



Onboarding Workgroup

July 24, 2024

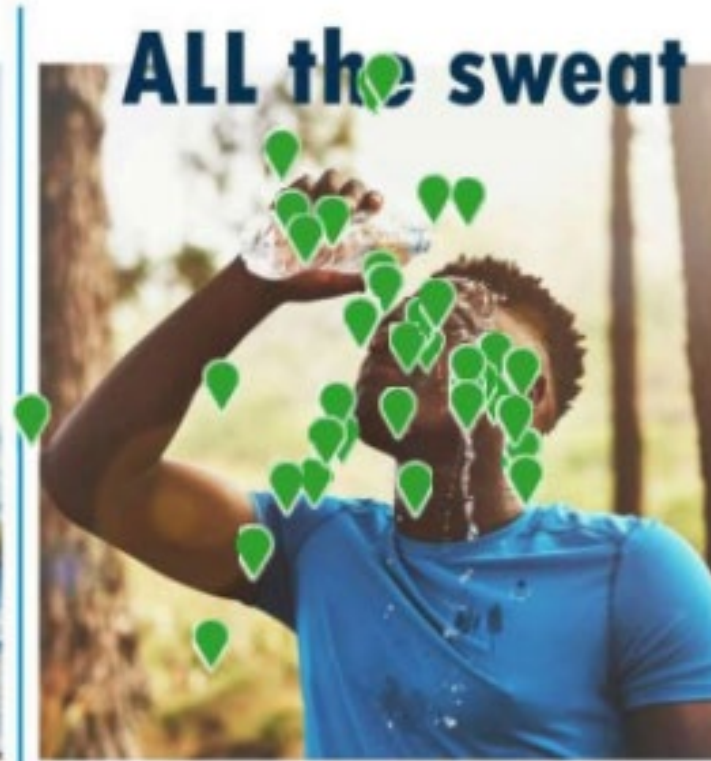


Agenda

- Recently Added Functionality
- Current & Upcoming Development Priorities
- Open Questions/Demo & Reminders



Icebreaker: Summer heat got me like...





Recently Added Functionality

- New Hire Header and Overview Redesign
- Selective Service System Interconnection: Refresh Result
- Social Security Number Verification Field

Redesign of the New Hire Header

NEW HIRE TAYLOR KELCE ▾

Overview

Assignments

Questionnaires

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

Customer
Customer A

Office
Central Office

Step
5

Request #
STEPHJQUERY-0026

Vacancy #
10034566

Announcement #
DE-10034566-18-SC

Certificate #
20240215-BBBG-001

Status
Active

First Day of Duty

Verify Arrival

Activity
Summary

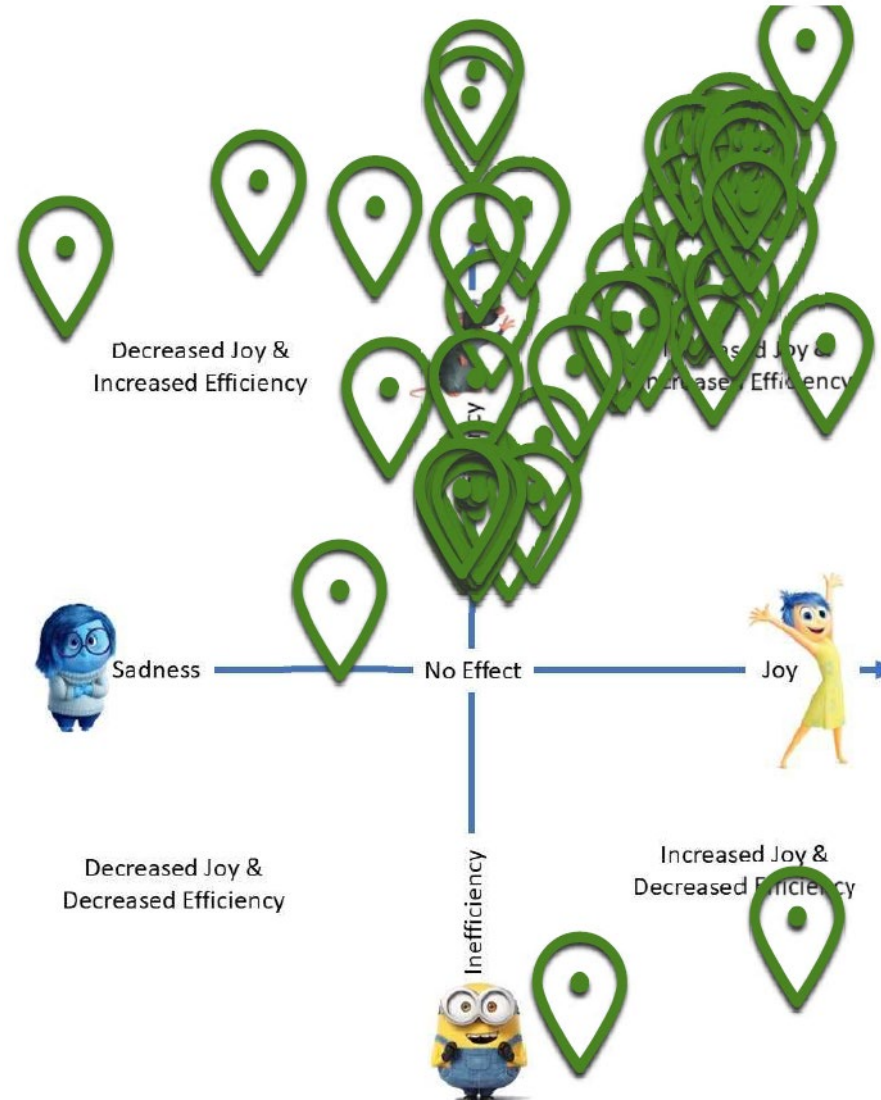
Data points added:

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

A square QR code with a blue border, located in the bottom right corner of the slide.

