Frequently Asked Questions of Human Resources

General Questions

1. **What is the TouroOne portal and how do I get access to it?**

   TouroOne Portal is a portal where employees can access their timesheet, policies, paystubs, and other information. Before accessing the portal, you need to validate your account:

   - Go to https://touroone.touro.edu.
   - Scroll to the bottom of the page and click on the "First Time User" button.
   - Enter the following information:
     - First Name. This must exactly match the first name provided on your application for admission.
     - Last Name. This must exactly match the last name provided on your application for admission.
     - Student ID. This is the ID number provided to you within your Letter of Acceptance.
     - Month of Birth.
     - Day of Birth.
     - Last 4 digits of your Social Security Number.
   - Once you successfully validate, click the Next button.
     - If you receive a "User Name Not Found" or "account not found" error message while attempting to validate your account and you've confirmed that all other information is correct, try entering January 1 as your birth month and day, and enter 0000 as the last 4 digits of your social security number, then try validating again. If that does not work, please contact the TouroOne NonStop Helpdesk at: help.touroone@touro.edu, or at 1-844-868-7666.
   - Accept the terms of use, then click the Submit button to continue.
   - When prompted, create answers to required security questions and click "submit."
   - Choose and confirm your password. Your password must meet all password requirements indicated on the screen. When done, click the Change Password button
   - When finished, your account username will be displayed on the screen. Be sure to write this down and keep in a secure location as you will need your username (and the password you created) to access your account.
2. **How do I change my address, telephone and/or emergency contact information?**
   - Address & Telephone: You may change this in the TouroOne portal.
     - Click on the Employee tab
     - Under the "My Personal Information", click on "View/Update Address & Phone"
   - Emergency Contact:
     - Click on the Employee tab
     - Under the "My Personal Information", click on "View/Update Emergency Contact Person Information."

3. **How do I change my legal name?**
   - Please submit your updated Social Security card, ID, and W4 to Human Resources.
4. **I recently got married/divorced, now what?**
   - Update your name, address, emergency contact information, and beneficiary information for your benefits. You might also need to update your W4- tax withholdings.

Recruitment

1. **How do I recruit for a vacant position in my department?**
   - Complete a Job Requisition Form and update the Job Description for the position
   - Send both documents to HR with Dean's or Department Head's signature
2. **What is a job requisition form? Where do I find it? Who do I give it to when completed?**
   - The job requisition form is used to make certain the position is both needed and budgeted.
   - Log-in to TouroOne Portal. Select Manager's Toolbox tab. Scroll down left side of page to PeopleAdmin heading. Item number 2 under the PeopleAdmin heading is the job requisition form.
   - Completed form (and updated job description) must be routed through the approval process, and once fully approved, sent to Human Resources.
3. **How do I post my vacant position internally and externally?**
   - Once HR receives a fully approved job requisition form, we will post the position on internal and external websites.
4. **Where do my open jobs get advertised? Can I request specific sites where I want out job ad to be posted?**
   - HR post all administrative positions on indeed.com and craigslist.com
   - Faculty positions are posted on professional sites and publications
   - You may request the job ad to be posted on specific sites. Send those requests to HR.
5. **How is HR involved in the recruitment process?**
   - HR will help with posting the position.
   - HR can be part of the search committee.
   - HR can help prepare legal and effective questions, along with making sure the questions you want to ask are legal. ***Tip: All questions asked of an applicant must be job-related.***
   - During the in-person interview, HR can meet with the candidates for a benefits overview and informational session.
6. **How do I access applications and resumes for my vacant position?**
   - Applications and resumes can be downloaded from the Applicant Tracking site. You will receive your access information once the position is posted.
7. **Who determines the wage offered for open roles? Am I able to request a higher level of pay?**
   - Three things help determine the wage offered:
     i. The College/Department's approved salary budget for that open role.
     ii. The difficulty of filling the role.
   - If you wish to offer more money than is currently budgeted for that specific role, you should work with your Dean or Department Head to audit current salary savings and verify enough money is available within your salary budget to cover the annual cost of the additional monies offered. If you have sufficient salary savings and your Dean or Department Head approves, the next step is to submit your request and supporting data to the Provost for consideration.

