

New Employee Orientation

This provides the key topics and a quick listing of all the resources discussed.

Where we've come from:

Platt Cline's **Mountain Campus: The Story of Northern Arizona University** characterizes NAU as an institution that survived against all odds (including skirmishes with the state legislature and competition with sister institutions) due to strong leadership, the devotion of current and former students, and community support.

Where we are:

Over 3800 faculty, staff, and graduate student employees (plus many more student and temporary employees) help provide 78 baccalaureate, 48 masters and 10 doctoral degree programs to over 26,000 students (7700 of whom participate from around the state or online) – another 8400 of them live in one of the 23 residence halls on the Flagstaff campus.

Planning and Institutional Research > **Quick Facts** (<http://www4.nau.edu/pair/quickfact.asp>) – this summary of data is made available after the new academic year statistics have been compiled. Many other types of reports and aggregate data are also available at this site. This data can be used for research, publications, grant info, etc.)

Where we're headed....and the part you play:

- The **university strategic plan** is reviewed on a regular basis – members of the university community have the ability to offer input.
- The strategic goals provide direction in establishing budgets, staffing, and work priorities each year.
- The values of our culture are strengthened and made real when we as individual employees choose to align our daily practice with these values.

Planning and Institutional Research > Current Strategic Plan
(<http://www4.nau.edu/pair/UniversityPlanning/CurrentPlan.asp>)

Certain laws and policies guide our interactions and how we operate as state employees:

The **Policies and Procedures web page** (<http://home.nau.edu/universitypolicies/>) provides links to policies governing research, travel, budgeting, computing and more.

All NAU employees are subject to and shall comply with the policies of the university and the Arizona Board of Regents. Violations of personnel policy can lead to disciplinary action up to and including termination. The official version of the **NAU Personnel Policy Manual** is available at http://hr.nau.edu/policy_manual.

Several key policies:

- 1.02 Equal Employment Opportunity
- 5.16 Safe Working and Learning Environment
 - <http://home.nau.edu/images/userimages/lc94/6874/Safe%20policy%207%2024%2010.pdf>
 - Those in positions of authority (supervisors, faculty, coaches, advisors, graduate assistants, administrators) who receive complaints under this policy or have reason to believe a violation has occurred are required to notify and consult with Affirmative Action within seven days

- 5. 14 University Property
 - Network Acceptable Use Policy: <http://nau.edu/ITS/Policies/NetworkUseFacStaffPolicy/>
- 2.03 Overtime/Fair Labor Standards Act
- 4.05 Family and Medical Leave Act
- 5.05 Drugs and Alcohol
 - Drug-free schools and workplaces responsibilities: <http://hr.nau.edu/node/2602>
- 5.07 Weapons

Public Service Orientation - legal information all Arizona public employees must be aware of and follow regarding ethical use of public resources and ethical standards for public servants: <http://hr.nau.edu/node/10089>

Other policies ensure the safety of our resources:

Internal controls - All employees are expected to support internal control activities through individual competency in their roles, ethical behavior, and by complying with all policies, procedures, and systems of accountability. Discuss with your supervisor the specific expectations in your role and visit http://home.nau.edu/comptr/internal_control_resources.asp for more information.

Information security – Every employee has a duty to safeguard access to and protect confidential and sensitive information. Guidance and a required tutorial are available at <https://nau.edu/its/learn/InfoSecEssentials/>.

Loss Prevention – In compliance with state statute, NAU has a loss prevention program designed to protect all of NAU’s resources through safety programs that protect human resources and programs that protect NAU property. All NAU employees are expected to actively participate in the protection of NAU resources. The loss prevention program is described at <http://www.research.nau.edu/compliance/orc/loss.aspx>

Injury / Illness on the Job - If you are injured on the job, it must be reported as soon as possible to your immediate supervisor and medical treatment should be sought as necessary. Supervisors and employees must submit a completed Supervisor’s Report of Injury to Human Resources and must call the Early Claims Reporting Service on the same day of the injury. More information and access to the forms can be found at <http://hr.nau.edu/node/2270>.

