OPM | USA Staffing

Onboarding Workgroup

Feb. 29, 2024

Agenda

- Recently Added Functionality
- Current & Upcoming Development Priorities
- Future Concepts & Design Work
- Open Questions/Demo
- Q&A

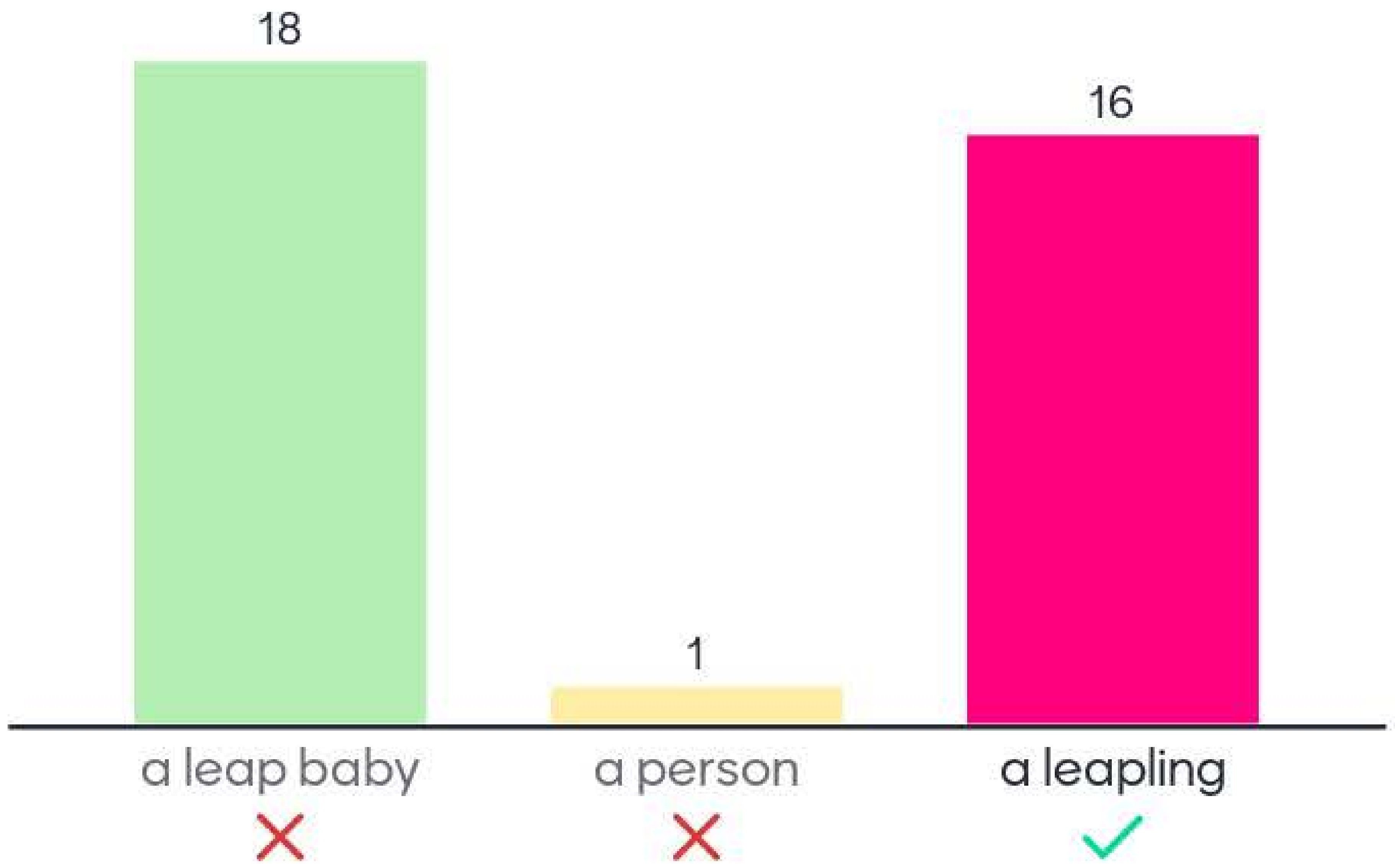
Testing 1-2-3, is this thing on?

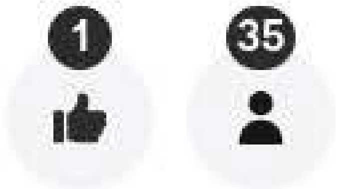
Go to Menti.com and enter code

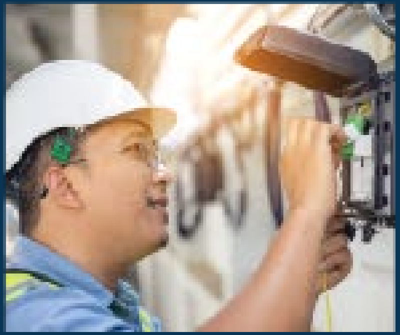
9394 1218

Or scan this QR code with your phone

What are people who are born on Leap Day sometimes called?









Recently Added Functionality

- New Hire Activity Summary & Offer Reminder Email
- 2024 State Tax Forms

Share feedback

Go to Menti.com and enter code

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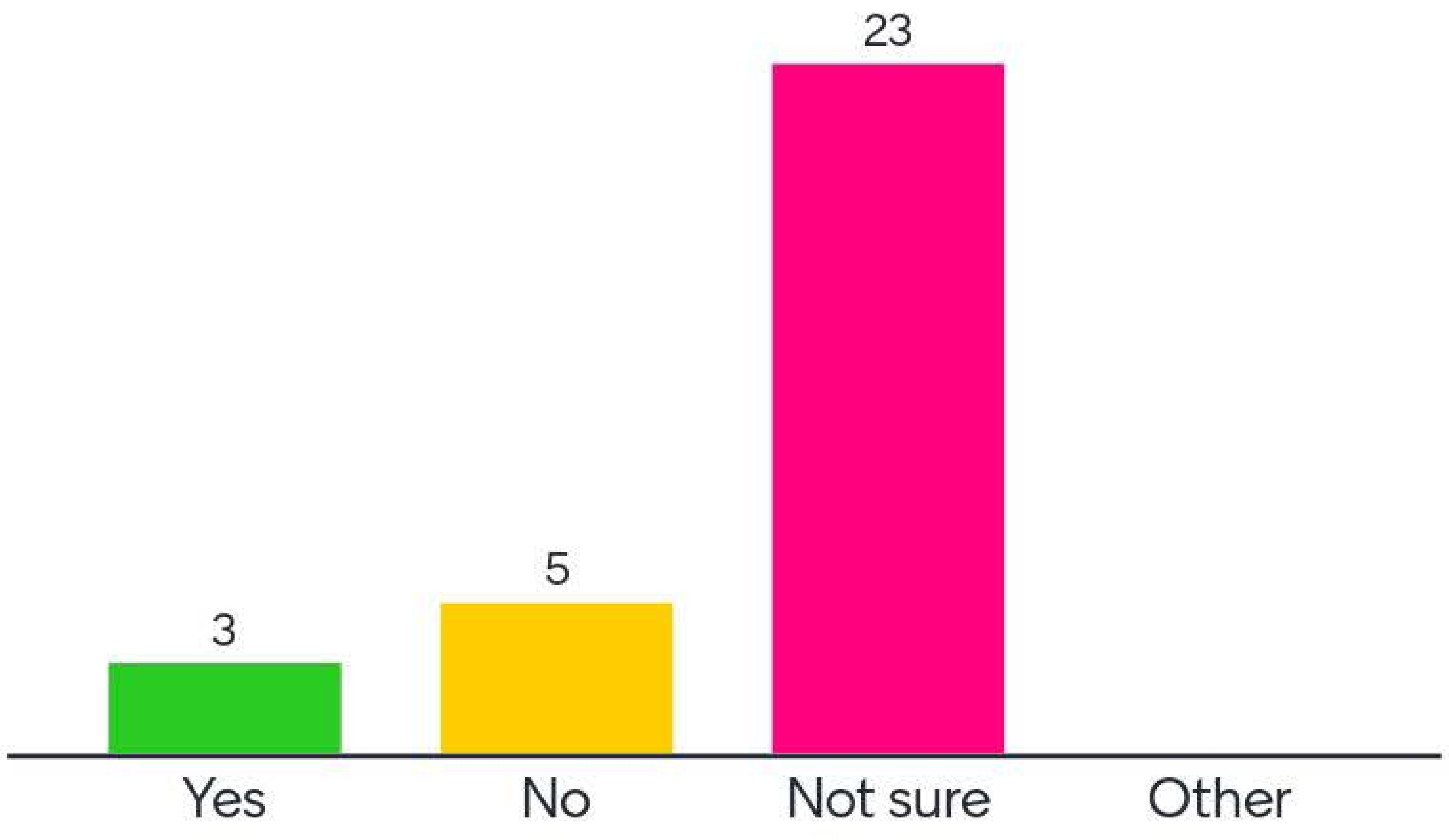
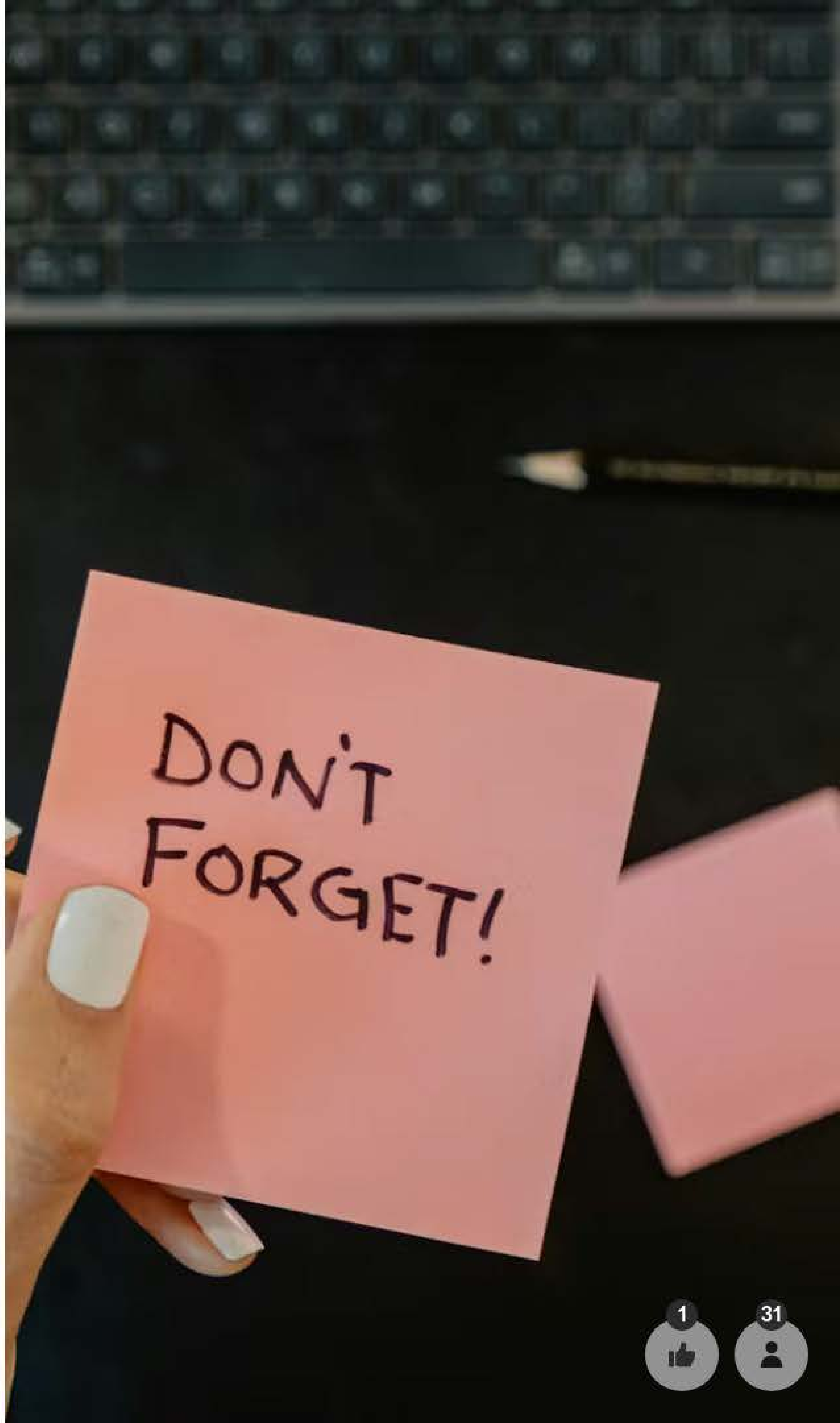
Or scan this QR code with your phone

Has your organization noticed any difference in new hires' response time to job offers since the "Pending Job Offer Reminder" email was implemented?





