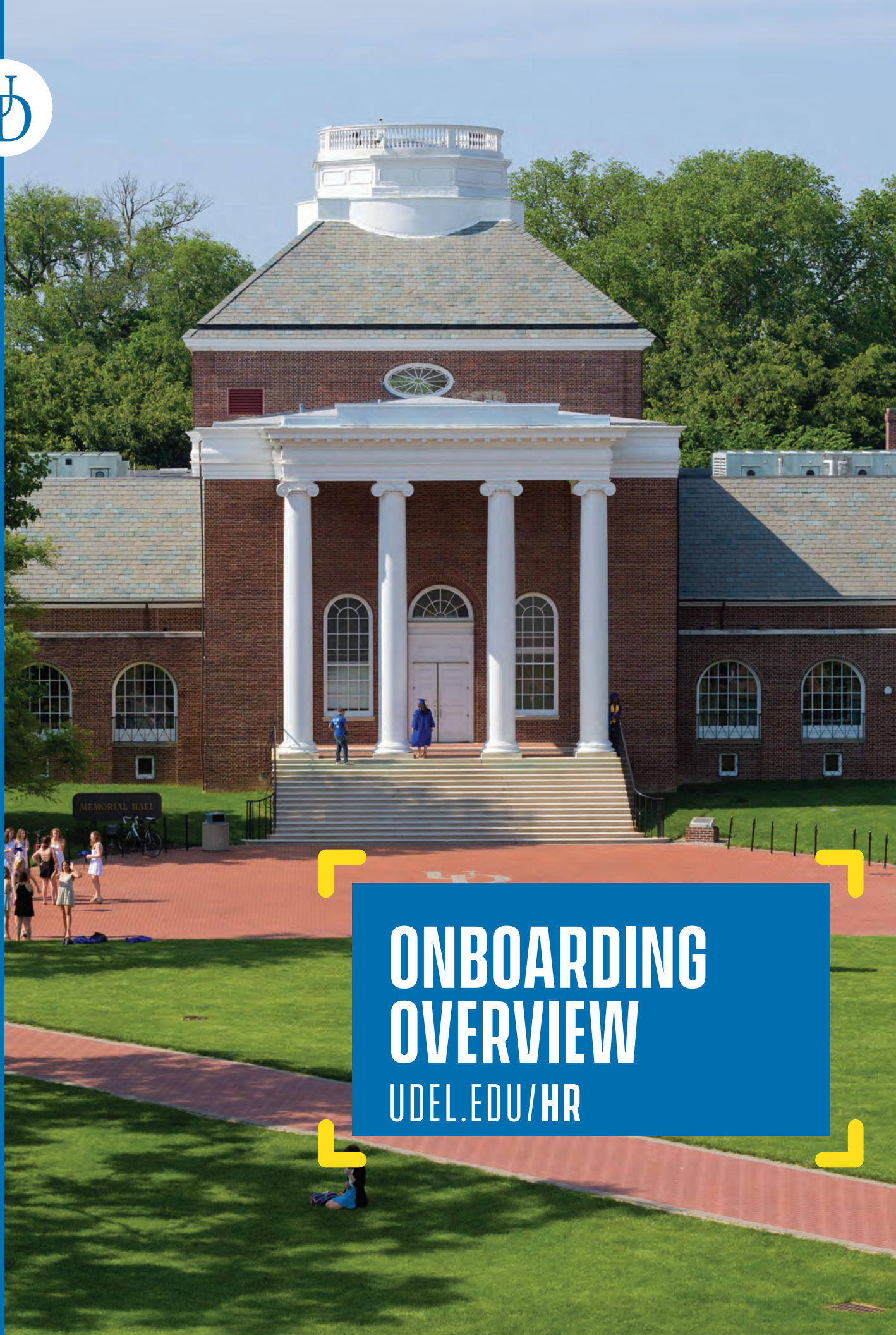
UNIVERISTY OF DELAWARE



ONBOARDING OVERVIEW

UDEL.EDU/HR

Onboarding Overview

CREATING YOUR UD ACCOUNT

- Upon accepting an offer, an email will be sent with the subject line "**Create your University of Delaware Account**." Click the link in the email to create your UD ID and email address. This should be done at your earliest convenience.
- International Employees without a permanent Social Security number will need to contact the Office of International Students and Scholars Services at OISS@udel.edu to receive a temporary Social Security number.

