

Frequently Asked HR Questions

The following is intended to answer the most common HR questions during this time of planning and modified operations. All communications and information regarding Temple's handling of COVID-19 can be [FOUND HERE](#) and the [TUportal](#) > Return to Campus tab.

Q: What kind of preparations is the University making to provide a safe environment for employees and students?

A: The University has created a plan for return based on 4 pillars of safety: use of face coverings, physical distancing, hand hygiene and personal health monitoring. Read more about preparations in the [Return to Campus Guide](#).

Q: Will I be able to work remotely as long as I wish?

A: Decisions regarding work locations for employees will be made by each department taking into consideration the nature of the work, providing optimal service to our students and the safety of all involved. If you wish to work remotely, consult with your supervisor.

Q: Who do I contact for technical assistance if I am working from home?

A: While you are working remotely, ITS remains available to help during this time as well. For more information on resources available for remote work [click here](#).

Q: How do I track the work of my direct report who is working remotely?

A: The University has created a guide for implementing effective remote work arrangements. Discuss expectations with each employee for work and assignments while working remotely. Set priorities and offer assistance to help them be as productive as possible. Have office phones forwarded to home or personal phones to allow for continuation in communications. If they cannot complete all of their normal duties remotely, discuss the possibility of working on special projects or initiatives until return to campus is approved. Check-ins and tracking can be done via phone, email, or other means. Establishing goals, expectations, and timelines will allow you both to have a clear understanding of what is expected and how it will be managed.

Q: How will I know when I should return to campus?

A: Each school, college, and department is planning for the return of employees as appropriate. When preparations have been made and it is time for you to return to on-campus work, your supervisor will contact you and discuss the preparations that have been made, any changes to your work environment or schedule and answer any questions you may have. In the meantime, please ensure that you have reviewed the [Return to Campus Guide](#) to familiarize yourself with the preparations being made as well as the expectations for each member of the campus community.

Q: What is the University doing to make sure it is safe for employees to return?

A: The University understands that you may have some concerns for your health as you return to work, and Temple's plan adheres to the all guidelines from both the Pennsylvania Department of Health and the Centers for Disease Control (CDC) in order to protect your health as well as that of others. When you return, your work site and schedule will have been carefully evaluated and, if necessary, modified to help ensure that your work environment will allow you to comply with all safety guidelines such as physical distancing. Also, please review and understand the personal safety measures specified in the [Employee Return to Campus Guide](#)., In addition, a required e-learning course will be assigned to faculty and staff outlining all safety measures prior to their return to campus.

Q: What can I do to be as prepared as possible for a return to campus?

A: Staying informed, read all communications from the University, as well as information from your immediate supervisor. Check the University's [Return to Campus](#) page regularly for updates, review the TUPortal Return to Campus Tab regularly to review protocols, communications and resources and read the [Return to Campus Guide](#) to understand expectations of all campus community members when on campus.

Q: I am in a high risk group due to age, health or other factors, what should I do?

A: If you are in a high risk group, talk to your supervisor about your doctor's recommendations, if you are comfortable doing so or call Employee Relations (215-926-2298) or elrel@temple.edu or Absence Management (215-926-2282 or loa@temple.edu) for assistance.

Q: What if I don't have childcare when I am called back to work?

A: If you do not have childcare when you are called back to work, the State has provided [a website with childcare resources](#). This [website](#) provides a resource in identifying childcare facilities that are still operating during this COVID-19 period. The YMCA can also be a resource; you can contact Sharon Reilly at the YMCA via phone at (267) 252-3383, or email at Sharon.Reilly@philaymca.org.

If you still are unable to obtain childcare after reviewing the resources mentioned above, please contact [Absence Management](#) at 215-926-2282, or loa@temple.edu for assistance.

Q: Will my Temple Benefits cover me in the event I get sick?