If you selected "Other," please share your other/additional feedback regarding the "Pending Job Offer Reminder" email.

What feedback has your organization received from new hires regarding their New Hire Activity Summary notifications?

don't know

Not sure

I have not hear any feedback, so assuming staffers aren't hearing any complaints from new hires

Some confusion. Receiving the summary after they submitted the information. Or they had multiple applications and were confused what application the summary was referencing.

Some organizations had us turn it off for their offices as new hires expressed their annoyance with the notifications.

More communication between the new hire and the staffer with the summary.

None from new hires

Appreciated the reminders

17

What feedback has your organization received from new hires regarding their New Hire Activity Summary notifications?

Have not heard any complaints.

Haven't heard negative or positive responses from staffers.

No complaints from NHs.

Has caused more communication/troubleshooting with New Hires on incomplete tasks.

Our agency has some new hire tasks that they may not complete based on their benefit selections, and then they get confused when it emails them that they have incomplete tasks.

Would prefer it was only once a week.

Would like if we could just have it sent once a week

It is very useful set of notifications. We needed to modify some custom tasks messages for NH to understands them better. And we needed to modify some of the workflow to align it better.

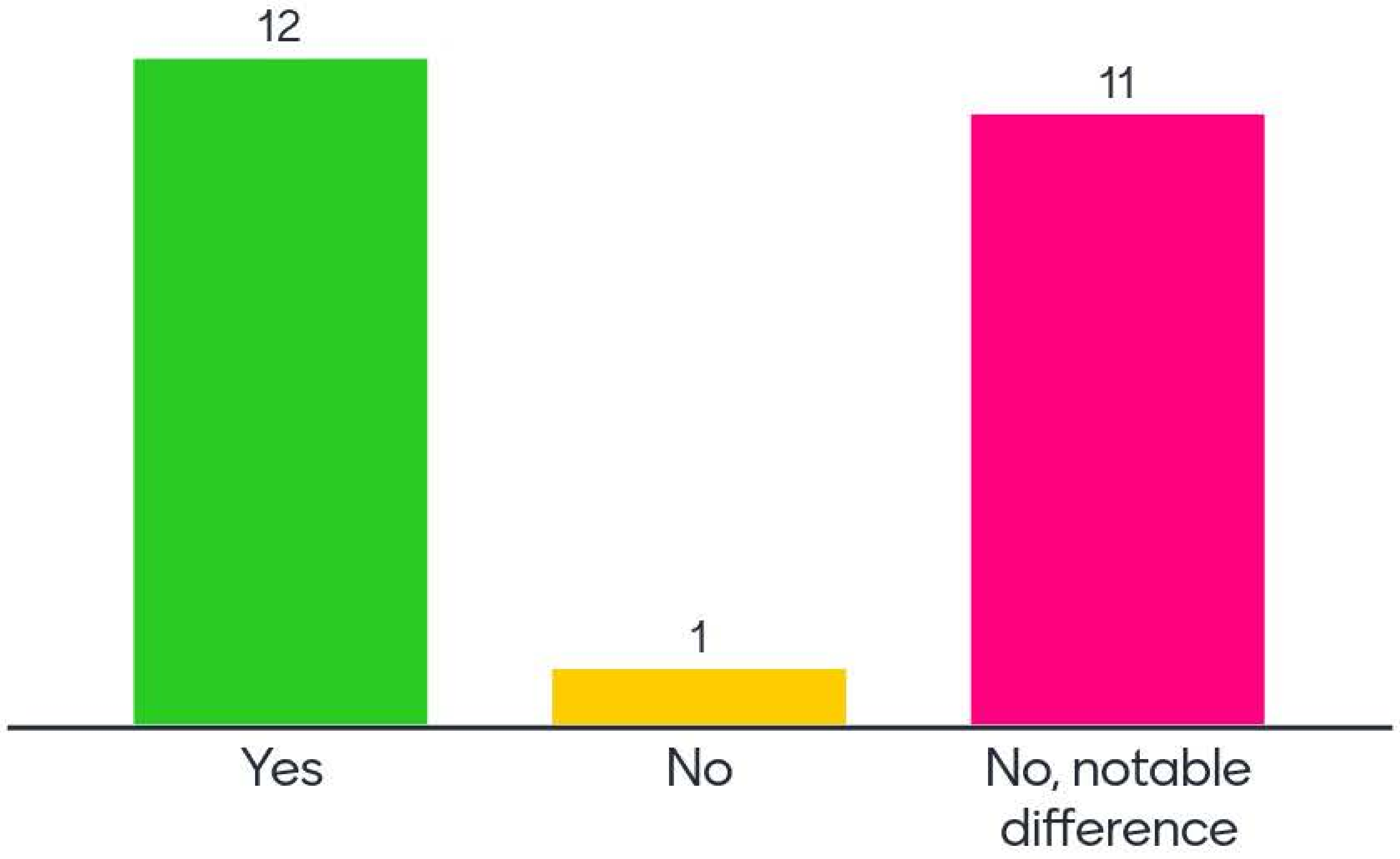
17

What feedback has your organization received from new hires regarding their New Hire Activity Summary notifications?

Allow for customers to determine when the reminder notification goes out. (choice of Monday thru Friday)

17

Are new hires completing their tasks more quickly since the New Hire Activity Summary notifications have been implemented?



4

24

2024 State Tax Forms

- **47** State Tax forms currently in Production.
  - Includes PR and a few states with multiple forms (regional)
- As of 2024, **11** states do not have state tax forms due to no state income tax and/or leveraging the W-4 for state taxes.
- **21** State Tax forms required updates for 2024 tax year.

Production Release 1/5/24

2024 W-4 updated

Production Release 2/2/24

12 tax forms updated:

AZ, CT, GA, IA, IL, IN, KY, MN, MT, NY, WI, WV

Production Release 3/1/24

All **9** remaining tax forms will be updated:

CA, ID, MS, MT-ETM, NC, NY IT-2104E, OR, RI, SC





Current & Upcoming Development Priorities

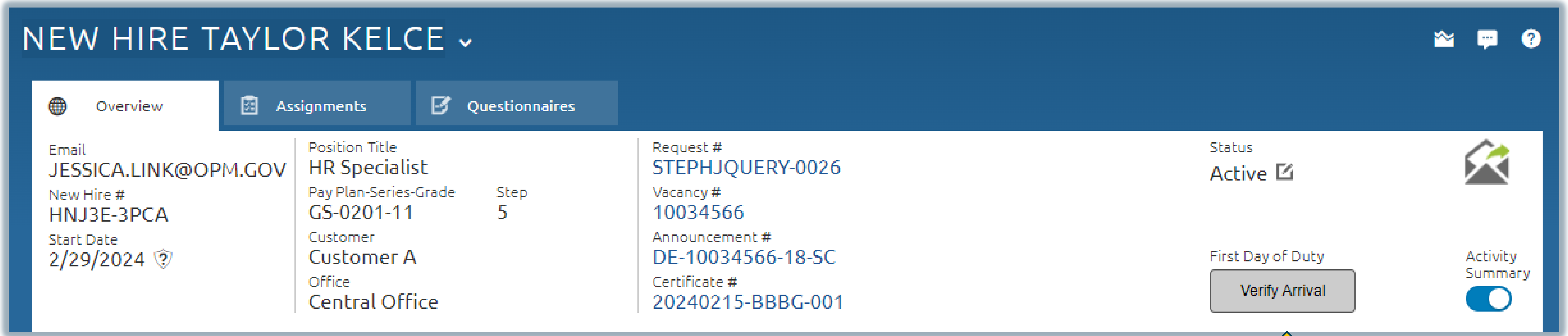
- New Hire Header and Overview redesign
- Allow Custom Profiles on HR and Onboarding User Types to enable Reset Tasks Permission
- Add Pagination to the Tasks Dashboard tab

New Hire Header Redesign

Available on:

Stage 3/8/24

Production 3/29/24



Data points added:

- Start Date
- Position Title
- PP-Series-Grade, Step
- Office
- Req #, Vacancy #, Annct #, Cert #
- Verify Arrival Button
- New Hire Activity Summary Toggle

New Hire Overview Redesign

Added

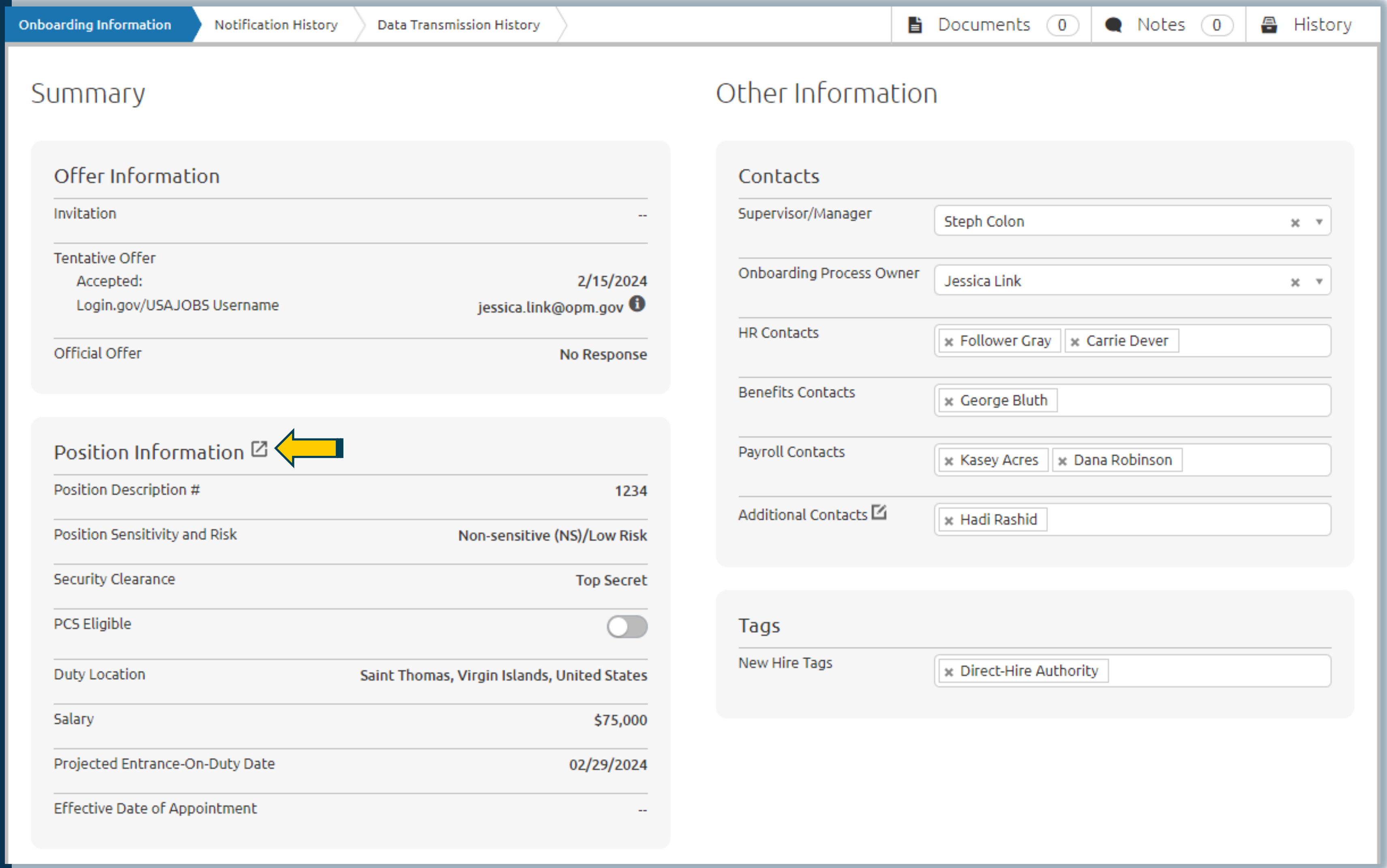
- PD Number
- Sensitivity & Risk
- Security Clearance
- Duty Location
- Salary
- Projected EOD Date
- Effective Date of Appointment