8. **Who develops the questions to ask candidates? Do I have to ask the same questions of all candidates? Are there any types of questions I should avoid?**
    - The hiring manager/department should draft any/all questions they would like to ask the applicant, and send that draft to HR for review.
    - HR will work with you to fine tune all questions to make certain they are job-related and legal. HR can also assist you in developing questions about past work experiences (Behaviorally-based questions), than will assist hiring committee in assessing both experience and fit.
    - You should ask the same questions of all applicants for the same role.
    - Avoid any and all questions that are not specifically job-related, and avoid open-ended questions that allow far too wide of a range of responses.
9. **How long does it usually take from the time the ad is posted to bringing the candidate on board?**
    - On average it takes 45-90 days from date of job being posting to the new hire's first day of work.
10. **Are there better dates or days of the week to start a new hire on?**
    - The best day to start a new hire is the first workday of a new payroll period, which will always be Monday, unless it is a week with a Monday holiday, in which case the best day to start a new hire would be the first Tuesday of a new payroll period.

Onboarding

1. **Where do I find an Onboarding Checklist?**
    - **https://touro.box.com/s/ljy3qgkq460jtmnym4x076yfwb9fcvwr**
2. **How do I get my new hire IT access?**
    - Please complete the IT User Form and send it to HR. HR will sign the form and forward it to the IT department. This should be done 2 weeks prior to your new hire starting.
    - **https://touro.box.com/s/5pznwr9rs45i5vn8nn47aalu8kivyrbt**
3. **How do I get an ID badge for my new hire?**
    - Please complete the Badge Request form and send it to HR (**https://touro.box.com/s/kgjjahmb863xnycv2t65cm0p6efkjkrv**). HR will review and approve the form and forward it to the Facilities department. This should be done 2 weeks prior to your new hire starting.
4. **Do I need to submit an EPAF for my new hire?**
    - No, unless instructed to do so by HR.
5. **How do I get a parking pass for my new hire?**
    - HR sends your new hire a welcome email that includes the vehicle registration form for the new hire to complete and return to HR.
    - **https://touro.box.com/s/fbe6v6m7kqvmochyz69jmaaupstzsnfc**
6. **Where can I get TUC logo apparel and logo items for my new hire?**
    - Check with your immediate supervisor
7. **What exact training will my new hire receive during onboarding?**
    - The type of training provided varies by position and department/college
    - Consult with you immediate supervisor, who is responsible for ensuring each new hire receives all of the required training for the position new hire has accepted.

Separation

1. **Where do I find a separation checklist?**
    - TouroOne Portal under the Managers' Toolbox
    - Scroll down to Employment Checklist – Touro University California
2. **How/when do I submit my final timesheet?**
    - Final timesheet is submitted through TouroOne portal. You will need to submit it 3 days prior to your last day. You will need to estimate your time for the last few days.
3. **My employee is leaving, now what?**
    - Send the resignation letter to HR so the departure process can be started.
    - Complete the Job Requisition Form and attach the update job description. Send these two documents to HR to post your vacant position.
4. **My employee is leaving, how do I forward his/her emails?**
    - Complete the Request to Review Email Data form (https://touro.box.com/s/rubk6ymjmv28hb0safz87pdcnkhemj3z)
    - Send the completed form to HR. Once HR reviews and approves the request, it is forwarded to Compliance for final approval. If Compliance approves, HR sends fully approved request to IT. IT will give the requester access to the ex-employee's TUC email account.
5. **Who should I send the email resignation or resignation letter to?**
    - Upon receipt of resignation email or letter, send it to HR as soon as possible.
6. **Will an exit interview be conducted with my departing employee? Will I get to see it?**
    - HR schedules an exit interview with each departing employee.
    - If/when HR sees a common thread, topic, or concern specific to a particular College, Department, or Supervisor, HR will share that with the Dean or Department Head.
7. **If my employee gives me two weeks' notice he/she is leaving, do I have to let him/her work the entire two weeks?**
    - As a general rule, you should allow your resigning employee to work until their scheduled final day of work.
        - **i.** If you have one or more specific concerns about letting a departing employee continue to work, share your concerns with HR. HR and Compliance will review your concerns and inform you of the final decision as soon as possible.

Temporary Staff – Employment Agency

1. **How do I request a temporary employee for my department?**
    - Send an email to HR with the following information:
        - **i.** Reason, job description, duration and funding source
2. **Who pays for the temporary employee?**
    - Temps are paid by the TUC temp worker budget line, which is replenished by the salary savings in your department.
3. **How to get my temporary employee access to TouroOne?**
    - Please complete the Guest User EPAF in TouroOne portal.
4. **How long can I use a temp worker?**
    - 1 to 90 days in most cases.

