[](http://www.unm.edu/)

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| **EMPLOYEE HANDBOOK FOR STAFF** |

(Enter Department Logo here)

Welcome!

It is my sincere pleasure to welcome you to the *(Enter your department’s name)* team. Thank you for choosing the University of New Mexico (UNM), *(Enter your department’s name)* as your employer of choice. I am excited you are here and I look forward to working with you.

You are joining a group of dedicated and talented employees who work hard in support of the University of New Mexico's mission and goals. The knowledge and skills you bring will support UNM students, faculty, and your fellow staff members.

I encourage you to take advantage of the many opportunities and resources available to you for your personal growth and professional development. As you get involved in these programs and services, you will quickly become a part of the UNM community.

The University of New Mexico Employee Handbook is created only as an informational guide for employees to familiarize themselves with the resources available to them. The Employee Handbook is a not intended as an employment contract, either expressed or implied, and it does not alter the at-will status of the employee. The provisions of the University of New Mexico’s Employee Handbook are not conditions of employment and may be modified, revoked, and/or changed at any time by the University, with or without notification.

Employees with a disability may contact their administrator for another mechanism to obtain this information.

Sincerely,

Figure 1 Insert your Department Supervisor's Signature

*(Enter your department supervisor’s name and his/her title)*

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About *(Enter your department’s name)*

*(Enter your department’s name)* provides a full range of *(Enter your department’s name)* services, products, tools, and programs to *(Enter your department’s name)* customers including University staff, faculty, and (*Enter your department’s clients)*.

We offer (*Enter your department’s main services)*. *(Enter your department’s name)* also provides (*Enter additional information about your department).* *(Enter your department’s name)* collaborates and partners with other UNM organizations to supply services to (*Enter the department’s you collaborate with most closely*).

*(Enter your department’s name)* Mission Statement

Add Mission Statement

*(Enter your department’s name)* Vision

Add Vision

**UNM Statement of Values**

UNM’s values describe the “evergreen” principles that guide our decisions, actions, and behaviors. These are essential and enduring tenets, not to be compromised for short-term expediency. By stating these values publicly, we are openly committing to upholding them and to be held accountable accordingly.

Excellence: demonstrated by our people, programs, and outcomes, as well as by the quality of our decisions and actions.

Access with Support to Succeed: that gives all who desire the opportunity to take full advantage of the wealth of resources at UNM and to be fully included in the UNM community.

Freedom: of speech, inquiry, pursuit of ideas, and creative activity.

Sustainability: so that as we meet the needs of the present, we are not compromising the wellbeing of future generations.

Integrity: that holds us accountable to our students, the community, and all who serve UNM’s mission, to manage our resources wisely and keep our promises.

Diversity: that enlivens and strengthens our university, our community, and our society.

Respectful Relationships: that build trust, inspire collaboration, and ensure the teamwork that is essential to UNM’s success.

*(Enter your department’s name)* Organizational Chart

*(Paste your department’s organizational chart, and ensure that the new employee’s position on the chart as well as his/her supervisor information is correct)*

Information about the *(Enter Department Name)*

*(Insert the different units in your department and contact information for those units)*

(*Enter your departmental contact information and descriptions)*

*(Enter your department’s floor plan/building set up. Use the same one that you use for your Emergency Plan.)*

Important Information for New Employees

Building and Personal Safety

The *(Enter your department’s name)* is concerned about your safety and welfare. The following procedures have been implemented to improve the security of our buildings and ensure the safety of all staff:

* Keys – All buildings have separate keys for outer and inner doors. Keep these in a safe place and do not lend them to anyone.
* Fire Hazards – We take steps to avoid fire hazards. Do not plug coffee pots or appliances into an extension cord or surge protector, they must be plugged directly into an outlet. Check with your Building Coordinator, *(include name of Building Coordinator),* about using electric heaters. Smoking is not permitted in any building. Fire extinguishers are located throughout the building. Please make note of where they are located.
* Building Safety – If you experience any problems with the building, please notify the designated Building Coordinator.
* *(Enter your department’s building safety contact information)* Personal Safety – Please see your supervisor for a copy of the *(Enter your department’s name)* Emergency Preparedness Plan.

Campus Parking & Parking Permits

http://pats.unm.edu/

Career Development

After you have successfully completed the six-month probationary period, you are eligible to enroll in a career development program. Talk to your supervisor about your career interests or visit Career Management/Career Development on the HR website: hr.unm.edu.

Computer Access

*(Explain your systems set-up and the process for getting computer access.)*

Upon starting your position within *(Enter your department’s name)*, you must sign a Computer Use Policy form and give the form to your manager. A copy of this form is located in the New Employee Checklists and Forms section of this handbook.

Since you will have access to a *(Enter your department’s name)* computer, you are responsible for learning the programs required to perform your duties. Training is provided through Learning Central: <https://learningcentral.health.unm.edu/learning/user/login.jsp>

Confidential Records/Information

Enter your Department’s Confidentiality Agreement. *(Contact your Human Resources Consultant for assistance with creating a Confidentiality Agreement.)*

Customer Service Guide

Customer Service is a key component of *(Enter your department’s name)*. For information regarding the Customer Service Standards of *(Enter your department’s name)*, please refer to the Customer Service Guide located towards the end of this handbook.