A: Yes, there are a couple of benefits in particular that you should know about during this time. First, Temple's Telemed benefit allows you to consult with a physician remotely. In addition, testing for CoronaVirus will be covered with no cost sharing to the employee. Finally, our employee assistance program (EAP) provides resources for support such as counseling references. Information on all benefits can be [found here](#), by emailing benefits@temple.edu, or calling our [benefits representatives](#), who remain available during this time.

Q: How do I access the resources on Temple’s Employee Assistance Program?

A: LifeWorks provides personalized well-being resources that can support you and your dependents with issues related to family, health, life, money and work. The Employee Assistance Program is offered through LifeWorks to all full-time University faculty and staff.

Free confidential counseling, consultations, community referrals, and online access to hundreds of articles, toolkits, podcasts, webinars, and much more are provided to support the university community. Services are available 24/7 on-line or via phone at 1-888-267-8126. To access these resources, after logging into the TUportal, just click on the LifeWorks Employee Assistance Program link in the TUapplications menu to be directly connected to all resources.

Q: If I have symptoms am I required to report it to Employee Health?

A: Yes. Personal health monitoring is an important component of keeping our campus safe. If you have any symptoms of COVID-19 or have tested positive for the virus, it is important from a disease containment perspective for Employee Health to be informed. in order to prevent or minimize continued transmission. Employee Health can be reached at 215-204-2679. You can also use Temple’s Telemed option to consult with a physician remotely. Information on accessing Telemed option can be [found here](#).

Q: How will I know if I have been in close contact with an individual on campus who tests positive for COVID-19?

A: Employee and Student Health have physicians trained to ask the right questions to ascertain who may be considered a close contact and at risk for COVID-19. When an employee or student tests positive, trained teams of contact tracers will use responses to questions as well as other available data to identify close contacts. Once identified, the individuals will be contacted by the tracers who will provide information on next steps.

Q: Can student workers continue to work?

A: The university is slowly phasing in on-campus work to ensure implementation safety protocols to protect the health of the entire campus community. Each student worker should speak with their supervisor. Some may be able to return to on campus work as approved by the university, some may be able to work remotely and others not at all depending on role. If your role is ending and would like to know about the possibility of employment in other areas, Student Affairs will be providing information to connect students who wish to continue working with other opportunities on campus to the extent they exist.

Q: How will PDPs be handled in FY 2019-2020?

A: For this fiscal year (FY 2019-2020), **rating** is optional on all PDPs. However, PDPs should still be completed to provide a record and information regarding performance. It is important to acknowledge exemplary performance and properly communicate the changes required by performance that falls below expectations in the supervisory comments, but rating will be optional for submission. HR recommends that PDPs be updated and submitted by June 30, 2020.

Q: How do I apply for Unemployment Compensation?

A: Pennsylvania Department of Labor and Industry has created the Pandemic Unemployment Assistance Portal for individuals who are unemployed, partially unemployed, or unable to work due to COVID-19 related reasons, apply via the portal's website at www.pua.benefit.uc.pa.gov. To apply for Unemployment benefits because you are unemployed due to unrelated COVID-19 reasons, go to the states' normal website www.uc.pa.gov or via phone at 1-800-313-7284. Your eligibility for UC benefits is determined by the state and the state confirms employee status with Human Resources. You will be asked to provide the following:

- **Employer:** Temple University (not your department).
- **Address:** 1852 North 10th St
- **Telephone:** 215-926-2298
- **PA UC Account #:** 71-75103R

Q: Where can I find resources for planning for my direct reports' return to campus?

A: The university has developed a [guide](#) for managers to prepare their workspaces and employees for returning to campus. This guide provides information on safety preparations that must be made prior to bringing employees back to campus as well as other things you may want to consider such as scheduling options. Once you are ready to put your plan on paper, the checklist will help ensure that you have considered all necessary steps. Please fill out the approval form along with the employee return spreadsheet and submit to HR through the Human Resources Remedy channel in [TUhelp](#).

Environmental Health and Radiation Safety can assist with providing an assessment and recommendations for workspace preparations. Human Resources is also available to assist with planning.

