Frequently Asked Questions Regarding Recruitment and Onboarding During the 2019 Novel Coronavirus

General Questions - Recruiting

Is UCF still hiring?
Yes. The university remains open and is actively recruiting for positions.

How has the recruitment process changed?
Although the recruitment process has not changed, it is important to take the time to review options prior to commencing with interviews, keeping in mind current stay-at-home orders and social distancing recommendations. Consider the following:

- Can interviews be conducted over the phone or via video by leveraging Skype or Zoom?
- Are all applicants being provided with the same experience? All candidates should be interviewed in the same format.
- Avoid close contact with candidates whenever possible. Acknowledge the unusual circumstances and do all you can to put them at ease.
- Should you reschedule? Offer flexibility if candidates need to reschedule. With school and childcare closures and individual family care needs, there is a high likelihood that there will be candidates who will be completely unable to participate in an interview. Candidates should not be eliminated from consideration due to circumstance which may be beyond their control. Stay informed about the status of university operations. It may be necessary to adjust or delay start dates.

What is best practice for interviewing candidates during this period?
In order to support campus depopulation and comply with stay-at-home orders, hiring managers should replace in-person interviews with phone or video interviews utilizing Skype or Zoom. Keep in mind that interviews must be conducted in the same format for all candidates within each round of the position search.

What should my department do if we are about to invite to campus or have scheduled candidates who are finalists in a department search for in-person interviews as required by the University’s Search and Screening Guidelines?
Conduct the remaining finalist interviews remotely by creating a process as close as possible to the other candidates’ on-campus interview experience. Should you have any questions or special circumstances, please contact Talent Acquisition (talent@ucf.edu) or the Office of Institutional Equity (pie@ucf.edu) prior to proceeding. This is a fluid situation and both offices are continuing to monitor university advisories and will make necessary adjustments.

Will there be any delays to hiring approvals?
At this time, the university is open and hire requests will continue to be reviewed and approved using the current 7-10 day guidelines.
Please be mindful that there may be delays in background check results at the county level, which may in turn impact the speed of our results from the background screening vendor. In addition, it may be more challenging to get references completed and obtain unofficial/official transcripts as universities/companies are addressing staffing during COVID-19 in various ways. It is important that any conversations with preferred candidates include the caveat that all discussed hire dates are contingent on the completion of the pre-employment review process which includes references, background investigation, credit check (if applicable), and transcripts. A hire date will not be confirmed until the candidate receives a university hire letter/welcome letter from Human Resources.

**Is there remote access to the university’s applicant tracking system, PageUp?**

Yes, PageUp can be accessed via mobile, tablet, laptop or desktop utilizing single sign-on credentials.

**We have a new hire that is scheduled to begin employment in the next few days; how should we proceed?**

Depending on the needs of the department, the hiring manager will decide if the employee can begin training remotely. During this time, positions with job duties that can be accomplished offsite have been directed to work remotely. Develop a plan to leverage technology, such as Skype or Zoom, to train new hires remotely. If remote training cannot be formalized for your new hire, consider postponing the start date to allow for the department to develop an appropriate training plan.

**I need to change the start date for a selected candidate, how do I proceed?**

If an offer was launched in PageUp and was accepted by the candidate for a date that is unsuitable, reach out to your Talent Acquisition point of contact to request a revised offer letter with a new start date. If the offer has not been launched in PageUp, place the offer on hold until additional information becomes available or an appropriate training plan is put into place by the department.

**Do you have an HR communication we can send to our active applicant pool(s) about hiring delays?**

Special Communication template are available on the UCF HR COVID-19 Information page under Hiring & Onboarding: https://hr.ucf.edu/covid19-hr-info/.

**What should I do if I have not made an offer but have a selected candidate for consideration?**

Start by completing the pre-employment process (references, background check, transcripts, etc.). While the pre-employment process is in progress, discuss a training plan with the supervisor. If a remote training plan is not a possibility, place the hire on hold until the university provides additional operational information to determine an appropriate hire date.

**General Questions – Onboarding**

**Do I have to meet in person with new hires for the completion of the onboarding paperwork?**

Most of the onboarding paperwork does not need to be completed in person EXCEPT the I-9 (Employment Eligibility Verification form) and the Loyalty Oath-Rights to Inventions form.
• For employees recruited through PageUp, most tasks can be completed via the Knights Welcome Center.
• For employees not recruited through PageUp, the hiring department can email the forms that need to be completed and the employee can scan the completed forms back to the department.

Why do I have to meet the new hire in person to complete the I-9 Form?

Per federal regulations, employer must physically examine original documents presented by the employee in order to complete the I-9 form.