Email & Calendars

The University uses LoboMail for email and calendaring. You should request a LoboMail account within the first few days of starting your position. Instructions on how to request a LoboMail account are located in the New

Employee Checklists & Forms section of this handbook. Consistently use the calendar to indicate when you are away from the office or in meetings.

Emergency Notification System

LoboAlerts is an opt-out text messaging system that provides fast, convenient, real-time message alerts for UNM students, faculty, and staff. All faculty, staff, registered students, affiliates of UNM, and all UNMH employees have been automatically enrolled.

Visit <http://loboalerts.unm.edu> to confirm your contact information, or to opt-out of the service.

For school closing info due to inclement weather, call 277-SNOW for the latest updates.

FastInfo Knowledge Database

This UNM website provides online answers to common questions for the University: <http://fastinfo.unm.edu>

HR Website

The HR website is located at <http://hr.unm.edu>. Visit this site to learn about different Human Resources programs and initiatives.

Departmental Website

The departmental website is located at *(Enter your department’s website here).* Please access this site to become familiar with programs and easily assist customers.

Communication Tools *(If applicable to you, discuss your communication tools here)*

Enter the Communication Tools for your department

Computer Assistance *(Enter your IT contact information and instructions on how to request assistance.)*

Personnel Policies

UNM Policies regulate the work we do. All policies are located online at: <http://policy.unm.edu/university-policies/>

You can also access them through the HR website. Policies that apply to our work are found under (*Enter the Policies that govern your department most closely.)* Please also review all personnel policies.

Rover Permits

The *(Enter your department’s name here)* has a few Parking Rover Permits that are available for check out. Rover Permits are valid only with an additional zone or reserved parking permit. Ensure all additional conditions printed on the permit are met. The permit is to be displayed on the driver’s side dashboard and the vehicle is parked in a zone parking space that is not further restricted by a meter or signage. Please consult your supervisor if you need to check out a Rover Permit.

Training

Your supervisor will arrange for you to attend UNM’s New Employee Orientation and will discuss additional training you need to perform your job duties. Training is available through Employee and Organizational Development (EOD). You will use Learning Central to sign up for classes: <https://learningcentral.health.unm.edu/>

UNM Directory

The UNM Directory can be accessed online at: <http://directory.unm.edu/>

**Van Use Guidelines** *(Use this only if you have a company vehicle which the employee can use for business purposes)* To be eligible to drive a UNM owned vehicle, an employee must:

* 1. Take the online Defensive Driving Course found on the SRS website, and
  2. Hold a valid New Mexico Driver’s License.

*(Enter your department’s information regarding travel.)*

New Employee Mentorship/Buddy Program

**What is the New Employee Mentorship/Buddy Program?**

The Mentorship/Buddy Program was established to assist employees when they start a new position within the *(Enter your department’s name*.) This program will provide a support system and plan of action for the new employee to learn more about the division and meet employees he/she will be working with. New employees are strongly encouraged to fully participate in all program activities and follow through on necessary tasks.

* New employees will be paired with a New Employee Mentor/buddy within his/her department or work unit. The New Employee Mentor/buddy will meet the new employee on his/her first day. The list of New Employee Mentors/buddies is listed below. The New Employee Mentor/buddy will be the contact person to assist the new employee in accomplishing the necessary tasks to become productive in his/her new role. He/She will also assist in setting up appointments to meet the members of *(Enter your department’s name)* Leadership.

**Office**  **Mentor/Buddy**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

The program will establish the following:

1. Expectations for the new hire, mentor/buddy, and supervisor.
2. What knowledge the mentor/buddy should impart to increase productivity and performance.
3. How much time the program should take.
4. Requirements for “check-ins” and follow-up from the mentor/buddy and new hire on program effectiveness.

**Employee’s Responsibilities**

**What are the new employee’s responsibilities?**

* Ask questions
* Be open minded
* Contact your Mentor/Buddy to arrange meetings with other Mentors and Managers
* Engage fully during the New Employee Mentoring process
* Take initiative

**What is the New Employee Mentor’s/Buddy’s responsibility?**

* Act as a “go to” person for the new employee
* Facilitate the New Employee Departmental Orientation Process
* Track progress of *(Enter your department’s name)* New Employee Departmental Checklist completion
* Assist new employee to set up meetings with the other Mentors and Managers

*(Add any other items specific to your department)*

*(Paste your department’s mentorship flow chart)*

New Employee Mentoring Program Sample Questions

Below are some sample questions you may want to ask Mentors, Directors, or Managers during your visit to the different areas within the *(Enter your department’s name)*.

1. What is the purpose of your department?
2. Describe a typical day in your department.
3. What are the roles & responsibilities in your departments?
4. What are the major challenges in your department?
5. What is the most rewarding aspect of your position?
6. How are our roles connected, and what might you be looking for from me?

New Employee Mentorship Program Signature Form

After you visit the managers in each area of *(Enter your department’s name),* please have each of them sign this form. Return the completed form, along with the completed Scavenger Hunt form, to \_\_\_\_\_\_\_\_\_\_\_\_\_\_.  *(Enter the person who will be collecting these forms and note what the new employee will be able to pick up after completion of form.)* Please contact the mentors, and they will help you schedule appointments that best fit the needs of their department.

