

Frequently Asked Questions

Workflow, PDs, Hiring Proposals, Onboarding/i9 & General System

Workflow FAQs

1. Why is the workflow important in PeopleAdmin?

Workflow maps out the routing process that is used to process an action in the system and the roles that play a part in approving that request. There are separate workflows for the different position types in PeopleAdmin and for the different actions being accomplished. For those users who perform tasks in PeopleSoft Finance, this concept should be familiar.

2. How were the workflows determined for PeopleAdmin?

The workflows built into PeopleAdmin are based on feedback gathered from internal customers and are built with a great deal of flexibility to accommodate the varied business processes utilized across the university.

3. Do we have to utilize all the steps in the workflows?

No, each campus or college/division is encouraged to analyze their internal business processes and develop a workflow that meets their needs, while ensuring that the system built workflow will accommodate the desired process. If the built workflow will not accommodate, a change in internal business process may need to be considered.

4. What are the minimum requirements for workflow approval in PeopleAdmin?

The Division of Human Resources strongly advocates for the routing of requests through the multiple steps of approval according to the workflows built in PeopleAdmin for the specific position types. However, the following outlines the minimum acceptable requirements:

- For the position description (PD) and posting, only one level of workflow approval will be required prior to submission to HR Classification and Compensation or HR Recruitment, respectively.
- For the Hiring Proposal, two steps of workflow approval by two different users will be required prior to submission to HR Operations.

5. To avoid business process disruptions, what options are available if a user will be out of the office for an extended period and is unable to perform the assigned tasks in the workflow?

In the case of absences, a process will be available to request an HR System Administrator to assign temporary roles for another user for a defined period. When that time expires, the temporary user group will be deactivated. The process will be defined and communicated before GoLive.

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Position Description FAQs

6. Will faculty be seated in position descriptions?

Only faculty research grant (RGP)/time-limited (TL) will be seated, as this is the only faculty type that requires a position description.

7. How do you assign a supervisor to a position description?

Supervisors are assigned in PeopleAdmin by position number. If the supervisor does not have an approved PD in the system, you will not be able to assign them to the employee's PD as the supervisory position. For positions supervised by faculty full-time equivalents (FTEs), you will not be able to assign them as supervisor, as that position type does not allow for PDs in the system.

8. Will I still receive notification of approval for PD modifications?

An email approval will be sent to the College/Division HR Contact, the Department HR Contact and the Initiator for the request. This notification will take the place of the memos that were previously created and saved in the HR Drop Box.

Hiring Proposal FAQs

9. Why does the Hiring Proposal have a different standard?

The Hiring Proposal in PeopleAdmin is a new functionality that will be the electronic replacement for the PBP-1 and PBP-2 currently used in the paper hiring packets. These forms authorize the hiring of a new employee and the expenditure of funds for salary and, therefore, must be approved by at least two steps in the workflow.

10. If I do not know the supervisor's social security number as an Initiator on the Hiring Proposal, what should I enter?

If as the Initiator you do not know the supervisor's social security number, you may enter N/A in the Supervisor's Social Security Number field. The College/Division HR Contact will be expected to enter the supervisor's social security number at the time of his/her review.

11. What if the funding has changed since the position has been posted?

The funding information is editable on the Hiring Proposal. You may change or add additional funding information through the builder.

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12. Is an offer letter required for each Hiring Proposal?

Yes, a signed offer and acceptance letter will be required in the Hiring Proposal Documents tab. An offer letter will be generated in the system that you will be able to utilize. The system generated offer letter will need to be copied and pasted into a Word document where you will be able to put it on your own letterhead and edit as necessary. You will then be responsible for sending the offer letter to the employee for signature according to your normal business process. Once the signed offer and acceptance letter is received from the employee, you will be required to upload the offer letter into the Hiring Proposal as a Hiring Proposal Document. If a Hiring Proposal is submitted without the attached offer letter, it will be returned as incomplete.

13. What happens when HR Operations reviews the Hiring Proposal and finds it incomplete or inaccurate?

HR Operations reviews each Hiring Proposal for accuracy and completeness of information. If an error or omission is found, HR Operations will return the Hiring Proposal to the College/Division HR Contact by using the "Edit Requested" feature and will include comments indicating the issue or concern. There may also be times when there are questions and a request to gather more information are included in the comments box. Please be sure to review the comments and respond appropriately, either by answering the question or providing/correcting the data or discrepancy. To expedite and finish the communication process, we have also provided a "Edit Completed" transition for the College/Division HR Contact to return the Hiring Proposal directly to HR Operations. The College/Division HR Contact can decide if the Hiring Proposal needs to be re-routed back through the workflow or if it can simply be returned to HR Operations through this "Edit Completed" option.

