UNIVERSITY OF DENVER

Human Resources Liaisons Quarterly Meeting

August 5, 2010
10:00am to 11:30am
Sturm College of Law, Room 190

Agenda

1. Meeting opens **10:00am**
2. Welcome to new colleagues
3. Kaiser Premium Holiday – Yong Sin Kim
4. Health Fair – Yong Sin Kim
5. Employee Services Updates – Amy King
   - I-9's
   - Paperwork deadlines and the annual Merit process
   - PEDS reminders
6. PeopleAdmin 7.0 Upgrade – Sean Lipsey
7. Green Light Service Excellence Initiative – Sharon Gabel
8. New Format for Workplace Law for New DU Managers – Sharon Gabel
9. Emergency Preparedness – Campus Safety
10. Student Employment Update – Joslyn Robich
11. Open Forum (Q and A)
12. Announcements **11:30am**
13. Meeting close

Thursday, 4 November 2010, 10:00am-11:30am, location TBD

Thursday, 3 February 2011, 10:00am-11:30am, location TBD

Human Resources
University of Denver

7/7/2010

- **Dick Gartrell**
  HR Director
  - **Donna Dible**
    HRIS
  - **Grace Fisgus**
    HR Administrative Assistant
  - **Sharon Gabel**
    Associate Director Organizational Effectiveness
    - **Rachel Grafton**
      Process Improvement Specialist
    - **Bobbi Shimpa**
      Content Developer
  - **Yong Sin Kim**
    Budget Analyst
    - **Rebecca Handley**
      Billing Coordinator
  - **Amy King**
    Associate Director Employee Services
    - **Shaunda Norman**
      Compensation Analyst
    - **Sean Lipsey**
      Employee Services Coordinator
    - **Vacant**
      HR Office Assistant
    - **Ashley Gross**
      HR Coordinator
  - **Susan Lee**
    Director Diversity & Equal Opportunity
  - **Shannon Winckel**
    Manager of Benefits Design and Compliance
    - **Jane Bucher-McCoy**
      Benefits Manager
      - **Traci Landry**
        Benefits Coordinator
      - **Sarah Childs**
        Leave Coordinator

Last revision 2/2010

UNIVERSITY OF DENVER
START FROM A HIGHER PLACE

TO: HR Liaisons

FROM: Human Resources

DATE: August 5, 2010

SUBJECT: Change in I-9 Process

Several quarters back, we discussed the handling of I-9's; in particular, the sensitive data that exists on completed forms, how they are sent to Human Resources and how each unit executes each form. We opened the floor for suggestions and recommendations on handling I-9s within the units to ensure forms sent via campus mail are in the appropriate envelopes and the amount of send-backs is significantly reduced. An idea was generated from several Liaisons who indicated that they complete the I-9 forms themselves for new hires within their unit. From that conversation, Human Resources discussed this option in meetings we had with Deans, Vice Chancellors and Vice Provosts across campus. Many of you were present during those meetings and the ultimate solution is indeed to have one of the two options configured within your area:

1) HR Liaisons complete all I-9 forms within their department/division; or

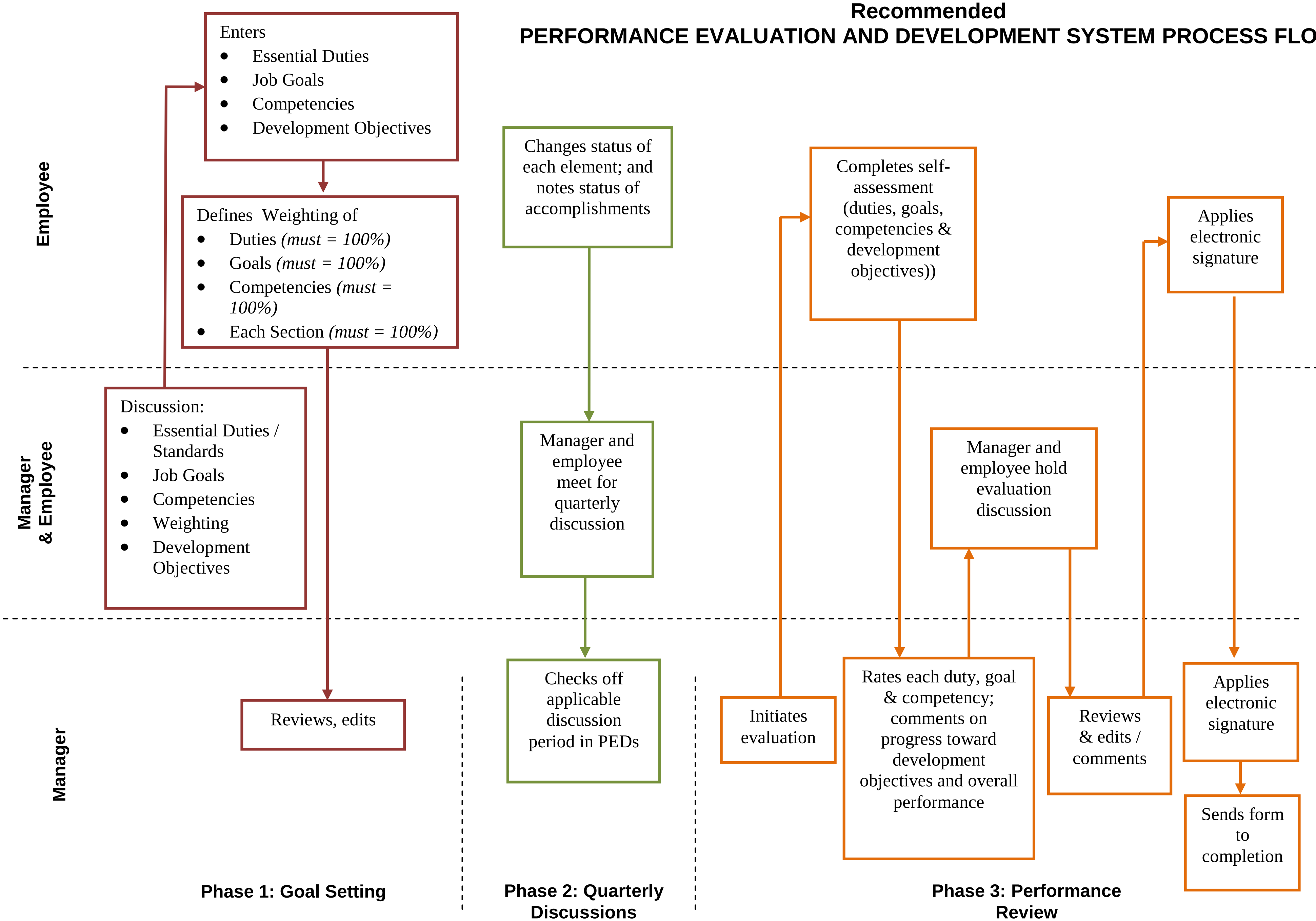
2) Hiring managers, who complete the form, must turn it in to the HR Liaison for their review of the form to ensure all sections are filled out appropriately prior to sending to HR.

This shift should greatly reduce the number of errors made on I-9s, as well as help the University remain compliant with the 3 day rule for processing. Additionally, it will meet the requirements for the Sensitive Data and Key Controls matters that are being addressed campus wide.

In an effort to move forward this shift we are asking for your cooperation on either solution listed above. If you have any questions regarding how to properly fill out an I-9, please see the online training on the HR website under frequently used forms or call Ashley Gross at extension 13502. We will continue to provide training to all Liaisons on the I-9 form as updates are released.

Thank you for your assistance in being a managing partner of the form I-9. We could not accomplish this and may other tasks without you!