*(Enter the management level persons from each unit who will meet with the new employee, and their contact information)*

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Manager/Supervisor Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***(Enter your department’s name)* New Employee Departmental Orientation Process**

## New Employee’s Second Day:

* Review *(Enter your department’s name)* New Employee Handbook With Mentor
* Review the Mentorship Program
* Verify Net ID has been set up
* Request and set up LoboMail to access email and calendar
* Inquire about the (Enter your department’s name) shared drives, if any
* Sign the  *(Enter name of form your departmental employee may need)* form and return it to your supervisor
* Complete and sign the Confidentiality Agreement and return it to your supervisor
* Read and sign the *(Enter your department’s name)* Computer Use Policy and return to your supervisor
* Visit other areas of *(Enter your department’s name)* with your supervisor
* Determine how to obtain your (Enter your department’s name) gift for completing the mentorship form

## New Employee’s First Week:

* Request any keys needed from the Lock Shop
* Request Alarm Code, if needed
* Inquire about *(Enter your department’s name)* Internal Phone List (located in the Telecommunications section of this handbook), and other important contact numbers
* Inquire about the department’s copier code, if necessary
* Notify your Mentor if you require any additional supplies
* Work with your Mentor to set up a time to meet with other Mentors and *(Enter your department’s name)* Managers
* Work with your Mentor to set up your Voice Mail

New Employee’s First Three Months - Appointments

Schedule appointments with the Directors & Managers to learn about *(Enter your department’s name)*

# New Employee Training

Training is critical to you during your first few weeks as a new UNM employee. Employee and Organizational Development (EOD) offers new employee training that is not only essential to your job, but also important to your professional development at UNM. EOD offers online and instructor-led courses free of tuition. Most trainings are available through Learning Central, UNM’s online training and registration system.

Once you have obtained your UNM Net ID and password, you may log into Learning Central at: [**https://learningcentral.health.unm.edu/learning/user/login.jsp**](https://learningcentral.health.unm.edu/learning/user/login.jsp)

All New Employee Courses can be found under the Subject Area Menu:

New Employee Courses (EOD)

University Required Training:

*The following mandatory courses are offered online:*

* Preventing Sexual Harassment – Annually
* Ethics: A Framework for Ethical Decision Making – Annually
* Basic Annual Safety Training – Annually
* Accurate Time Reporting (for managers/timekeepers)

New Employee Training:

*Please consult with your supervisor to determine if the following courses are applicable to your job:*

* Securing Private Data (Online or Instructor-Led Course)
* Securing Private Data EXAM
  + Required for all Banner Security roles
* Banner Fundamentals and Navigation
* Banner Fundamentals and Navigation Competency Exam
* For Managers: Employee Life-Cycle

Training for Banner Users:

* Banner Fundamentals & Navigation (Online Course) OR
* Banner Fundamentals & Navigation (Instructor-Led Course)
* Banner Fundamentals & Navigation Competency Exam
  + Required for all Banner Security roles

Other Training:

*You are encouraged to complete these courses. Please discuss these courses with your manager or supervisor:*

* Workplace Effectiveness
  + Seven Habits of Highly Effective People™
  + Treating Customers Right
* Performance Review Series
  + Performance Review for Staff
  + Performance Review Overview (Online Course)
* Work-Life Balance
  + Understanding Your UNM Health Insurance

**New Hire Access Checklist**

***(For Supervisors and New Employees to complete and return to Supervisor when completed)***

**Employee Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Completed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Make sure you have a NetID account:**

A valid UNM NetID is required to access email and other UNM systems. To check whether or not you have a NetID, try using your email name: *<name>@unm.edu* to login to [**https://webmail.unm.edu**](https://webmail.unm.edu). If you cannot login, then you should go to [**https://netid.unm.edu/**](https://netid.unm.edu/)to setup a new NetID. This ID will be valid for most IT applications and LoboMail.

**For Local File Server Access *(Enter any drives employee may need to access):***

In order to gain access to the Local File Server, your supervisor will need to fill out the File Server Access Request form, found in this handbook. Please return the signed form to your supervisor and he/she will forward the form to *(Enter office contact)*.

**If you require a LoboMail account, please follow these instructions:**

Please go to the IT website to request a LoboMail account at:

<http://lobomailinfo.unm.edu/new-account-setup.html>

If you need assistance installing LoboMail, please contact the (Enter IT information office).

# 

# File Server Access Request

*List the steps required by your department to request access to any pertinent servers.*

*Include any relevant forms and/or screenshots detailing instructions.*

(*Enter your department’s name*) *Confidentiality Agreement*

### 2014 acknowledgEment of confidentiality

As an employee of the University of New Mexico working in the *(Enter your department’s name)*, I agree that at all times during my employment and following the conclusion of employment, whether voluntary or involuntary, I will hold in strictest confidence and not disclose Confidential Information (as defined below) to anyone who does not have a legitimate, work-related or other legal reason for the disclosure of the Confidential Information.

