



# Your I-9 Questions Answered Edition

The first run of the centralized I-9 is over and we all survived the change! We had some great moments and some not so great moments (which I later refer to as “The Good, The Bad, and The Ugly”). I know for some of you centralizing the process was seen as a blessing and for others maybe a curse, but we definitely couldn’t have accomplished what we did without all your help, patience, understanding, and direction. I want to brag a moment about the team behind the centralized process as you can see from the numbers below, this was a huge undertaking and the team stepped up beyond anything I could have hoped for. So when you get a second, reach out to LeAndra Dinicola, Hannah Eblen and all the Career Center student employees (Miles, Roy, Izzy, Rebekah, Brandon, Nadia, Angel, Karla, Magaly, LaDarius,) who were thrown into a fire with little or no time for training .

**8-15-19 to 9-30-19 Numbers**

**Total I-9’s Processed: 1108, Backgrounds Completed: 1393 ePARS Processed: 3402**

Below is a graph from the survey responses which are addressed on pages 6-7

Question	Not Satisfied		Satisfied		Very Satisfied	
Communication of Changes	25.00%	9	61.11%	22	13.89%	5
Background Check/I-9 Process Instructions	19.44%	7	66.67%	24	13.89%	5
Resolution/Troubleshooting of issues	27.78%	10	61.11%	22	11.11%	4
Speed/Ease of Process	27.78%	10	44.44%	16	27.78%	10



## I-9 Verification Processing Hour change

Now that the first overwhelming rush of I9 verification is over things have slowed down to the point that our Human Resources partners have returned to their offices.

Effective 10/1/19 the hours for I9 verification will be:

8:30am—12:00pm

2:00pm—4:30pm

*Did you know...Students can and will be terminated if they have not completed their I9 after 3 days of employment*

## FALL HOUR LIMITATIONS

Student Assistants – Regular (1710): May work up to **25** hours per week.

Fall Work Study students (1711/1721/1751): May work up to **20** hours per week.

International students: May work no more than **20** hours per week (subject to terms of their visa/ work authorization).

## Job Application Clarification

There has been some confusion between “applying” to a job in Handshake and actually filling out an application.

○ “Applying” is the process by which a student finds and selects a job in Handshake, and then is given the opportunity to choose documents such as a resume, cover letter, and the Student Employment application to be viewed by the hiring manager.

The “[UNT Student Employment Application](#)” is an actual document that must be filled out by all student employees and preferably all applicants.

○ Though it is possible for a student to “apply” without a “UNT Student Employment Application”, it is not encouraged. As you post positions in Handshake and review applicants, we ask that you ensure all applicants (especially the ones you hope to hire) have not only “applied” to the job in Handshake, but also that they have filled out a “UNT Student Employment Application”.

○ Anytime a background is under review, we cannot move forward with the process unless the student has completed a UNT Student Employment Application. There are certain questions on the application that are critical in making a decision regarding employment authorization. Help us speed up the process by ensuring your candidates have filled out a student employment application.

Each hiring manager or department should have a file (may be electronic) for each student employee. In that file, you should keep a copy of the student’s resume, UNT Student Employment Application, offer letter, any [performance evaluations](#), financial aid award letter (if applicable), and any other application or performance documentation.

## Mandatory Offer Letters

During the inaugural run of centralizing the student I9 process it became very clear that all students were not receiving their offer letters. Or if they were it was somewhat incomplete in some cases.

Students could not tell us with certainty when their start date was nor could they tell us the name of their department or supervisor. They could tell us their major but could not tell us their college. A lot of them did not know the difference between salaried or hourly student positions. Some were not given the on-boarding link. On-boarding must be completed prior to I9 verification

In light of this information and starting spring semester mandatory offer letters will be required for students who are verifying their I9. The offer letters can be electronic or paper as long as the student can present it. The mandatory offer letter can be found under resources on our web page. You can add to it and make it your own but you cannot remove the items already listed as they have been approved.

Link to new mandatory offer letter <https://careercenter.unt.edu/channels/student-employment/>



*What if superheroes had part-time jobs?*

## Job Closing Reminders

Have you filled your posted position? Please go in and “Expire” the position in Handshake so that the viewable postings for students stay current. For how to Expire a job posting, please click [here](#).

- Did you know that you can change the applicant status and also set-up automatic messages for each status (Reviewed, Hired, Declined)?

For how to change an applicant status, please click [here](#).

