller</td>
<td>Physician</td>
<td></td>
</tr>
<tr>
<td>Dennis J Pennings</td>
<td>Administrative Assistant II</td>
<td>Special Projects</td>
</tr>
<tr>
<td>Meghan A Chaney</td>
<td>Academic Advisor I</td>
<td>Student Health Center</td>
</tr>
<tr>
<td>Preethi Vaidyanathan</td>
<td>Grant Specialist</td>
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<tr>
<td>Melissa A Bland</td>
<td>Graduate Degree Audit Specialist</td>
<td>Biology</td>
</tr>
<tr>
<td>Charlene A Wood</td>
<td>Undergraduate Admissions Processor</td>
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</tr>
<tr>
<td>Allison E Ackerman</td>
<td>Warehouse Worker</td>
<td></td>
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<tr>
<td>Liane M Gonzalez</td>
<td>Transcript Evaluator</td>
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<tr>
<td>Bailey M Sisler</td>
<td>Academic Advisor I</td>
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<td>Back to Index</td>
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</tr>
</tbody>
</table>
Focus on Employees
We would like to recognize the following employees who were either promoted or reclassified between April 22, 2013 and May 13, 2013.

Teresa J Rudolph, promoted to Senior Administrative Assistant from Administrative Assistant III, Office of Budgeting Finance Planning and Analysis

Janell P Laca, promoted to Business Process Analyst from Coordinator, IT Projects, Enterprise Business Intelligence and Automation Solutions

James R Schoppe, promoted to Prog Analyst I from User Services Consultant II, Core Systems

Don A Cunningham, promoted to Administrative Assistant III from Administrative Assistant II, Office of Financial Aid and Scholarships

Staci L P Strauch, promoted to Student Development Specialist I from Academic Advisor I, PACE Advising Center

Amanda C Brown, promoted to Financial Aid and Scholarships Counselor from Financial Aid and Scholarships Assistant, Office of Financial Aid and Scholarships

Dana E Breed, promoted to Accountant III from Accountant II, Accounting Office

Rosa A Lopez, reclassified to Accountant I from Admin Assistant II, Campus Recreation

Lisa A Luera, reclassified to Accountant I from Administrative Assistant II, Campus Recreation

Rebecca C Dickey, reclassified to Data Mgr from Research Assoc, VP for Univ Advancement

Sonya K Garza, reclassified to Systems Support Analyst from Systems Support Specialist I, The Graduate College

Victoria A Preece, reclassified to Grant Specialist from Academic Advisor I, University College

Anel Alonso, reclassified to Grant Specialist from Academic Advisor I, University College

Cynthia N Rodriguez, reclassified to Grant Specialist from Academic Adv I, University College

Sandy A Abrego, reclassified to Grant Specialist from Academic Advisor I, University College

Samantha J Castellanos, reclassified to Grant Specialist from Academic Adv I, Univ College

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Ask the Director

Benefits:

**Question:** My accountant suggested I find out if my employer has a way for me to tax shelter money from my paycheck. Does Texas State offer this?

**Answer:** Yes, we have several ways for employees to take advantage of programs that can tax shelter your money. You can participate in a 403(b) and/or 457 retirement account and shelter up to $17,500 in 2013 or more if you meet certain criteria. You can start/stop contributions at any time throughout the year for the voluntary retirement programs. You can also participate in the TexFlex-Flexible Spending Accounts to tax shelter money for medical and/or dependent day care expenses. You can sign up for TexFlex during Annual Enrollment in July. For more information on these programs, visit the HR website under Benefits at [http://www.hr.txstate.edu/benefits.html](http://www.hr.txstate.edu/benefits.html).

**Question:** How can I update or designate my Primary Care Physician with United Healthcare, and obtain an insurance card?

**Answer:** The quickest way to select a Primary Care Physician (PCP) is to call UHC at (866) 336-9371, or setup your online account. If you want to setup your account online, you will need to go to [www.myuhc.com](http://www.myuhc.com), and click on “Register Now.” You will need your member number or social security number to register, date of birth, and our group number (744260). After you have registered and logged into your account, click on “Find a Doctor” on the home page. Search for the physician you want to designate as your PCP, and click “select as PCP” on the physician of your choice. You can print a temporary card online, but you will need to call UHC to request a permanent card be mailed to you.