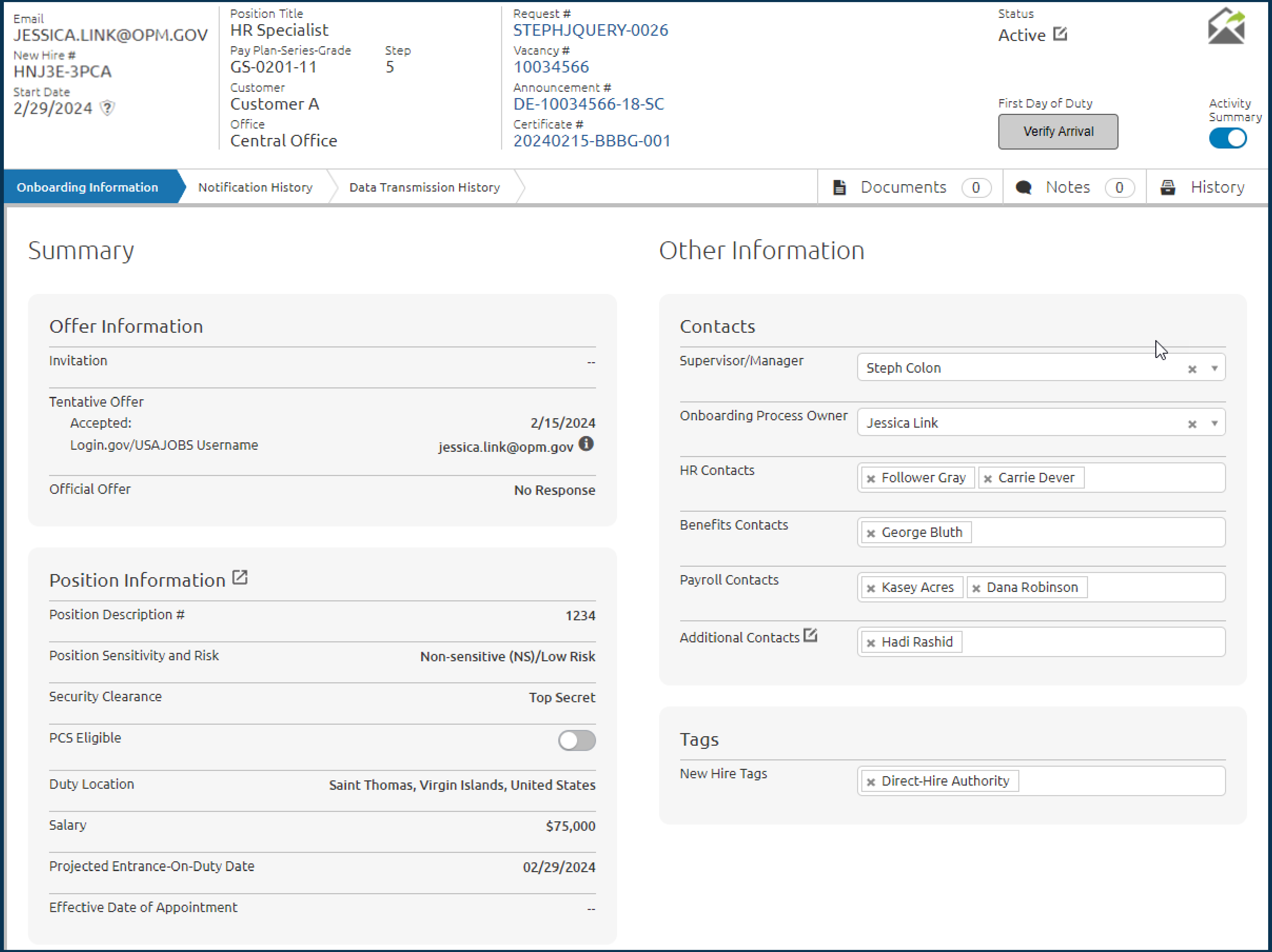
Directly access the Position Information Questionnaire using the icon next to Position Information section title.

Available on:

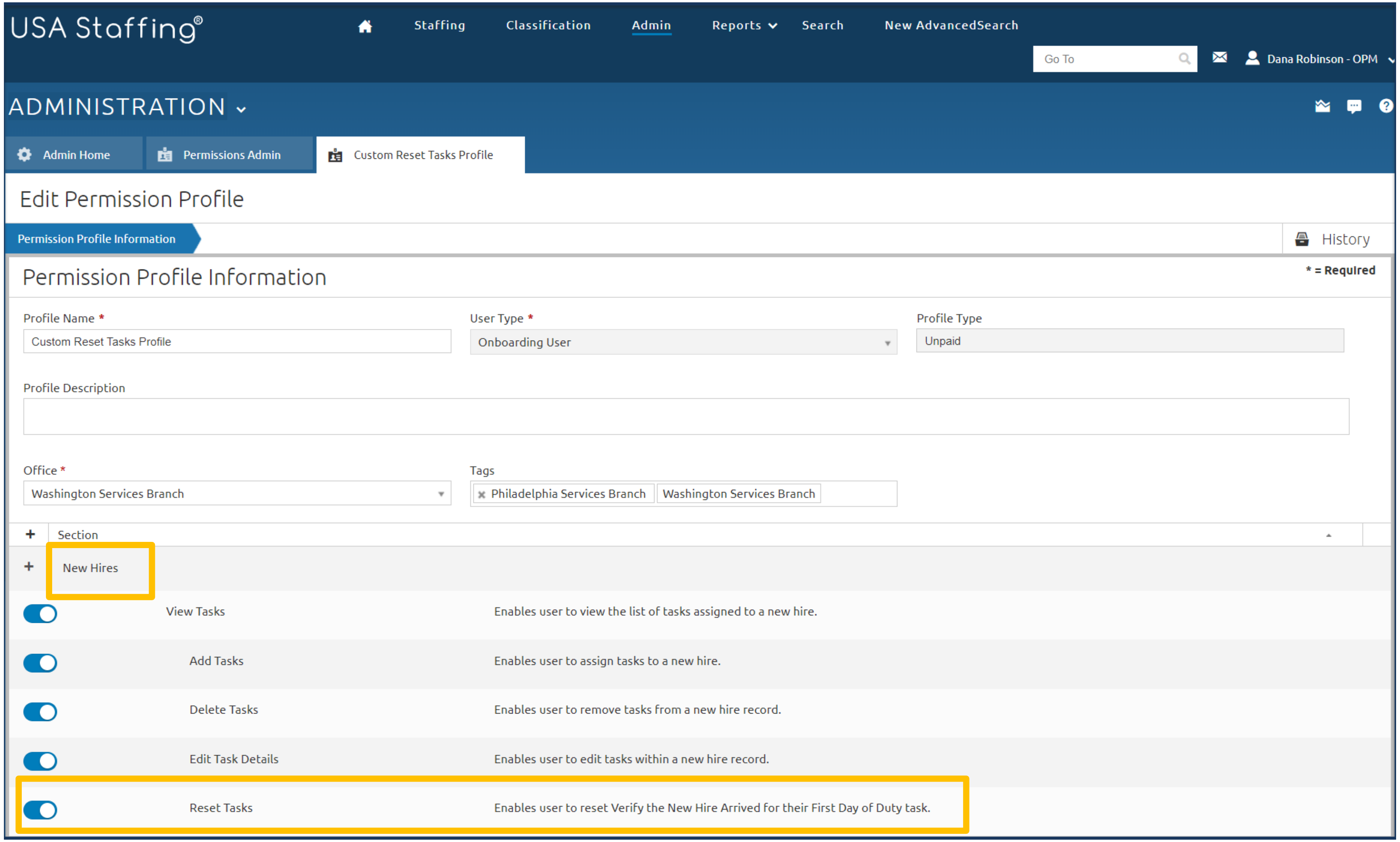
Stage 3/8/24

Production 3/29/24



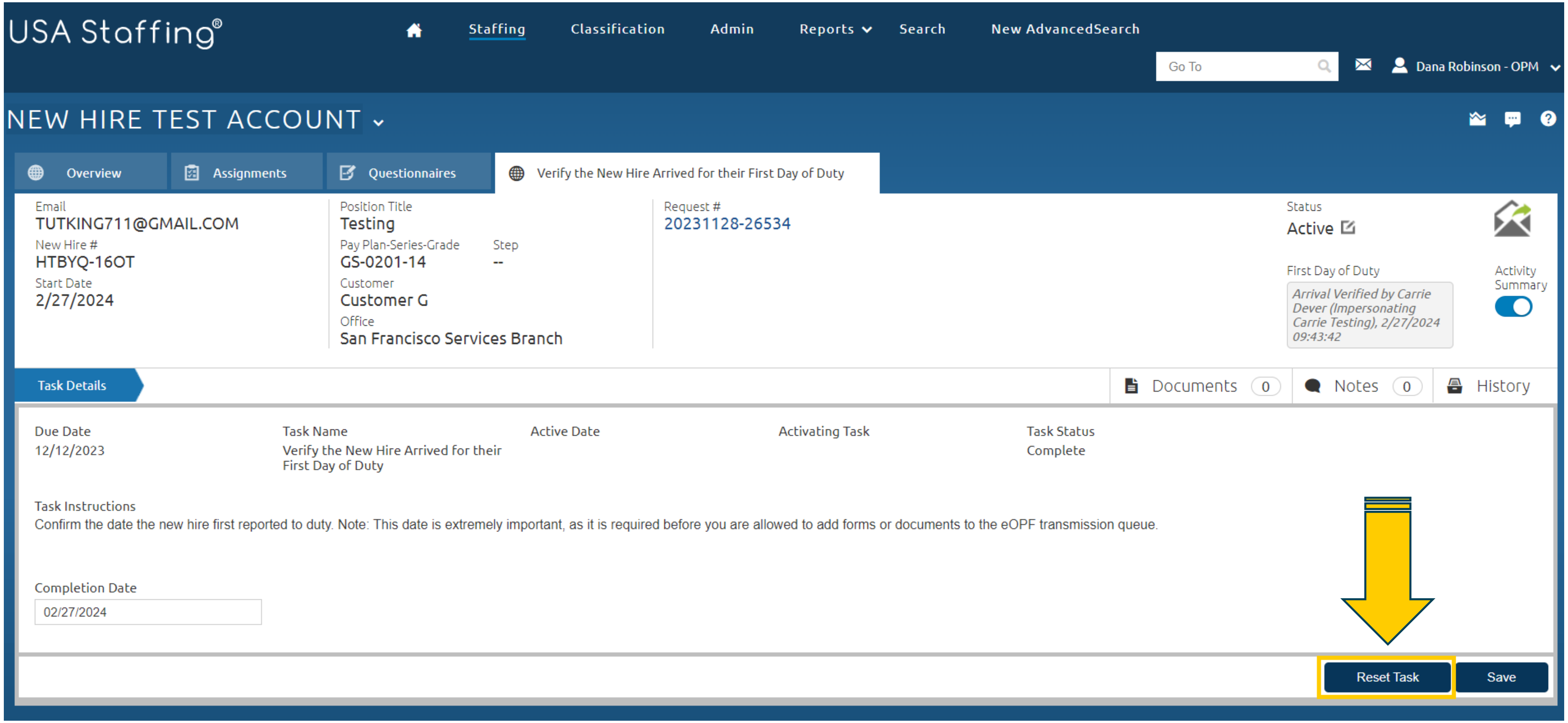

Email
JESSICA.LINK@OPM.GOV
New Hire #
HNJ3E-3PCA
Start Date
2/29/2024
Position Title
HR Specialist
Pay Plan-Series-Grade
GS-0201-11
Step
5
Customer
Customer A
Office
Central Office
Request #
STEPHJQUERY-0026
Vacancy #
10034566
Announcement #
DE-10034566-18-SC
Certificate #
20240215-BBBG-001
Status
Active
First Day of Duty
Verify Arrival
Activity Summary
Onboarding Information
Notification History
Data Transmission History
Documents 0
Notes 0
History
Summary
Offer Information
Invitation --
Tentative Offer
Accepted: 2/15/2024
Login.gov/USAJOBS Username jessica.link@opm.gov
Official Offer No Response
Position Information
Position Description # 1234
Position Sensitivity and Risk Non-sensitive (NS)/Low Risk
Security Clearance Top Secret
PCS Eligible
Duty Location Saint Thomas, Virgin Islands, United States
Salary $75,000
Projected Entrance-On-Duty Date 02/29/2024
Effective Date of Appointment --
Other Information
Contacts
Supervisor/Manager Steph Colon
Onboarding Process Owner Jessica Link
HR Contacts Follower Gray Carrie Dever
Benefits Contacts George Bluth
Payroll Contacts Kasey Acres Dana Robinson
Additional Contacts Hadi Rashid
Tags
New Hire Tags Direct-Hire Authority

Enable Reset Tasks Permission on Custom Permission Profiles



Reset Tasks Permission

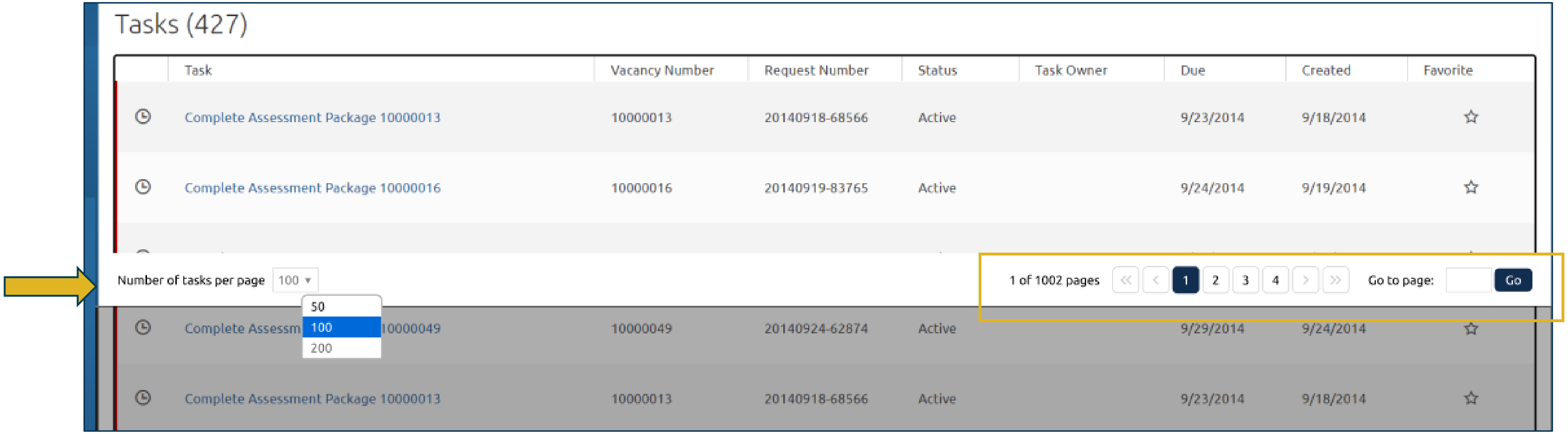
HR and Onboarding Users assigned a profile with this permission enabled can reset tasks (i.e. Verify the New Hire Arrived for their First Day of Duty task).

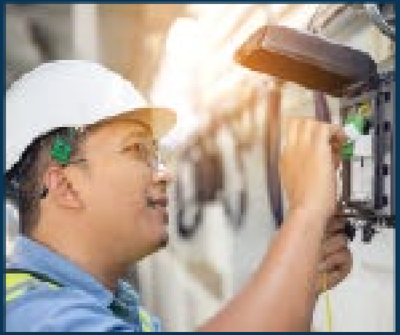


Pagination – Tasks Dashboard

Users will be able to..

- View the pagination bar while scrolling
- Select number of tasks to show on page (50,100,200)
- See a current page indicator
- Navigate to pages using arrows forward and back, first and last or clicking on page
- Type in page number with “Go to page” and select “Go”



Future Concepts & Design Work

- Request for new "Service Line" Field
- Usability testing for Task Result functionality
- Multi-selection on Tasks and New Hire dashboard tabs
- Input Verification Validator Field

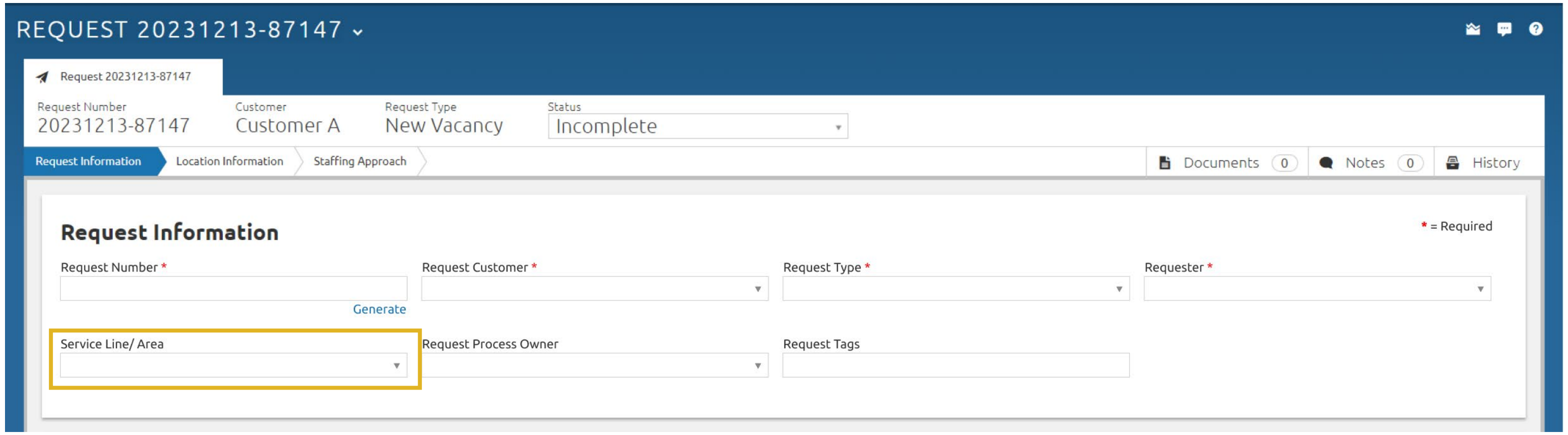
Request for a “Service Line” Field

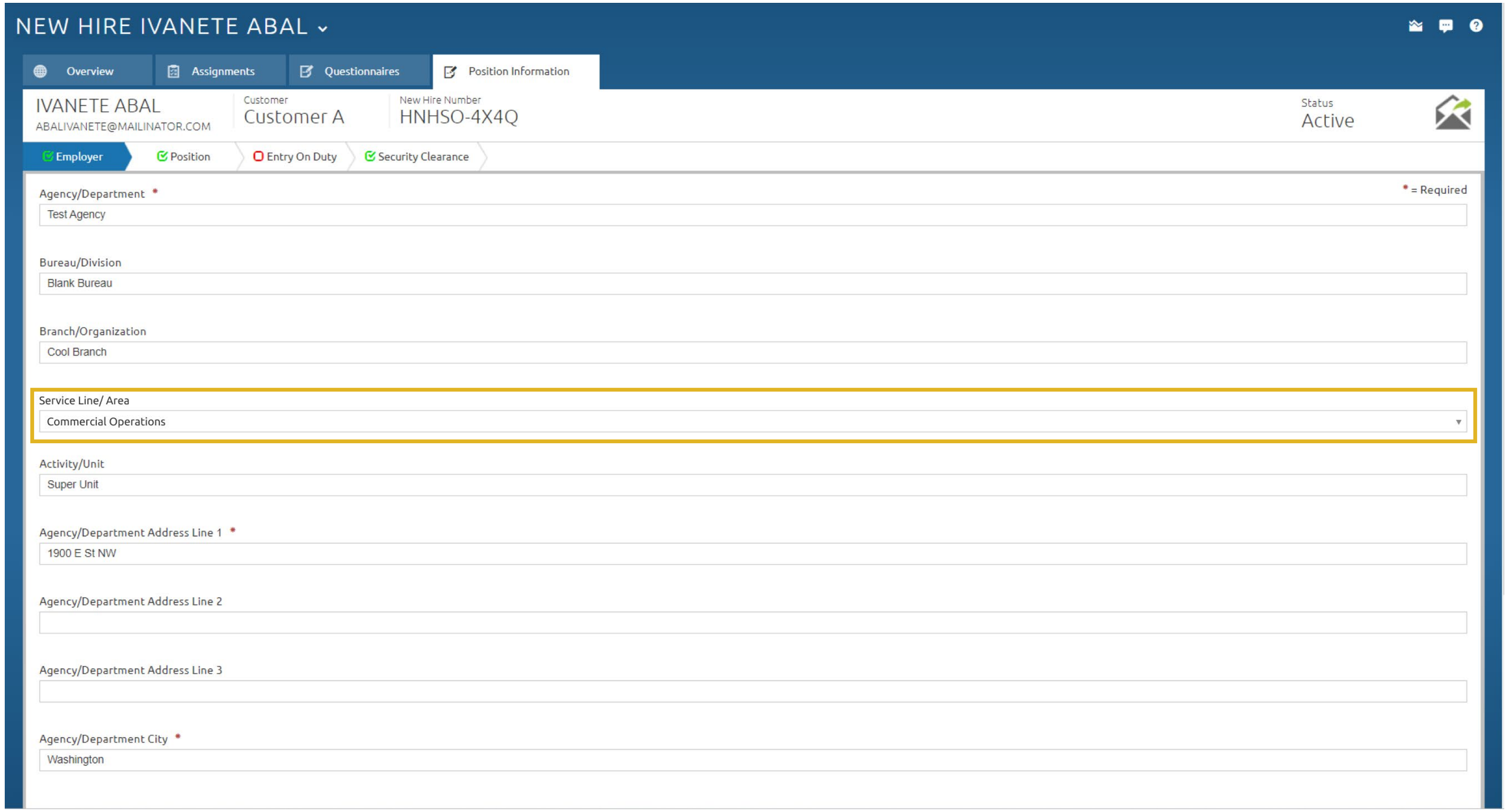
- Users requested a new **Department Descriptor/Service Line field to**:
  - Easily assign Requests to appropriate HR User and staff
  - Use the field as a filter on the Request dashboard for workload management purposes
  - Be transmitted from USA Staffing via RPI as part of a new Request
  - Be visible in a New Hire record
  - Be available in the HM Interface
  - Be available for reporting (i.e., show me all active recruitments for Mental Health)

- **Previously considered repurposing the Activity/Unit field** to be used for this purpose, **but after analysis** have determined the best way forward is to **create a new field**.