✦ When an applicant’s status is changed to “Declined”, it does not send the applicant a message. However, the applicant will see that their status has changed if they log back into handshake and view their application status. For how to set-up automatic message preferences, please click [here](#).

One of the most common complaints from students that the Student Employment office hears is that they never receive any communication after applying. When possible, please update the status in Handshake, close the position, or contact applicants with updates.

## Policy Snapshot

*"The Hiring Managers will retain all employment documents related to Hourly Student Employees as prescribed under UNT Policy 04.008, Records Management and retention" -*

### **05.025 Employment of Students for Hourly Positions.**

Important items to keep in student employee files (may be electronic):

-UNT Student Employment Application

-Resume

-FA Award Letter (if applicable – Work Study)

-Offer Letter

-Student Employment Orientation certificate of completion

-Performance evaluations

-Coaching/ discipline documentation

-Completed training certificates

-Other

## College Work Study

### College Work Study (CWS)

Did you know a department can take advantage of CWS for your current hourly student employees who have financial aid and were awarded CWS? No need to post a CWS job. Just ask your student employees if they have financial aid and if they can be awarded CWS & provide their financial aid letter listing the award. If they are not sure, have them contact [collegeworkstudy@unt.edu](mailto:collegeworkstudy@unt.edu) to verify or request to be reviewed. If they are awarded, it is as easy as submitting an employee data change ePAR from the hourly job code to a CWS job code to switch them. Then the CWS program funds will automatically cover a student's earnings

starting at 70%. A department is only responsible for 30%, saving you and the institution money. UNT is allocated funds each year that has to be spent and we need every department participating so no funds are transferred or returned.

Visit the following: [Work-Study Information for Departments](#) or email [collegeworkstudy@unt.edu](mailto:collegeworkstudy@unt.edu) with



### Background Checks (CCH)

All Hourly student employee positions require a background check. This includes both graduate and undergraduate students that are in hourly student employee positions.

UPDATE: Due to the new I9 and background check process we have gone paperless. We no longer accept the paper forms. You will only be notified if there are adverse results.

If you want to check if your student has a previously cleared CCH just email your request to [student.employment@unt.edu](mailto:student.employment@unt.edu). To ensure the confidentiality of student information please send via secure e-mail. To send a "secure e-mail" type: #secure [insert space]subject)

### National Disability Employment Awareness Month

Starting in 1945, "National Employ the Physically Handicapped Week" has become "National Disability Employment Awareness Month". By dropping the word "physically" to be inclusive of individuals with all types of disabilities, and extending the campaign to a month long, this initiative is a great reminder for inclusive organizations such as UNT.

Departments welcoming of the talents of all students, including students with disabilities, are a critical part of our efforts to build an inclusive community and to further establish fair hiring practices. In this spirit, the Career Center is recognizing National Disability Employment Awareness Month this October to raise awareness about disability employment issues and celebrate the many and varied contributions of people with disabilities.

THANK YOU to all departments that intentionally make this a part of the culture within your department. Feel free to help spread awareness and check out the Career Center's social media accounts for more NDEAM stats and shout-outs.

## Calling all supervisors!!!!

Do you want to brag about your fabulous student employees? Give a shout out about the great job they are doing? Or maybe you have a story, photo or idea you'd like to share? Please contact LeAndra DiNicola at the Career Center to submit your request.



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## Steps to take when hiring hourly student employees

- Post your position on Handshake
  - Screen, interview, and choose your Candidates
  - Provide the approved offer letter to student (email, mail, or print out – keep signed copy for your records)
  - Student completes Onboarding – (unless they have previously worked for UNT)  
  
<https://www.untsystem.edu/hr-it-business-services/human-resources/new-employee-onboarding-and-orientation>
  - Student brings offer letter and 2 forms of ID to complete background check and I-9 verification at the Career Center— Chestnut Hall until December then it will be Sage Hall January 2020
  - INTERNATIONAL STUDENTS will bring their offer letter, passport, I-94, I-20 and to complete background check and I-9 verification. They have 90 days to obtain a SS card to complete the process .
  - Make sure you have a current class schedule, FA award if using WS, Driver's license or certifications if required for the position (ex: lifeguard, driving a university vehicle)
  - Submit the ePAR –*A pay rate justification if pay over \$15/hr for work study and pay rate justification for rate over \$20/hr for regular hourly*
  - Student completes FERPA training if required for position
  - Report your hire on Handshake, Manage your application records—Email students who did not receive job, close the job
- Students complete orientation <https://careercenter.unt.edu/resources/new-student-employee-orientation/> student to complete within the first 30 days of employment