5

Poll: How has the **new hire header redesign** affected your experience using USA Staffing?



Redesign of the New Hire Overview

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.

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 Usernamejessica.link@opm.gov

Official OfferNo Response

Position Information

Position Description #1234

Position Sensitivity and RiskNon-sensitive (NS)/Low Risk

Security ClearanceTop Secret

PCS Eligible

Duty LocationSaint Thomas, Virgin Islands, United States

Salary\$75,000

Projected Entrance-On-Duty Date02/29/2024

Effective Date of Appointment--

Other Information

Contacts

Supervisor/ManagerSteph Colon

Onboarding Process OwnerJessica Link

HR Contacts

Benefits Contacts

Payroll Contacts

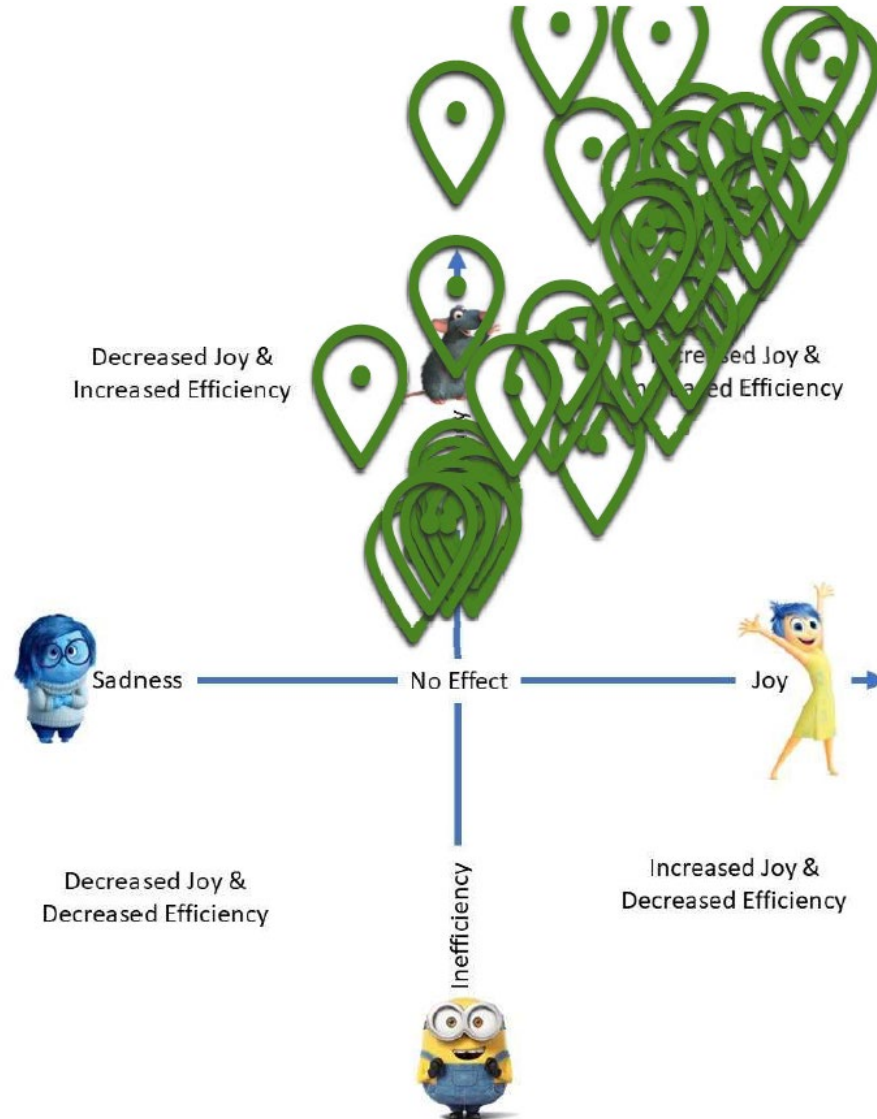
Additional Contacts

Tags

New Hire Tags



Poll: How has the **new hire overview redesign** affected your experience using USA Staffing?



Poll: What other information would be helpful to display on the New Hire Overview or Header?

N/A	Duty location
Add to header - if new hire logged in yes or no and #days since last log in	
Fields to enter the NOA and LAC for the NH's personnel action.	
Add the Position Description Number to the Header.	
Duty location	N/A
Bargaining unit information in Overview tab	
Onboarding Process Owner - Header	
New hire phone number in the header	
custom identifier field	
If the new hire did log in and also the number of days since date new hire last logged in	
Ability to update the projected start date from the Overview or a link on the Overview that takes you directly to that part of the questionnaire.	
internal/external identifier	

Clarification or additions in chat:

- Internal/External - a way to track whether the new hire is internal to the agency or external
- Customer Identifier - a text field that agencies can use to input custom identifiers they use to track hires such as FTE/PIN #'s
***And be able to report on both fields.
- Would like to see information on when the offers were issued [versus having to look under the notification history] added to the overview offer information section.