Q: Where can I and my direct reports access training regarding return to campus?

A: First, make sure you and your employees review the [Staff and Faculty Return to Campus Guide](#). In addition, the university has designed a required return to work e-learning course that outlines guidelines and expectations for safety standards upon return. For your employees who have returned to campus or are returning in the near future, please contact Eric Brunner at eric.brunner@temple.edu and provide a list of those employees to facilitate the assignment of the required return to work e-learning course to you and your colleagues. Once the e-learning course has been assigned, it can be accessed via the link in the assignment email or by logging into the [TUportal](#) and clicking on the Human Resources Training link in the applications menu.

Employment Services

Q: How should my new employee secure an ID and complete I-9 information during this time?

A: An HR Business Partner or Talent Acquisition Specialist will provide information to new employees on our modified procedure for issuing photo IDs. Employees can now submit a copy of their photo to IDbadge@temple.edu and they will be contacted when the new badge is ready for pick up. To obtain ID photo submission requirements contact the Employment Office at 215-204-7174.

I-9s must be completed in person in the Employment Office by appointment only. Please contact your [HR Business Partner or Talent Acquisition Specialist](#) to schedule an appointment. You can also call the Employment Office at 215-204-7174.

Q: Can I drop into the Employment offices at Mitten Hall, the Student Center, or the Student Faculty Center (HSC) to get information or an ID?

A: As part of our physical distancing plan, the Employment team is asking you to make appointments prior to drop in. We are using the Time Tap scheduling application This will reduce the time you wait in line as well as the number of people in any one location.

Q: What are your office hours?

A: The Employment Office will resume on-campus operations starting July 27, 2020. Main Campus Offices in Mitten Hall and the Student Center will open from 9:00 AM - 3:00 PM. At the present time we are not able to accommodate visitors without an appointment. We are using the Time Tap scheduling application for appointment booking. The Employment Office on the

Health Sciences Center Campus is currently closed. Please contact the HR Reception Office at i9upload@temple.edu for assistance with appointment scheduling.

Payroll Management

The following information and resources have been prepared to communicate guidelines for ensuring employees are paid for services performed in accordance with established pay practices and directives provided by senior university leadership in response to the COVID-19 outbreak:

Q: How do I record hours for the biweekly payroll?

A: All non-exempt employees are required to record hours worked in the Kronos timekeeping system to receive a regular paycheck on payday. This includes but is not limited to, punching in using a Kronos time clock or via online web punch through TUportal.

Q: What hours will be used?

A: The hours recorded in Kronos during the regular biweekly payroll period will be used by payroll during payroll processing. Please contact your supervisor or timekeeper with any questions regarding recording hours in Kronos.

Q: Are timekeepers and approvers responsible to review the hours worked by their employees?

A: Yes. Timekeepers and approvers are required to review and approve timecards in Kronos by the payroll deadlines established for the biweekly payroll. This includes verifying that all employees are paid correctly for all hours worked and leave time taken.

Q: Will deadlines and cutoffs for payroll adjustments and time entry remain the same?

A: **No.** Now that the university has moved to remote operations, additional time is required to process the biweekly payroll. The normal deadlines and cutoffs have been moved from 2 PM on **Monday to 10 AM.**

Q: Where can I find the due dates for payroll processing?

A: The payroll schedule and due dates are located on the [Payroll Management website](#).

Q: How will employees receive their pay?

A: Employees will be paid by their normal method of payment whether that is direct deposit, check, or paycard. Paper checks are mailed directly to the permanent address on record, they cannot be picked up.

Note: The university's preferred method of payment is direct deposit at the financial institution of your choice.

Note: In the event the checks cannot be printed for those that receive a paper check, a payroll debit card will be issued and mailed to the permanent address in our system.

Q: How do I record hours worked during COVID-19 for the biweekly payroll?