## New Process Feedback and Answers

Over the next few pages I have copied some of the survey responses and tried to answer them. If you would like more feedback or questions, please feel free to reach out to me at 940-891-6996 or [patricia.chastain@unt.edu](mailto:patricia.chastain@unt.edu)

### The GOOD

“ I'm not familiar with the internals of the process itself within the Career Center, since student employees have to submit to a background check and/or visit CC anyway, it makes sense to do the i9 while there. It certainly lifts that task from all the offices around campus hiring and in turn creates one less visit for the student to complete the process.”

“Kudos to having it all handled in one place - one-stop shopping!”

“I think the centralized process is great! I hire both student workers and salaried graduate students but was not previously an I-9 coordinator. The I-9 spreadsheet log has been very helpful in keeping track of where my students are at in the onboarding process. Throughout this process, all Career Center employees (especially Patricia and LeAndra) were very helpful and always available to answer my many questions. “

I thought it was wonderful!!!!!!! Great improvement!

As you can see from the survey results on the front page the new process and changes had satisfied/very satisfied of 73% for all categories. Between the survey, the phone calls and emails we have received a ton of thanks, support, and congratulations. For that all I can do is say thankyou!

### The BAD

#### Graduate Students:

“Issue #2: A Career Center person gave incorrect information to a graduate student. A grad student was told by Career Center staff they did not need to complete a background check after we instructed the student to get one done at the Career Center. The student was an HOURLY graduate student, not a SALARIED graduate student. The student had to return to the Career Center a second time and explain to the staff that there was a difference between the 2 types of positions. The staff should have been knowledgeable enough to know to ask if the grad student was salary or hourly and then direct them on what to do.”

“Second, I had some issues with not knowing if my salaried graduate students who I then hired on as student workers (as a second, separate job) had completed a background check. If there was a column for that in the I-9 spreadsheet, that would be helpful. “

Unfortunately there were some miscommunications regarding graduate students at the beginning of this process change. Although our front desk staff is trained to inquire as to whether graduate students are hourly or salaried, many times the graduate student is unsure as to which they actually are. For this reason we have begun processing all graduate students in the same way (everyone gets a background check) so that no one else falls through the cracks. We appreciate your patience as we straightened out the process for this specific category of student employee.



**Completion Notifications/ O:Drive:**

“Not having a notification process for when the I-9 process was cumbersome and I couldn't give solid answers to either the supervisor or the student. I'm in charge of hiring for a large department and we had a GREAT process for new hires and this new centralization throws a huge wrench in that and caused problems and gaps we didn't have before.”

“Notify the hiring manager/administrator of I-9 and background check as we now have to look and see if they've been cleared.”

We realize that the new process for notifications is more cumbersome. Due to the issues we have heard managers are having with access, we have begun handing out “completion slips” to students to hand off to their hiring managers once they finish with us here at the Career Center. This way, you know that the process at the Career Center has been completed without checking the drive. This should also resolve the issue of not being notified if your student has an I-9 from a previous job on campus, since they would not appear in that O:Drive at all. Please note this process will change again in the Spring when offer letters become mandatory—we will be signing all offer letters as a way to notify hiring managers that the process has been completed.

**International:**

“First, the instructions for international students without social security numbers could be more clear. I was told that all students had to apply for an SSN prior to I-9 verification but one of my students had their I-9 documents verified prior to starting this process.”

“ ...It is also somewhat confusing what students need to do when they finally get their SSN cards. If they initially bring a receipt when their documents are scanned, what should they do when their card arrives? Can department I-9 input coordinators upload those cards? If they take the card to the Career Center to complete the E-Verify, do they also need to take it to Campus HR or the BSC to connect it to their UNT student account? In the past, if it was only uploaded to I-9 Central, it could delay the student paycheck because HR didn't know they had received the card. This needs to be made clearer to campus departments and to student employees. Likewise, international students need to know if a Foreign National Form is required to work on campus. If the form eventually goes back to the BCS, could the need for it be flagged when students bring their documents to the Career Center?”

International students can complete their I-9 at the Career Center before they have obtained their social security card. Hiring managers can then put through ePars while their employee is in a “temporary status.” However, the student is required to bring the original card to the Career Center within 90 days of completing their I-9 so that we can upload and attach it to their pending I-9, and then the Career Center notifies HR so that the number can be connected to their student account.