Confidential Information shall mean any information, including verbal and written communications, paper and electronic files, audio and visual recordings and other forms, regarding another staff member’s employment status, disciplinary actions, or any other information about another employee acquired as a result of your work or association with this department. *(Add any other issues that are specific to your field)* Information, records, and data may also be legally confidential by virtue of other state or federal laws, rules and/or regulations such as the Family Educational Rights and Privacy Act (FERPA, 20 U.S.C. § 1232g), the Health Insurance Portability and Accountability Act of 1986 (HIPAA) and the privacy and security regulations promulgated thereunder, and/or other privacy laws, rules, and regulations. Confidential information also includes any other information or data that by its nature, a reasonable person would consider confidential.

I acknowledge that the use or disclosure of Confidential Information for any purpose except to perform my employment duties for the University of New Mexico, *(Enter your department’s name)* when not justified by legitimate reasons may result in disciplinary action up to and including termination. Confidential Information also includes any information regarding applicants, both internal and external candidates. Any disclosure of Confidential Information on social media sites or through electronic means without legitimate justification is strictly prohibited and may result in disciplinary action. Additionally, the use of Confidential Information for personal benefit or for the sole purpose of damaging the University of New Mexico during my employment or thereafter that is inconsistent with law or policy is strictly prohibited and may result in disciplinary action up to and including termination and/or legal action.

My signature below signifies my receipt and understanding of the University of New Mexico’s policy on Confidential Information as stated above.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name of Employee

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

# Computer Use Policy

*Revised February 11, 2010*

1. **Introduction**

This policy is applicable to all users of information resources. This includes computers, software, personal digital assistants, wireless devices, personal computers on the network, and HR/Payroll data. *(Add anything else that is applicable to your department)* Employees who have access to computers and the campus-wide communication network assume responsibility for their accounts, hardware, software, and their appropriate use.

Misuse of computers within *(Enter department’s name)* may violate the law, interfere with the mission of the University, endanger the integrity of the University’s information network, and violate the rights of others.

The University expects users to act in an honest, responsible, ethical, lawful, and respectful manner when working with computers and accessing data when working for the department. Such access is a privilege, and violations of this policy could result in disciplinary action. This document provides specific guidelines for appropriate computer use within the department and in addition to existing university regulations and policies that apply to information technology and data management:

[UNM Policy 2500 - Acceptable Computer Use](http://www.unm.edu/~ubppm/ubppmanual/2500.htm)

[UNM Policy 2520 - Computer Security Controls and Guidelines](http://www.unm.edu/~ubppm/ubppmanual/2520.htm).

1. **General**

All users must use systems and resources in ways that do not interfere with or disrupt the normal operation of these systems, nor interfere with the access and use of these systems and resources by others allowed to do so.

To gain access computer resources, users or their supervisors must complete the Access Request form. This form can be found in the New Employee Orientation Handbook. Once completed, this form must be approved and signed by the area’s Director and the Director of Finance and Business Services. The original hard copy form must be submitted to the *(Enter proper area)*. All hard copies are stored within the IT department.

Requests for Banner, UNMJobs, and related access must be submitted through the online Banner Authorization Request.

1. **Confidentiality and Privacy**
   1. Only users with appropriate authorization and approved business need may access, communicate, or use private employee information in accordance with property and privacy rights. This includes databases on the server, Banner forms, and reports.
   2. Users may not store Social Security Numbers (SSN). If required by law, SSN may not be stored on local desktop or laptop computers.
   3. Users should not transmit Social Security Numbers via email (seek guidance from your supervisor.)
   4. Users should logout of all systems when leaving their work area, and turn screens away from public view during use.
   5. Users should store all files such as word or excel files on the server not the local desktop or laptop computer.
2. **Intellectual and Copyrighted Materials**
   1. Users may not copy, publish, store, or transmit data that may constitute a violation of copyright. This includes downloading shared music, movie, and picture files. Users should assume information is copyrighted unless they know otherwise.
3. **Incidental Personal Use**
   1. The University allows incidental personal use of computing services. “Such use must not interfere with an employee fulfilling his or her job responsibilities, interfere with other users' access to resources, or be excessive as determined by management” per UNM Policy 2500 - Acceptable Computer Use. Incidental personal use includes accessing social media sites (e.g. twitter.com, myspace.com, facebook.com, linkedin.com, friendster.com, etc.), and “excessive” is determined to be more than 15 minutes daily. Prohibited activities still apply during work hours.
4. **Security**
   1. An employee may be held responsible for allowing a third party access to his or her computer, account, or network connection.
   2. Users may not disclose their passwords or personal identification numbers (PINs) to unauthorized individuals, including work colleagues.
   3. Users may not allow other users access to computers using their login ID. A guest login may be obtained from the IT department for temporary users.
   4. Users may not leave laptops unattended where they can be accessed or stolen.
   5. The Department Head or Designee must approve external access to the servers from outside entities. This access must be limited to appropriate encrypted transfer methods as determined by the \_\_\_\_\_ department.
   6. Only recommended Internet browsers can be utilized to access institution applications to ensure security compliance.
   7. Users with personal computers on the *(Enter department’s name)* and UNM networks are expected to take reasonable precautions to ensure the security of their systems.
5. **Prohibited Activities**
   1. Installing any software including freeware, shareware, public domain, commercial software, or personal software on any University computer equipment without the permission of both your departmental manager and the *(Enter title of the IT person).*
   2. Using any electronic device, computer or networks, with the intent to compromise any other computers or networks or to gain unauthorized access, commit crimes, or other unethical acts.
   3. Using computers or networks for unauthorized non-business related commercial or for-profit activity.
   4. Transmission of non-work related information to an individual who requests the information not be sent.
   5. Using department computers or networks to deliver fraudulent, discriminatory, threatening, defamatory, obscene, harassing, or illegal materials.
   6. Sending or forwarding electronic mail for unauthorized purposes (i.e. spam, chain letters, pyramid schemes, etc.). This includes, but is not limited to, unsolicited and unsanctioned mass mailings.
   7. Internet game playing during work hours.
   8. Viewing, printing, storage, display, or playing of sounds of any sexually explicit or potentially offensive materials in a way that may create an offensive or hostile work environment.
   9. Taking any *(Enter your department’s name)* computer software or hardware without completing the Check Out Form and obtaining permission of both your departmental manager and the manager of IT *(Enter title of the IT person)*.