The new field will be:

- Optionally assigned to a Request
- Accepted via RPI as part of Request creation
- Available for HR to update in the Request as needed until approval
- Populated in the New Hire record associated with the Request
- Forced selection from a drop-down list of defined values (i.e., not free-form text, nor customizable at the Request or New hire levels)

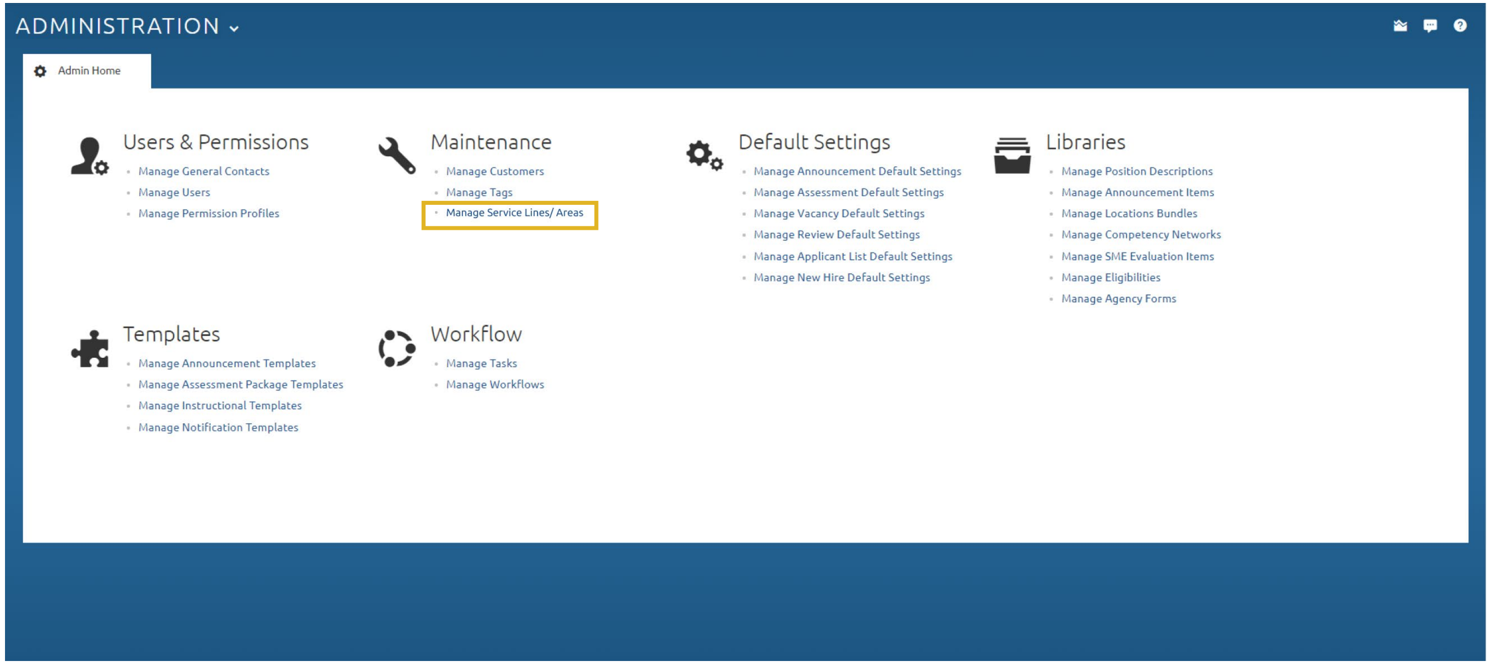


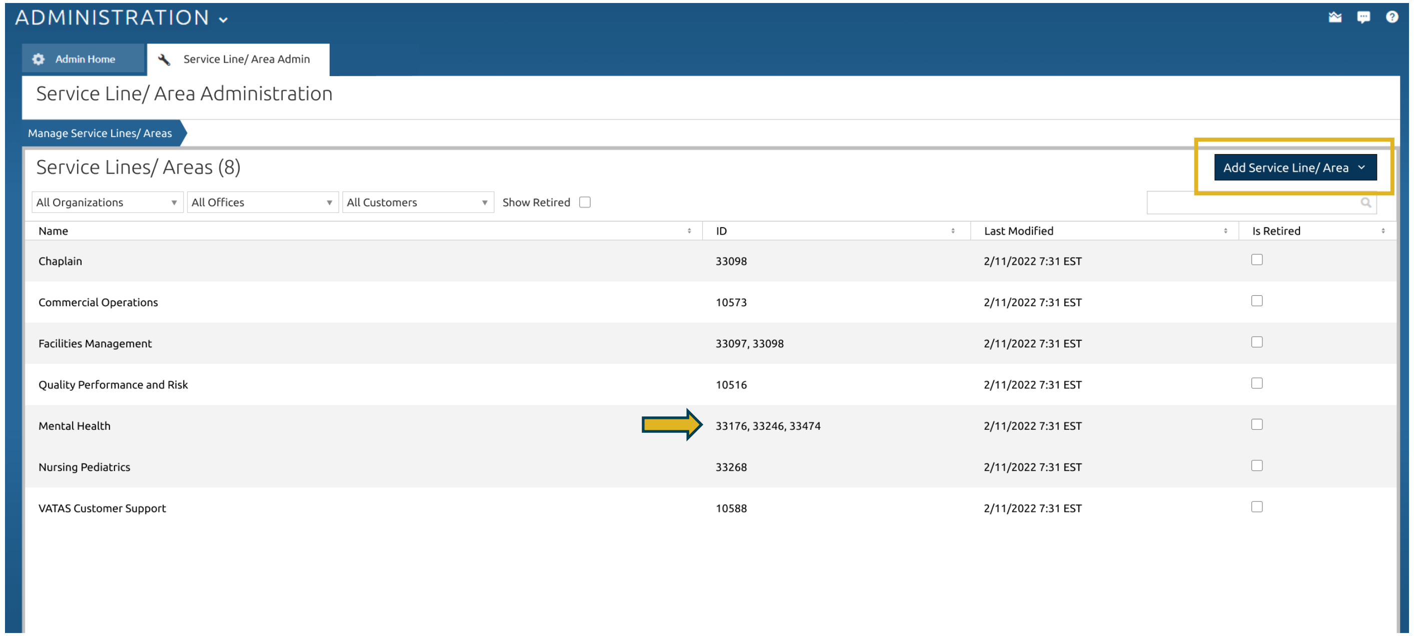


Note: This is a draft design. Final fields and design might differ from this mockup.

Management of the new field

- Users with Admin permissions will manage their library
- Each record will be associated with Organization(s), Office(s) and (Customers)
- Each record may be associated with multiple IDs
- Search/filter options will be available in the library





Note: This is a draft design. Final fields and design might differ from this mockup.

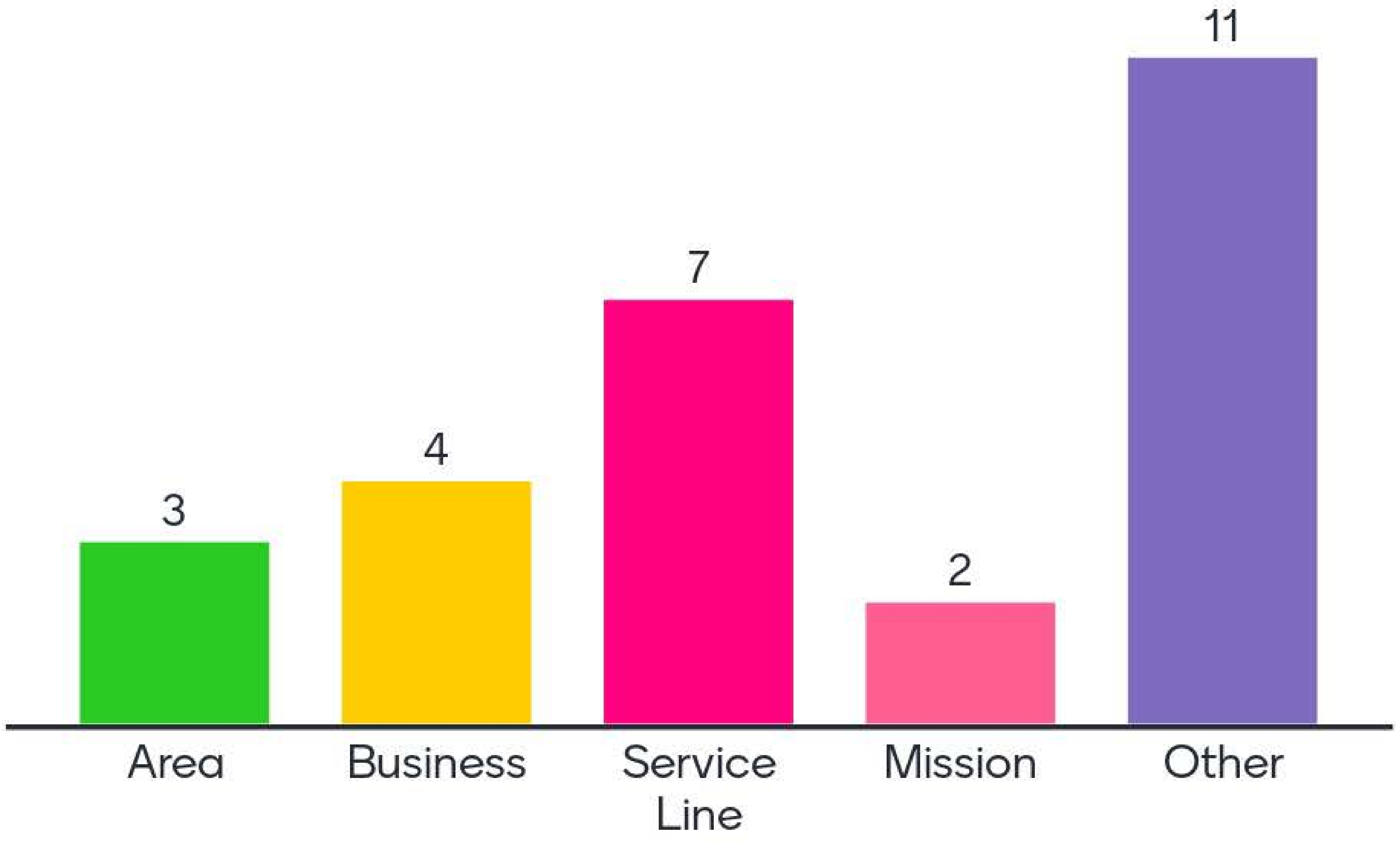
What should we label this new field?

