

## HR On Boarding High Level Process

The HR On Boarding in iSupport process involves the following steps:

1. The Hiring Manager opens a change request ticket to submit the selection packet.
2. The On Boarding Coordinator assigns the ticket to the appropriate Workforce Planning Analyst.
3. The Workforce Planning Analyst updates the ticket after selection packet is reviewed, the LiveScan is complete (if applicable) and approval to extend offer is given. The Analyst updates the ticket again when all appointment details are received from the Hiring Manager.
4. The On Boarding Coordinator updates the ticket when the offer letter is sent and received.
5. Employee Services closes the ticket once the employee is hired in PeopleSoft.
6. The Hiring Manager receives notification once the ticket is completed and closed.

## Creating the Change Request

The HR On Boarding process begins when the Hiring Manager opens a new change ticket.

1. Follow the link to the right, or in the Manager's Toolkit on the HR website (Employees > MPP Toolkit > On Boarding Change Request), to begin the initial change ticket.  
<https://isupport.sjsu.edu/User/Change/New?itemGuid=593af4c1-116e-4329-9911-b1fc56aacd91&templateIdentifier=43&tutorialIdentifier=0>

The Login window displays.

1. Complete the required information (all fields marked with !):
  - A. Username – this is your SJSU email address
  - B. Password – this is your SJSUOne password
2. Click Login.

Enter your SJSU Email and Password.

Username

Password

Remember Me

Login

The ticket entry window displays.

1. Enter the following information:
  - A. Name of Final Candidate
  - B. Job ID
  - C. Department
2. Attach the Application and Interview Evaluations as well as the background and reference check release form(s). You can attach files by dragging and dropping them into the ticket or by clicking the Select File button.
3. Click Save.

**SJSU SAN JOSÉ STATE UNIVERSITY**

Customer: **Carrie Medders** Number: **F4SA2A1247** Opened: **4/27/2015**  
Priority: **Medium**

**Details**

Name of Final Candidate: **Sammy Spartan**  
Job ID: **23456**  
Department: **Human Resources**

Reason: **Finalize Recruitment**

Description:

**Finalize Recruitment**  
You have completed the getting started, preparation, and selection process. This is the process to finalize your recruitment.  
**Hiring Manager, please attach all evaluation materials listed below before submitting your ticket.**

1. Application Review Evaluation
2. Interview Evaluation
3. Applicant Release Authorizing Reference Check and Background

*Other Details: (Please provide other details below if needed)*

Attachments:  
To attach a file, drag and drop the file or click Select File to choose one.

Select File Drop file here to upload

Attachments:  
To attach a file, drag and drop the file or click Select File to choose one.

Select File Drop file here to upload

**Interview Evaluation Internal Spreadsheet\_cmedders.xlsx** Type is application/vnd.openxmlformats-officedocument.spreadsheetml.sheet | Size is 15.53 KB

**Interview Evaluation Spreadsheet.xlsx** Type is application/vnd.openxmlformats-officedocument.spreadsheetml.sheet | Size is 16.08 KB

**Reference and Background Check Release Form.pdf** Type is application/pdf | Size is 163.94 KB

If the save was successful, a popup window will provide the change number for the master ticket.

## Submit Successful

Submit successful.

Your reference number is F4SA2A1247.

Continue

You will also receive a confirmation email.

[SJSU HR] New Change Submitted

Inbox x



 isupport-service@sjsu.edu

9:22 AM (2 minutes ago) ☆



to me ▾

Your Standard (No Review) Change Request has been received and is being reviewed.

**Change Details:**

Change Number: F4SA2A1247

Date/Time Opened: 4/27/2015 9:19:01 AM

**Reason:**

Finalize Recruitment

**Description:**

**Finalize Recruitment**

You have completed the getting started, preparation, and selection process. This is the process to finalize your recruitment.

**Hiring Manager, please attach all evaluation materials listed below before submitting your ticket.**

1. Application Review Evaluation
2. Interview Evaluation
3. Applicant Release Authorizing Reference Check and Background

Other Details: *(Please provide other details below if needed)*

Once Workforce Planning has reviewed and approved the selection packet, and the LiveScan is complete (if applicable), an Approval to Extend Offer email will be sent.

