

The City College of New York

Off-Boarding Toolkit

PURPOSE

An effective and consistent off-boarding process plays an important role in protecting the interests of the college and ensuring that essential functions can continue when an employee separates from the college. This document is intended to provide guidance and instructions to managers and supervisors, on actions and procedures required to ensure the successful separation of an employee from the college.

SCOPE

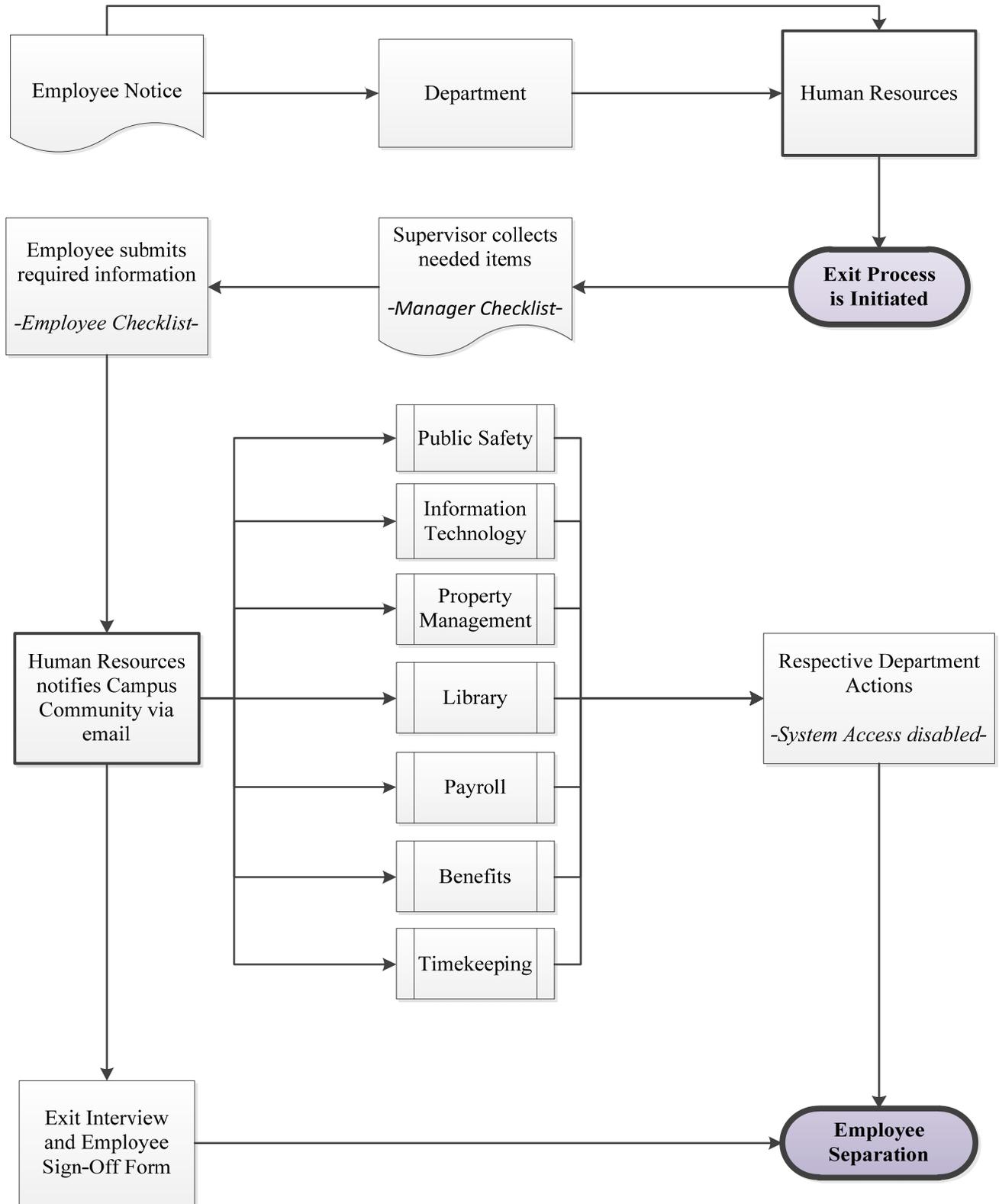
The *Off-Boarding Toolkit* outlines the policies, procedures and steps that need to be taken when an employee separation occurs (i.e. resignation, termination, retirement, transfer, etc.). Enclosed, you will find checklists for manager and employees, outlined procedures, Frequently Asked Questions (FAQ's), and additional resources, which have been developed to assist managers and supervisors throughout this process.

These procedures apply to all (full-time and part-time) faculty and staff members, including affiliates, Research Foundation employees and other entities at the college.

OBJECTIVES OF EFFECTIVE OFF-BOARDING PROCEDURES:

- Ensure managers and supervisors are informed of the procedures for employee separations.
- Ensure compliance with CUNY policies, and enhance security surrounding the access of college and departmental systems.
- Protect physical property belonging to the college and ensure it is returned.
- Safeguard business continuity to make certain vital roles and responsibilities are transferred to other employees in order to continue efficient operations.

Exit Process Workflow



PROCEDURES

Departmental Procedures

Employees are required to provide timely and appropriate written notice of their intent to resign (the customary notice time is at least two weeks). When a person's employment is to be terminated for any other reasons, the manager and department head should notify, and work closely with the Office of Human Resources or the Program Administrator. It is the responsibility of the manager to ensure that all separation procedures are followed when an employee leaves the college or transfers to another department.

