



# Office of Human Resources Frequently Asked Questions (FAQs)

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*\*To access some documents included in links, you must be on district's network\**

### **EMPLOYEE UPDATES**

- 1. How do I update my mailing address/contact information with the district?**
  - Complete an [Address/Name Change](#) and submit to [humanresources@sbccd.edu](mailto:humanresources@sbccd.edu)
  - If you are a CalPERS members, you will also need to provide HR a copy of a utility bill in your name with your new current address listed
- 2. How do I update my legal name with the district?**
  - Complete an [Address/Name Change](#) form found here:
  - You will also need to provide a copy of your Social Security card with your new legal name

### **VERIFICATIONS OF EMPLOYMENT**

- 3. How does an outside agency like a mortgage company or bank verify my employment?**
  - Outside agencies can verify your employment by submitting a request to Human Resources at [humanresources@sbccd.edu](mailto:humanresources@sbccd.edu). Information HR verifies includes: job title, employment history, salary and full/part-time status. Verifications of employment are completed within 48 hours from receipt
- 4. How do I obtain an employee ID card?**
  - Contact Human Resources at (909) 388-6950 to schedule an appointment
  - Human Resources is currently issuing ID cards to employees who need one for employment purposes only. Example, instructor working offsite and is required to show picture ID related to employment with the district.
  - ID cards are not being issued solely for employee vendor discount purposes

### **BENEFITS/HEALTH INSURANCE**

- 5. How to view my health benefits I am enrolled in?**
  - Access your benefits login by going to [www.afenroll.com/enroll](http://www.afenroll.com/enroll). For questions regarding login and password resets, contact Janae Jacoby [jjacoby@sbccd.edu](mailto:jjacoby@sbccd.edu).
- 6. How do I add/remove a family member to my health plans?**
  - To add an eligible family member to your health plan, you must experience a qualifying event and notify Human Resources within 30 days of qualifying event. Qualifying events include but not limited to: marriage, divorce, birth of a child, adoption and domestic partnership registration. Contact Janae Jacoby [jjacoby@sbccd.edu](mailto:jjacoby@sbccd.edu) for process.
- 7. How do I update my beneficiary(ies) for my life insurance?**

Complete a [Beneficiary Designation form](#) and submit to Janae Jacoby [jjacoby@sbccd.edu](mailto:jjacoby@sbccd.edu)



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### 8. What happens to my health insurance when I leave the district?

- Your health insurance for yourself and dependents will terminate on the first of the month following your last day of employment with the district. For example, your last day of employment is on August 7<sup>th</sup>. Your last day of coverage would be on August 31<sup>st</sup>.
- You and your covered family members can continue your health benefits through COBRA. COBRA is a federal law that allows employees to continue their employer's health benefits once they leave the organization. Employees on COBRA are responsible for 100% of the monthly premiums. Around the time you leave the district, you will receive COBRA information in the mail from the district's third party COBRA administrator Discovery Benefits.

### 9. To what age are my dependent children covered on my health benefits?

- Dependent children are covered up until age 26 regardless of student status. Coverage terminates at the end of the calendar month of child's 26<sup>th</sup> birthday

## **TUITION REIMBURSEMENT**

### 10. Can I attend San Bernardino Valley College (SBVC) or Crafton Hills College (CHC) for free?

- Permanent contract employees who meet eligibility requirements, can have their SBVC and/or CHC tuition fees reimbursed at 100%. Tuition fees are defined as the state assigned cost per unit multiplied by enrolled units. Only courses completed with a letter grade of "C" or better are eligible for reimbursement. For more information on reimbursement process for your classification, contact [humanresources@sbccd.edu](mailto:humanresources@sbccd.edu)

### 11. Can my spouse/domestic partner and/or child(ren) attend SBVC or CHC for free?

- Dependents of permanent contract employees who meet eligibility requirements, can have their SBVC and/or CHC tuition fees reimbursed at 100%. Tuition fees are defined as the state assigned cost per unit multiplied by enrolled units. Only courses completed with a letter grade of "C" or better are eligible for reimbursement. For more information on reimbursement process for your classification, contact [humanresources@sbccd.edu](mailto:humanresources@sbccd.edu)

