

Support Staff Personnel Onboarding Process Outline for New Employees

An interactive checklist for new Extension Employees to become familiar with roles, responsibilities, and resources which will be helpful during the first year and throughout a career with Ohio State University Extension.

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Developed: March 2017 Last Updated: May 2023

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Introduction

Welcome to Ohio State University Extension! We are excited to have you as part of the team! The information which follows is designed to serve as your roadmap for your first year on the job and continue to serve as a resource for years to come. If you have any questions regarding your role, responsibilities, or expectations, consult your supervisor.

Post Acceptance ~ Prior to Start

Congratulations on your decision to join Ohio State University Extension! Here's what you can expect in the days and weeks prior to your virtual Day 1 Orientation:

Receive periodic correspondence from Supervisor or HR
You will receive a welcome message from CFAES HR with information on
attending the virtual Day 1 and some items to get started
Complete W-4 Information for Payroll
Review OSU Benefits Options
 Health, retirement, dental, vision, life, disability
 Your Plan for Health Information
Receive an email from OTDI with instructions to Activate OSU identity
○ Name.# and set password
Browse OSU Extension Websites
 County Extension Websites are all countyname.osu.edu
Have a conversation with your supervisor regarding schedule with clear
expectations for first two weeks.

Supervisor Snapshot:

Make sure you communicate schedule expectations for at least the first 2 weeks!

Day 1:

To introduce new Ohio State employees to the culture of Ohio State and set them up for success from their first day, all newly hired staff will attend a virtual orientation. <u>Orientation will be offered every other Monday</u> and create a consistent, unified first day experience.

Extension staff orientation starts at 9 a.m. and will be a two-and-a-half-hour Monday morning Zoom session. Start dates and orientation will be aligned with the start of bi-weekly pay periods.

Prior to starting, new employees will receive information on how to join the virtual orientation, as well as a packet of information about joining Ohio State.

Supervisor Snapshot:

Touch base on the first day. A well wish is a warm welcome!

Day 2:

What an exciting opportunity to meet the team! Here are some items you can expect to				
accomplish on day 2:				
□ A unit welcome (e.g., shared meal, small gathering)				
☐ Tour your local office and receive important items				
o Personal workspace				
o Keys to building of the control o				
 Security codes (if applicable) 				
o Copier codes (if applicable)				
 Parking and Facilities information 				
 Technology and Equipment Usage 				
○ Lunch/Breaks and Break room				
o Office Hours				
☐ Get assistance with university email or any other technology issues, contact the Ohio				
State IT Service Desk, which offers 24/7 support. Start by visiting:				
https://online.osu.edu/tech-support				
☐ Access to technology resources and support (my.osu.edu, BuckeyePass/Duo, Institutional				
Data Policy, wireless, Microsoft 365, Compass)				
☐ Make <u>benefits selections</u> (between now and your 30th day)				
☐ Manage your <u>personal information</u> in Workday				
Understand what to expect in the coming weeks				
 Review your job description 				
 Highlight primary goals for the first three months 				
☐ Familiarize yourself with your office space and supplies				
☐ Meet and connect with colleagues in your office				

Office policies, norms and expectations
 Learn office communication management
 How to answer the phone & route calls

How to address walk-ins

 Locate resources (FAQ's list of how to address common inquiries) Communication of Schedules (Outlook Calendar Sharing or Other Methods) Emergency contact information, how to report an absence, etc. ☐ Familiarize yourself with the basics of your computer system – and get the appropriate access to shared drives (OneDrive, Teams, Skype) etc. ☐ Create <u>your email signature</u> ☐ Get on appropriate email listservs New employees are automatically added to the all-Extension and Extension-misc listserv o **4-H Professionals** (4HProfessionals@lists.osu.edu contact Sarah Longo, longo.79@osu.edu) o Community Development (Contact Sarah Mays, mays.201@osu.edufor Outlook group if needed) o FCS **FCS-Prof** is for everyone associated with FCS (program assistants, educators, support staff, etc.) (FCS-Prof@lists.service.ohio-state.edu) FCS-Educators is for field specialists, program specialists, state specialists, and educators (FCS-Educators@lists.service.ohiostate.edu) FCS-PAT is for field specialists, program specialists, state specialists, and FCS admin (FCS-PAT@lists.service.ohio-state.edu) Contact for above listservs is Thallia Blight blight.3@osu.edu AGNR Contact Teresa Funk funk.67@osu.edu all-agnr@lists.osu.edu Also, the ENLT Team listserv: enlt-team@lists.service.ohio-state.edu, which is geared toward members of the team, but sometimes it is used to reach out to a member of the team. http://u.osu.edu/agnr/home/ our webpage for OSUE ANR Team Members & internal folks that need to find info. Snap-ED & EFNEP SNAP-Ed's list serv is for all SNAP-Ed related positions, (PA's, Coordinators, Directors, and Etc.) SNAP-Ed@lists.osu.edu EFNEP (Expanded Food Nutrition Education Program) (PA's, Coordinators, Directors, and Etc.) efnepstaff@lists.osu.edu Contacts: Alaina Niebauer, niebauer.6@osu.edu PC for EFNEP and SNAP-Edare in charge for maintaining these lists. ☐ Request to be added to the OSU Extension Support Staff Team. (Microsoft Teams/Join or

