



Frequently Asked Questions

For Department Heads, Managers and Supervisors

When should I submit my PAR?

In order to allow your new hire sufficient time to complete their paperwork before they start work please submit the PAR as soon as the offer is accepted.

How can I help ensure my new hire schedules their new hire paperwork session in a timely manner?

Once your new hire has accepted an offer please remind him/her to watch for emails from Human Resources about scheduling a time to come in and complete their new hire paperwork and benefits enrollment forms applicable to their classification.

How long will it take my new hire to view the online modules?

Depending on the employee's selections, the benefits online presentation may take up to 90 minutes. The online policy, practices and compliance videos take 135 minutes. All presentations are designed so that viewing does not need to occur at one time.

Since Phase Two New Employee Orientation will no longer be offered will there be another opportunity for my new hire to learn more about the culture of JMU?

Yes, we are currently working on additional components of our new Dukes at Work program, including a half day event, that will provide new employees the opportunity to learn more about the JMU culture and community and build relationships with other new hires. Please watch for more information regarding these exciting new components of the Dukes at Work program.

How much time does my employee need from start-to-finish to successfully complete the New Hire Paperwork, Benefits and Policy, Practices and Compliance steps of the Dukes at Work Program?

Depending on the employee's classification, it will take approximately 2-5 hours.

- 30 minutes for new hire paperwork
- 90 minutes to view the Benefits modules
- 45 minutes to attend his/her one-on-one benefits session after viewing the modules
- 135 minutes to complete all the compliance training modules and the brief quizzes

That's very close to the same amount of time your employee would have spent in the former orientation sessions, compliance training and one-on-one appointments.

Are employees expected to view the online presentations (Benefits and Policy, Practices and Compliance) on their own time or during work hours?

Non-exempt employees (employees subject to the federal and state overtime provisions) must be compensated for the time they spent viewing the modules and should view them during work hours. Employees who are "exempt" from federal and state overtime provisions may choose to view the videos either at home or work. Ideally, all employees should be given an opportunity to view them during work hours in the event questions or issues with functionality were to arise.



Frequently Asked Questions

For New Employees

General

Who do I contact if I have questions about scheduling an appointment?

Please contact Human Resources at 540-568-6165.

What if I need an accommodation?

If you are an individual with a disability and need assistance with any part of the onboarding process, please contact us at (540) 568-6165 or humanresources@jmu.edu. You may also visit the JMU Human Resource Office located at 752 Ott Street, Harrisonburg, VA 22807, and we will be happy to assist you.

Where is the Office of Human Resources located?

The Office of Human Resources is located on the 2nd floor in the Wine Price Building at 752 Ott Street, Harrisonburg, Virginia, 22807.

From South of Harrisonburg:

Travel north on Interstate 81

Take the Port Republic Road exit, exit 245

At the light turn left onto Port Republic Road, go 0.6 mile

Turn right onto South Main Street/US-11, go 0.6 mile

Turn right onto Martin Luther King, Jr. Way (historically known as Cantrell Avenue), go 0.3 mile

Turn right onto Ott Street; if you pass the painted/mural wall, you have gone too far
Wine Price will be directly in front of you

From North of Harrisonburg:

Travel south on Interstate 81

Take the Port Republic Road exit, exit 245

Turn right onto Port Republic Road, go 0.6 mile

Turn right onto South Main Street/US-11, go 0.6 mile

Turn right onto Martin Luther King, Jr Way (historically known as Cantrell Avenue), go 0.3 mile

Turn right onto Ott Street; if you pass the painted/mural wall, you have gone too far
Wine Price will be directly in front of you

There is parking located in front of the Wine Price building labeled "Reserved for Onboard" that you may park in

New Hire Paperwork

What does a new hire paperwork session include?

During your appointment you will:

- Complete all required hiring paperwork
- Learn about account activation for system access
- Receive a temporary parking pass
- Learn how to obtain a JACard (JMU photo ID card)

The new hire paperwork session typically lasts 30 minutes.

What paperwork will I be completing during my new hire paperwork session?

During your appointment you will complete the following forms:

- Employee Information Form
- Form I-9
- W-4
- VA-4
- Direct Deposit Authorization Form
- Criminal Background Check Release and Authorization Form
- Selective Service Compliance Form (Male Employees Only)
- Parking Forms

What do I need to bring with me to my new hire paperwork session?

You will need to bring the following items:

- Your social security card—a copy is made and required for payroll purposes.
 - If you have lost, misplaced, or damaged your social security card you can request a new social security card at your local Social Security Office. Harrisonburg's Social Security Office is located at 351 North Mason Street, Harrisonburg, VA 22802.
- A voided check—to attach to your direct deposit form.
 - If checks are not available, other bank documentation verifying your routing and account numbers is acceptable.
- License plate number(s)—for parking pass purposes.
- Original, unexpired documents to verify your identity and eligibility to work in the United States for the Form I-9.
 - Please use the following link for a list of acceptable documents found on page 9: http://www.jmu.edu/humanresources/wm_library/l-9.pdf

Who do I contact if I have questions about new hire paperwork?

Please don't hesitate to contact Alicia Proctor, Onboard Specialist, at 540-568-4473 or proctoan@jmu.edu with any questions you may have!

Benefits

Do I have to view the videos before I meet with a Benefits Specialist to complete my benefits enrollment?

Yes, in order to maximize your 45-minute appointment and allow time to answer your questions, please make sure that you have viewed the online benefits orientation video before you meet with a Benefits Specialist to complete your enrollment paperwork. Failure to do so will result in having to re-schedule your appointment in order to provide the best customer service to all of our employees.

Can the online modules be viewed on a mobile device?

The modules are accessible from most tablets and smartphones. However, depending on the version of your operating system you may encounter difficulty when viewing the modules on a mobile device. We recommend viewing the modules on a PC or Mac.

How much time is needed to view the online benefits presentation?

Depending on your selections, it can take up to 90 minutes to view the entire presentation. You may stop, re-play and restart the presentation as needed.

Who do I contact if I have trouble viewing online benefits presentation?

If you have trouble viewing the videos, please contact Human Resources at 540-568-6165.

What do I need to bring with me to my benefits enrollment session?

Bring your benefits packet that you received at your New Hire Paperwork session with you. If you will be adding dependents to your health insurance, you must bring the following documentation:

- To add spouse: certified marriage certificate and first page of federal tax return showing spouse was listed
- To add children: birth certificate or court ordered documentation
- Social Security numbers for both spouse and children

Who do I contact if I have question about the benefits enrollment process?

Please don't hesitate to contact Raven King, Benefits Assistant, at 540-568-3593 with any questions you may have!

Policy, Practices and Compliance

Who do I contact if I have questions about the Policy, Practices and Compliance portion of the Dukes at Work program?

Cathy Thomas, Communication, Policy and Compliance for Human Resources, at 540-568-3967 or thomasce@jmu.edu is available to answer any questions.

Why aren't there more FAQs here?

Cathy wants to hear directly from you about this new compliance initiative.