Go to Menti.com and enter code

9394 1218

Or scan this QR code with your phone

What should we label this new field?



27

If you selected "other" in the previous question, what would you label the field?

Career Field	functionality	Custom Identifier	Group
SF-52 # or Request Number	Career	Perhaps "Sub organization" or similiar	Request Number

14

If you selected "other" in the previous question, what would you label the field?

Customer identifier	Functionality	Sub-Unit	Unit
Directorate	Business Line	Mission Area	External or Internal Applicant

14

If you selected "other" in the previous question, what would you label the field?

Sub-Unit or Sub-Activity

Mission Function

Please don't use anything that sounds like an existing field in USAS

14

Task Result Field Usability Test

Feedback:

Users are neglecting to update the Task Result field in the task details page due to a lack of clarity regarding its necessity.

Tests Conducted:

Investigated current user behavior regarding the Task Result field.

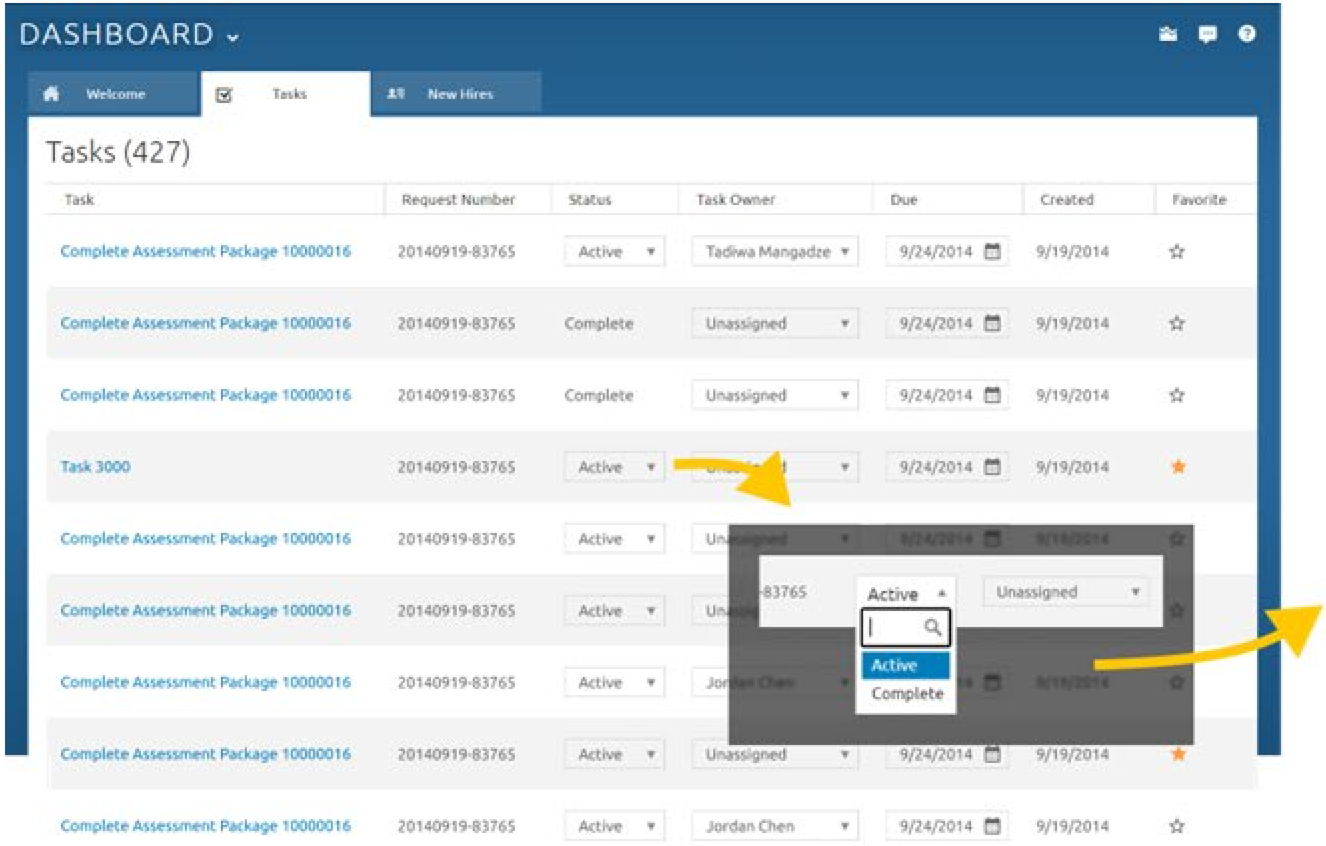
Findings:

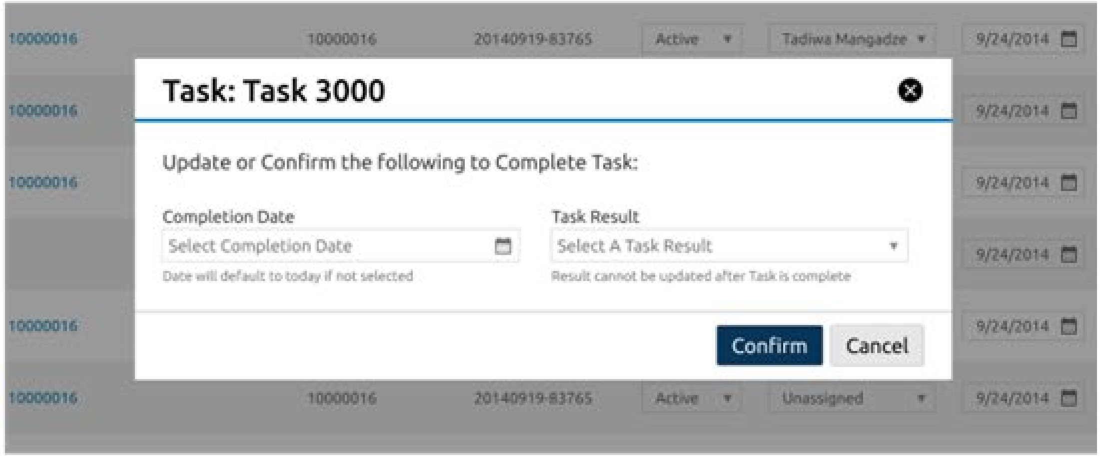
- Users frequently update task items directly from the dashboard, avoiding deeper exploration.
- A significant portion of users are unaware of the existence of the Task Details page.
- Users who do find the page perceive it as confusing and difficult to comprehend.

Solutions to consider:

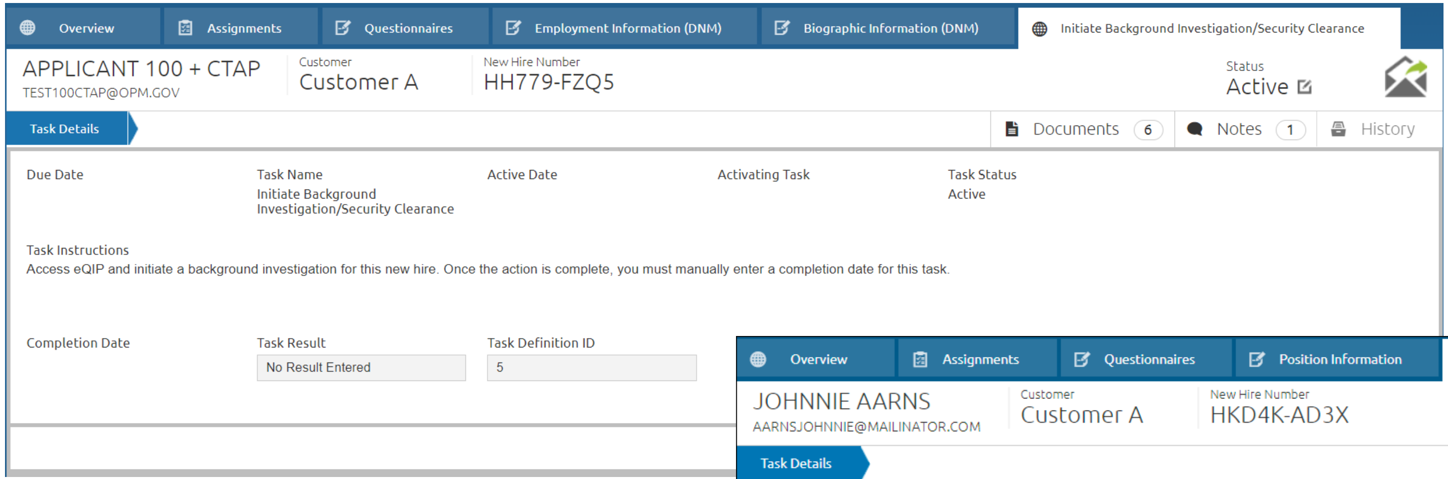
- Implement a confirmation modal to facilitate additional task detail updates during status changes on the Tasks Dashboard tab.
- Restructure the Task Details page for improved readability and clarity.

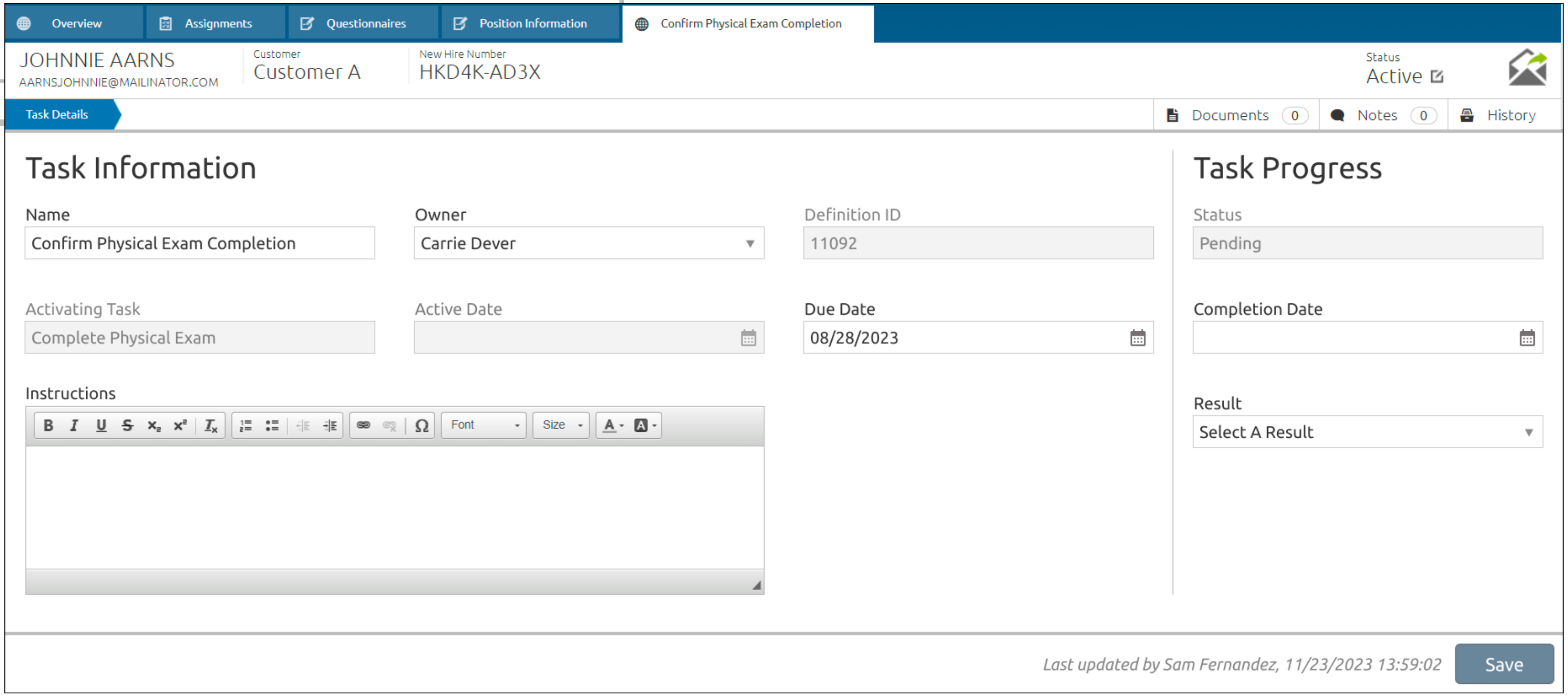
Task Result Field on the Dashboard





Task Details Page Redesign





Side Drawer with Multi-Select Filters on dashboard tabs

Need:

Users want the ability to filter using various inputs of the same fields simultaneously, strengthening our filters. However, each new feature added to the dashboard, especially this one, demands additional real estate.