Discuss expectations of colleagues in the office and division of responsibilities

o Expectations (e.g., need to generate cost recovery vs. availability of funds)

create team/Search teams/OSU Extension Support Staff Team)

☐ Understand the funding situation of Extension in relation to your unit

Funding sources

Supervisor Snapshot:

- Review job description
- Highlight primary goals for the first few months
- Provide an FAQ list of common inquiries regard office policies
- Review Funding Sources & Expectations
- Review Parking options for local & campus parking

First Week:

During your first week, you should meet with your Area Leader to build knowledge of internal processes and performance expectations. This is also a great time to engage with your new team members. Also, continue to work on the onboarding items assigned to you in <u>Workday</u>.

In addition to Day 1 Orientation you will have the opportunity to participate in O.N.E. Extension (Onboard.Network.Excel). Sample agenda of topics covered include:

- Introduction and Real Colors
- Ohio State University Extension Culture
- Networking and Relationship Building
- · Operations and Responsibilities
- Policies and Procedures
- Curriculum and Teaching Tools
- Unconscious Bias
- Fiscal
- CFAES Support Units
- Community Needs Assessment, Program Design Evaluation, and Reporting

Contact Jared Morrison.332 or Amanda Rysz.4 for more information, this orientation is offered every six months.

MINE Program (Mentor.Impact.Network.Excel)

Learning and Organizational Development (LOD) offers this program which provides opportunities to connect with experienced mentors, peers, and resources within the university. Mentors will guide mentees through discussion and reflection, while equipping them with the tools and characteristics to be successful and happy in OSU Extension. Mine program mentoring overview.

Contact Jared Morrison.332 or Amanda Rysz.4 to be assigned a mentor.

As you move through the rest of your first week, the list below will serve as a good checklist of things to do, places to go, questions to ask, and information to find:

Discuss office culture, informal rules, and norms with your Area Leader
 Observe others in your office (if applicable)
Understand Worktags/FDM info (Cost Center, Balancing Unit, Fund, etc.) and how and
when to use them

Supervisor Snapshot:

- Show work processes online (Workday, Teams, OneDrive, Skype)
- Connect new employee to a local experienced office support professional and other helpful resources to get started.
- Order Business Cards (if applicable)
- Discuss Performance Management Process

First Month:

The first n	nonth will be filled with all sorts of tasks, trainings, events, opportunities, and
meetings.	Be sure to save time to check these items off your list of things to do:
	DON'T FORGET: Make benefits selections (between 1st and 30th day)
	 Review <u>Additional Benefits</u> too, which includes a variety of employee
	discounts
	Employee Assistance Program Vous Plan for Health
	 Your Plan for Health Obtain University ID – BUCKID
	Order Name Tag (for nametag replacement, contact Dawnn Brown, brown.1283)
	Review and understand Extension 14 Core Competencies
	Knowledge of branding usage & templates. You can learn more about The Ohio State
_	University's brand philosophy and guidelines at https://brand.osu.edu/our-brand , and the
	College of Food, Agricultural, and Environmental Sciences brand overview at
	https://brand.cfaes.ohio-state.edu/our-brand. This includes a short video by CFAES Dean
	Cathann A. Kress
	Inquire about obtaining appropriately branded shirt)s)
	 As of fall 2021, the university, CFAES, and Extension do not have an online store for
	individual purchase of branded shirts. County offices and other units have the option to
	design and purchase apparel for employees. There are several processes that must
	be followed to purchase appropriately branded shirts and other others. Review the
	Merchandise Guidelines at https://brand.cfaes.ohio-state.edu/guidelines/brand-guidelines/merchandise
п	Personalize your work computer
	Bookmark important sites
п	Create a calendar of important tasks, events, & deadlines (electronic or hard copy)
	Locate important local program documents and review (i.e. – program calendar,
_	newsletters, files, etc.)
п	Connect with your mentor & colleagues (Area Leader and other office support staff)
_	Visit another office to observe organization practices
п	Learn about opportunities with professional associations
_	Learn about Chi Epsilon Sigma
	Learn about TERSSA
	Staff Advisory Council
	Understand the expectations of the Educators and Staff in your county office
	What will you be helping with in the different project areas (i.e., newsletters, flyers,
	reporting in 4-H online, etc.)
	Strategies for efficiently keeping track of daily office business and events
	Meet local stakeholders. You are the first person community members will meet
	when coming to the Extension office. You are the first impression.
	 Commissioners, volunteers, advisory committees, board members
	 Walk in traffic from public, volunteers, and members
	Explore the technology tools available to you to use in your work, e.g.
	Resources:
	OTDI – Software Request