My signature below signifies that I agree to the terms and conditions of the policy stated above.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Printed Name of Employee)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

**LoboTime Business Rules and Best Practices   
(*only applicable if the department uses LoboTime)***

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**



The accuracy of time reporting is the responsibility of all employees and their supervisors. Failure to report time accurately and in compliance with the Fair Labor Standards Act and University Policy may result in penalties to the University and/or disciplinary action to the employee(s). To assist you in understanding the requirements, three informational courses are available in Learning Central under the heading Accurate Time Reporting.

**Non-Exempt Employees:**

You will be expected to log in/out using the PC at your work station or to clock in/out using the Time Clock closest to your work station. Obtain **prior approval** from your supervisor/manager before clocking in from an alternative location. If clocking/logging in from an alternate location, insert a Comment and an explanatory Note in your time card.

You must swipe/log in and out when arriving and leaving work and before and after lunch. Review these punches daily so any missed punches or erroneous entries can be resolved with your supervisor as soon as possible. If you have made an error, such as a missed punch or double punch, go to your supervisor immediately to have the error corrected. The system will not allow you to change your own punch. The sooner you contact your supervisor, the easier it is to make a correction.

Swiping in/out can be done at a Time Clock. All other functions should be done from your PC.

In rare circumstances, and due to a pressing business need, an employee may be given permission to log in/out from home. A Manager/Supervisor cannot authorize an employee to log in/out from off campus without obtaining **prior** approval from ***(Enter appropriate department head/designee)***. There are no exceptions to this practice.

Under no circumstances is an employee to swipe/log in or out for another employee. Sharing of Lobo (ID) cards and/or passcodes is strictly prohibited.

Scheduling and length of the meal break should be arranged with your supervisor.

We recognize that some PCs may take several minutes to boot up. We can suggest two remedies: use a Time Clock or arrive to work a few minutes earlier. This should not be construed as permission to clock in significantly earlier than your shift is scheduled to begin.

New Non-Exempt employees who have not been imported to LoboTime from Banner should use a paper time sheet until they have been added. Fill out the time sheet when you arrive and leave the office, just as if you had clocked in/out. If you are added to LoboTime before the payroll deadline, your punches will have to be entered by your manager/supervisor. If not, Payroll will determine how your hours will be entered. In either case, it will be critical to have the paper time sheet.

**LoboTime Business Rules and Best Practices (cont.)**

You are responsible to review and approve your time card. You are responsible for notifying your supervisor if there is an error, discrepancy, missed punch or unrecorded leave. It is your responsibility to know who will approve your time and leave in the absence of your direct supervisor. Remember, if you have a **missed punch**, you will not be paid on schedule.

Your deadline for reviewing and approving your timecard is **10:00 am** on the “Time Entry Deadline” date listed on the Payroll Timekeeper and Approver Schedule. This schedule can be obtained from your LoboTime Agent and is also available on the Payroll web site.

All overtime requires **prior** authorization from the employee’s immediate supervisor or department director/manager. If an employee works unauthorized overtime (logging in early and/or logging out late), payment will be made for all time reported as worked, provided there is proper and adequate documentation of the work accomplished during the overtime. However, the employee may be subject to disciplinary action for failure to obtain the necessary supervisory approval to work overtime.

Should your employment terminate during a pay period, on your last day of work, make sure LoboTime is up-to-date and accurate. In addition, print and sign a hard copy of your timecard and give it to your supervisor.

**Exempt Employees:**

Log in to LoboTime to request leave and to ensure that your leave balances are accurately recorded. Remember that leave balances shown in LoboTime should be one month in arrears, just as they are in LoboWeb.

You are responsible to review and approve your time card no later than 5:00 pm on the 10th of the following month. You are responsible to notify your supervisor if there is an error, discrepancy, or unrecorded leave. It is your responsibility to know who will approve your time and leave in the absence of your direct supervisor.

Should your employment terminate during a pay period, on your last day of work, make sure LoboTime is up-to-date and accurate. In addition, print and sign a hard copy of your timecard and give it to your supervisor.