What do I do if the new hire has traveled to a destination covered by the CDC Level 3 Travel Health Notice?

CDC guidance requires these individuals to self-quarantine for a period of at least 14 days. Accordingly, their hire date should be delayed by 14 days and you should schedule an appointment with the new hire to complete the I-9 form after the period of self-quarantine.

Why do I have to meet with the new hire to complete the Loyalty Oath-Rights to Inventions Form?

The Loyalty Oath-Rights to Inventions Form must be notarized. As a notary for your department, you must witness the individual’s signature of the form in your presence in order for you to notarize the document. As an alternative, you can instruct the new hire to have the Loyalty Oath-Rights to Inventions form notarized by a notary outside of UCF. However, the external notary is still required to have the individual to sign the form in front of them.

I have been approved to work remotely and I am the HR Liaison in my department who is responsible for submitting ePAFs and verifying the onboarding paperwork is complete and accurate. Can I do everything remotely?

If you have access to internet and email, you should be able to complete most of the tasks remotely with the exception of completing the I-9 form and notarizing the Loyalty Oath-Rights to Inventions form, which are required to be completed in person.

How do I complete Section 2 of the I-9 form if I’m working remotely?

You will need to schedule an appointment with the new hire and come into UCF for a brief time to complete the I-9 form. Or you will need to coordinate with another colleague who is not working remotely who has access to the electronic I-9 system to meet with the new hire for completion of the I-9 form. Confer with your department to ensure that you have appropriate back-up support in your department.

I’m working remotely, and I do not have access to a scanner. I’m an ePAF Originator, how do I attach the documents to the ePAF?

The required completed forms, such as the resignation letter, onboarding forms, etc. can be emailed to you which will allow you to then attach to the ePAF.

I’m working remotely, can I submit or approve ePAFs via a mobile device?

No, you will need to log into a desktop, laptop, or tablet in order to submit or approve ePAFs.
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Why do I have to meet the new hire in person to complete the I-9 Form?

Per federal regulations, the employer must physically examine original documents presented by the employee in order to complete the I-9 form. However, the U.S. Customs and Immigration Enforcement (ICE), has issued a press release providing some flexibility to the requirements (https://www.ice.gov/news/releases/dhs-announces-flexibility-requirements-related-form-i-9-compliance).

Effective March 27, 2020, as Orange County has issued an emergency stay at home order, UCF hiring departments may follow the procedure outlined in the above press release.

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Due to the emergency stay at home order for Orange County, the loyalty oath forms will not be able to be notarized. During this time, we will accept a signed form by the employee without notarization. However, once regular operations resume, the form will need to be signed again in front of a notary and then notarized. HR-Records will be contacting departments for the updated notarized form after normal operations resume.

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How do I complete Section 2 of the I-9 form if I’m working remotely?

During the emergency stay at home order for Orange County, follow the procedures listed in the press release, [https://www.ice.gov/news/releases/dhs-announces-flexibility-requirements-related-form-i-9-compliance](https://www.ice.gov/news/releases/dhs-announces-flexibility-requirements-related-form-i-9-compliance).

a. Instruct the employee to submit copies of documents with encrypted password protection such as Adobe Acrobat or to submit via fax to a secured line if they are able. If video conferencing is used for verification purposes, please inform the employee to take proper security precautions to protect their information if conferencing in a public location.

b. Use your best judgment in adhering to UCF’s policy regarding transmitting sensitive documents as the documents are classified as Highly Restricted Data, [https://policies.ucf.edu/documents/4-008.pdf](https://policies.ucf.edu/documents/4-008.pdf).

c. In the I-9 Express System, add a comment “COVID-19.”

d. Section 1 must still be completed by the employee’s first day or hire date, and Section 2 no later than their 3rd day of work.

e. Once regular operations resume, you must meet with the employee within 3 business days and view their original documents. Maintain a list of the employees for your records.

After the emergency stay at home order for Orange County is over, you have the following options.

1. Schedule an appointment with the new hire and come into UCF for a brief time to complete the I-9 form.

2. Coordinate with another colleague who is not working remotely who has access to the electronic I-9 system to meet with the new hire for completion of the I-9 form. Confer with your department to ensure that you have appropriate back-up support in your department.

3. UCF Human Resources has contracted with our I-9 Vendor, Equifax Workforce Solutions, for a remote I-9 option. There is a cost of $45/per I-9 form charged to the department. If your department selects this option, complete the form, ([https://hr.ucf.edu/files/COVID-19-Remote-I-9-Fee-Transfer-Form.pdf](https://hr.ucf.edu/files/COVID-19-Remote-I-9-Fee-Transfer-Form.pdf)) and submit to Garnette.Garricks@ucf.edu.

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