- If temp is needed to cover the workload of an employee out on an approved leave, the temp may continue to work in that role for a maximum of four months.

5. **Can I hire the temp employee for my vacant position?**
   - **Yes, but you will need to take into consideration the conversion fees charged by the staffing agency. Each staffing agency has listed the terms for conversion fees in the contract with Touro.**
   - **The conversion fees are determined by few factors:**
     1. **Number of hours the temp employee has worked so far.**
     2. **Annual salary for the vacant position.**
     3. **Conversion percentage.**
   - **Work with HR to determine what the conversion fees would be for your temp.**

Benefits

1. **When can I enroll in benefits and when are my health benefits effective?**
   - As a new hire, you can enroll 2 weeks after your hire date. Some of your benefits are effective first of the month following 30 days from your hire date.
2. **Where do I find additional information on TUC's benefit plans?**
   - It is located on TouroOne portal under the Employee tab.
   - The plan summaries and additional information is also located on TouroOne Benefits site under the Library tab.
3. **How do I enroll in the 403(b) plan?**
   - Log into the TIAA website: TIAA.org/touro
   - If you are a first time user: Click Register with TIAA to create your user ID and password
4. **What is the 403(b) match and when am I eligible?**
   - After 12 months of full time employment, Touro will match your contributions dollar for dollar up to 5%.
5. **How do I change my 403(b) contribution?**
   - Log into your TIAA account and change your contributions. TIAA.org/touro
6. **How do I add/delete dependent coverage? When can I add dependent coverage?**
   - Log into TouroOne Benefits and click on Enroll Now.
   - Click on "Other Qualifying Life Events"
   - Click on a reason for the change.
7. **I lost my coverage through my spouse, how do I enroll into Touro's benefits?**
   - Log into TouroOne Benefits and click on Enroll Now.
   - Click on "Other Qualifying Life Events"
   - Click on Loss of Other Coverage
8. **I am leaving Touro, when will my benefit coverage end?**
   - At the end of the month in which you terminate your employment.
9. **When is Open Enrollment?**
   - Open enrollment will start in May and effective date for the changes will be July 1st.

10. How can I find out what benefits I am enrolled in, the coverage and their cost?

- Your benefit plan details are located on TouroOne portal under the Employee tab.

11. How do I find out if my physician is in your plan?

- For Kaiser HMO plans, please visit the kp.org site and click on Doctors & Locations.
- For Kaiser PPO plan, please visit www.multiplan.com/kaiser
- For CIGNA Dental: Cigna.com
- For VSP: VSP.com

Payroll

1. **How do I set-up my direct deposit and when does it start? (Please consider using direct deposit!)**
   - Log into TouroOne Portal
   - Click on the Employee tab
   - Click on Direct Deposit (add/change) under the Pay Information section
2. **Where do I pick up my first paycheck?**
   - Paychecks are available to pick up in the HR office on payday. HR will hold the checks until 12:30pm and any checks not picked up will be mailed out to the employee.
3. **How do I submit an EPAF? What does an EPAF cover? When is an EPAF needed?**
   - Our Electronic Personnel Action Forms are used to change:
     i. Job Title
     ii. Salary or Hourly rate
     iii. Labor Distribution
     iv. Add a new position: hourly or salaried
   - To submit an EPAF, log into TouroOne>Managers Toolbox Tab>Electronic Personnel Action Form section>Create EPAF. **Note: We strongly encourage you to watch the available training videos and read the training manuals located just under the Access EPAF's button before attempting to create an EPAF.**
   - To identify when an EPAF is required, check-in with your immediate supervisor and/or contact HR.
4. **How do I request time off?**
   - Log into TouroOne. TouroOne>Time Entry Tab> Timesheet section>Leave Request, then select the time period during which you wish to take time off, complete the leave request form, and click "submit for approval."
   - Note: If you do not have enough time off available (of the type of leave you requested, i.e; vacation, personal day, and/or floating holiday), your immediate supervisor will be unable to approve your request.
5. **Where do I find my timesheet?**
   - TouroOne>Time Entry Tab>Timesheet>Select current payroll period, then enter your time worked and all time off taken in that payroll period. Complete your timecard for each pay period and submit it for approval.

    i. **<u>Exempt</u>** employees only need to verify attendance by entering a “1” in the hours worked box of the first day of the payroll period, along with entering any time off taken. Before the deadline for timesheet submission has passed, you must complete your timecard and submit your timecard for approval.
    ii. **<u>Non-Exempt</u>** employees should enter their hours of work and hours of leave daily, as doing so will typically provide an accurate total.