### 12. Are my tuition fees incurred outside of the district reimbursable?

- Permanent contract employees who meet eligibility requirements, can have their tuition fees reimbursed up to 80% of the cost of similar coursework at University of California, Riverside. Only courses completed with a letter grade of "C" or better are eligible for reimbursement. For more information on reimbursement process for your classification, contact [humanresources@sbccd.edu](mailto:humanresources@sbccd.edu)
- This is an employee only benefit and does not apply to dependents



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### LEAVES OF ABSENCE AND ACCOMMODATIONS

#### **13. What do I do if I need to take time off of work?**

- There are a few common reasons that an employee needs to take a leave of absence. This can include time off for surgery/medical condition, care for a new child, or care for a family member with a serious health condition. Contact Janae Jacoby [jjacoby@sbccd.edu](mailto:jjacoby@sbccd.edu) as soon as you learn of your need for a leave of absence. Once more information is collecting regarding your reason for leave, you will be guided through the process of documenting your request

#### **14. If I have a medical condition/injury that results in me having work restrictions or needing assistance in performing the essential functions of my position?**

- Under the Americans with Disabilities Act (ADA), employers like the district are required to engage an interactive process to determine if any reasonable accommodations can be made to allow you to perform your essential job functions. Contact Janae Jacoby [jjacoby@sbccd.edu](mailto:jjacoby@sbccd.edu) to start the process

### WORKERS COMPENSATION

#### **15. If I am injured at work, what do I do?**

- Inform your supervisor of your injury. Then contact the district's *CompanyNurse* hotline at (877) 518-6702 and refer to search code "QS369." *CompanyNurse* will gather information over the phone and assist you in accessing appropriate medical treatment

#### **16. What documentation needs to be completed if I am injured at work?**

- The following documents need to be completed by you:
  - i. [Medical Authorization Form](#)
  - ii. [Employee Statement](#)
  - iii. [DWC 1 Claim Form](#)

#### **17. Where should I go for medical treatment?**

- [List of occupational medical providers](#)

### EMPLOYMENT CONCERNS

#### **18. If I have a problem with an employee/coworker, who should I contact?**

- When possible, you should bring the problem to your supervisor first to address. If serious in nature or needs to be escalated because not resolved at supervisor level, you can contact Tiffany Guevara at [tguevara@sbccd.edu](mailto:tguevara@sbccd.edu)

#### **19. How do I report an employment concern?**



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- There are several ways to report an employment concern. One of the common ways is through the district’s [Compliance Hotline](#). This method allows you to remain anonymous if you prefer
- You can also report it to management and/or Human Resources

### VACATION AND SICK LEAVE

#### 20. How much vacation time do I accrue per month?

| CLASSIFICATION   | ACCRUAL AMOUNT                        |
|--|---------------------------------------|
| Academic   | N/A                                   |
| Management   | 2 days per month                      |
| Classified   | See Article 19 of <a href="#">CBA</a> |
| Professional Experts, Short-Terms, Substitutes,<br>and Student Workers | N/A                                   |

#### 21. How much sick time do I accrue per month?

| CLASSIFICATION   | ACCRUAL AMOUNT                        |
|--|---------------------------------------|
| Academic   | 1 day per contracted month of service |
| Management   | 12 days annually                      |
| Classified   | 1 day per contracted month of service |
| Professional Experts, Short-Terms, Substitutes,<br>and Student Workers | 1 hour for every 30 hours worked      |

#### 22. How do I view my accrued vacation and sick leave balances?

- You will need to login to [WebAdvisor](#) to view your leave balances
- Once logged in, click on the “Employee” tile
- Proceed through contact information screen and click on “Employee Leave” under Employee Information section. Then click on “Slip” to view balances

