

# **HUMAN RESOURCES FAQ SHEET**

As K<sup>12</sup> continues to grow, we realize that many of you ask the same questions. In order to provide information to employees when they need it, we have developed a Frequently Asked Questions document about Human Resources. We believe this information will answer most of your questions and provide you resources to find out additional details. You can also check out the HR Portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a>) at any time to find the answer to your questions.

# **HR CONTACT INFORMATION**

#### Q: Who is my HR contact?

- North Region Schools Shannon Mohar (<u>smohar@k12.com</u>)
- South Region Schools, Blended Region Schools Julie Brueggemann-Hawkins (<u>jhawkins@k12.com</u>)
- Central Region Schools Steve Kalbron (<u>skalbron@k12.com</u>)
- West Region Schools Lori Cromley (<a href="mailto:lcromley@k12.com">lcromley@k12.com</a>)
- Finance, Marketing Belinda Haagsma (bhaagsma@k12.com)
- Product Development, Software Product Development and Enterprise Business and Technology Solutions – Maria Pitts (mpitts@k12.com)
- Operations, Business Development, Private Schools, and Public Affairs Aenoi Jones (aejones@k12.com)
- Client Services and Instructional Services Team Shani McCrea (smccrea@k12.com)

#### Q. Who do I contact with other HR related questions? See below.

- Immigration, Wellness, and Gym Membership Julie Brueggemann-Hawkins (<u>jhawkins@k12.com</u>)
- Training- Belinda Haagsma (bhaagsma@k12.com)
- Benefits Shani McCrea (smccrea@k12.com)

# Q: Who do I contact for questions about stock options or restricted stock awards?

A: Patty Drohan (pdrohan@k12.com)

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# **HR PORTAL QUESTIONS:**

#### Q: I can't log into the HR Portal. What do I do?

A: If you are a New Hire, you will <u>not</u> have access to the HR Portal for 5 to 7 business days <u>after</u> your start date with K<sup>12</sup>. Once you receive your password and create a new one, write it down in a safe place, for your future reference.

#### **Password Rules**

Length 9-15

Character types (minimum requirements)

Uppercase 1
Lowercase 1
Numeric 1

Special 1 (examples: !@#\$%^&\*()\_- +={[}]|\:;\"'<,>.?/~`)

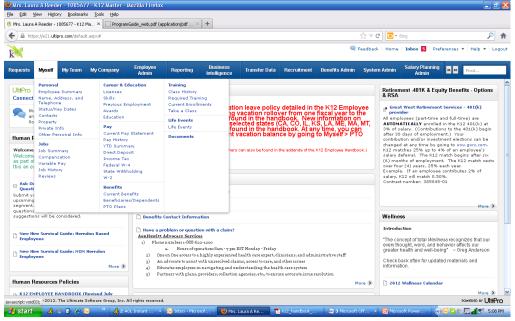
Examples of compliant passwords are: Yankee\$2012, Summer2012!, or \*Flow3rs\*. If you are still having trouble logging in, please contact Sarah Schultz in Human Resources (sschultz@k12.com).

#### Q: How do I change my name, address, or telephone number in the HR system?

A: Log on to the HR Portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a>). Click on the "Myself" tab in the blue bar, then click the link, "Name, Address, and Telephone". Once that page comes up, click the "Edit" icon. From here you can edit your personal information, and when finished, click the "Save" icon. Please note that you are responsible for completing any new state or federal tax forms. (For some changes, you might be prompted to select an approver. Please select a member of the Payroll team – James, Tonya, Rachel, or Jeanne.)

#### Q. What can I see about my employment on the HR Portal (www.k12.com/hrportal)?

A. Click on the "Myself" tab in the blue bar as shown below. For example, you can view your PTO plans, benefits elections, paycheck stubs, add or edit your previous employment and education, direct deposit, and beneficiaries.



# **PAYROLL INFORMATION**

## Q: Where can I get my paycheck stub?

A: Log on to the HR Portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a> ). Click on the "Myself" tab, under the "Pay" section, and click on "Current Pay Statement".

#### Q: How do I contact Payroll?

A: Generally, Human Resources cannot answer your payroll questions. For quickest results please direct those to: payroll@k12.com

### Q: How do I make changes to my tax withholdings?

A: Log on to the HR Portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a> ). Click on the "Myself" tab, under the "Pay" section, click the "Federal W-4" link. On the right side of that page, click "Change Federal W-4 withholding". (For some changes, you might be prompted to select an approver. Please select a member of the Payroll team – James, Tonya, Rachel, or Jeanne. You might also be required to send payroll a hard copy with signature.)