Selective Service System Interconnection: Refresh Result

The screenshot displays a web application interface for managing selective service system interconnections. The top navigation bar includes tabs for Overview, Assignments, Questionnaires, and a specific task: Verify Selective Service System Registration for Eligible New Hires. The main content area is divided into several sections. On the left, there's a profile card for a new hire with details like email (KFLUFF870@GMAIL.COM), position title (Inspector), and start date (5/24/2023). To the right of this card, there's a table of key information including Request # (No Request Linked), Vacancy # (10151853), Announcement # (TD-DE-23-10151853), and Certificate # (20230130-PH-001). Further right, there's a status section showing 'Inactive' and a 'Verify Arrival' button. Below these, a 'Task Details' section is active, showing a task named 'Verify Selective Service System Registration for Eligible New Hires' with a due date of 04/12/2024 and a status of 'Active'. At the bottom of this section, there's a 'Task Result' field displaying 'Error' and a 'Refresh Result' button with an information icon. The bottom right corner of the interface has 'Edit' and 'Save' buttons.

Due Date	Task Name	Active Date	Activating Task	Task Status
	Verify Selective Service System Registration for Eligible New Hires	04/12/2024		Active

Task Instructions

Completion Date:

Task Result:

Task Definition ID:

[Refresh Result](#) ⓘ

[Edit](#) [Save](#)

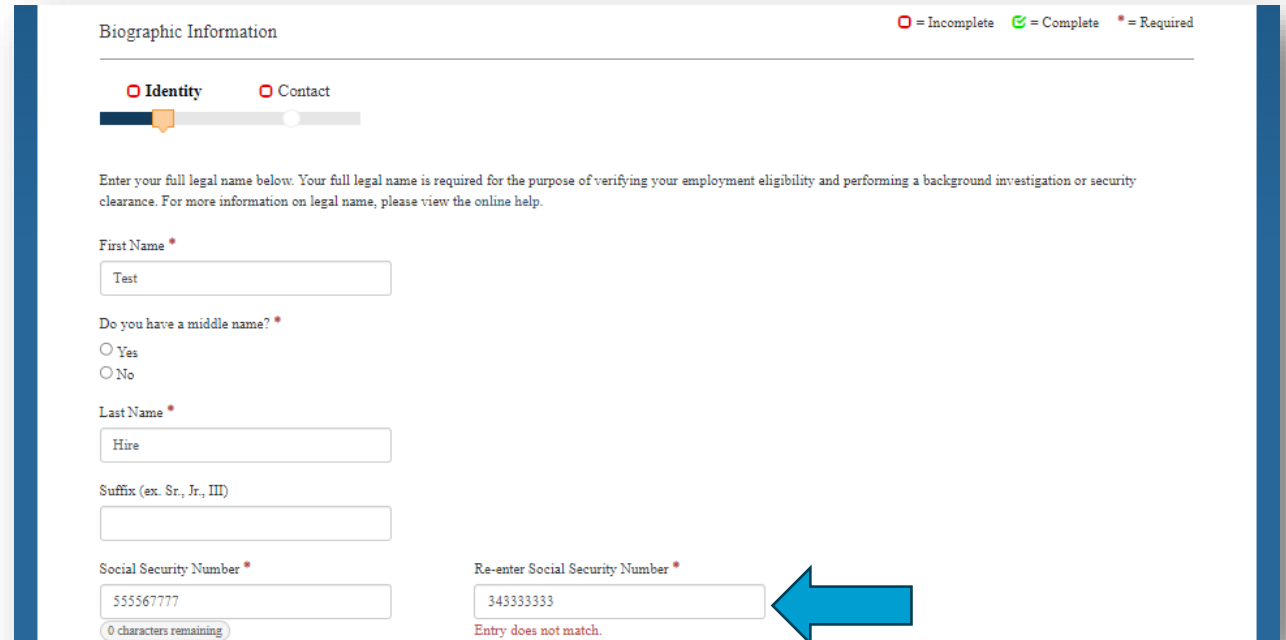
If the interconnection returns “Error – See Notes”, users with Edit Task Details permission have one attempt to obtain a new result response.

- Users without Edit Task Detail permission will see a disabled button.

A history entry is made to detail who selected Refresh Result with date/timestamp.

Social Security Number Verification Field

- New Hires are required to Re-enter SSN in New Hire Questionnaire.
- New Hires cannot copy and paste into new validation field.
- If **entry does not match**, new hire is unable to “Save and Continue”.
- New Hire can proceed once SSN **entry is a match**.



Biographic Information ☐ = Incomplete ☑ = Complete * = Required

☒ Identity ☐ Contact

Enter your full legal name below. Your full legal name is required for the purpose of verifying your employment eligibility and performing a background investigation or security clearance. For more information on legal name, please view the online help.

First Name *

Do you have a middle name? *
☐ Yes
☐ No

Last Name *

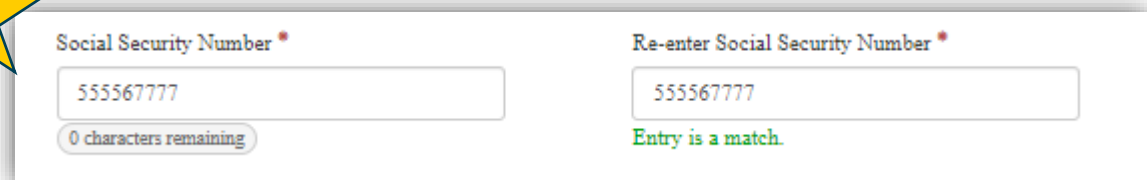

Suffix (ex. Sr., Jr., III)

Social Security Number *

0 characters remaining

Re-enter Social Security Number *

Entry does not match.