14. How will I know if the Hiring Proposal has been approved?

An email will be generated from PeopleAdmin to the College/Division and Department HR Contact once the Hiring Proposal has been finalized. The College/Division and Department HR Contact will need to forward the email to the Hiring Manager for notification, if applicable. You may also log into PeopleAdmin at any time to review where the Hiring Proposal is in the workflow.

15. Once the Hiring Proposal has been finalized by the Division of Human Resources, will the data be entered into the HR/Payroll System?

The employee will need to complete the Critical New Hire Checklist which contains data that is required before any processing in the HR/Payroll System is able to be completed.

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16. Will final notifications be sent when the entire process is completed?

Yes, we will still utilize the tracking log and will send notifications after each pay cycle.

17. PeopleAdmin is replacing PBP-1 and PBP-2 for new hires with the Hiring Proposal. What about PBP-2-TR Rehire/Extension Document for Temporary Positions? Should I continue to use the paper form?

Effective November 6, 2017, rehires of adjunct faculty and temporary staff will be completed in PeopleAdmin. Please see the quick reference guides for processing procedures.

Onboarding & i9 FAQ's

18. Why am I receiving group approval email notification as an I-9 approver or user?

Everyone who is an approved user in a division will receive these emails so you may see names of candidates for your entire divisional area. At this time we suggest that users look at the related staff location in the body of the email notification and if it is not your area, simply delete the notification. We also have developed a Quick Reference Guide for Managing Emails by Setting Up Rules to assist in the routing and number of emails received for your inbox. The notifications are enabled to ensure tasks are completed. As we progress with the system and workflows become more familiar, we may be able to disable a few notifications.

19. When I complete the Section 2 of an I-9 for a new employee in Onboarding, the task does not disappear from my task list. If I click on the task again, an error message pops up. What am I doing wrong?

Nothing. Unfortunately, there is a glitch in the system that is keeping the task from disappearing from your task list even after you have completed your part. It is important that when you are assigned the Section 2 task for a new employee, that you complete it, ensure the e-verify has been received, and then **close the case** as you are prompted to do. After you have done those steps, you have completed the task. We are working with PeopleAdmin to resolve the issue of the remaining task and will let you know when that is resolved. Thank you for your patience as we work through this issue.

20. In the Records module (i.e. Onboarding) entry screen, should I enter N/A if I do not know the Employee ID?

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No, please do not enter N/A in this field. If you do not know the requested information, leave the field blank. Also, remember it is important for you not to edit the employee's personal email address as he or she has entered it into the application and it will auto-populate into Onboarding.

General System Information FAQ's

21. I'm having trouble logging in and seeing certain portions of the system, including Onboarding and i9Advantage, what should I do?

Check to ensure you are using Google Chrome as the preferred internet browser whenever using PeopleAdmin, Onboarding or completing i9's. Also, check for Pop-Up Blockers which may be inhibiting certain features. Follow our [Disabling a Pop-Up Blocker Quick Reference Guide](#) for instructions.

22. I've tried to log in with my password several times and now I'm locked out, what do I do now?

The system has a lock out feature which is activated after 3 unsuccessful attempts to log in. If you are locked out, wait 5 minutes before trying again. The system will disable your account after 3 individual cycles of unsuccessful attempts (9 tries with 5 minute waits in between), and you then must contact the Administrator in the Division of Human Resources to be reactivated.

23. What is a seated employee?

A seated employee is one in the PeopleAdmin system that has been "seated" or placed in a position description. In the upgraded PeopleAdmin system, each position number is associated to one single position description. When the PD is created, modified or when filling a vacancy, you can assign an employee to the PD. Selecting the employee to be assigned to the PD is termed 'seating'. Once an employee has been seated in a PD, if they were to terminate and the position is replaced, the new employee may be seated in that PD. When the new employee is seated, the previous employee is automatically removed, as no 2 employees may occupy the same PD and position number.

24. Is adjunct faculty the same as temporary faculty (TFAC)?

Yes, adjunct faculty is a different naming convention that means the same as a temporary faculty/TFAC.

25. For accounting data, are we using PeopleSoft coding or the legacy coding in PeopleAdmin?

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PeopleAdmin is not integrated with PeopleSoft. Legacy coding for funding information will still need to be utilized as the Division of Human Resources will enter the data into the HR/Payroll system.

26. Will I be required to send any information to Equal Opportunity Programs (EOP) regarding the postings?

No, EOP will have a user role in PeopleAdmin and will be notified through a system-generated email once the position/posting is filled. The EOP user will be able to access the needed EEO data from within the system.