# Q: When do I get paid?

A: <u>Salary employees</u> are paid on the 15<sup>th</sup> and end of the month. If either date falls on a weekend, you will be paid the Friday before. Pay periods are the 1<sup>st</sup> through the 15<sup>th</sup>, and the 16<sup>th</sup> through the end of the month. Salary employees are paid current.

<u>Hourly, employees</u> have the following Pay Schedule. Please note that hourly employees are paid one week in arrears.

Pay Date	Period Covered	Pay Date	Period Covered
Jan 11, 2013	Dec 23 – Jan 5	July 12, 2013	June 23 – July 6
Jan 25, 2013	Jan 6 – Jan 19	July 26, 2013	July 7 – July 20
Feb 8, 2013	Jan 20 – Feb 2	Aug 9, 2013	July 21 – Aug 3
Feb 22, 2013	Feb 3 – Feb 16	Aug 23, 2013	Aug 4 – Aug 17
Mar 8, 2013	Feb 17 – Mar 2	Sept 6, 2013	Aug 18-Aug 31
Mar 22, 2013	Mar 3 – Mar 16	Sept 20, 2013	Sept 1 –Sept 14
Apr 5, 2013	Mar 17 – Mar 2	Oct 4, 2013	Sept 15-Sept 28
Apr 19, 2013	Mar31 –Apr 13	Oct 18, 2013	Sept 29 –Oct 12
May 3, 2013	Apr 14 – Apr 27	Nov 1, 2013	Oct 13 – Oct 26
May 17, 2013	Apr 28 – May 11	Nov 15, 2013	Oct 27 – Nov 9
May 31, 2013	May 12 – May 25	Nov 29, 2013	Nov 10 -Nov 23
June 14, 2013	May 26 – June 8	Dec 13, 2013	Nov 24 – Dec 7
June 28, 2013	June 9 – June 22	Dec 27, 2013	Dec 8 – Dec 21

## Where can I find Timesheets and Request for Time Off forms?

A: Both forms can be found on the HR Portal, under the My Company tab, Electronic Forms.

# **BENEFITS QUESTIONS:**

### Q: Who is eligible for K12 Benefits?

A: Full Time (work on average 32 hours per week), K12 employees are eligible.

#### Q: When do I enroll in Benefits?

A: New hires and employees experiencing a life event/ qualifying event (marriage, divorce, birth, death, adoption, legal custody, loss or gaining of credible coverage) have 30 days from the employee's start date or life event/ qualifying event date, to make any changes to health benefits. Once 30 days have passed, employees are able to enroll in benefits for the following plan year during K<sup>12</sup>'s open enrollment. Open enrollment typically takes place in October or November.

Employees can change voluntary term supplemental life insurance or voluntary supplement accidental death and dismemberment (AD&D) coverage levels at any time.

#### Q: What is a "Qualifying" or "Life Event"?

A: Marriage, divorce, birth or adoption of a child, death, legal custody changes, loss of coverage, and gaining of credible coverage.

#### Q: How do I enroll in benefits?

A: Log on to the HR Portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a> ). Click on the "Myself" tab in the blue bar, and select Life Events. Select the appropriate option to begin enrolling. (All life events will require additional documentation, so please be prepared to send this information to HR prior to the changes being accepted.)

# Q: When I am enrolling a new born to benefits and it asks for his/her SSN, and I don't have it yet, what do I do?

A: You can put in various numbers as a "place holder", and change it at a later date once you have the official SSN.

#### Q: Where can I find and review information on the different benefit plans?

A: Log on to the HR Portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a>). On the home page, in the center column, there is a section entitled, "2013 Benefits Information". In that section, you can click on links to find Benefits Contribution costs, an overview of the benefits available to you, and benefits contact information. If that first section does not answer your question, select the "more" link in the bottom right corner of the "2013 Benefits Information" box. There you can find information on specific plans available.

#### Q: Where can I find information regarding the Gym Reimbursement Program?

A: Log on to the HR Portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a>). On the home page, in the center column, there is a section entitled, "Other Benefits and Process Information". In that section, click the link, "Gym reimbursement Program", to find out how the program works.

#### Q: Who is eligible for the Gym Reimbursement program?

A: All Full Time K<sup>12</sup> employees are eligible for the program.

## Q: Who do I contact about Gym Memberships and the Gym reimbursement program?

A: Contact Julie Brueggemann-Hawkins (jhawkins@k12.com)

# **401K QUESTIONS:**

# Q: Where can I find information on K12's 401(K) program?

A: Log on to the HR Portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a>). On the home page, in the right column, there is a section entitled, "Retirement – 401K and Equity Benefits". In that section, click the link "Great West Retirement Services – 401K provider".