COMPLETING YOUR ONBOARDING FORMS

- The onboarding portal will list the required onboarding forms. These forms should be completed prior to attending an onboarding appointment.

TIP: The account and routing number typed into the form must match the numbers on the support document.

- Incoming employees with a previous association with UD may notice historical information on the onboarding forms. The information will be updated once onboarding is complete. The forms should still be completed as expected. Name changes can be completed during the onboarding appointment. The requested name should match the name listed on the social security card.

COMPLETING THE CRIMINAL BACKGROUND CHECK

- Background checks are initiated via an email from Sterling with the subject line "Background Screening Instructions." This should be completed upon receiving the email.

COMPLETING PART 1 OF THE I-9

- Once the criminal background check is complete, an email from Sterling with the subject line "Action Required - Your Form I-9 from HR at Sterling Talent Solutions" after receiving the email, start the online I-9 form.

TIP: The documents used to complete part one of the I-9 will be needed to complete part two during the onboarding appointment. These should be original and unexpired government issued documents.

ATTENDING AN ONBOARDING APPOINTMENT

- An email will be sent with the subject line "UD In-Person Onboarding Appointment" to provide the date and time of the onboarding appointment. The appointments are scheduled prior to the first day of work. Requests to reschedule should be sent to HR-Onboard@udel.edu

GETTING A UD ID CARD

- A UD ID card will be printed at the conclusion of the onboarding appointment. New employees should prepare for a photo to be taken at the onboarding appointment to be used for the ID card.

ENROLLING IN BENEFITS

- An email with the subject line "New Hire Benefits Enrollment Instructions," containing a link to enroll in benefits will be sent within the first week of employment.

ATTENDING NEW EMPLOYEE ORIENTATION

- New Employee Orientation is held on the second Wednesday of each month from 8:30-11 a.m., via zoom. The invitation will be sent by email to the new employee's personal email account.

Onboarding Appointment

WHAT TO BRING

The documents used to complete part one of the I-9 will be needed to complete part two of the I-9 during the onboarding appointment. These should be original and unexpired government issued documents.

WHERE TO GO

Human Resources is located at 550 S. College Avenue, Suite 201. We value inclusion and access for all people coming to Human Resources and we are pleased to provide reasonable accommodations for meeting with us. Please contact hr-onboard@udel.edu to make a request to meet with one our team members on the 1st floor. There are visitor parking spots available in the parking lot outside of the Human Resources entrance. If parked in any other parking section, payment is required.

Enter from the intersection of S. College Avenue and Discovery Boulevard. Parking for the HR office will be in the smaller parking lot to the right. Once inside the building, use the door on the left to access the HR office located on the 2nd floor. Stairs and elevator are available. If taking the elevator, the entrance to the office will be on the left. If taking the stairs, the entrance to the office will be on the right. Please check in at the front desk when you arrive.

WHAT TO EXPECT

The onboarding appointment will consist of completing the I-9 form, reviewing the online onboarding forms and an explanation of the New Employee Good to Know Information.