### PAYROLL

#### 23. When and how often am I paid?

- All employees are paid monthly.
- Classified contract employees are paid on the last business day of calendar month
- Academic contract employees are paid on the first business day of calendar month
- Professional Experts, Short-Terms, Substitutes, Student Workers are paid on the 9<sup>th</sup>
- Adjunct instructors are paid on the 9<sup>th</sup> of each month except first pay date of fall and spring term which is 9/15 and 1/15 respectively

#### 24. How do I view and print my paystubs?

- Go to the [BESTNET website](#) and follow the instructions listed in the [BESTNET Guide](#).
- If registering for the first time, you will need to know your most recent net pay amount (amount deposited into your banking account)



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### 25. How do I set up or change direct deposit for my paycheck?

- Complete the [Electronic Funds Transfer Disposition Form](#)
- Attach a voided check for the bank account you are setting up
- Submit to Payroll at [payroll@sbccd.edu](mailto:payroll@sbccd.edu)

### 26. How do I update my tax exemptions for payroll?

- Update your federal tax exemptions by completing current year [W-4](#) form
- Update your state tax exemptions by completing current year [DE 4](#) form
- Submit forms to Payroll at [payroll@sbccd.edu](mailto:payroll@sbccd.edu)

### 27. Who do I contact if I have questions on deductions on my check?

- Contact Payroll at (909)-388-6938 or [payroll@sbccd.edu](mailto:payroll@sbccd.edu)

## RETIREMENT

### 28. How do I inform the district of my intent to retire?

- Send a letter addressed to Human Resources with minimally the following information included in the letter:
  - i. Date of the letter
  - ii. Your retirement date
  - iii. Your name
  - iv. Your signature
- You can also send an email to [humanresources@sbccd.edu](mailto:humanresources@sbccd.edu) with the above information included in the email.

### 29. Who do I contact if I have questions regarding my CalPERS or CalSTRS account?

- Human Resources can answer general questions related to CalPERS and CalSTRS. Specific questions regarding your account should be directed to the specific agency.
- CalPERS: <http://www.calpers.ca.gov> or 888-225-7377
- CalSTRS: [www.calstrs.com](http://www.calstrs.com) or 800-228-5453

### 30. Who do I contact if I have questions regarding my APPLE account?

- Human Resources can answer general questions related to the APPLE plan. Specific questions regarding your account APPLE account should be directed to MidAmerica
- MidAmerica: 800-634-1178

## RECRUITMENT

### 31. Where are current job openings posted?

- View administrative, classified, faculty, hourly and student job openings on the district's [employment website](#)
- Our job openings are also posted on external websites such as indeed.com, higheredjobs.com, edjoin.org and ccregistry.org



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### 32. How do I apply for a current job opening?

- Go to the district's [employment website](#) and create an account.
- When viewing any job posting, click on the "Apply" button in the top right corner
- Click on "Create an account" to start the account creation process

### 33. Can I submit a paper application for a job opening?

- Paper applications are not accepted
- All applications must be completed and submitted online
- A computer is available at the District Office for applicants needing assistance. Contact Human Resources at (909) 388-6950 or [humanresources@sbccd.edu](mailto:humanresources@sbccd.edu) for more information

### 34. How are applicants reviewed and selected for openings?

- Contracted positions undergo a selection process involving a hiring committee composed of management, faculty and classified employees. Human Resources first screens applicants for minimum qualifications prior to sending to hiring committee for review. Hiring committee members ultimately decide who will be interviewed at first level. Hiring committee members will interview candidates at first level and recommend those to second level interviews. Hiring manager or other administrator will conduct second level interviews and recommend finalist for hiring
- Adjunct instructor candidates are screened and hired by department chair and dean of division. Job postings for adjuncts are to establish a pool of candidates for the school year. There is no guarantee an applicant's material will be reviewed by department/dean.
- Professional Expert, Short-Term, Substitute and Student Worker candidates are screened and hired by the department manager or designee. Job postings for these hourly temporary positions are to establish a pool of candidates for the school year. There is no guarantee an applicant's material will be reviewed by department/manager.