o URL shortening at go.osu.edu

Survey platforms:
o Qualtrics
 Need to request upgrade to publish survey (Debby Lewis.205)
 Qualtrics/Nelnet Support in Teams
Communications:
o <u>BuckeyeLearn</u>
o <u>u.osu.edu</u>
o <mark>Zoom</mark>
Explore and learn communication content delivery opportunities (online/social)
 Gain access to office web platform (website maintenance training - <u>Drupal</u>
<u>Training for website</u>)
 Media Contacts (newspaper, radio, TV, schools, and others to include in a
distribution list)
 Participate in related training(s)
Review <u>university policies</u> related to:
 Sexual misconduct
Workplace violence
o <u>Policy 1.50</u>
Discuss with your supervisor procedures to deal with disgruntled clientele or
employees
Discussion with peers, mentors, and supervisor about informal rules and norms in
Extension
o Expectations related to <u>balance of professional & personal lives</u>
Historical perspective on how prior programs were developed and delivered
Leaders of committees/groups you might be interested in
Locate/explore important resources & understand how they can assist you: Review
and file for future use.
Objections Objections
 OhioLine Personnel Directory (OSU Find People & Extension directory)
 Personnel Directory (<u>OSU Find People</u> & <u>Extension directory</u>) OSU Library
 Explore professional ethics as an Extension professional
Reward and Recognition gifts to the employee
Connect with colleagues outside your office as opportunities are presented.
Including:
State/regional level administrators,
State/regional personnel, and
 Personnel in supporting units (i.e. Operations, Learning & Organization
Development (LOD)
County personnel regardless of program focus
 County personnel with the same program focus
History & philosophy of the land grant system
OSUE mission, vision, & strategy

☐ What it means to be an Extension Professional
 ☐ Supervisory and Organizational structure in OSUE

First 3 Months

with some	rou may have established the beginnings of a day-to-day routine and become familiar colleagues who may be a good resource to you in your new role. Below you will find tasks to finish out your first 3 months:
	Basic overview of the scope, focus, and philosophy of programming in Extension
	 Program area & Signature programs Develop an understanding of the work your colleagues do
	 Gain understanding to help you promote yourself and the organization
	Participate in trainings targeted to the program you are working in
_	trainings relevant to your role including those online
	Administrative Resource Center (ARC) - Workday
	- BuckeyeLearn
	– PCard
	<u>Drupal</u> (website)
	 4-H Online, etc. (contact Sarah Carpenter
	carpenter.955@osu.edu)
	Set up your Ask Extension ID
_	○ Use as a resource for now
	Review the County Stewardship Plan of Work and consider what roles/duties would best match your skills and what you would like to volunteer for. These are reviewed annually.
	Discuss and identify personal performance goals for the first year
	Work with your supervisor to create an individual professional development and growth plan
	Use results from self-assessment as a starting point
	Participate in course or trainings to develop or refresh skills
	Become familiar with Extension Volunteer policies and the role they play in all
	aspects of Extension
	 Importance of and significance across all program areas
_	 Risk management policies (safety, insurance, liability, injuries)
	Complete the <u>CITI training</u> & <u>Conflict of Interest form</u> for participating in research (if
	applicable)

Supervisor Snapshot:

Serve as a resource to connect to others in OSU Extension and the Community Check-in weekly during the first month

First 6 Months

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Supervisor Snapshot:

Work with new employee to discuss performance goals.