6. **How do I submit my hours after the timesheet deadline?**
   - You cannot submit your hours once the timesheet deadline has passed. Immediately document your hours of work and/or time off for each day of that pay period, have your supervisor approve it, and send to HR.
7. **How do I check my leave balances?**
   - Log into the TouroOne portal and follow the below path:
     i. TouroOne>Employee Tab>Time Off section>View Leave Balance
8. **How do I change my income tax withholding?**
   - Log into the TouroOne portal and follow the below path:
     i. TouroOne>Employee Tab>Tax Information>W4 form (Federal).
     ii. Open and print/save the W4 form. Make the taxation changes you wish to make on the W4 form. Send the completed W4 form to HR
9. **I lost my paycheck, how do I get a replacement check?**
   - Contact Human Resources A.S.A.P. Consider enrolling in direct deposit.
10. **How do I get a copy of my paystub with year to date information?**
    - Log into the TouroOne portal and follow the below path:
      i. TouroOne>Employee Tab>Pay Information>Pay History
      ii. Once in Pay History, set the search parameters you wish (for full year, use 01/01/year through 12/31/year). Save or Print.
    - If you need it for loan purposes, please contact HR.
11. **How do I get a copy of my W2?**
    - Log into the TouroOne portal and follow the below path:
      i. TouroOne>Employee Tab>Tax Information heading>Tax Information section>
      ii. To select current year, go to Tax Information, sub-section 2.
      iii. To obtain W2 form for prior years, go to Tax Information heading, then to “select years for w2 forms prior to 2016,” and follow the instructions.
12. **I’ve been selected for Jury Duty, how is my pay affected?**
    - Employees called for jury duty will receive their full compensation for a period up to 21 days, unless they have already served on jury duty and such service ended less than 30 months from the start of the current service. Employees must present their jury duty summons to their supervisor and submit it to Human Resources prior to their reporting date.
13. **How can I find out which holidays we have off?**
    - Log in to TouroOne. Follow this path: Employee Tab>Time Off Section>Holiday Schedule

Worker Related Injury

1. **What do I do if I get hurt while conducting TUC business?**
    a. Inform your supervisor and human resources immediately. If you need emergency assistance, dial 9-1-1 first, and once assistance is dispatched, call your supervisor and let your supervisor know what happened and where you are going for treatment. Your supervisor will inform HR.
2. **When and how to report a work related injury.**
    a. All employees are required to immediately report all workplace injuries to your immediate supervisor and HR. For any injury greater than a minor one, immediately call your supervisor and HR. If injury is serious, call 9-1-1, then call HR and your Supervisor. If injury is truly minor, you must inform your supervisor and HR within 30 minutes of the injury.
3. **Where can I get medical treatment for a work related injury?**
    a. Go to www.tu.edu. Under "quick links," go to: Human Resources, then go to Employee Resources, then go to Leave and Incident Reports, where you will find the work-related injury reporting form, and a list of all nearby occupational health treatment centers.

Employee Relations

1. **Who do I speak to in regard to employee relations issue?**
    a. You may report an employee relations issue to:
        i. Your supervisor, your Dean (Colleges), your Department Head (Services), any of the four Human Resources Professional in HR; and to the Provost if you feel uncomfortable discussing it with anyone else.
2. **I need to report what I feel is a violation of TUC policy, how do I do that?**
    a. Contact HR at: 707-638-5807, or by email at: tuc.humanresources@tu.edu
3. **If I see, hear, or experience any form of discrimination, how do I report it, and whom do I report it to?**
    a. Contact HR at: 707-638-5807, or by email at: tuc.humanresources@tu.edu
4. **If I want to report something, can I remain anonymous? Is what I report confidential?**
    a. Though HR does all it can to keep investigations confidential, some types of reports require us to notify specific authorities and provide them with our investigative notes.

Policies & Procedures

1. **Where do I find employee policies?**
    a. Log into the TouroOne portal and follow the below path:
        i. TouroOne>Employee Tab>Policies, Handbooks, and Procedures-Touro University California

Training

1. **How do I attend a seminar or conference?**
    a. Let your immediate supervisor know what type or types (or specific training if you have already found exactly the type of training you wish to attend). Your supervisor will discuss your request with your Dean or Department Head.
    b. Your Dean/Department Head will decide if the department's operating budget has funds available to cover the cost of the training, and will determine if the training will benefit both you and TUC. If so, they will usually approve your request. If not, they will deny your request.