**Managers/Supervisors:**

You must take all the required classes and obtain the LoboTime Supervisor or the LoboTime Manager BAR role.

You must enter schedules for all current Non-Exempt employees. Enter new employee schedules by the time the employee reports for work.

You must ensure that new employees who report to you take the appropriate training in LoboTime procedures. You can obtain up to date training materials in Learning Central: <https://learningcentral.health.unm.edu/learning/user/login.jsp>

**Daily** review of punches and leave requests is highly recommended. This will allow corrections while the circumstances are fresh in your mind. It will also prevent end-of pay-period time crunches requiring employees and/or their supervisors to correct punches.

**LoboTime Business Rules and Best Practices (cont.)**

The deadline for your approval of Non-Exempt time cards is **10:00 am** on the “Time Entry Deadline” date listed on the Payroll Timekeeper and Approver Schedule, usually the Monday following the end of the pay period. Early deadlines often occur before holidays, so please refer to the schedule for actual deadlines. Procedures for estimating time for early payroll deadlines will be provided by the Payroll Department and communicated to you by your LoboTime Agent.

The deadline for your approval of Exempt LoboTime time cards is no later than 5:00 pm on the 13th of the following month.

As a manager/supervisor, it is your responsibility to approve your employees’ timecards and/or leave requests in a timely fashion. It is your responsibility to have at least one back-up approver. If you will be out of the office, it is your responsibility to notify your back-up(s) so they are aware that they will need to do your approvals. It is also your responsibility to communicate your absence to your employees so they can contact your back-up(s) if necessary.

Adjustments to Exempt employee leave (time off not requested/approved in advance) require an historical edit by the employee’s manager and must be completed no later than **noon** on the 10th of the following month.

Long-term schedule changes should be entered immediately.

Approvals can be rescinded. You must then re-approve after corrections are made.

The department requires that each change to an employee’s time card (correcting missed punches, for example) must have a “Comment” and each Comment must have an explanatory “Note.” Remember, these records may be subject to the Inspection of Public Records Act (IPRA) and comments should always be professional and business related.

Define conditions under which employees can log/clock in from an alternative location. Require employees to ask for prior authorization and to provide Comments and Notes in LoboTime.

Be cognizant that LoboTime is the database of record. Comments and Notes are critical to maintaining an acceptable audit trail.

If one of your employee’s employment with the department terminates during a pay period, you must make sure the employee’s LoboTime record is up-to-date and accurate. Have the employee approve his or her timecard in LoboTime, and print and sign a hard copy as well.

**Managers/TimeKeepers:**

You must take all the required classes and obtain the LoboTime Manager BAR role.

Sign-off (equivalent to “submitting” Banner time) must be completed in time to adhere to the “Time Entry Deadline” (Non-Exempt) or the “Exception Time Deadline” (Exempt) listed on the Payroll Timekeeper and Approver Schedule.

**LoboTime Agent:**

You must take all the required classes and obtain the LoboTime Agent BAR role.

**LoboTime Business Rules and Best Practices (cont.)**

The LoboTime Agent is the point of contact for dissemination of information to the department. It is your responsibility to communicate to the department information regarding upgrades, process changes, and changes to training materials. This designation has no role in approving leave or time.

**Reporting Violations of LoboTime Business Practices:**

**Illegal or Unethical Behavior:**

Employees who suspect or know of a situation that may violate or lead to a violation of these LoboTime Business Practices are obligated to report such information and are strongly encouraged to report such information directly to their supervisor.

If the individual to whom such information is reported is not responsive, then the employee should contact the Department Director/Manager or \_\_\_\_\_\_\_\_\_\_. All such communication will be investigated and kept confidential to the extent feasible, subject to applicable law.

**Non-Retaliation:**

UNM prohibits retaliation of any kind against individuals who have made good faith reports or complaints of violations or suspected violations of these LoboTime Business Practices.

Each employee in this department will sign this document and return it to his/her supervisor. Signed documents will be maintained in the departmental employee files (please include the last four pages of this document.)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

# Newsletters & Calendars

Enter your department’s resources for news/current events include websites

**University of New Mexico Campus Calendar**

**Current Calendar can be found on the HR website, on the left under Quick Links**

**Calendar Example:**

http://hr.unm.edu/docs/hr/campus-calendar-2013-2014.pdf

Telecommunications

Link for Telecom

<http://it.unm.edu/communications/>

Voice Mail Instructions

<http://it.unm.edu/communications/voicemail.html>

If you have additional questions, use UNM FastInfo for CNS Voice and Data Services:

<http://fastinfo.unm.edu/prod/index.php>

*(Enter your department’s name)* Telecommunications Long Distance Authorization Code

**Request Form**

To request a Telecommunications Long Distance Authorization Code please fill in the information requested below and forward the form to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Upon verification, a new Authorization Code will be issued.