1. **Working on campus** - employees that are on campus working should record their time as they normally would do via a Kronos time clock, online web punch or by submitting time manually to a timekeeper for manual entry. Submission of the time for manual entry may need to be emailed, faxed, or communicated in a timely manner.
2. **Biweekly employees identified as essential and/or given authorization to work from home:**
 - a. Are responsible for maintaining a record of all hours worked.
 - b. The hours worked should be collected preferably using an online Kronos web punch that can be accessed via the Kronos link on TUportal.
 - c. If it is not the department policy to record time via a Kronos web punch, then the department may request a web license(s) to be issued for the employees on an interim basis by sending an email to kronos@temple.edu or submitting an Administrative Systems Access request on TUportal.
 - d. Department heads must use discretion in paying employees. Exempt employees are required to be paid their regular salary. Non-exempt employees are required at a minimum to be paid for all regularly scheduled hours in a pay period.
 - e. It is important for supervisors to monitor the time worked by non-exempt employees especially if it is unscheduled. In accordance with FLSA, non-exempt employees are required to be paid for all hours worked. In addition, please remind employees to take all breaks and meal periods as required.
3. **Part-time temporary employees** - must record time in Kronos or record the time worked and submit it to the timekeeper/supervisor to be entered in Kronos to be paid. Estimated hours will not be loaded for this group of employees. As stated above, employees not able to clock in via Kronos must maintain records to document all hours worked and submit them to their supervisor for entry into Kronos.

Q: What if my employees cannot record time in Kronos?

A: At the present time, full-time regular employees will receive their regular pay on pay day using the hours recorded and/or the regularly scheduled hours assigned to the job. It is recommended where possible, that all biweekly employees and timekeepers continue to record

time and edit timecards in the event the time will need to be reconciled later to record leave time, etc.

Q: How will employees be paid if they are instructed not to come to work?

A: Biweekly employees should continue to record time in Kronos as usual. Employees can access Kronos via the link on TUportal. Timekeepers must continue to review timecards on a regular basis, at a minimum weekly to verify employees are paid accurately.

To assist with the recording of time for certain groups of biweekly, full-time employees, the pay code COVID-19 Paid has been loaded on the timecard. The pay code is used to capture hours that employees are being paid but not working. Employees are still required to record time worked in Kronos. Temporary part-time workers must record their hours in Kronos as instructed by their department and will only be paid for hours worked.

Q: How will monthly employees be paid?

A: Monthly employees will be paid in accordance with the salary on the job in Banner in accordance with the normal monthly payroll schedule. Depending on the circumstances, employees will receive their regular pay. Additional and one-time pay may be paid at a later date.

Q: How do I contact the Payroll Management Staff?

A: Although business continuity plans have been implemented, the Payroll Management department will be in the office as needed and will regularly check voice mailboxes and e-mails.

Payroll Management office can be reached via phone at 215-926-2244 or e-mail hrpayroll@temple.edu. Please use designated emails that have been established for [specific processes](#).

Q: Have new pay codes been created in Kronos to distinguish between hours worked by an employee and those paid but not worked during the stay-at-home period due to the COVID-19 pandemic?

A: The Payroll Management office has created a pay code (COVID19-PD) to record the hours paid but not worked by full-time biweekly employees. Effective with B1 9 starting on Saturday, April 11, 2020, the Kronos timecards for full-time biweekly employees will be populated with the new COVID19-PD pay code. As employees record in and out punches the code will be

replaced with REG pay and you can view the breakdown of hours on the Totals tab of the timecard.

Timekeepers can also select the COVID-19 PD pay code to record or adjust hours worked or not worked and paid as needed. Detailed instructions will be provided on the [Kronos website](#).

Q: How can I obtain a refund of my WageWorks (WW) commuter election since the University moved to online and alternative learning methods on March 11, 2020 which is after the 10th of the month election cutoff for April commuter benefits?