Social Security Number *

0 characters remaining

Re-enter Social Security Number *

Entry is a match.



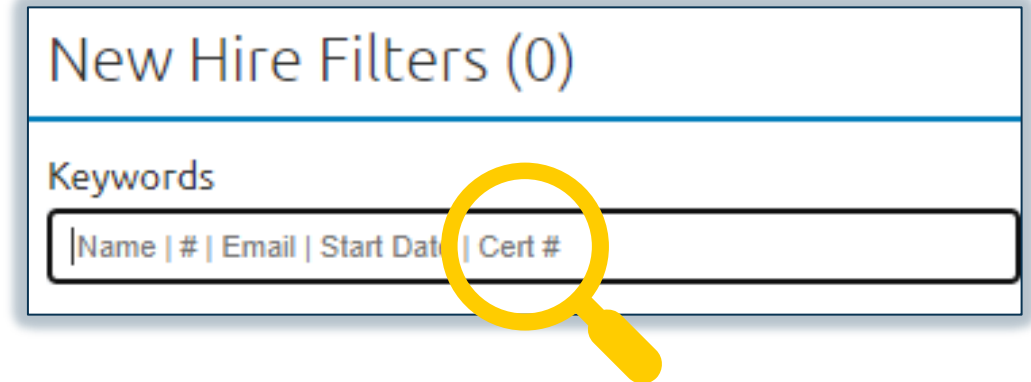
Current & Upcoming Development Priorities

- Mass Onboarding Notifications from New Hires Dashboard
- Multi-select Filtering on Tasks and New Hires Dashboards
- Text Message of Tentative Job Offer
- Select Task Owner during the Staffing and Onboarding Process
- New Hire record changes when Requester is changed

Mass Onboarding Notifications from New Hires Dashboard

Step 1 – Search by Cert

- Recently added ability to search by certificate number on the New Hires Dashboard.
- Will list all new hires created from that certificate; both in 'Vetting' and 'Selected' audit status.



New Hire Filters (0)

Keywords

Name	#	Email	Start Date	Cert #
------	---	-------	------------	--------

Mass Onboarding Notifications from New Hires Dashboard

Step 2 – Replicate current functionality from certificate

- Select new hires across pages
- Send Notifications button
- Select onboarding notification template
 - Invitation
 - Tentative Offer
 - Custom

The mockup shows a dashboard with a top navigation bar containing 'Welcome', 'Tasks', 'Requests', 'Vacancies', and 'New Hires'. The 'New Hires' tab is active. Below the navigation bar, there's a section titled 'New Hires (7)' with a 'Clear Filters (1)' button. A table with 6 columns (Column 1 to Column 6) displays 4 rows of data. Each row has a checkbox in the first column, a 'Clickable Data' link, and various data types (Read-only data, Input, Read-only data) in the subsequent columns. The second and fourth rows have their checkboxes selected. At the bottom, there's a pagination section showing '1 of 1002 pages' and a 'Go to page' field. A 'Send Notifications' button is highlighted with a yellow box, and it is preceded by the text '3 of 100 selected'.

	Column 1	Column 2	Column 3	Column 4	Column 5	Favorite
<input type="checkbox"/>	Clickable Data	Read-only data	Input	Input	Read-only data	☆
<input checked="" type="checkbox"/>	Clickable Data	Read-only data	Input	Input	Read-only data	☆
<input type="checkbox"/>	Clickable Data	Read-only data	Input	Input	Read-only data	☆
<input checked="" type="checkbox"/>	Clickable Data	Read-only data	Input	Input	Read-only data	☆

Number of tasks per page: 100

1 of 1002 pages

Go to page: Go

3 of 100 selected **Send Notifications** Print Forms Batch Verify New Hire Arrival for First Day of Duty

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

Mass Onboarding Notifications from New Hires Dashboard

- New pagination bar design and location
- Confirmation modal
- When process is complete, user receives system alert and email

Preview Notification

To Abaleshev, Yvon <yvon.abaleshev@opm.gov> Wu, Annie <annie.wu@opm.gov> Abaiano, Saihou <saihou.abaiano@opm.gov>
Abaiano, Saihou <saihou.abaiano@opm.gov>

Reply To tadiwa.mangadze@irs.gov

Saihou Abaiano

1 of 4 previews



Go to preview:



Subject Tentative Job Offer - 12-7-5 Moon Agent

Message

Dear Saihou Abaiano,

You have been tentatively selected for the subject position. The full details of the position are available in the attached document. The duty location is USA, Dallas, Texas, 123 Main St, Suite 7.

Click on the link below to begin the Onboarding process.

<https://www.nasa.gov/offer/128732783yjd83y4687>

Thanks.
Human Resources

Confirmation

Mass New Hire Notifications have been initiated.

Do not attempt to send additional notifications from the dashboard until you receive the completion email and alert.

Ok

Send Notification to 4 Recipients

Tentatively Available on:

Stage: 8/30/24
Production: 9/20/24



Note: These are draft designs. Final text and designs might differ from these mockups.

Poll: How do you anticipate the upcoming **mass notification from the New Hires dashboard** functionality will affect your experience using USA Staffing?

<u>Response Options</u>	<u>Count</u>	<u>Percentage</u>
This is huge for us!	0	0%
Seems positive, but too early to tell	28	78%
No opinion	8	22%
This will make things a little worse for us	0	0%
Ugh, I hate it	0	0%

Multi-select Filtering on Tasks and New Hires Dashboards

Users will be able to select multiple filters in certain fields to further refine results.