Fiscal Guidance

Accounting Functions: Most fiscal employees when they start at the University will find they are required to do a certain number of accounting functions. Below you will find a basic outline of those functions.

Roles: Every office is different, so it is important to establish who does what in your office when starting a new position. Meet with your Area Leader and review your stewardship roles. Learn what they are and where to find them.

Process: Type in the Workday SEARCH field the key words below from the Processing System column.

Timing Standards: Learn when things are due for several accounting functions.

Accounting Functions			
Fiscal	Processing System	Job Aid	
Purchasing			
Buckeye Buy (Internal orders for contracted vendors for supplies and materials) Buckeye Buy Staples Stores Order	Workday – Type: Create Requisition (Requisition Type: Buckeye Buy)	Buckeye Buy Staples Order UniPrint	
UniPrint			
 Non-Catalog Request (purchase order request with non-contracted vendors.) Needing contracts signed Comm Media Distribution OSUE Publications Vendors outside of Buckeye Buy 	Workday – Type: Create Requisition (Requisition Type: Non-Catalog) If new vendor/payee – Vendor Set Up Form *OPERS form for sole proprietor or individual.	Non-Catalog Contract Signed OSUE Publications Vendor Set Up Form	
Miscellaneous Payment	Workday – Type: Create Miscellaneous Payment	Create Misc.	
StipendStudent Awards	Request If new vendor/payee – Create Miscellaneous Payee Find Misc. Payment/Payee	Payee/Payment	
BCI Background Check Reimbursement	Workday Type: Create Expense Report for Non-Worker	BCI Link	
Supplier InvoiceExtension Youth ScholarshipsUtilities for owned buildings	Workday – Type: Create Supplier Invoice Request	Education Scholarships Supplier Invoice Request (SIR)	
PCard	Workday – Type: Create Expense Report	Non-Travel:	
Non-Travel PurchasesTravel Purchases	Reassigning Expense Credit Card Transactions	PCard - News Articles Travel: ARC Link	
OTDI (Office of Technology and Digital Innovation) IT Services		Service Desk OTDLIT	
Camp Payments	Affiliated Camp list in news article	Purchasing Camp and Camp Deposit Payments	

Checking Account	Each county has their own method.	Xero postponed
See <u>restriction form</u> on OPS website	Peg board	' '
	QuickBooks/Excel	
Accounts Payable		
 Invoices on purchase orders Invoice follow up Note: Additional approvals for invoices over \$3,000 required Review the vendor's default payment terms and payment method. (EFT net 60, Check net 90 for payment) Make sure the invoice does not say duplicate, if it does make sure to have the original sent with corrections to APCustomerservice@osu.edu. 	Email to apinvoices@osu.edu Be sure the invoice includes: Typed on correct Fiscal Year PO number Correct format for Purchase Order Number in PO- xxxxxxxxx only as the software that reads it must have the (-). Invoice date Invoice number Clearly stated remittance address Invoice must match the PO lines If invoice is only paying for one line in a multiple line PO, please indicate which line the invoice is requesting payment for.	Invoice Submission Requirements
Accounts Receivable		
Nelnet – *Preferred method to accept credit card payment. Each county is set up with an individual Nelnet account. CVent – Please see your OPS Fiscal Liaison.	Reporting and Refunds	Nelnet Job Aid
Travel		
Monthly Mileage Travel – Traveler's responsibility	Travel Expense Report Log	Monthly Mileage Job Aid Travel News
Overnight Travel – Traveler's responsibility	Workday – Type: Create Spend Authorization	Overnight Travel
Records		
Equipment Inventory – Asset Management	Yearly Asset Management spreadsheets will be distributed by OPS Fiscal Liaison. Workday trackable assets will include both capital and non-capital assets. Non-trackable assets are to be tracked in house.	Asset Management
Records Retention		Records Retention Schedule Transfers to Archives
Checking Account		
 Monthly reconciles checking account. Makes correcting entries on checking account. Process payments through the checking account. Records cash/checks received. Deposit cash/checks received. 	Varies by county	
Ordering Checking Account Supplies	Checks – Can order through bank, other check companies, and Safeguard.	Safeguard