27. How will the Hire Above Minimum (HAM) process change due to the system upgrade?

The [HR27 form](#) will still be used to request a starting salary above the advertised salary, although the form has been updated to reduce the amount of information input required. You will submit the HR27 as an attached document to the staff hiring proposal and route the hiring proposal through the workflow approvals to HR Class & Comp for review and approval. Once approved, you will receive an email from the system as your official approval of the hiring rate.

28. If I am hiring a classified, staff FTE at the advertised minimum rate, do I need to wait for approval from HR Class & Comp before proceeding with the verbal offer?

No, you do not need to wait in this instance. As the advertised rate is approved at the time the position description is created, you may proceed with the offer of employment at the advertised minimum rate when the applicant is selected.

29. What does Location of Vacancy mean on the posting?

Location of Vacancy is the actual work location of the position. There are circumstances where the university has positions that may work outside of the affiliated campus. For example, a Recruiter in Undergraduate Admissions in Columbia may be located in Chicago, IL or Jersey City, NJ. If this applies to the position being posted, this is where you will specify the city and state. If this does not apply to the position, leave this field blank. This information is helpful to payroll in appropriately determining tax information.

30. When should an adjunct faculty/temporary staff be hired using PeopleAdmin?

Adjunct faculty/temporary staff should be hired using PeopleAdmin whether a new hire or a rehire. If rehiring an adjunct faculty/temporary staff use the applicable Rehire Offer of Temporary Employment Letter in the system.

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31. What documents are required when completing background check for faculty positions?

Departments requesting background checks electronically (E-LINK) must submit the [Electronic Background Check Request Form \(PDF\)](#), the employment application, and the CV/resume. The CV/resume is required in lieu of the employment history being requested on the application for faculty.

Departments requesting the manual entry process must submit the employment application and CV/resume along with the following forms:

- [Department Request for Background Check \[pdf\]](#) – to be completed by the department.
- [Background Check Authorization \[pdf\]](#) – to be completed by the candidate, student, affiliate, volunteer or employee.
- [Background Check Disclosure \[pdf\]](#) – to be completed by the candidate, student, affiliate, volunteer or employee.

32. Do I need to indicate the number of vacancies on a quick hire?

Yes, if you will be hiring multiple candidates from a quick hire, you must indicate either the actual number of candidates that will be hired or enter “multiple vacancies” in the vacancy field in order to ensure that the position is not moved to the workflow status of filled and therefore no longer accessible for applicants to apply. Once all vacancies have been filled, please contact the Office of Talent Acquisition at 777-3821 so that the position can be moved to the workflow status of “filled.”

33. What is the purpose of the following question on the Faculty FTE and Faculty RGP/TL posting: ‘Will you be recruiting from a world wide talent pool?’

This question serves as an indicator for those postings that may need support/assistance for hiring an international candidate.

34. How do I close, cancel, or edit a posting once it has been posted?

Once a position has been posted, the posting can only be edited or updated by the Office of Talent Acquisition. If the posting needs to be closed, canceled, or edited, please contact the Office of Talent Acquisition via email with the posting number and the action that needs to be taken.

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35. What type of hire is considered a Rehire - Less than a Year?

An employee who has been employed with USC in either an adjunct faculty, temporary staff, FTE, RGP or TL position and who returns to USC for employment within a year from the last separation date is a rehire – less than a year.

For example, if a temporary position ends 11/15/17 and the temporary employee is being hired into an FTE, RGP, TL or adjunct/temporary position effective 11/16/17, then the action would be a rehire – less than a year.

Another example of a rehire – less than a year would be an employee in an FTE position who retired from USC on 12/31/17 and is rehired into temporary position on 1/2/17.

Student employees who are hired for the **first time** into an adjunct faculty, temporary staff, FTE, RGP, or TL position will always be considered a **new hire**.

36. What type of hire is considered a Rehire - Greater than a Year?

An employee who has been employed with USC in either an adjunct faculty, temporary staff, FTE, RGP or TL position and who is hired back at USC with a hire date that is greater than a year from the separation date would be a rehire – greater than a year.

For example, an employee in an FTE position left employment at USC effective 11/1/16 to take a position at another institution. He is then rehired effective 12/5/17 at USC in a RGP position. The action for hiring him into the RGP position would be a rehire – greater than a year.

37. What hire transactions are NOT completed in PeopleAdmin?

Summer and Dual Employment hires remain outside of PeopleAdmin and are still completed on paper documents. Reappointments/extensions of RGP/TL positions and reappointments of Post-TERI/Post Retirement FTE positions also remain on paper (PBP 4/5).

38. How long will I be able to access the previous PeopleAdmin 5.8 system and the data housed in that system?

HR Users will continue to have access to the old USC Jobs system until June 27th, 2020. This access is available for you to review any historical data pertaining to position descriptions or job postings but you will not be able to perform actions.