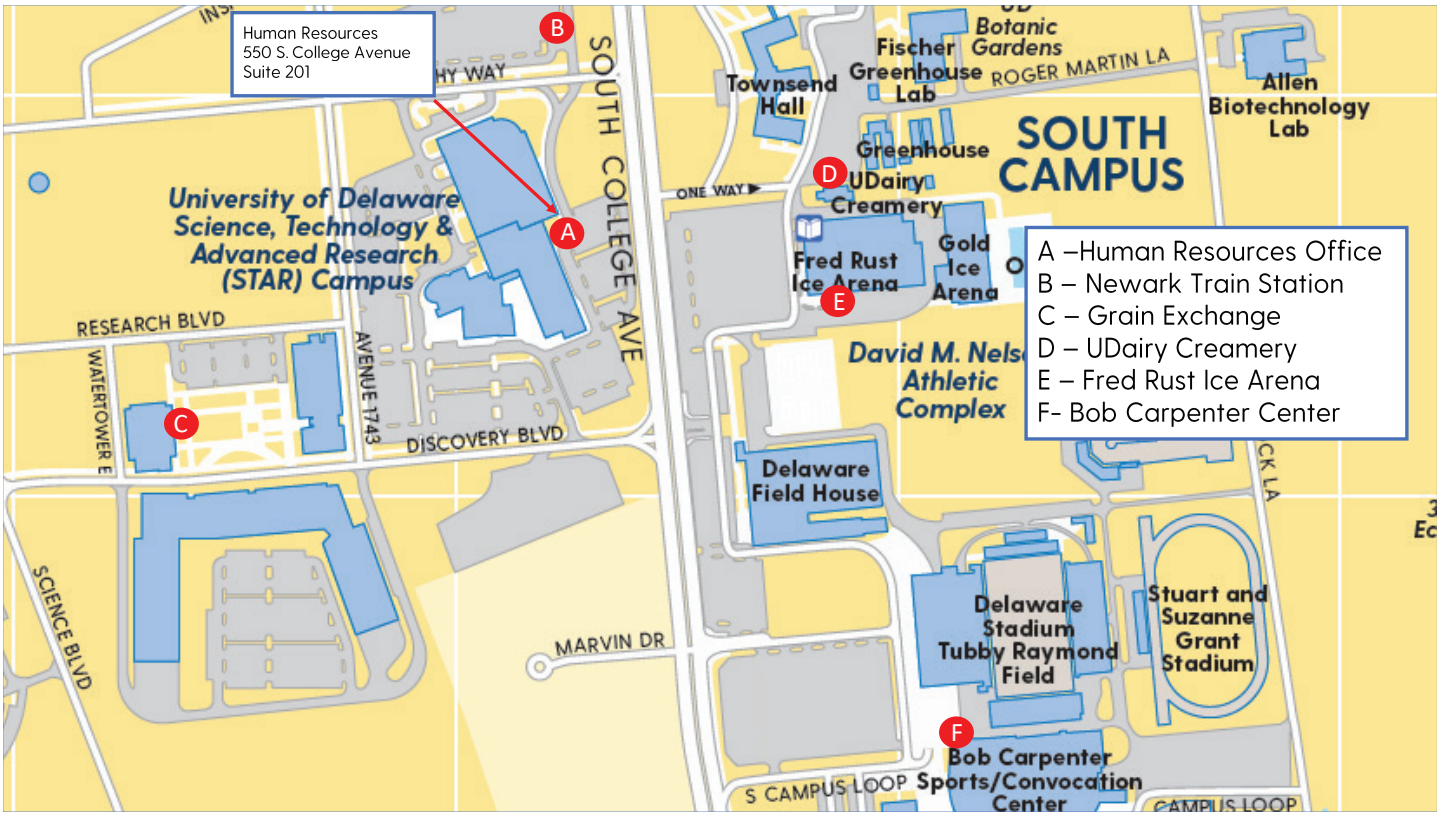
The onboarding team is available to provide information and resources to acclimate new hires to the University in a quick and efficient manner. Any questions before or after an onboarding appointment can be emailed to HR-Onboard@udel.edu

ADDITIONAL SUPPORT:

- Benefits: HRhelp@udel.edu
- Payroll: PR-staff@udel.edu
- Parking: Parking@udel.edu
- IT Support: AskIT@udel.edu
- Center for Global Programs and Services: oiss@udel.edu

Campus Map

For an interactive map experience please visit our digital campus map.



What's Next?

BENEFITS ENROLLMENT

New employees must select benefit plans within 30 days of the hire date. If the hire date is the first day of the month, the benefits will be effective the first day of employment. If the hire date is after the first day of the month, benefits will be effective the first day of the following month. The links below will provide information about the benefits and additional resources available to full-time employees of the University of Delaware.

- Benefits Guide
- Benefits Overview Videos
- Onboarding Checklist
- ACA Notice
- TIAA: Account Set Up for 403(b) eligible employees

NEW EMPLOYEE ORIENTATION

NEO takes place the second Wednesday of each month on Zoom. The first half of the session will consist of a high-level overview of UD operations and policies. The second half will be an open Q & A with the University benefits team. Attendees are encouraged to review the benefits information linked above prior to attending the session.

An Introduction to UD Benefits
Medical Insurance and Prescription Plans
Core Benefits and Spousal Policy
Flexible Spending Accounts
Retirement Plans
Tuition Benefits

Frequently Asked Questions

Q: When I try to complete the Quick Bio, it says that my information cannot be processed at this time. What does this mean?

A: This is common if you have an existing ID in our system, or if you have done anything affiliated with UD (camp, program, student application, student, etc.). Please email hr-onboard@udel.edu with your full legal name and any names you may have used and your birth date. We will locate your previous ID and reset your account.