	Peg Board System – Order from Safeguard	
Local Checking Account Reimbursement	Workday – Type: Create Miscellaneous Payment	Reimbursing Checking Job Aid
To reduce local checking account	OSU Extension Deposit Transmittal Form	Oncorning Cop 7 lid
PCard		
To apply for a new PCard Maintain PCard Documentation Keeps track of PCard Tracking Log	Non-Travel PCard Tracking Log Travel PCard Tracking Log	PCard Application/Mai ntenance Request CFAES Finance (osu.edu)
Maintaining Funds		
Corrects wrong worktags used	Expense Transfer Webform Expense/Revenue Transfer Form	
Reports	Workday - Find Journal Lines - OSU Detailed information Specific Worktags Workday - Sources and Uses - Variance Analysis Summary of revenue, cost, and expenses Workday - Equity Balances by Balancing/Carry Forward Worktags Line by Line Balances Workday - Managerial Trial Balance Displays beginning balance, debit/credit amounts, and ending balance	
UniPrint – Printing cost for copier		UniPrint Copier Invoices
Insurance		
CIMA volunteer liability insurance is paid annually by OSU Extension Administration. American Income Life Insurance AlL covers participants. County pays for any AlL coverage. Can be for each event OR can do "blanket" coverage for the	CIMA – Volunteer report information collected directly from state offices, no county reporting needed. Workday – Create non-catalog requisition to get a Purchase Order issued. *When looking for the supplier don't type in the full word of American, but just AMER	Insurance
year. Workday Lookups		
View Suppliers Terms Contact Information Invoices	Workday – Type: View Supplier	Key Words in Workday
 Purchase Orders Find Supplier Invoices Status Invoice Submission Requirements AP-Accounts Payable 	Workday – Type: Find Supplier Invoices	Invoices
Other		
OSU Branding Guidelines specific to designing promotional materials and merchandise for the college.	Merchandise and apparel using Ohio State trademarks (including the Ohio State name) must be produced by an approved university supplier.	Branding

Timing Standards for Counties			
Item	Forms Required	Frequency	Action Required
Fiscal Year End Close		County budgets are developed per calendar year, fiscal year runs from July 1 – June 30.	All expenses for the year need to be in by June 30 th .
Sales Tax	Sales Tax Reporting Form Note: Check the Office of Business and Finance for the most up-to-date form.	Sales tax is to be recorded at the time of the deposit.	Sales tax is to be reported monthly (the 15 th of each month) to the OSU Tax Office.
County Appropriation Billing	County Appropriation Billing Form	Budget Steward: Gathers information once County Commissioner approves.	Responsibility of the Budget Steward.
OTDI Billing	Excel file uploaded to Teams	Quarterly	Communicate with the Budget Steward for role specific information.
Purchase Orders	<u>Workday</u>	One time purchase orders as needed. Blanket Purchase Orders due 1st of June for next fiscal year.	Blanket Purchase Orders are for recurring monthly/quarterly expenses. Ex: Water Delivery Service, Postage Meter
PCards	Itemized receipts and list of participants for food, items/gifts.	All expense reports for PCard transactions must be processed within seven (7) business days from the transaction date.	 PCard Manager is responsible for expensing non-travel purchases within 7 business days. Reassign travel purchases to the traveler.
Timesheet/Leave Request	<u>Workday</u>	Timesheet: Preferably on Friday at the end of the day. Leave Request: Preferable as soon as we request the time off. *Speak with Area Leader about their preference.	 Inform your co-workers to make sure there is adequate coverage through the "Calendar Communications" steward. Seek approval from your Area Leader.
Checking Account Bank Statement	Each unit must have a ledger or record of all incoming cash and checks. That ledger or record must be maintained as the incoming money is received.	Upload bank statements by 3 rd Monday of every month to One Drive. Complete the Webform If IRS form 1099-INT is received for interest earned on checking, contact Jesse Buxton.	Checks received should be endorsed "For Deposit Only" immediately upon receipt.
Local Checking Deposit to Columbus (To reduce checking account balances)	Deposit Transmittal Form	Every six months as needed.	The maximum amount allowable to be maintained on average in the checking account is \$20,000 annually.
Local Bank Deposits	Cash/Checks and Deposit Slips	Additionally, checks and cash should be deposited within three business days or when \$1,000 is reached, whichever comes first .	Two people need to be involved in the transaction. If you are the person collecting the money as it comes in the door you should not be the one making the deposit.