Leave of Absence

1. **I'm pregnant, how much time can I take off?**
    a. **FMLA**: Under the Family Medical Leave Act (Federal law), an employee that has worked for TUC for at least one year, and worked at least 1,250 hours during that year, is eligible (with physician certification) to take up to twelve weeks off each calendar year.
    b. **FMLA** Leave is permitted for the birth or care of the employee's child within the first year of birth, the care of an adoptive or foster child within the first year of placement with the employee, the care of the employee's spouse, child, or parent who has a serious health condition, and/or the employee's own serious health condition.
    c. **PDL:** Under the State of California's Pregnancy Disability Leave law, an employee who is disabled by pregnancy, childbirth or related complications is entitled to up to four months of leave during the period of disability under the California Pregnancy Disability Leave (PDL) regulations.
        i. This leave runs concurrently with FMLA leave but is not counted as leave under CFRA (California Family Rights Act). The employee is entitled to an additional 12 weeks under CFRA for other family and medical leave purposes such as taking care of the newborn child within the first year of birth.
2. **I would like to request a reasonable accommodation, who can I talk to?**
    a. The Federal "Americans with Disabilities Act," or ADA, defines what types of reasonable accommodations that employers must provide, and defines which accommodation requests create an undue hardship for the employer. **See: https://www.ada.gov/**
    b. Any TUC employee may submit a request for reasonable accommodation to Kathy Lowe, Director of Employee Relations and Title IX (kathy.lowe@tu.edu, 707-638-5806). Any TUC employee can also make an appointment with Kathy to discuss their situation and needs.
3. **I need to take some time off due to personal and/or family medical reasons, what are my options?**
    a. **Option 1-FMLA**: Under the Family Medical Leave Act (Federal law), an employee that has worked for TUC for at least one year, and worked at least 1,250 hours during that year, is eligible (with physician certification) to take up to twelve weeks off each calendar year.
    b. **FMLA** Leave is permitted for the birth or care of the employee's child within the first year of birth, the care of an adoptive or foster child within the first year of placement with the employee, the

care of the employee’s spouse, child, or parent who has a serious health condition, and/or the employee’s own serious health condition.

c. **Option 2-Personal Time**: A full-time employee is credited with a maximum 22.80 hours of personal leave per year at the beginning of the new fiscal year (July 1). If work is started January 1 – March 15, the employee earns 11.4 hours of personal time for that fiscal year. Personal hours can be used by eligible employees for any reason (e.g., vacation, illness, medical appointments, personal business). Personal leave hours may not be taken by any employee until after satisfactory completion of the Introductory Period.
    i. An employee cannot accrue more than 22.80 hours of personal leave per fiscal year, so unused Personal Time does not carry over from year to year. Upon voluntary or involuntary separation from the university, employees will be paid for unused personal leave hours. Temporary and part-time employees are not eligible for and do not accrue personal days off.

d. **Option 3-Sick Leave**: A full-time employee is credited with 45.6 hours of paid sick leave per year at the beginning of the new fiscal year (July 1). Sick leave cannot be accrued. If employment begins on or after January 1, the employee is credited with 22.80 hours of sick leave for that fiscal year.

    Regular part-time employees are eligible to receive annual paid sick time in accordance with the following policy:

    - 20-29 hour/week positions   16 hours
    - 30-37 hour/week positions   32 hours

    Paid sick leave can only be taken after 3 months of employment and satisfactory completion of the Introductory Period.

    a. Sick leave may be taken for a personal illness, a disability, or for family care or medical leave as described in the University’s ''Leaves of Absence'' policy. Eligible employees may also use sick leave, in an amount not to exceed one-half of their annual accrual, to attend to an illness of a child, parent, spouse, or domestic partner of the employee. Absences for medical and dental appointments will be treated as sick leave

e. **Option 4-Vacation**: Full-time TUC employees accrue a specific amount of paid vacation hours each year, depending on the accrual rate established at their time of hire.
    i. To see how much paid vacation leave you have accrued:
        1. Log in to TouroOne and follow the below path:
    a. TouroOne>Employee Tab>Time Off section>View Leave Balance, and view the vacation leave balance.