Employee Name

Department Name

Building Location

Phone Number

Locations where Auth. Code will be used

Banner Index Code to be charged

*Director or Department Head Signature is required.*

Signature

Title

Date

*(Enter your department’s name)* Long Distance Phone and Fax Log

|  |  |
| --- | --- |
| **Name** |  |
| **Office** |  |
| **Extension** |  |

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| --- | --- | --- | --- |
| **DATE** | **# CALLED** | **PERSON/COMPANY CALLED** | **REASON** |
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| Please provide information regarding the call(s) being made. This form is for Long Distance Calls Only **(including Faxes)**. Please give this form to a member of the *(Enter departmental person responsible)* upon request.  **INSERT DEPARTMENTAL PHONE DIRECTORY HERE** | | | |

Scavenger Hunt 

Welcome to the *(Enter your department’s name)* website Scavenger Hunt. This is a great opportunity for you to navigate around our web site and get to know more about the various areas of *(Enter your department’s name)*. When you have completed these questions, please turn this in with your mentor signatures form to the *(Enter your department information)* for your gift. Please answer the following questions by searching the *(Enter your department’s name)* website:

Begin the scavenger hunt by typing (*Enter your department’s web address)* into your Internet Browser.  
Go to the “*(Enter your department’s name)*” section and answer the questions below:

1. (*Enter department questions from your website.)*

2. List three of the Values from the *(Enter your department’s name)* Mission, Vision and Values section:

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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Now navigate to hr.unm.edu and click on “Benefits” then find “Educational Benefits.” Click on the link to the University Policy and read about Tuition Remission and Dependent Education:

3. Where are the Application Forms for these programs found?

Review UNM’s Retirement Plans:

4. What are two key differences between the ERB plan and a 403(b) plan?

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Find the UNM Policy on Annual Leave:

1. What is the policy number for the Annual Leave Policy?
2. An employee's unused annual leave balance may not exceed how many hours?
3. On the HR website, where will you find the UNM Holiday Schedule?

# UNM Employee Health Promotion (EHP)

Visit the [Employee Health Promotion website](http://hr.unm.edu/ehp/index.php).

Life Support

**AED -** Automated External Defibrillators are the machines that provide lifesaving electric shock to a heart that is in trouble (you’ve probably seen them on TV). EHP oversees this program and trains employees in this crucial lifesaving technology. Call 272-4460 for more info.

**CPR/First Aid** – These courses teach the knowledge and skills necessary to recognize and provide basic first aid care for breathing and cardiac emergencies until advanced medical personnel arrive. Contact Renay Silva for more info: 272-8364.

Presentations

**Worksite Wellness** – EHP’s expert staff provides interactive classes and programming on an expansive list of health, nutrition, and fitness topics. EHP can also work with UNM departments to develop new topics. EHP staff members are happy to come to your UNM event. Call 272-4460 for more info.

Tobacco Cessation

**Tobacco Cessation Support** – Call 277-4996 for information.

Physiological Testing

**Fitness Testing** – UNM has one of the most advanced exercise physiology laboratories in the state. Exercise physiologists can help you get a handle on your current level of health and fitness, as well as assist you in taking the most appropriate steps towards maintaining or improving your health and wellness. Call 277-2658 for more info.

**Lipid, Hemoglobin A1C, & Glucose Testing** - Lipid testing includes total cholesterol, HDL cholesterol, LDL cholesterol and triglycerides. The fees are $15 for lipid test, $20 for Hemoglobin A1C and $10 for the glucose test (cash/check only). Testing is held in the basement level of Johnson Center, Room B143 (Exercise Physiology Lab), 7:00 am - 9:00 am on the first Thursday of each month, on a walk-in basis. Call 277-2658 for more info.

Nutrition Services

**Nutrition Consultations** - One-on-one nutrition consults are available for any nutrition-related issues or concerns. Nutrition consultations can also be scheduled to follow-up a fitness assessment, lipid, glucose or HgA1c testing, or fitness consultation. Call 272-3989 for more information.

Effective Behaviors *(Include any other behaviors that are important to your department)*

Each Customer is important:

* + I will provide clear, courteous, accurate, and consistent information about department procedures.
  + I will commit myself to know and understand department resources.
  + I will involve the customer perspective, when appropriate, for process improvements through the use of customer focus groups, surveys, etc.
  + I will identify myself and my work area to all callers.
  + I will actively listen to my customer.
  + I will own the problem until it is resolved.
  + I will always ask, “Did I answer your question?” or “Is there something else you need?”

Treat our *(Enter your department’s name)* colleagues in a courteous and professional manner:

* + I will be respectful.
  + I will make a conscious effort to appreciate and say thank you to my coworkers.
  + I will apply the same standards of customer service to my colleagues.
  + I will not make a commitment that involves my colleagues without consulting them.

Respond to telephone, email, and other inquiries in an accurate and timely manner (Telephone and Voice Mail/Email etiquette):

* + If I cannot assist the caller, I will direct the call to the appropriate person. Before transferring the call, I will obtain the caller’s permission and the recipient’s permission (no blind transfers). I will give the public phone number of the appropriate person to assist the caller before transferring.
  + I will communicate time frames to the caller if possible. For example: “I will follow-up with you by (day and time).”
  + I will acknowledge all voice mail/email within 24 hours during normal business hours.
  + I will update my greeting and auto-response, advising when I will be out of the office (if a 1/2 day or longer), when I will return, a phone number to reach a “live” person, and/or who can be contacted with questions.
  + I will more widely utilize instant messaging (IM) for internal communications as appropriate for my department. I will keep my IM status updated.