Recommended
PERFORMANCE EVALUATION AND DEVELOPMENT SYSTEM PROCESS FLOW



SERVICE QUALITY

* Adapted from SERVQUAL, an instrument for measuring quality service developed by Zeithaml, Parasuraman & Berry and described in their book, Delivering Quality Service; Balancing Customer Perceptions and Expectations, Free Press, 1990. [**Quality Dimension (in bold)**]

Tangibles:
Appearance of physical facilities, equipment, personnel, printed and visual materials

Are facilities attractive?
Is staff dressed appropriately?
Are written materials easy to understand?
Does technology look modern?

Reliability:
Ability to perform promised service dependably and accurately

If a response is promised in a certain time, does it happen?
Are exact specifications of client followed?
Are statements or reports free of error?
Is service performed right the first time?
Is level of service same at all times of day and for all members of staff?

Responsiveness:
Willingness to help customers to provide prompt service

When there is a problem, does organization respond to it quickly?
Are staff willing to answer client questions?
Are specific times for service accomplishments given to client?
Are public situations treated with care and seriousness?

Competence:
Possession of required skill and knowledge to perform service

Can staff provide service without fumbling around?
Are materials provided appropriate and up to date?
Can staff use the technology quickly and skillfully?
Does staff appear to know what they are doing?

Courtesy:
Politeness, respect, consideration and friendliness of contact personnel

Does staff member have a pleasant demeanor?
Does staff refrain from acting busy or being rude when clients ask questions?
Are those who answer the telephone considerate and polite?
Do staff observe consideration of the property and values of clients?

Credibility:
Trustworthiness, believability, honesty of the service provider

Does service organization have a good reputation?
Do staff members refrain from pressuring the client?
Are responses given accurate and consistent with other reliable sources?
Does the organization guarantee its services?

Security:
Freedom from danger, risk, or doubt

Is it safe to enter the premises and to use the equipment?
Are documents and other information provided for the client held securely?
Are use records of clients safe from unauthorized use?
Can client be confident that service provided was done correctly?

Access:
Approachability and ease of contact.

How easy is it to talk to knowledgeable staff member when client has a problem?
Is it easy to reach the appropriate staff person: in person? by telephone? by email?
Are service access points conveniently located?

Communication:
Listening to customers and acknowledging their comments; Keeping customers informed in a language they can understand.

When client contacts service point, will staff person listen to their problem and demonstrate understanding and concern?
Can staff explain clearly the various options available to a particular query?
Do staff avoid using technical jargon when speaking with clients?
Does staff member call if a scheduled appointment will be missed?

Understanding the Customer:
Making the effort to know customers and their needs.

Does someone on staff recognize each regular client and address them by name?
Do staff try to determine what client's specific objectives are?
Is level of service and cost of service consistent with what client requires and can afford?
Are service providers flexible enough to accommodate to client's schedule?

2009 Annual Legal & Policy Update

Create Item | Build | Evaluate | Collaborate | More

Step 1: Download and Review Handouts

Attached Files 2009 Annual Legal and Policy Update packet (2.955 MB) Action Plan handout.doc (27 KB) Domains of Successful Managers (26.5 KB) Questions (26.5 KB)

Review the 2009 Annual Legal & Policy Update packet and Domains of Successful Managers. The Action Plans and Questions handouts can be used to notate ideas and questions that arise from the training. Please submit any questions on the Discussion Board forum by clicking "Questions" below.

Step 2: Complete Training

Enabled: Statistics Tracking

Attached Files 2009 Online Annual Legal and Policy Update Training (Package File) 2009 Annual Legal and Policy Update slides (.pdf) (69.542 KB)

Review the online 2009 Annual Legal and Policy Update presentation.

Step 3: 2009 Annual Legal and Policy Update Exam

The online exam is intended to reinforce the important concepts presented in the Annual Legal and Policy Update and to verify training was completed as designed.

Step 4: 2009 Annual Legal and Policy Evaluation

Enabled: Statistics Tracking

Please help us improve the quality of our training sessions by completing this ***short*** evaluation.

Questions

Enabled: Statistics Tracking

This forum is intended to be used for posting questions related to Legal and Policy Update content and materials. Please submit your question by clicking "Questions" and then selecting add thread or responding to another thread. Questions can be posted anonymously when submitting your inquiry.