### 35. What credentials are required for academic positions (instructional and non-instructional)

- Individual will need to hold a college degree from an accredited institution
- Majority of academic positions require a master's degree in the discipline of teaching area; however, some positions minimally require an associate's or bachelor's degree combined with professional experience.
- For a full listing of required academic degrees for discipline/area, refer to the handbook [Minimum Qualifications for Faculty and Administrators in California Community Colleges](#)
- All job postings state the minimum requirement for the position
- Applicants who believe they have similar but not specific academic degree(s) outlined in the minimum qualifications handbook, can submit an [Equivalency Request](#) with the district.

### 36. Who can I contact if I have a question regarding a job opening?

- All questions should be directed to Human Resources at (909) 388-6950 or [humanresources@sbccd.edu](mailto:humanresources@sbccd.edu)



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## HR STAFF CONTACT

| <u>Name</u>              | <u>Title</u>  | <u>Email</u>   | <u>Phone</u>   |
|--------------------------|---|--|----------------|
| <b>Kristina Hannon</b>   | Vice Chancellor Human Resources, Payroll, Police Services, and Health and Safety Administration | <a href="mailto:khannon@sbccd.edu">khannon@sbccd.edu</a>         | 909-388-3937   |
| <b>Brooke Quinones</b>   | Executive Administrative Assistant to the Chief Human Resources Officer                         | <a href="mailto:brquinones@sbccd.edu">brquinones@sbccd.edu</a>   | 909-381-8433   |
| <b>Brown, Aysia</b>      | Director of Diversity, EEO, Employee Wellness, and Compliance                                   | <a href="mailto:aybrown@sbccd.edu">aybrown@sbccd.edu</a>         | 909-381-8426   |
| <b>Karla Bonnet</b>      | Director Human Resources, Retirement and Payroll Services                                       | <a href="mailto:kbonnet@sbccd.edu">kbonnet@sbccd.edu</a>         | 909-388-6943   |
| <b>Tiffany Guevara</b>   | Director Human Resources, Environmental Health and Safety Administration, and Police Services   | <a href="mailto:tguevara@sbccd.edu">tguevara@sbccd.edu</a>       | 909-388-6941   |
| <b>Janae Jacoby</b>      | Associate Director, Employee Health and Wellness, Compliance, and College Support Services      | <a href="mailto:jjacoby@sbccd.edu">jjacoby@sbccd.edu</a>         | 909-388-6942   |
| <b>Stacy Holloway</b>    | Associate Director, Human Resources   | <a href="mailto:sholloway@sbccd.edu">sholloway@sbccd.edu</a>     | 909-388-6946   |
| <b>Benjami Dijkstra</b>  | Human Resources Generalist  | <a href="mailto:bdijkstra@sbccd.edu">bdijkstra@sbccd.edu</a>     | 909-388-6947   |
| <b>Dawn Garcia</b>       | Human Resources Generalist  | <a href="mailto:djgarcia@sbccd.edu">djgarcia@sbccd.edu</a>       | 909-388-6944   |
| <b>Erica Mosley</b>      | Human Resources Generalist  | <a href="mailto:emosley@sbccd.edu">emosley@sbccd.edu</a>         | 909-384-6948   |
| <b>Jackline Martinez</b> | Human Resources Analyst   | <a href="mailto:jacmartinez@sbccd.edu">jacmartinez@sbccd.edu</a> | 909-384-6940   |
| <b>Marcela Navarro</b>   | Human Resources Analyst   | <a href="mailto:mnavarro@sbccd.edu">mnavarro@sbccd.edu</a>       | 909-388-6945   |
| <b>Leah Nepomuceno</b>   | Human Resources Analyst   | <a href="mailto:lnepomuceno@sbccd.edu">lnepomuceno@sbccd.edu</a> | (909) 387-6957 |
| <b>Maria Torres</b>      | Human Resources Coordinator   | <a href="mailto:mtorres@sbccd.edu">mtorres@sbccd.edu</a>         | 909-388-6952   |