A: The university has contacted WageWorks for guidance and has obtained the following information:

WW confirmed that since they fulfill commuter orders from the various transit agencies they are considered complete once issued. Therefore, the university will be deducting elections made as of March 10, 2020 from the March biweekly and monthly pay.

Please note - there are many agencies that have provided relief at times of disaster in the past so this we perceive could be the same. However, until this is confirmed, you may want to change your election in the interim.

It is important for commuter program participants to call WW customer service to ensure a record is saved. This also helps WW when the time comes should the various transit agencies policies change and they can then work directly with participants should something be possible in terms of added relief.

Q: Does WageWorks have any talking points for program participants?

A: Yes. WW has also shared the following talking points for participants:

- WageWorks commuter card participants:
 - Anyone who has a WW commuter card need not worry as the balances on the cards remain until depleted so they can still access them at a later time. Participants are advised that while they are working from home they can cancel or change the load amounts on the cards so that they do not build up a high balance for the time they are not using them.
- Transit Pass elections:
 - WageWorks partners with all major transit agencies in the United States and fulfills passes for the vast majority of our clients whose ppts commute to and from work. The various transit agencies all have differing refund requirements so

WageWorks policy mirrors those same requirements provided that participants adhere to what is needed to process them.

- We are already reaching out to the agencies that do not have a refund policy to identify if they are willing to make concessions for ppts who are now working from home as a result of the coronavirus and will work with ppts directly to see if that option is going to be made available. Regardless ppts should be told to modify orders accordingly for working from home so that any future recurring orders are modified as needed.
- We prefer participants contact our customer service directly so please remember to call us at **1-877-924-3967 or 877 WAGEWORKS** so a record of the inquiry is recorded.
- The WW compliance team is also reviewing for any guidance from the IRS that will help participants through this time. As soon as information becomes available we will share it with you.

Q: What is the current SEPTA refund policy for commuter passes purchases through WageWorks?

A: The current SEPTA return policy is:

Participants must MAIL (NOT IN PERSON!) passes directly to SEPTA and they will provide WageWorks with a refund. They must include their name, mailing address and a copy of their WW transaction. 100% credit - Passes returned before the 1st of the benefit month. 50% credit - Passes returned by the 10th of the benefit month. 25% credit - Passes returned by the 20th of the benefit month. Passes need to be MAILED to: SEPTA Refunds, 9th Fl 1234 Market St. Philadelphia, PA 19107 Attn: Jackie Trask

Q: Has SEPTA provided any information regarding the Key Card?

A: No. Information has not been received regarding the refund of electronic passes loaded to the Key Card. Amounts on the Key Card will be able to be used in future months, but WageWorks will need to await further direction from SEPTA to confirm. It is up to SEPTA how this is handled. WageWorks will honor whatever SEPTA sets forth as their return/refund policy for passes.

Q: On March 25, 2020, the Department of Education (ED) announced that my wages would not be garnished, but money is still being taken from my paycheck. What should I do?

A: Since the university's monthly payroll was already processed and student loan garnishments deducted at the time of the March 25, 2020 announcement, you will receive a refund of

garnished wages from ED. Going forward with all subsequent university payrolls, student loan garnishments will not be deducted from your wages until further instruction are received from the Department of Education.

Q: Exemption from City Wage Taxes for Non-residents of Philadelphia during the COVID-19 pandemic. What should I know?

A: As you know, beginning on March 17, the university significantly altered its operations in order to comply with state and local orders to control the spread of COVID-19. The City of Philadelphia has recently provided guidance on the applicability of city wage tax during this period.

The city has advised that **non-resident employees based in Philadelphia are not subject to Philadelphia Wage Tax during the time they have been ordered to work outside of Philadelphia**. Therefore, if you are not a Philadelphia resident and you have worked outside of the city as a result of the pandemic, you should update your “Work Location” in [TUportal](#) by submitting a new PA Act 32 certification.

[Click here for additional information](#) regarding the exemption of city wage taxes for non-resident Philadelphia employees during the COVID-19 period.

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