Office of Emergency Preparedness

Overview | What To Do When | Notification | Planning | Community Resources | Contact Us

Office of Emergency Preparedness

OFFICE OF EMERGENCY PREPAREDNESS

Overview

Do you know where to seek shelter during a tornado warning? How will you know if the campus is closed due to a blizzard? The Office of Emergency Preparedness centralizes emergency procedures and notification for students, their families, faculty and staff at the University of Denver.

MISSION

The University's senior leadership has a strong commitment to personal preparedness planning. Therefore, the Department of Campus Safety's Office of Emergency Preparedness develops, communicates and trains on the University's emergency policies, strategies, plans and procedures. Staff works closely with departments and offices to design, train and exercise emergency response and business continuity plans. This office educates students, faculty, and staff on mitigation, preparedness, response, and recovery strategies. The office assesses the University's preparedness for natural, epidemic and human caused emergencies while working collaboratively with representatives from the City and County of Denver and other local, regional, state, and federal agencies on emergency planning.

Crisis Management Video

Sign up for Emergency Notifications

CAMPUS ALERTS

No Recent Alert Messages

CONTACT INFO

Emergencies:
911 then 303-871-3000
1-3000 if on campus phone

Inquiries:
303-871-2334
1-2334 if on campus phone

Important Dates for the Work-Study Program

October 15	Deadline for students to secure Work-Study employment
February 15	Deadline to for Student Employee of the Year submissions
January 31	Deadline for students returning from study abroad to secure Work-Study employment
February 15	Deadline to for Student Employee of the Year submissions
March 1	Deadline for supervisors to complete Student Employee Performance Evaluations
March 1	Financial Aid priority deadline for incoming students
April 1	Financial Aid priority deadline for continuing students

UNIVERSITY OF DENVER
Office of Financial Aid
Office of Student Employment

Work-Study Hiring Checklist
2010 - 2011

Students should not begin working until notification from the Office of Student Employment has been received authorizing their eligibility.

If a student begins working prior to this notification, the employer is responsible for 100% of any wages earned until the paperwork has been approved and processed.

Required Forms

- [ ] **Background Check**
  Each student must pass a background check to be hired by University of Denver. If it has been 120 days or less since the student last worked at DU, a new background check is not required.

- [ ] **New Hire Form**
  This form verifies the eligibility of the student to utilize Work-Study funds by the Office of Student Employment. It must be filled out online prior to printing and obtaining signatures. **Handwritten forms will not be accepted.**

- [ ] **Job Description**
  This is *required* for every student position and must be printed directly from the Student Employment website for verification of approval.

Required unless continuing employment in the Work-Study program

- [ ] **Employment Eligibility Verification Form (I-9)**
  This form must be completed by the student and supervisor before the student may begin working. Copies of the documents used to complete the Section 2 of the I-9 must also be submitted.

- [ ] **Affirmation Statement**
  This form is required by the State of Colorado and must be completed by both the student and supervisor before the student may begin working.

- [ ] **W-4 Federal Tax Form**
  All new student employees, and those who wish to make changes to their current form on file, must complete and submit a W-4.

After the student is hired:

Confidentiality Agreement
This form must be completed online by the student once he/she is hired. Login to WebCentral, click the "Employee" tab, then "DU Employee Additional Online Action Items" on the left side of the screen.

Optional Forms

Direct Deposit Form
Students are strongly encouraged to use Direct Deposit. They may also sign up on myWeb after they have been hired. *Please note: Direct deposit for payroll purposes must be set up in addition to direct deposit for financial aid refunds.*

Banner Access Form(s)
If your student needs access to Banner, please complete the necessary forms. After all the required signatures are obtained, these forms should be sent to *Administrative Information Services (AIS)*.

Please return all hiring forms to:
Office of Student Employment | University Hall 255 | Ph: 303.871.6792 | Fax: 303.871.2341 | stuemp@du.edu | www.du.edu/studentemployment