## New Process Feedback and Answers, Continued

### **Change Notification:**

“The roll out process was not communicated successfully. (that could have been our department's fault though as they did not convey the new hiring process till after my student staff were 1/2 way through the old one)”

“The overall process was great! I request that if future changes arise, please let the dept poc aware so that we can inform the students. For example, we were not aware that students are now only allowed to come during walk in hours...a student had to tell us.”

“The process was not clear at all. I had no idea what to expect. I did receive many great resources far too late. However, those step-by-step details were incredibly valuable and I use them often. Thanks so much to whoever contributed to those awesome tutorials. That said, why was this all so hurried? I don't blame the Career Center for this, yet I do wonder who thought it would a good idea to roll it out in the manner in which it happened. Slow down. “

We understand the change to this overall process was implemented very quickly. This was not intentional, or meant to come as a surprise; information was conveyed as soon as it was made available to our office. While communications were sent out to all individuals on the supervisor list, we realize there may be student supervisors who have not yet made it onto that list. If you haven't already, please reach out to [LeAndraDinicola@unt.edu](mailto:LeAndraDinicola@unt.edu) so that you can be added to our student supervisor list.

### **Onboarding:**

“Any effort to streamline the onboarding of student employees needs to be encouraged. Moving forward it would be helpful to have an onboarding checklist for supervisors to help expedite the process.”

“Seems fine to me so far except that there is still the online Direct Deposit portion on the online onboarding. That should be cut out since it is through DUO now.”

We are aware of the issues with onboarding and are working with HR to streamline the online process for student employees. We are making an effort to provide handouts and information about the new direct deposit system to all students as they come through our office until the dead link can be removed from the current onboarding process.

## The UGLY

### Timing:

“Took too long to process their I9 documents. “

“Move the process back to the departmental admins”

“The process seemed slower and I felt more out of the loop. “

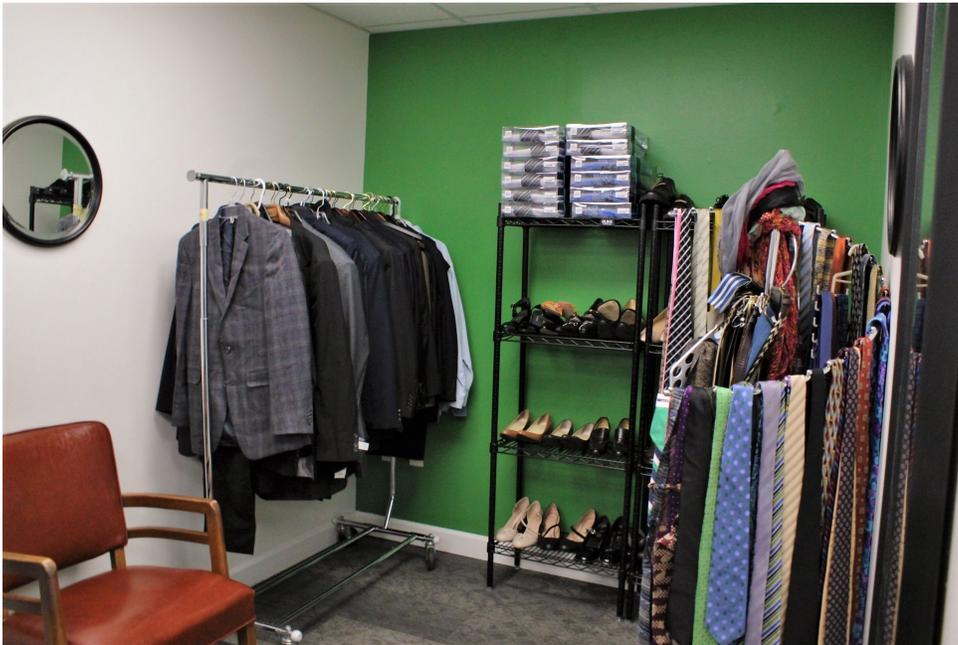
“The process took too long and the student wasn’t hired as a result.”

Our average processing time, assuming the student employee presents to our office with all of their original required documentation, is 9 minutes. We understand that sometimes students don’t have their documentation with them, it’s at home with mom, or they lost it. However, per federal government regulation, all I-9s must be completed within 3 days of the students first day of work, and we must have original documentation in order to complete the I-9. This process is now housed within the Career Center to ensure compliance with government requirements.