1. If the candidate accepts the job offer, respond to this email with the following information:

- A. Preferred Name for Email & Directory
- B. Former Employee/Student
- C. Work Days
- D. Work Hours
- E. Reports to
- F. Start Date
- G. End Date (Temporary)
- H. Starting Salary Accepted
- I. Offer Extended by
- J. Date Offer Extended
- K. Date Offer Accepted
- L. Moving Expenses Allowed
- M. Maximum CSU Vacation Hours to be Transferred (max 80 hours)

2. If the candidate declines the job offer, respond to this email with the following information:

- A. Date Offer Extended
- B. Date Offer Declined

Approval to Extend Offer to Sammy Spartan [Change #: F4SA334456 Inbox x

9:36 AM (13 minutes ago) ☆

**isupport-service@sjsu.edu**  
to me

...

Congratulations on completing your recruitment process! I'm pleased to let you know that you may extend an offer to Sammy Spartan for the position of Spartan at a monthly salary of \$4000. Please remember that you may need to follow your divisional protocol for setting salary offers. Before making an offer, your Division Vice President must obtain approval of the starting salary from the President.

Human Resources requests that new employees start on a Monday or the first day of a pay period in order for them to attend New Employee Orientation on their first day.

To complete the appointment of your new employee, you must provide all of the information requested at the bottom of this email. I must receive this information no later than 8:00 a.m. on Tuesday of the week prior to the requested Monday start date. This will help ensure that Sammy has a smooth and welcoming on-boarding process.

As an example, if the requested start date is Monday, September 22, I must have the required information no later than 8:00 a.m. Tuesday, September 16.

I encourage you to share this link with Sammy to showcase university benefits. <http://www.sjsu.edu/hr/benefits/>

When the candidate accepts the offer please include, as a part of your conversation, a reminder to start gathering the required documents to complete the Employment Eligibility Form (I-9). Two pieces of identification will be required within the first three business days of employment.

Also, please ask Sammy if he/she has a preferred name he/she would like to use for campus email and the online directory. This will help avoid delay and confusion when setting up this information. Once the offer has been accepted, respond to this email with the information below, along with a completed employee profile.

Preferred Name for Email & Directory:  
Former Employee/Student (yes or no):  
Work Days:  
Work Hours:  
Reports to:  
Start Date:  
End Date (Temporary):  
Starting Salary Accepted:  
Offer Extended by:  
Date Offer Extended:  
Date Offer Accepted:  
Moving Expenses Allowed:  
Maximum CSU Vacation Hours to be Transferred (max 80 hours):

If the offer of employment was declined, please respond with the following information:  
Date Offer Extended:  
Date Offer Declined:  
Reason Offer Declined:

Please contact me with any questions you may have. We look forward to welcoming Sammy to the San José State community!

C. Reason Offer Declined

Do not change the email address when you're responding. It will be sent through the iSupport system so all communication is contained in the ticket. An Employee Profile is no longer required.

Once the offer letter has been received by Workforce Planning and Employee Services has processed the appointment, you will receive an email notification.

[SJSU HR] Your change number F4SA2A1247 has been Implemented Inbox x

isupport-service@sjsu.edu 9:46 AM (4 minutes ago) ☆

to me ▾

Your Standard (No Review) Change Request has been implemented.

Please contact HR at 408-924-2250 if you have any questions or concerns.

**Results:**  
Congratulations! Your Onboarding iSupport ticket is now closed. The Onboarding Coordinator will be in touch with you and your new hire to discuss next steps.

Automatically closed after closure of all work items in the hierarchy.

**Change Details:**  
Change Number: F4SA2A1247  
Date/Time Opened: 4/27/2015 9:19:01 AM

**Reason:**  
Finalize Recruitment

**Description:**  
**Finalize Recruitment**

You have completed the getting started, preparation, and selection process. This is the process to finalize your recruitment.

**Hiring Manager, please attach all evaluation materials listed below before submitting your ticket.**

1. Application Review Evaluation
2. Interview Evaluation
3. Applicant Release Authorizing Reference Check and Background

Other Details: (Please provide other details below if needed)