Q: My onboarding forms are showing the incorrect information (i.e., name, address, social, etc.). How do I update this?

A: Incoming employees with a previous association with UD may notice historical information on the onboarding forms. The information will be updated once onboarding is complete. The forms should still be completed as expected. Name changes can be completed during the onboarding appointment. The requested name should match the name listed on the social security card.

Q: How do I reschedule my onboarding appointment?

A: To reschedule an appointment, email HR-Onboard@udel.edu

Q: Can I reschedule my New Employee Orientation session?

A: Yes, there is a session available the second Wednesday of each month. To change sessions, email HR-Onboard@udel.edu

Q: When will I receive my Relocation/Bonus Pay?

A: Relocation and bonus pays are included on the first or second pay distribution.

Q: When are my benefits active?

A: Benefits are active on the first day of the first full month of employment. A January 1 start date will have a January 1 effective date. A January 2 start date will have a February 1 start date. Benefits should be selected within 30 days of the hire date.

Q: How do I contact the Benefits team?

A: The benefits team can be reach by email HRhelp@udel.edu or by phone 302-831-2171.

Q: What retirement plan do I have?

A: Retirement plans are assigned by role. Confirmation of which retirement plan (TIAA 403B or State Pension) can be found in the offer letter. State Pension participants may contribute to the 403B without employer match.

Local Amenities

Local Transport

Train/Buses – Transportation FAQs
Wilmington Train Station
Newark Train Station

Local Airports

Philadelphia International Airport
Baltimore/Washington International Airport
New Castle Airport

UD Shuttle — Bus Routes

Find routes and times on DoubleMap app –
App Store and Google Play Store

Dining

Perkins Student Center
- Employee meal plan
- Dunkin Donuts
- The Den by Denny's
- Flip Kitchen

Trabant University Center
- Vita Nova Restaurant
- Chick-fil-A
- Greens to go
- Quiznos
- Wild Blue

Local Restaurant Row

Brew Haha!
Little Goat Coffee Roasting Co.
Grain on Main
Café Gelato
Homegrown
Hamilton on Main
Taverna
Iron Hill Brewery and Restaurant
Stone Balloon
Grotto Pizza
Deer Park Tavern
Santa Fe Mexican Grill
Klondike Kate's
El Diablo
Honeygrow
Roots
Playa Bowls
Five Guys
Qdoba
Snap Pizza
Chipotle

Lodging

Courtyard by Marriott Newark at the University of Delaware

Area & Activities

UDairy Creamery
UD Group Exercise
Rittenhouse Park
The Virden Retreat Center
Longwood Gardens (Kennett Square, PA)
Winterthur (Winterthur, DE)
Milburn Orchards (Elkton, MD)

Discounts

These discounts are provided solely at the discretion of the listed retailer and are subject to change or end without notice. Review the retailers webpage for eligibility, terms and conditions.

- Adidas
- Apple
- AT&T
- Cole Haan
- Michaels
- Puma
- Rothy's
- T Mobile
- Vera Bradley
- Verizon FiOS
- Verizon Wireless

UD will make available funds for mortgage assistance to eligible employees who choose to purchase homes in specific neighborhoods within the City of Newark. All full-time employees are eligible to apply for mortgage assistance immediately upon employment.

UD also continues to assist in the recruitment and retention of faculty and staff through the Home Purchase Assistance (HPA) program. The HPA program provides a one-time $5,000 payment to be paid at settlement on the purchase of a primary residence. This program is only available to benefited exempt employees.

Welcome to the University of Delaware

Look-out for the Moo-Mobile on our 954 acre campus. Visit both Creamy locations: The Flag Ship UDairy Creamery on the South Campus next to the Fred Rust Ice Arena, and the on Main Street in the UD Barnes & Noble Bookstore.

Visit the Carpenter Sports Building located on North College Avenue. Workout in our Employee Fitness Center, play racquetball or squash, drop in for some basketball or enjoy one of the many fitness classes that we offer. Use your wellness dollars to take classes.

The University of Delaware is a land-grant, sea-grant and space-grant university, tackling the biggest challenges facing our state, nation and the world. Established in 1743, our UD motto is ***Knowledge is the Light of the Mind.*** We employ over 4,746 Proud Blue Hens.

WELCOME TO UD!

UNIVERSITY OF DELAWARE
HUMAN RESOURCES