**Question:** I have a student employee who is graduating and want to continue to employ them as a Non Student Non Regular staff (NSNR) performing the same duties they were performing as a student worker. What support documents are needed?

**Answer:** To hire a NSNR employee, first determine the job duties they will be performing and select a job title in the University Pay Plan [http://www.hr.txstate.edu/univpayplan.html](http://www.hr.txstate.edu/univpayplan.html). For assistance determining the correct job title, contact Jeff Lund at [jl21@txstate.edu](mailto:jl21@txstate.edu) with a list of job duties. The employee must be paid at an hourly rate within the designated pay range for the selected job title. If the department doesn’t have a vacant hourly position with the correct title, a New Position Data Form (NPDF) will need to be submitted to Rosie Olivo at [ro03@txstate.edu](mailto:ro03@txstate.edu). The NPDF is found on the HR website under HR Forms at [http://www.hr.txstate.edu/Forms/OrganizationalManagement.html](http://www.hr.txstate.edu/Forms/OrganizationalManagement.html). Please allow a one to two-day turnaround.

A background check will also need to be performed on the person selected for hire by the department. Please provide name, date of birth and department name to Bobbie Brandenburg at
Once the position is set up and the background check is completed, the electronic Personnel Change Request (PCR) is created and the NSNR support documents are attached. The NSNR support documents can be found on the Human Resources website under New Hire Forms - NSNR Staff Support Documents. The direct link is [http://www.hr.txstate.edu/Forms/newhireforms.html](http://www.hr.txstate.edu/Forms/newhireforms.html). The support documents for a student worker differ than the ones for a Non Student Non Regular employee with the exception of the I-9 and W4. We can use the I-9 and W4 that is on file from the student appointment unless there is a change to the W4.

**Question:** I submitted a Change in Pay PCR for an employee in my department, but missed the published PCR cutoff date. The employee did not receive the additional compensation on the following 1st of the month payroll. When can they expect to receive their pay increase?

**Answer:** If a department misses the PCR cutoff date to make the 1st of the following month payroll, the compensation will then be paid on the supplemental payroll run on the 10th of the month.

**Question:** I am currently a half-time employee becoming a full-time employee on June 9. Will I earn my sick and vacation accruals for June at the half-time rate or will my accruals be earned at the full-time rate?

**Answer:** You will accrue sick and vacation hours at the half-time rate since you were a half-time employee on the first working day of June. You will earn your sick and vacation accruals at the full-time rate on the first working day of the following month.

**Compensation and Employment**

**Questions:** When a hiring manager is posting a requisition in EASY, what is the difference between “position title” and “posting title”?

**Answer:** In most circumstances, the “position title” and the “posting title” are the same. The position title is the job title from the University pay plan and is equivalent to the position title in SAP. The position title is also the title that posts publicly to the University’s employment website. The posting title is a departmental functional title. Departments may use a functional title in some cases to more clearly identify the position. This posting title field is not public on the University’s employment website.
**Question:** What is the E-Verify program?

**Answer:** E-Verify is an internet-based system that compares information from an employee’s Form I-9, Employment Eligibility Verification, with the U.S. Department of Homeland Security and Social Security Administration records to confirm employment eligibility. E-Verify participation is voluntary.

**Question:** What are the University’s two criminal history background checks?

**Answer:** HireRight - This is the system the University uses to conduct criminal history background checks for new hires, transfers, promotions, and reclassification of regular employees. The cost of this check is paid by the department and typically starts at $38.80. Texas Department of Public Safety - This is the system the University uses to conduct criminal history background checks for NSNR employees, student workers, and volunteers. Human Resources provides this service at no cost to departments.

**Question:** Can an employee be required to mediate?

**Answer:** No, mediation is voluntary. Employees can be invited to mediate an office issue, but cannot be required to mediate.

**Question:** How many days does an employee have to file a complaint after receiving a written reprimand?

**Answer:** An employee has 10 working days from receipt of the written reprimand to file an appeal through Human Resources.

**Question:** Once I have filed a step one and step two complaint and I am not satisfied with the response from the Director or Dean, is there another step I can pursue?

**Answer:** Yes, through the complaint process, you can submit step one, step two and step three to the appropriate vice president. The decision of the vice president is final.

For the detailed description of policy and procedures for Staff Mediation, Complaints and Grievances, see VPFSS 04.04.41 Staff Employee Mediation, Grievances, and Complaint Policy.