#### Q: How do I enroll in the 401K program?

A: All employees who do not participate in a state retirement program (part-time and full-time) are automatically enrolled in the K<sup>12</sup> 401(k) at 3% of salary with the pay period following 30 days of employment. Contributions to the 401(k) begin after 30 days of employment, and your contribution and/or investment elections can be changed at any time by going to <a href="https://www.gwrs.com">www.gwrs.com</a>. (If you are a first time user, you will need to create an account). K<sup>12</sup>'s matching contributions begin with the pay period following six months of employment.

#### Q: How do I change my deferral (or opt out) of the 401K?

A: Our provider is Great West Retirement Services (GWRS). Go to their website, <a href="www.gwrs.com">www.gwrs.com</a>, and make the changes to your deferral amount or investment options. If you do not have a pin, you can contact them at 1-800-338-4015.

# **RECRUITING QUESTIONS:**

#### Q: How can I access open jobs that are posted internally?

A: Log on to the HR Portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a> ). On the home page, click the tab, "My Company", then click the link "Job Openings". You can access all internal and external job postings from this link.

#### Q: How does a manager backfill an open position?

A: The hiring manager will work with Recruiting to create a requisition in UltiPro. Once the requisition is approved, then the standard recruiting process takes effect.

#### Q: How do I receive my referral bonus for referring someone who was hired?

A: Log on to the HR Portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a>). On the home page, in the left column, there is a section entitled, "Human Resources Policies". In the bottom- right corner of that section, there is a "more" link. Click that link, and read the "Employee Referral Program" document, which details the eligibility requirements and details of the bonus program.

#### Q: How do I contact Recruiting?

A: Send an email to recruiting@k12.com

# Q: What is the process to convert a temporary resource to a K<sup>12</sup> employee?

A: This is treated as a new position/ new hire, and the Hiring Manager works with Recruiting to create a requisition where candidates including the current temporary resource can apply. Then the standard recruiting process takes effect.

## **TRAINING QUESTIONS:**

#### Q: I am a new hire, and I need to take the mandatory training, via Skillsoft. How do I access the system?

A: You will be provided access to the LMS (Learning Management System) on the first day of the following month you started employment at K<sup>12</sup>. For example, if you started at K<sup>12</sup> on November 10<sup>th</sup>, SkillSoft access will be granted on December 1<sup>st</sup>.

Once you have gained access, log into k12.skillport.com
The User ID = email address
Password = k12

## Q: Do I need to be Full Time to gain access to training classes through Skillsoft?

A: Full time, K<sup>12</sup> employees have access to all of the material available through SkillSoft. Part time employees only have access to compliance and mandatory training materials.

# Q: I have been assigned to take training classes via <a href="http://k12training.com">http://k12training.com</a>, and I am not able to access the training. Who do I contact?

A: This is not part of K<sup>12</sup>'s HR Corporate Training Program. This training is part of the Teacher Effectiveness department. Follow the link to the training site, and in the green shaded area, there is a link for Contact Administrator. Click that link, and submit your questions.

# **OTHER**

#### Q: How do I get into my iExpense account, can you help me?

A: iExpense is not managed by HR. Please contact the iExpense helpdesk by emailing iexpensehelp@k12.com

#### Q: I am with an Insight school. How do I use iExpense?

A: Insight schools do not currently use iExpense. School staff for school travel should work with Elizabeth Hester (<a href="mailto:ehester@k12.com">ehester@k12.com</a>), and the Payroll team will process the reimbursement through a payroll cycle. School staff for "non-school" travel should be submitted to Corporate Accounts Payable for reimbursement. Administrators for school travel is to work with Elizabeth Hester, and the reimbursement is processed via check through Quickbooks. Administrators for "non-school" travel should submit to Corporate Accounts Payable for reimbursement. If there are questions, please work with your School or Region Finance Manager.

#### Q: What is SuccessFactors?

A: SuccessFactors is K<sup>12</sup>,'s performance management system. All full time employees should use this system to manage goals and objectives, as well as, to perform annual reviews. The website is <a href="https://www.successfactors.com">www.successfactors.com</a>. Your user name is the same user name that you will use for the HR portal (ex- Smith2468).

We expect that all employees will be fully utilizing the system for performance and goal management in FY2013. Throughout the year, employees and managers can update the status of the goals, add notes and comments, as well as, edit existing goals if business objectives change. This information is automatically updated in the performance review, and there is an audit trail available for each goal to know who made changes.

We have training sessions recorded in case you want a refresher on how to use the system. These training sessions can be found on the HR portal (<a href="www.k12.com/hrportal">www.k12.com/hrportal</a>) under "My Company", and then "Company Info". There are also quick reference guides available for you, if you have a quick question on a feature in the system.

## Q: Who do I contact if I need my password reset?

A: Contact Sarah Schultz ( <a href="mailto:sschultz@k12.com">sschultz@k12.com</a> ), if you are locked out of the HR portal, SuccessFactors, and/or Skillsoft.