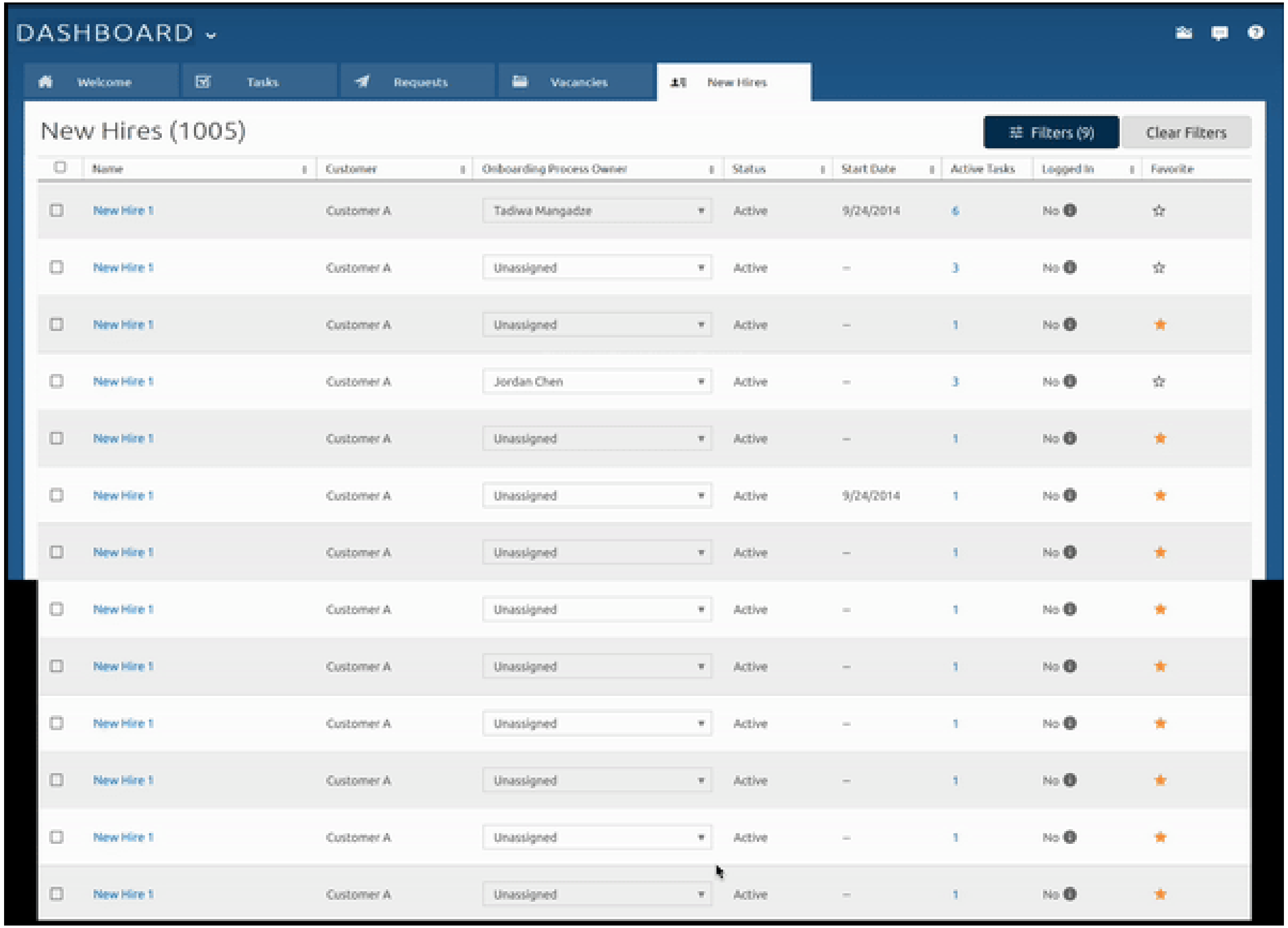
Solution:

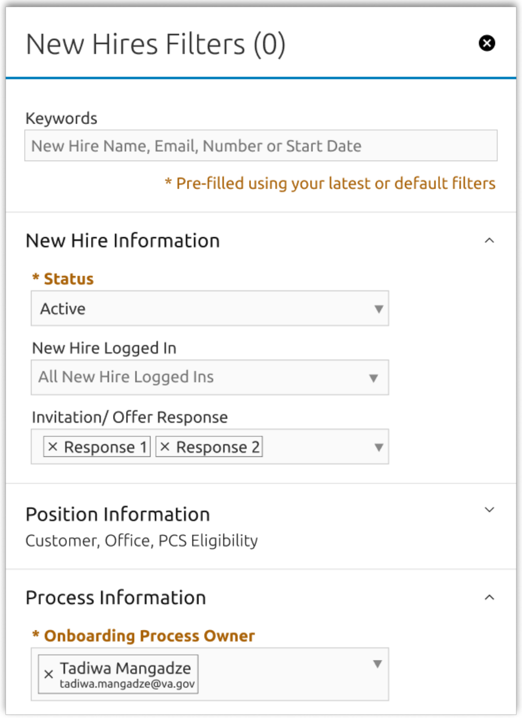
- Move filters into a side drawer: This frees up space on the dashboard.
- Implement Multi-select filters: Allow users to select multiple options within a single filter category simultaneously.

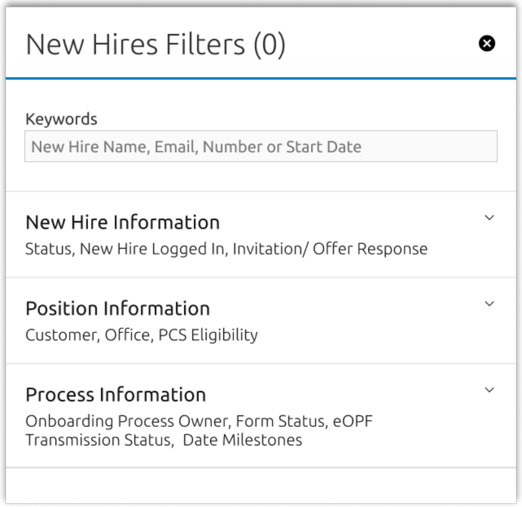
Advantages:

- Scalability: The side drawer provides ample real estate for future additions and enhancements.
- Better Organization: Filters can be themed for easier access, enhancing user navigation and efficiency.

Design


DASHBOARD
Welcome
Tasks
Requests
Vacancies
New Hires
New Hires (1005)
Filters (9)
Clear Filters
Name
Customer
Onboarding Process Owner
Status
Start Date
Active Tasks
Logged In
Favorite
New Hire 1 Customer A Tadiwa Mangadze Active 9/24/2014 6 No
New Hire 1 Customer A Unassigned Active – 3 No
New Hire 1 Customer A Unassigned Active – 1 No
New Hire 1 Customer A Jordan Chen Active – 3 No
New Hire 1 Customer A Unassigned Active – 1 No
New Hire 1 Customer A Unassigned Active 9/24/2014 1 No
New Hire 1 Customer A Unassigned Active – 1 No
New Hire 1 Customer A Unassigned Active – 1 No
New Hire 1 Customer A Unassigned Active – 1 No
New Hire 1 Customer A Unassigned Active – 1 No
New Hire 1 Customer A Unassigned Active – 1 No
New Hire 1 Customer A Unassigned Active – 1 No
New Hire 1 Customer A Unassigned Active – 1 No


New Hires Filters (0)
Keywords
New Hire Name, Email, Number or Start Date
* Pre-filled using your latest or default filters
New Hire Information
* Status
Active
New Hire Logged In
All New Hire Logged Ins
Invitation/ Offer Response
× Response 1 × Response 2
Position Information
Customer, Office, PCS Eligibility
Process Information
* Onboarding Process Owner
× Tadiwa Mangadze
tadiwa.mangadze@va.gov

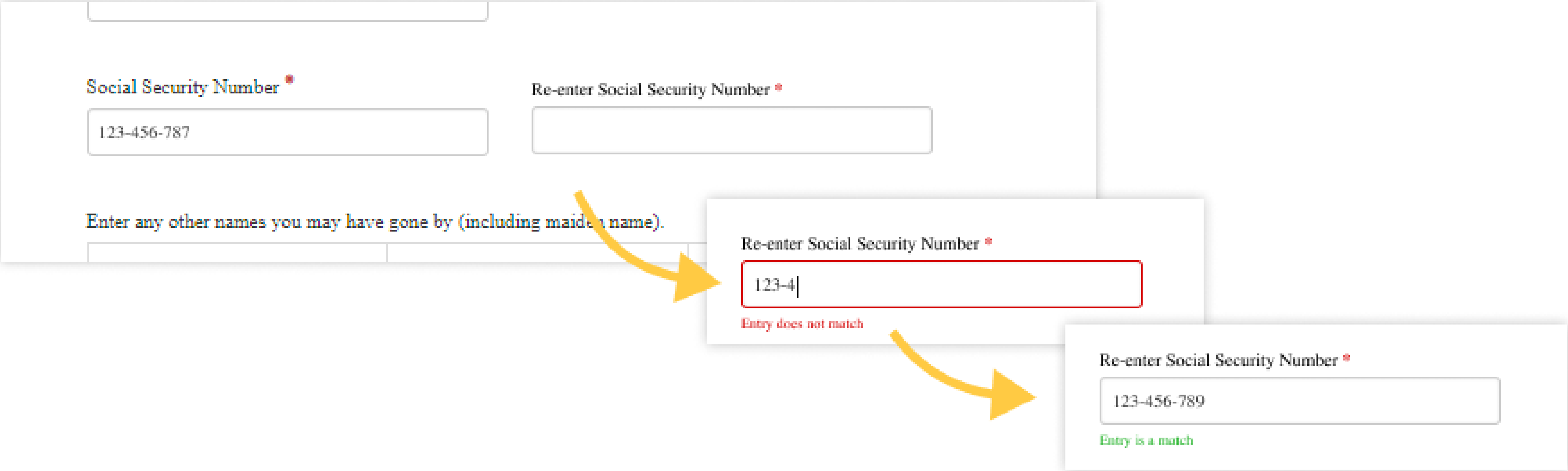

New Hires Filters (0)
Keywords
New Hire Name, Email, Number or Start Date
New Hire Information
Status, New Hire Logged In, Invitation/ Offer Response
Position Information
Customer, Office, PCS Eligibility
Process Information
Onboarding Process Owner, Form Status, eOPF Transmission Status, Date Milestones

Input Verification Validator Field

Objective:
Enhance the accuracy of information provided by New Hires (NHs) by implementing verification for critical inputs such as SSN and email address.