Tasks

- Status
- Owner
- Type
- Office

New Hires

- Status
- Invitation/Offer Response
- Customer
- Office
- Onboarding Process Owner
- Form Status
- eOPF Transmission Status

Tentatively Available on:

Stage: 8/30/24

Production: 9/20/24

Tasks Filters (0) ✕

Keywords
Physical Exam

Task Information ^

Status
x Status 1 x Status 2

Owner
x Tadiwa Mangadze x Carrie Dever

Type
x Customer 1 x Customer 2

Purpose
Select Purpose

Other Information ^

Office
x Office 1 x Office 2 x Customer 3

Date Milestones
Submit Date
between
01/29/2023
and
02/03/2023

☐ Overdue only ☐ ★ Favorites only: ☐

Apply Reset Filters Cancel Changes

New Hires Filters (0) ✕

Keywords
Peach Cutey

New Hire Information ^

Status
All Statuses

Logged In
All Logged In's

Invitation/ Offer Response
x Response 1 x Response 2

Position Information v
Customer, Office, PCS Eligibility

Process Information ^

Onboarding Process Owner
All Onboarding Process Owners

Form Status
x Status 1 x Status 2

eOPF Transmission Status
x Status 1 x Status 2 x Status 5

Date Milestones
Submit Date
between
01/29/2023
and
02/03/2023

☒ ★ Favorites only: ☐

Apply Reset Filters Cancel Changes



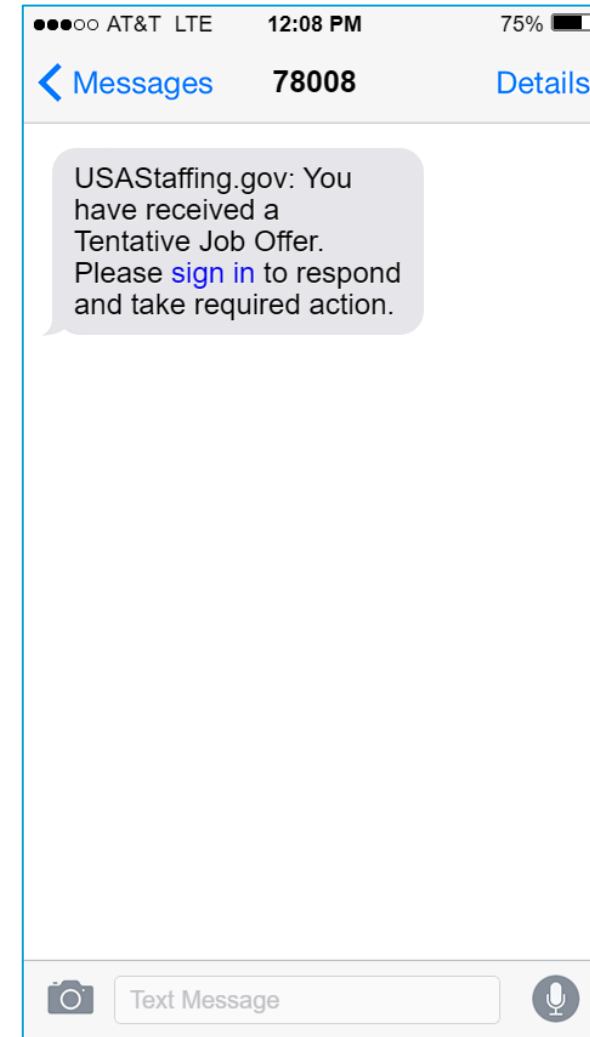
Poll: How do you anticipate the upcoming **multi-select filters on the Tasks and New Hires dashboards** functionality will affect your experience using USA Staffing?

<u>Response Options</u>	<u>Count</u>	<u>Percentage</u>
This is huge for us!	7	33%
Seems positive, but too early to tell	9	43%
No opinion	3	14%
This will make things a little worse for us	1	5%
Ugh, I hate it	1	5%

Text Message of Tentative Job Offer

Opted-in New Hires will receive a text message when a Tentative Job Offer is sent, in addition to the standard email notification they receive today.

- New Hires opt-in via their USAJOBS profile.
- A default will be added to the Onboarding Defaults page at the Customer level in Admin as well as a toggle at the new hire level.



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



Poll: How do you anticipate the upcoming **Tentative Job Offer text message** functionality will affect your experience using USA Staffing?

<u>Response Options</u>	<u>Count</u>	<u>Percentage</u>
This is huge for us!	20	43%
Seems positive, but too early to tell	22	47%
No opinion	5	11%
This will make things a little worse for us	0	0%
Ugh, I hate it	0	0%