I am sorry if you experienced any of the more serious, or the Ugly, issues discussed. I would love to talk to you 1:1 about your particular issue so we can assure that it will not happen again, or to fix a process issue. Please contact me at [patricia.chastain@unt.edu](mailto:patricia.chastain@unt.edu) or 940-891-6996



## The Suit Up Closet is OPEN!!!!



The Suit Up event enabled students to obtain for free gently used business and business casual clothing. While the Career Center has experienced great turnout with this event, we felt there was a need for a year round location to help UNT students dress for success, a permanent location with dedicated fitting rooms and the ability to loan students professional clothing year-round. The long awaited and much needed Suit Up Closet opened this week at Crumley Hall. This is a great opportunity for students to borrow professional clothing that will assist them with achieving their future goals as they interview or network with potential employers.

Students will need to present their student ID and will be allowed up to a 1 week free rental of professional clothing to wear to networking events or interviews. Students will be responsible for the cleaning and the returning of rented items. To help alleviate the cost of cleaning to the students, the Career Center has formed a partnership with Lee Cleaners at 1618 W University Dr, Denton, TX 76201. Lee Cleaners will give the student a 10% discount when they bring in the rented items for cleaning. Trio and Emerald Eagle scholars are exempt from the cleaning fee.

Gently used professional and business casual clothing has been generously donated by the UNT community and is so very much appreciated. Also a very generous gift of brand new professional clothing was donated to The Suit Up Closet.

The Suit Up Closet is located in Crumley Hall. Hours of operation are tentatively set at Monday, Wednesday, Friday 1:00pm—5:00pm and Tuesday, Thursday 2:00pm—6:00pm. Hours are subject to change due to student employee schedules. The closet will be operated under the leadership of Career Coach Janice Lader. Janice is the Career Coach for the College of Merchandising, Hospitality and Tourism and the College of Health and Public Service.



Janice Lader



## Career Center upcoming events

Lots of exciting things are happening with the Career Center and we wanted to let you know

OCTOBER -Suit up Closet opens in Crumley Hall

NOVEMBER -11/4/19 Internship Series- Does your first job impact your long-term Career? (w/ SMMC & Paycom) 4pm BLB #180  
-11/6/19 All Majors Fair 1pm-4pm Union  
-11/8/19 UNT/TWU Education Fair 11am-2pm TWU  
-11/12/19 Internship Series—Employer Panel. 12:30p Union #394  
-11/20/19 Internship Series - What does the hiring process look like (JP Morgan Chase & SMMC) 2p Wooten Hall 222

DECEMBER -Congratulations Graduates and Happy Holidays

JANUARY -Career Center moves to Sage Hall  
-Mandatory offer letters for all on campus student jobs

## The Career Center

### Vision Statement

Empowering students and alumni to identify and achieve individual goals for career success.

### Mission Statement

Design and deliver high quality career services to UNT students and alumni through collaboration with campus, local and global partnerships.

## Supervisor Trainings offered

If you have not yet attended *Student Employment and Work Study Policy Overview for Supervisors*, you can sign up on the learning portal ([mylearning.unt.edu](http://mylearning.unt.edu)). This training must be completed every two years by all staff and faculty who supervise hourly student employees. It covers policy changes and student employee management best practices.

Upcoming dates: 10/31/19

We also offer a training for those that are new to supervising student employees: *New Student Employee Supervisor Training*. Registration is available through the learning portal ([mylearning.unt.edu](http://mylearning.unt.edu)).

Upcoming training dates: 10/31/19

### Supervisor Resources

Where can you find helpful policies, templates, FAQ's, and Eagle Internship information? Check out our student employment resources <https://careercenter.unt.edu/channels/student-employment/> portion of the Career Center website.

## Student Trainings offered

**Hourly Student Employee Orientation** is available online (Click <https://careercenter.unt.edu/resources/new-student-employee-orientation/>). UNT policy 05.025 Employment of Students for Hourly Positions states that “*hourly student employees must attend the orientation within the first 30 days of employment*”

### Request a Training for Your Student Employees

Could your student workers use a reminder about appropriate customer service and soft skills? LeAndra DiNicola, Student Employment Coordinator, offers multiple trainings geared towards students including: “**CASA (Creating a Service Attitude)**” and “**Soft Skills Training**”. Trainings are offered “on demand” so call and book your training today!

### Career Center

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