Implementation:
Introducing an "input verification field" requiring users to re-enter data, which is then compared to the initial entry for accuracy. A match results in success, while a mismatch is flagged as an error.

Scope:
Initially implemented in the New Hire Questionnaire, with potential application to other areas of the HR Questionnaire in the future.







Open Questions

- What questions do you have for the USA Staffing team?
- Is there anything you'd like to see?





Resources

USA Staffing Resource Center

Under the New Hire & Onboarding Resources section:

https://help.usastaffing.gov/USAS/index.php?title=USA_Staffing_Resource_Center

https://help.usastaffing.gov/ResourceCenter/index.php/Resources

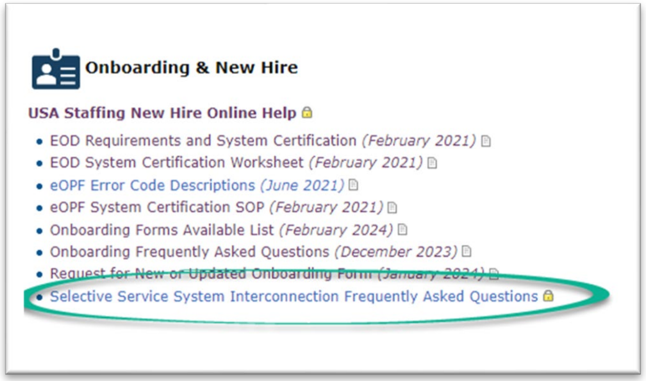
Online Help

Search for information by Page and by Task

https://help.usastaffing.gov/USAS/index.php?title=Help_for_USA_Staffing_HR_Users

Resource Change: Selective Service Interconnection FAQ

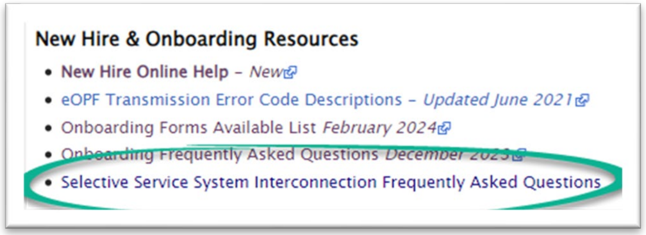
- We moved content from the standalone FAQ document to a new area of Online Help
- The link from the Advisory Board and End User Resource Centers will now take you directly to Online Help



Onboarding & New Hire

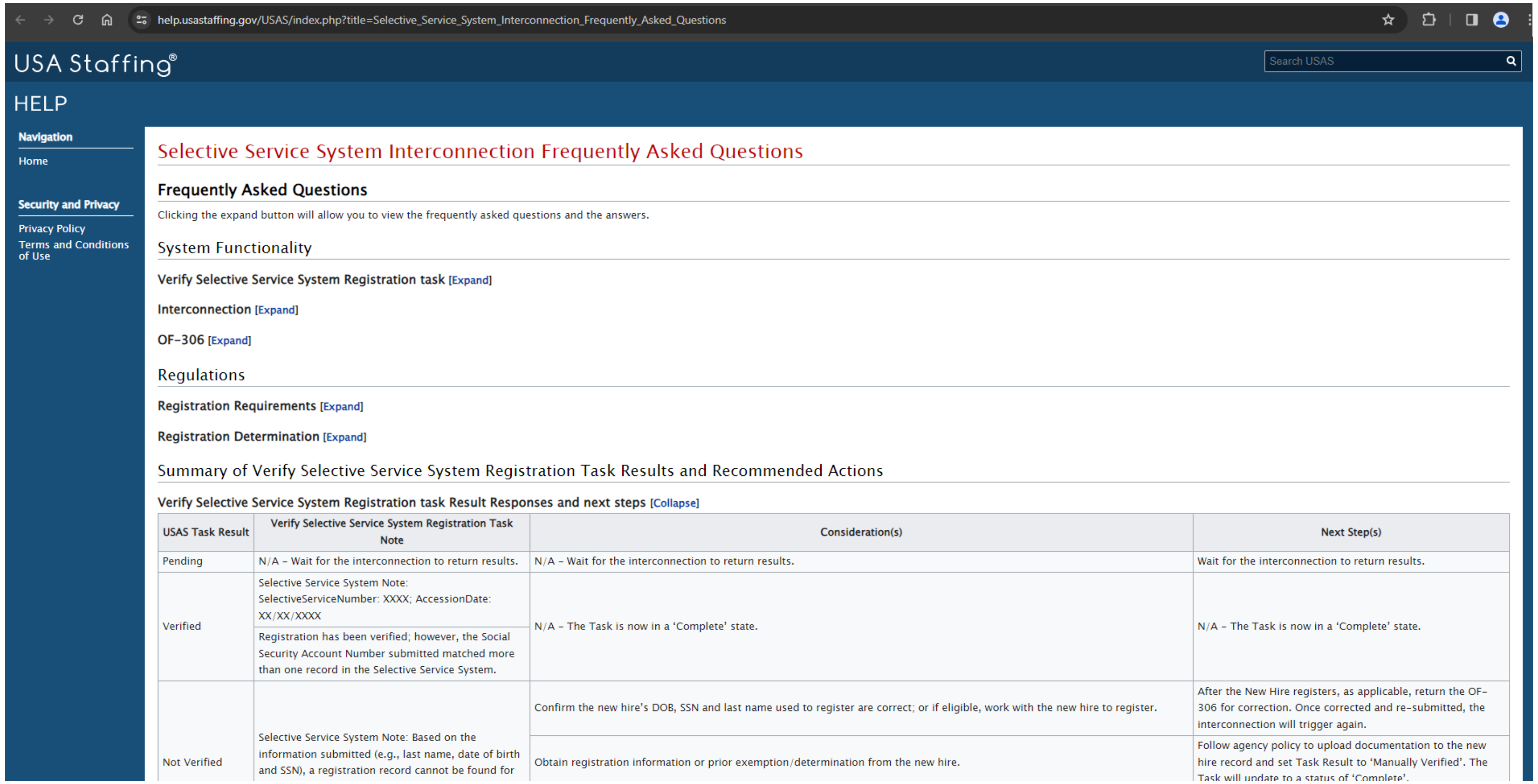
USA Staffing New Hire Online Help

- EOD Requirements and System Certification *(February 2021)*
- EOD System Certification Worksheet *(February 2021)*
- eOPF Error Code Descriptions *(June 2021)*
- eOPF System Certification SOP *(February 2021)*
- Onboarding Forms Available List *(February 2024)*
- Onboarding Frequently Asked Questions *(December 2023)*
- Request for New or Updated Onboarding Form *(January 2024)*
- Selective Service System Interconnection Frequently Asked Questions



New Hire & Onboarding Resources

- **New Hire Online Help** – *New*
- eOPF Transmission Error Code Descriptions – *Updated June 2021*
- Onboarding Forms Available List *February 2024*
- Onboarding Frequently Asked Questions *December 2023*
- Selective Service System Interconnection Frequently Asked Questions



help.usastaffing.gov/USAS/index.php?title=Selective_Service_System_Interconnection_Frequently_Asked_Questions

USA Staffing®

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HELP

Navigation

Home

Security and Privacy

Privacy Policy

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Selective Service System Interconnection Frequently Asked Questions

Frequently Asked Questions

Clicking the expand button will allow you to view the frequently asked questions and the answers.

System Functionality

Verify Selective Service System Registration task [Expand]

Interconnection [Expand]

OF-306 [Expand]

Regulations

Registration Requirements [Expand]

Registration Determination [Expand]

Summary of Verify Selective Service System Registration Task Results and Recommended Actions

Verify Selective Service System Registration task Result Responses and next steps [Collapse]

USAS Task Result	Verify Selective Service System Registration Task Note	Consideration(s)	Next Step(s)
Pending	N/A – Wait for the interconnection to return results.	N/A – Wait for the interconnection to return results.	Wait for the interconnection to return results.
Verified	Selective Service System Note: SelectiveServiceNumber: XXXX; AccessionDate: XX/XX/XXXX Registration has been verified; however, the Social Security Account Number submitted matched more than one record in the Selective Service System.	N/A – The Task is now in a 'Complete' state.	N/A – The Task is now in a 'Complete' state.
Not Verified	Selective Service System Note: Based on the information submitted (e.g., last name, date of birth and SSN), a registration record cannot be found for	Confirm the new hire's DOB, SSN and last name used to register are correct; or if eligible, work with the new hire to register.	After the New Hire registers, as applicable, return the OF-306 for correction. Once corrected and re-submitted, the interconnection will trigger again.
		Obtain registration information or prior exemption/determination from the new hire.	Follow agency policy to upload documentation to the new hire record and set Task Result to 'Manually Verified'. The Task will update to a status of 'Complete'.

https://help.usastaffing.gov/USAS/index.php?title=Selective_Service_System_Interconnection_Frequently_Asked_Questions

OPM | USA Staffing

Thank you for joining us!





Future Questions?

Your USA Staffing Account Manager can assist in answering any questions and can include the applicable onboarding team member.

USA Staffing Onboarding Workgroup
February 29, 2024
Questions and Answers

New Hire Header & Overview Redesign

1. **Can the "Verify Arrival" button be inactive when the date is prior to the EOD set in the system?**
   a. Not all customers use the Entrance-On-Duty Date field in the questionnaire, so we'd have to think very carefully about this restriction. In the new design, the button will be disabled if: (a) the new hire record is in a cancelled status, (b) the new hire record does not have a request number tied to it, or (c) if the user does not have permission to Verify New Hires Arrived for First Day of Duty. In these cases, the user can hover over the disabled button which will present a tooltip explaining why the button is disabled.

Request for a "Service Line" Field

1. **"Each record may be associated with multiple IDs"- can you elaborate on this more/explain more. What do you mean by ID?**
   a. The ID would be an alphanumeric number associated with the label in assist in different systems referencing the same thing. It's more likely to be relevant for agencies who are using an interconnected system to feed the data. It assumes the list of fields lives somewhere outside of USA Staffing.
2. **Could the field be named in the admin area for each organization?**
   a. Unfortunately, this is not an option due to the impact on running reports on the field.

Miscellaneous

1. **Is it possible/ does it exist to send an auto email like the New Hire Activity Summary to have people reactive their record/ warn them of upcoming inactivation?**
   a. This currently does not exist but thank you for the suggestion. If this is something your agency would like to see, please contact your Account Manager.
2. **Would it be an option to create a new hire task that is strictly instructional so that it won't tell them something is incomplete when the task is designed to be instructional/optional?**
   a. This would be a good use case to dive into more and discuss with your Account Manager.
3. **Are there any plans to reduce "time to automate forms"?**
   a. Now that the tax form season is over, we can get back to work on our "regular" forms backlog. The time it takes to develop forms depends heavily on the amount of new form requests and form update requests submitted by all the agencies we service. It can fluctuate at any given time therefore the wait may be longer or shorter at times.
4. **As New Hires complete tasks does HR receive an email notification that the task is complete?**
   a. If the task is a form review task, the onboarding process owner receives an in-system alert when a new hire submits a form. The Forms submission is also included in the HR Activity Summary if the onboarding process owner is signed up to receive those emails.