The university will communicate information to employees regarding policy changes, updates, new procedures, or other items that impact employment:

Three key ways **the university communicates** with employees:

- Inside NAU – a weekly newsletter; email notification of new edition
- HR Newsletter – a monthly newsletter ; email notification of new edition
- Direct email communication

Employees are asked to stay informed; supervisors and others in authority are particularly charged to ensure their employees are aware of policy changes and other university information pertinent to their employment.

Training and development – Many training opportunities exist in order to help employees gain or hone the skills they need to perform in their roles and develop in their professions. A Training Opportunities web page lists the Human Resources training and provides links to other training offices including Faculty Development, eLearning, Wellness, and Diversity training (<http://hr.nau.edu/node/2491>).

Key resource offices that can help employees navigate university policies, procedures, interactions and challenges that can emerge:

Human Resources (<http://hr.nau.edu/>):

- Benefits, payroll, supervisory roles, compensation, hiring, training
- View and manage your pay information, direct deposit, tax withholding, electronic W-2 and personal contact information through the self service function in the LOUIE database (<http://www4.nau.edu/louie/>)
- Resource library

Affirmative Action (<http://home.nau.edu/diversity/>):

- Requests for and compliance with accommodations under the Americans with Disabilities Act (ADA)
- Harassment and discrimination complaints
- University affirmative action plan and equal opportunity commitments
- Faculty and administrator hiring

Employee Assistance and Wellness (<http://www4.nau.edu/eaw/>):

- Confidential short-term counseling services (work or personal concerns) and/or referrals
- Wellness and health screening programs; wellness workshops
- Supervisor consultation
- Critical incident response
- Resource library

Vice Provost for Academic Personnel, Daniel Kain: 523-2230

- Can direct faculty and academic professionals to policies and resources regarding employment issues.

Safety resources:

- Maintenance repair line: Call FAST (523-4227)
- Office of Regulatory Compliance: www.orc.nau.edu/
- Capital Assets and Services/Operations: www4.nau.edu/cas/Ops/
- Safety Policy; Personnel Policy 5.03: http://hr.nau.edu/policy_manual
- Safety Training web page: <http://hr.nau.edu/node/2799>
- Emergency Procedures: <http://www4.nau.edu/police/NAU%20PD%20EmerProd%20Poster4-low1.pdf>
- NAU Police Department: www4.nau.edu/police/; Crime Statistics/Campus Security Report
 - Emergency – 3-3000 (or 911 from NAU land line)
 - Non-emergency – 3-3611
- NAU Alert sign up: <http://home.nau.edu/naualert/>
- Ergosmart / computer work station assessment: log in to the ITS software download page - <https://www4.nau.edu/its/pcsupport/software/download.aspx>

Important Deadlines for New Employees

Benefits enrollment: Pay close attention to your deadlines to enroll in benefits. If you miss those deadlines, you will not be eligible for certain benefits until the next open enrollment period (once per year) or in the case of a qualified life event (marriage, birth of a child, etc.).

New employees have 30 days to complete the following university required online trainings/disclosures:

- Preventing Workplace Harassment (http://training.newmedialearning.com/top_level/narizonau_choice.htm)
- Information Security Essentials (<https://nau.edu/its/learn/InfoSecEssentials/>)
- CERT: Conduct, Ethics, Reporting and Transparency (<http://nau.edu/Comptroller/Conflict-of-Interest/>)

Other trainings to consider:

- **Safety training** that you require for your particular job will be provided by your supervisor and/or the safety offices
- **FERPA (Family Educational Right to Privacy Act)** – this short online tutorial is required for security access to student or employee data in LOUIE; it's highly recommended for all employees (<https://www4.nau.edu/ferpa/>)
- **Authorized Driver Registration/Training** – for those who will operate any vehicle for university business (https://www4.nau.edu/cas/TSC/Authorized_Driver_Policy_Changes.htm)
- **Performance Appraisal Basics** – Explains the form and process for how classified staff and service professionals are assessed on performance, as well as, the role the employee plays in that process (<http://hr.nau.edu/node/2491>)
- Discuss with your supervisor any other **job specific training** you'll require (supervisor, travel/driver, accounting system, budgeting system) or other **departmental training requirements**

Some other practical resources as you get started:

Information Technology Services (ITS) - <http://www.nau.edu/its/services/solutioncenter/>

- The ITS Solution Center (523-1511) is a help desk for all kinds of software and hardware questions that employees may need help with – especially in first setting up email and voicemail accounts.