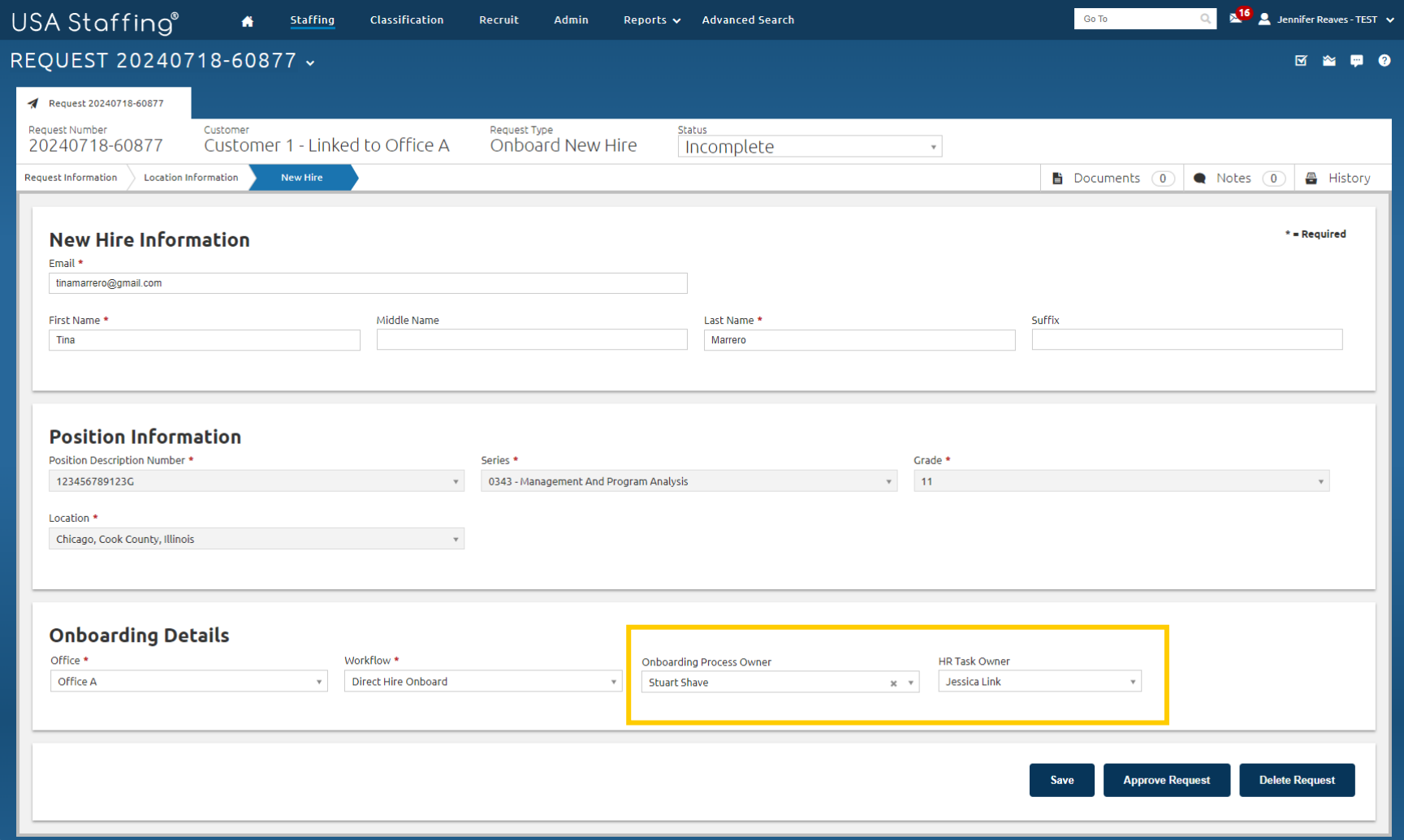
A Problem to Solve: Task Ownership

When a request is approved, a new hire created from a certificate, or a workflow/task added to new hire, USA Staffing auto-assigns the user who takes the action as the HR Task owner.

These business rules do not align with many agencies' method of assigning work, so tasks are often mis-assigned. Without accurate business rules or an efficient way to reassign tasks to the correct owner, tasks are not helpful in tracking workloads.

Select Onboarding Process Owner & Task Owner when approving a New Hire Request

Save time and effort by identifying the Onboarding Process Owner and owner for HR tasks before the request is approved.



USA Staffing®

REQUEST 20240718-60877

Request Number: 20240718-60877 | Customer: Customer 1 - Linked to Office A | Request Type: Onboard New Hire | Status: Incomplete

Request Information | Location Information | **New Hire** | Documents (0) | Notes (0) | History

New Hire Information

* = Required

Email *
tinamarrero@gmail.com

First Name *
Tina

Middle Name

Last Name *
Marrero

Suffix

Position Information

Position Description Number *
123456789123G

Series *
0343 - Management And Program Analysis

Grade *
11

Location *
Chicago, Cook County, Illinois

Onboarding Details

Office *
Office A

Workflow *
Direct Hire Onboard

Onboarding Process Owner
Stuart Shave

HR Task Owner
Jessica Link

Save | Approve Request | Delete Request

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

Poll: How do you anticipate the upcoming **ability to define the Onboarding Process Owner at Request Approval** functionality will affect your experience using USA Staffing?

<u>Response Options</u>	<u>Count</u>	<u>Percentage</u>
This is huge for us!	9	24%
Seems positive, but too early to tell	20	54%
No opinion	7	19%
This will make things a little worse for us	0	0%
Ugh, I hate it	1	3%

Poll: How do you anticipate the upcoming **ability to define the Task Owner at Request Approval** functionality will affect your experience using USA Staffing?

<u>Response Options</u>	<u>Count</u>	<u>Percentage</u>
This is huge for us!	10	31%
Seems positive, but too early to tell	16	50%
No opinion	5	16%
This will make things a little worse for us	0	0%
Ugh, I hate it	1	3%

Clarification or additions in chat:

- For our agency, we would really like the ability to assign contacts to tasks within workflows in admin. That way, when we assign the workflow the correct contacts are auto-assigned.
- AF's issues are some HR Tasks are completed by AFPC or AFMC Staffers and others are completed by the HR Folks at the base level Personnel Offices.