Conduct productive meetings:

* + I will minimize and consolidate meetings.
  + I will conduct a meeting with an agenda and/or a stated purpose and summary of action items 48 hours in advance, when appropriate.
  + When conducting a meeting, I will be sure to assign a lead to action items.
  + I will start and end meetings on time.

Keep your LoboMail Calendar updated

* + I will manage my calendar and allow for travel time when necessary.
  + I will post or accept/decline meetings on my calendar as soon as possible.

Provide a user-friendly webpage that has complete and accurate information

* + I will alert *(your department’s IT contact)* when our customers experience difficulties with *(your department’s name)* webpage.
  + I will alert (*your department’s IT contact*) to needed webpage updates and additions if I am the owner of the subject matter.

*(Enter your department’s Name)* Connect

Purpose

In order to better serve our clients, it is our responsibility to know what our resources are and to answer our own questions. We should become familiar with who does what within *(Enter your department’s name)* and what services we provide to allow us to maximize our time and contribution. Below are pathways to assist in serving the customer:

*(Enter your department’s resources)*

Tips

Below are tips to help you become proficient using your *(Enter your department’s name)* resources:

1. Install Novell Instant Messenger. As you identify important internal contacts, add them to IM contact list. Create department lists in IM. Within each department, put information about a person's job next to their name in IM. (Ex: Payroll Department-Margaret Martinez (Exempt employees).

2. Revisit your mentor program notes. If you have follow up questions for any of the people you met with, ask to set up a quick meeting with them.

3. Job Shadow ("walk-a-mile in my shoes") - Schedule an hour to sit with staff in different areas to understand how their job function(s) relate to your position.

1. Take the initiative and volunteer for upcoming projects even if they are outside your normal job responsibilities (e.g. volunteer to participate in the *(Enter your department’s name)* Cross-Training Program when opportunities become available).

5. Ask questions. There is usually some history associated with department practices and processes, so do not be afraid to ask why things are done a certain way. A certain process that begins in one department may have a huge impact on another area and its processes.

# *(Enter your department’s name)* New Employee Orientation Survey

Please fill out this survey and return to the address below. Your feedback will help us to continually improve the process for new employees in the *(Enter your department’s name)*. All answers will remain anonymous.

1. Was the New Employee Handbook helpful to you as a new employee in *(Enter your department’s name)*? Why or why not?

Yes

No

Why or why not?

1. Was the New Employee Mentoring Program helpful to you as a new employee in *(Enter your department’s name)*? Why or why not?

Yes

No

Why or why not?

1. Are there any changes to either the Handbook or the Mentorship Program that would have improved your experience as a new *(Enter your department’s name)* employee?

Yes

No

If yes, what changes would you like to see made?

Thank you for your feedback. After completing orientation, please return the survey to:

(*Enter your department’s contact information)*

|  |  |  |
| --- | --- | --- |
| **Checklist for New Employee and Supervisor:** | **EMP Initials** | **SUP**  **Initials** |
| **1. Verify that employee has completed all New Hire paperwork (I-9, W4, etc.) and employee is “in the system.”** |  |  |
| **2. Supervisor must inform (name of employee responsible for updating the new hire info on departmental lists) This person will add the new employee to necessary lists (website, phone list, listservs, etc.), and will alert other concerned parties.** |  |  |
| 3. Complete request form for default voice mail passcode and Telecom Long Distance Authorization Code. |  |  |
| 4. Instruct employee on how to use the office phone and set up his/her personal greeting on voicemail. |  |  |
| 5.  **Make sure employee has a NetID and LoboMail calendar/email.** If not, go to the IT homepage at <http://it.unm.edu/> to set up these accounts. |  |  |
| 6.  **Have the employee c**omplete File Server Access Request form in order to add Novell account and grant access to any drive that the new employee will need. |  |  |
| 7. Provide employee with signed key cards to obtain UNM keys (office, building, etc.) Send employee to lock shop to obtain UNM keys (remember that the Lock shop is closed on Fridays.) |  |  |
| 8. Have the employee read and sign the Confidentiality Agreement form and the Computer Use Policy (found in this handbook). Return original forms to the HR Service Center. These will be filed in the employee’s personnel file. |  |  |
| 9. Provide the employee with necessary department keys (file drawers, desks, etc.) |  |  |
| 10. Determine employee Banner roles and training needed. Instruct employee on how to request authorization for Banner roles. |  |  |
| 11. Make sure employee has an account in Learning Central in order to begin signing up for required classes. |  |  |
| 12. Have employee add viewing access to supervisor’s LoboMail calendar. |  |  |
| 13. Give employee loaned equipment and discuss policy for loaned equipment. |  |  |
| 14. Ensure employee obtains their LoboCard. |  |  |
| 15. Have employee go to LoboCard office to activate access to areas where employee will need to gain entry. |  |  |
| 16. Have employee compose a short bio and send it out on the department listserve. |  |  |
| 17. Ensure employee obtains a Parking Pass if necessary. |  |  |
| 18. Go over Performance Review process with employee and communicate initial expectations regarding goals and duties. |  |  |

*(add any other items pertinent to your area/department)*