JacksCard - <http://home.nau.edu/jackscard/>

- Your first employee ID card is free of charge and can be used to identify you as an employee, allow checkout of library items, provide access to campus and community employee discounts, and can be 'loaded' with Dining Dollars to use in the campus eateries.
- Go to the JacksCard office in the University Union (bldg. 30) to get your picture taken and card processed

A few key perks for those who work at NAU!

All websites can be easily found by visiting the NAU home page and using the Quick Links alphabetical listing to find the title of the office and link to their website.

NAU BOOKSTORE (523-4041)

- 10% discount on most merchandise except computer hardware/software or graduation regalia

DINING SERVICES (523-2372)

- Dining Services offers Employee Dining Plans with bonus ‘all-you-can-eat’ meals when you add dining dollars to your NAU ID card.

HUMAN RESOURCES (523-2223)

- The Educational Assistance Program allows benefit-eligible employees to take advantage of educational opportunities at any of the three state universities. Please see <http://hr.nau.edu/node/2057> for a complete description of the programs.
 - Employees / spouses: 1-9 hours per semester (1-6 summer), \$25
 - Dependent children: 25% of actual resident tuition

INFORMATION TECHNOLOGY SERVICES (523-1511)

- Software for the home computer (if you work at home at any time) – including spyware, virus protection, and even Microsoft Office for as little as \$14. Go to the ITS Software Store (<https://www4.nau.edu/its/softwarestore/>), log in and select downloads.
- Employee discount programs for purchase of Dell or Apple computers for personal use (<http://www.nau.edu/its/services/computers/personal/>)

PARKING AND SHUTTLE SERVICES (523-6623)

- Use pre-tax payroll deduction to save money on your parking permit.
- Motorist assistance (dependent on available staff) – can help get you going if you need a jump start, locked your keys in the car, or ran out of gas on campus
- Free Mountain Line city bus pass, unlimited access, 7 days a week – take your NAU ID card to Parking Services to get a sticker

DISCOUNTS IN THE COMMUNITY

- Many businesses offer NAU discounts even if they are not necessarily publicized. Always ask and always have your ID with you to show proof of employment. Student Discount Coupon books have deals that are often available to employees (<http://www.mysdh.com/>).
- Most cell phone providers (with some restrictions) offer 15% off monthly service plans, discounts on phones and accessories, and other discounts)
- NAU employees are also eligible for discounts available on **The Employee Network** which include a variety of goods and services all over Arizona and including Southern California theme parks. For information, visit www.employeeenetwork.com.

TAKE ADVANTAGE OF OTHER UNIVERSITY OPPORTUNITIES – FREE OR DISCOUNTED

Watch the Inside NAU newsletter, the Lumberjack newspaper, or check the university events calendar (go to the NAU homepage and click on “Upcoming Events”) to see what’s happening

- Sporting events at the Skydome, Lumberjack Stadium, Rolle Activity Center, Fieldhouse
- Participate in intramurals; advise a student group
- Concerts, plays, speakers at Ardrey Auditorium, Cline Library, Ashurst Auditorium
- Art gallery at Old Main
- Discount movies at Prochnow Auditorium; free movie series at Cline Library
- Outdoor trips led by Campus Recreation

One more resource...

In these first few weeks when you are not sure where to start (or even which office on campus to call), please feel free to contact me directly. I’m happy to help with any questions I can and/or direct you to the right resource.

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