Select Onboarding Process Owner & Task Owner when Auditing a Selection

Save even *more* time and effort by identifying the Onboarding Process Owner and owner for HR tasks when auditing a selection from a certificate.

The screenshot shows a web application interface with a top navigation bar containing tabs: Announcement, Applicant Overview, Certificates, Reviews, and a dropdown for Certificate: 20240301-CABL-002. Below the navigation bar, a header section displays: Issued By: OPM System Admin, Certificate Type: Rule Of Three, Status: Selection Made, and Expiration Date: 7/31/2024. The main content area features a modal window titled 'Audit Application'. Inside the modal, the 'Applicants' section lists 'Lamb, Meghan'. The 'Audit Code' is set to 'Selected' and 'Return Status' is 'Hired'. The 'Customer' is 'Customer 2 - Linked to Offices A B', 'Request Number' is '20230813-52100-0002', and 'Location' is 'Barber County, Barber County, Ka...'. The 'Position Description Number' is '123' and 'Series' is 'Writing And Editing'. The 'Workflow' is 'Demo Workflow OM'. At the bottom of the modal, two dropdown menus are highlighted with a yellow box: 'Onboarding Process Owner' (selected: Jessica Link) and 'HR Task Owner' (selected: Jessica Link). Below these are 'Save', 'Save and Close', and 'Cancel' buttons.

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

Select Task Owner when adding Workflow and/or Task to existing New Hire

Allow users to designate the task owner when the task or workflow is added to the new hire record so you can align ownership with your agency's business process.

The screenshot shows the 'USA Staffing' application interface. A modal titled 'Add Tasks' is open over the 'NEW HIRE TAMMY C BROWN' record. The modal has a header with a close button. Below the header, there are two input fields: 'Task Owner' (a dropdown menu showing 'Tadiwa Mangadze') and 'Due Date' (a date picker showing '08/15/2024'). These two fields are highlighted with a yellow rectangular box. Below these fields is a search bar labeled 'Search Tasks'. The main body of the modal is a list of tasks, each with a checkbox and a task name. The tasks are: '2nd No Result Set Assigned', '2nd Task Result Set Assigned' (checked), '3rd No Result Set Assigned', '3rd Task Result Set Assigned - no longer assigned', '42438' (checked), '98744/98745/98748 - WITH TRS', '98744/98745/98748 - WITHOUT TRS', 'A task for Chris', 'Adjudicate Childcare Background Checks', 'All Fields NHI - Send to OPM Test', and 'Basic general task DJR'. At the bottom of the modal, it says '2 of 100 selected' and has two buttons: 'Add Task' and 'Cancel'. The background shows the new hire record details, including email, new hire ID, and start date, along with a list of tasks and a table of dates.

Due	Completed Date
06/14/2024	06/12/2024
06/15/2024	06/12/2024
06/20/2024	
06/27/2024	
07/12/2024	
07/20/2024	
08/19/2024	
09/10/2024	

When Requester is changed, New Hire record may change

When the Requester is changed, if the Supervisor/Manager has not already changed within the new hire record, the field will be updated to match the Request.

The screenshot displays the USA Staffing web application interface for a specific request. The top navigation bar includes links for Staffing, Classification, Recruit, Admin, Reports, and Advanced Search. The main header shows the request ID 'REQUEST 20240711-13835'. Below this, a sub-header provides details: Request Number 20240711-13835, Customer 'Customer 1 - Linked to Office A', Request Type 'Additional Selection', and Status 'Selection Made'. The 'Request Information' tab is active, showing fields for Request Number, Request Type, Requesting Customer, Requester (highlighted with a yellow box and containing 'Andrea Brown'), Request Process Owner, Request Tags, Hiring Need Validated Date (7/9/2024), Request Personnel Action Date (7/10/2024), and Approved By (Andrea Brown). Below these fields are two tables: 'Vacancies Linked' (1) and 'Position Descriptions' (1). The 'Vacancies Linked' table has columns for Vacancy Number, Status, Vacancy Type, Office, and Workflow. The 'Position Descriptions' table has columns for Position Description Number, Position Title, Pay Plan, Series, Grade, and Specialties. At the bottom, there are 'Position Settings' including Security Clearance Required, Travel Required, Remote Job, Telework Eligible, and Drug Testing Required.

Vacancy Number	Status	Vacancy Type	Office	Workflow
12463971	Active	Case Exam	Office A	Issue/Reissue Certificates

Position Description Number	Position Title	Pay Plan	Series	Grade	Specialties
Test123	Tester	GS	3705 - Non-Destructive Testing	6	

Position Settings

Security Clearance Required: Travel Required: Remote Job: ☐ Telework Eligible: ☐ Drug Testing Required: ☐

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

Example: New Hire record may change when Requester is changed

When the Request State = Selection Made

Scenario A: Supervisor/Manager changed in the NH record before Requester changed in the Request.

Date	Request > Requester		New Hire Record > Supervisor / Manager	
	Original	Current	Original	Current
7/1/2024	Billy Grind	N/A	Billy Grind (Pulled in from Request)	Sevi Flora (Changed in record)
7/2/2024	Changed	Sam Shave	N/A	Sevi Flora

Scenario B: Supervisor/Manager unchanged in the NH record before Requester changed in the Request.

Date	Request > Requester		New Hire Record > Supervisor / Manager	
	Original	Current	Original	Current
7/1/2024	Lessy Jink	N/A	Lessy Jink (Pulled in from Request)	No change
7/2/2024	Changed	Dana Miller	N/A	Dana Miller (Pulled in from Request)

Poll: When the Requester (i.e., Hiring Manager) is changed in a Request, should the corresponding New Hire record Supervisor/Manager be automatically updated to match?

<u>Response Options</u>	<u>Count</u>	<u>Percentage</u>
Always update the Supervisor/Manager entry to reflect the newly assigned Requester, even if I've already changed the new hire record	7	19%
Match the change to the Requester, only if I have not changed the New Hire's Supervisor/Manager entry	14	39%
Never update the New Hire record automatically – I want that change to be made by a person	8	22%
Not sure	6	17%
None of the above – I have an alternative idea	1	3%



Open Questions/Demo & Reminders

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



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

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

July 24, 2024

Questions and Answers

Mass Onboarding Notifications from New Hires Dashboard

- 1. We have a service center that onboards new hires based on EOD – can we also send mass notifications to that group on the dashboard or only when filtered to certificate number?**
 - a. Users can search the dashboard using date milestone filters such as Actual Entry on Duty Date (i.e., EOD). When released to Production, users can send onboarding notifications en masse to any group of filtered new hires as long as the selected new hires have access to the same notification template. Filtering by certificate number may assist when a mass audit is successful and rather than going back to the certificate, you can now send the onboarding notification from the dashboard.
- 2. Would everyone receiving this mass notification also be able to see the email addresses for others?**
 - a. No, recipients of the emails do not see others who received the email. This is consistent with the current functionality of mass onboarding notifications from the Certificate area of the system.
- 3. Will the fields for CC and BCC available?**
 - a. Not currently. This is consistent with the current functionality of mass onboarding notifications from the Certificate area of the system. The CC field can be set on an individual new hire notification from within the record. This is something we may consider for a future iteration.

Multi-select Filtering on Tasks and New Hires Dashboards

- 1. With the update that was shown, it appears the status field on the New Hire dashboard will default to "All Statuses." With future updates, will this field be a multi-select field, or will it just automatically default to "All Statuses" and we won't have the ability to further filter this field?**
 - a. We are not changing the default filter for new hire status; it will remain "Active." However, when we deploy the saved search capability to the dashboards, users will be able to customize their saved searches as they wish. New Hire status will allow multi-select too so you can filter by any combination of available statuses.
- 2. The recent updates to the new hire dashboard filter take longer to bring up an individual new hire. Can you do something about the how long it takes?**
 - a. To implement multi-select filtering, we had to modify the stored procedures used to populate the results on our dashboard tabs. We are currently optimizing those stored procedures and, once on Production, we will continue to monitor and optimize as much as possible.

Text Message of Tentative Job Offer

- 1. Does the new hire opt-in at the profile level or at the offer stage?**
 - a. Opting-in happens in the USAJOBS profile. They can opt-in up until the point of Tentative Offer being sent to them. If they opt-in after the Tentative Offer is sent, the system will not trigger a text message is sent.
- 2. Is there concern that the selectee will think this text message is 'spam' or fake/scam? Or since it's being sent along with the email, it should ease people's minds?**
 - a. USAJOBS will adhere to all formal requirements from mobile carriers to “welcome” the opted-in new hires at the time of opt-in. This “welcome” message should help drive home the point that this and future texts are not spam.


Text Message of Tentative Job Offer, continued

3. **Is there a need for a disclaimer when the applicant provides their phone number? The disclaimer "message and data rates may apply?"**
 - a. Yes, this will also be included with the welcome message upon opt-in by applicant in their USAJOBS profile.
4. **Will the mobile friendly pages eventually extend to new hires completing forms on mobile as well?**
 - a. That is the goal – to allow new hires a full mobile friendly experience on all mobile device types.

Requester Changes Impact New Hire Record Supervisor/Manager

1. **Was there consideration that managers see the requests that they are assigned to in USAS? If the requester leaves the agency before a selection is made, their replacement will not be able to see that Request until after a selection is made and the requester is changed? Why is this only changed after a selection is made? Why not before?**
 - a. We are actively working on allowing you to change the Requester on requests that have been approved to address the exact scenario you describe. In doing so, we want to determine how that change would impact Requests where selections were made and there is a corresponding supervisor/manager on the new hire record.
2. **Will any changes to the Requester and Supervisor/Manager fields also be tracked in History?**
 - a. Yes, these changes will be visible in History both in the Request and in the New Hire record.

Miscellaneous

1. **I want the ability to update the projected start date from the New Hire overview or a link on the overview that takes you directly to that part of the questionnaire.**
 - a. As part of the new hire overview redesign, you can now click the  icon in the Position Information section header which will take you directly to the Position Information questionnaire of the record. There you can navigate to the Entry on Duty sub-questionnaire to complete this question.
2. **Are there any updates coming to the new hire activity summary notifications?**
 - a. We do not currently have plans to modify the new hire activity summary. We would be happy to learn more if you have feedback on this functionality. Please consult with your USA Staffing Account Manager.
3. **Any exploration for having the hiring manager included in activity summary notifications?**
 - a. We do not currently have plans to allow hiring managers to receive a new version of the Activity Summary. We would be happy to learn more if you have feedback on this functionality. Please consult with your USA Staffing Account Manager.
4. **Has the group email been fixed? We were told a while back that we can CC group email addresses, but it isn't working.**
 - a. Please report any inconsistencies in the system via FootPrints ticket so research and troubleshooting can occur.