Step I. Initiate Off-Boarding Process

- Notify the Office of Human Resources or Program Administrator of the employee separation, and send a copy of the resignation letter if applicable.
- Human Resources will initiate the exit process by sending the Employee Separation Sign-off Form (Appendix 2) to the supervisor, and notifying campus departments of the upcoming separation.
- Complete the Manager's Off-Boarding Checklist (Appendix 1) to ensure all items are collected and finalized.
- Remove the employee's access from all college business activities. (i.e. signatories for departmental accounts/and or purchasing provisions)
- Cancel access to any electronic systems maintained within Dept./Unit (Applicable only to internal departmental systems).
- Collect ID card, college properties and keys, and sign off on Employee Separation Sign off Form (Appendix 2).
- Collect CCNY purchase & travel cards; notify the Business office for cancellation.
- Ensure all checklists are signed by both the departing employee and the manager.
- Submit CUNYfirst User Access Form to IT to deactivate CUNYfirst access (see Appendix 4 for details).

Step II. Meet with employee to obtain crucial deliverables including project status reports.

A project status report might include:

- A list of all current, outstanding, and important upcoming projects, deadlines, and tasks.
- Lists of ongoing regular tasks, and any pending tasks (Work in Progress) that the employee is currently working on.
- Contact information of those with whom an employee has been collaborating with on tasks, projects, committees, etc.

- A list of key people/groups (internal and external) the position works closely with that are necessary to daily functions.
- Specific files/records/emails related to current or past projects.

Step III. Complete Business Continuity Designation Form (Appendix 4)

- Return the completed form to the Office of Information Technology.

Payroll and Last Paycheck

Prompt notification by manager of staff departure is critical to facilitate the timely and accurate calculation and processing of an employee’s last paycheck, as well as any potential annual leave payouts.

Office of Information Technology (OIT)

Prompt notification of any termination of employment is required to ensure that all access to IT systems is revoked in a timely manner. As soon as a termination date is known, the manager must inform HR and IT using the appropriate forms.

Access to IT systems will be terminated effective as of the employee’s separation date from the college. In some cases, immediate cancellation of access may be required. In such instances, the Office of Human Resources will coordinate with the manager and OIT regarding system deactivation. Program administrators for employees in Research Foundation, Alumni, City College Fund, and Auxiliary Services can contact IT security team directly at ITsecurity@ccny.cuny.edu and request immediate cancellation of all access.

IT Office is responsible for:

- Deactivating network access, emails, CUNYfirst roles and other system access upon notification from Human Resources or Program Administrator.
- Updating the Active Directory.
- Assigning a retiree e-mail address if requested.
- Assigning alternate designee for CUNYfirst as applicable.

Public Safety

- Disable building access card.
- Collect parking permit.
- Collect keys and ID cards.

Finance

- Cancel travel and/or purchasing cards upon notification from department or HR.

Library

- The Library will inform the employee/department of any outstanding items/fines owed to the college.
- The library will not approve the employee's exit unless these fees have been recovered.

Facilities

- Review office space/work station (cleaning, painting needs) in coordination with the department.
- If the employee's workspace will be filled immediately a work order should be placed for repairs and or cleaning.

Property Management

- Ensure that the college property assigned to the staff member is collected

Retirees

Faculty and Staff, who have finalized their bona fide retirement, must meet with the benefits team in the Office of Human Resources in advance to arrange and discuss the retirement transition. At the June 2015 CUNY Board of Trustees meeting, an amendment to the CUNY Policy on Acceptable Use of Computer Resources was approved that allows teaching faculty and librarians the option to retain their current CUNY e-mail address upon retirement. Faculty counselors also have the option to retain their current CUNY e-mail address upon retirement. The Retiree email form must be completed and returned to the Office of Human Resources prior to the employee's retirement.

Employees in the Executive Compensation Plan and non-teaching instructional staff titles such as Higher Education Officer series, College Laboratory Technician series, Research Associates and Research Assistants will be given a one-time option at the time of retirement (during the off-boarding/exit interview process), to request a "retiree" e-mail. (Teaching faculty, librarians and faculty counselors may also opt for a "retiree email" in lieu of retaining their current email address). The retiree email form can be obtained at: http://www1.cuny.edu/sites/onboard/wp-content/uploads/sites/4/page-assets/your-benefits/Retiree-Email-Form_09012015.pdf

Internal Transfers (within the college)

When employees transfer between departments at the college, both managers and employees should follow the procedures below:

- Notify The Office of Human Resources or the Program Administrator of the transfer.
- Complete and submit Business Continuity Designation Form (Appendix 4).
- Return to manager all college property, keys, tools, computers, mobile devices or other equipment associated with current department.

- Submit IT forms to cancel system access associated with current unit.

Involuntary or Emergency Separations

- Discuss all involuntary separations with Director of Labor Relations in the Office of Human Resources.
- Contact appropriate offices to immediately cancel access to University data and systems:
 - Office of Human Resources
 - Public Safety
 - Chief Information Officer

FREQUENTLY ASKED QUESTIONS

Off-Boarding

Why is this important?

An effective and consistent off-boarding process plays an important role in protecting the interests of both the university and employees. In addition to safety, security, and protection of physical assets, it is important to remember that past employees will continue to act as ambassadors regarding the work environment and can serve as a terrific source for referrals. A streamlined off-boarding process:

- Protects physical property and maintains an operating knowledge base
- Ensures compliance and security regarding systems and physical access
- Assists in the transfer of knowledge
- Collects valuable feedback
- Provides employees with an organized way to conclude and transfer projects

Do the off-boarding checklists need to be completed for all employees?

Yes. Checklists serve as a reminder to collect all college assets and terminate access to systems. Signing the form confirms documentation for the college as well as the exiting employee.

What about Student employees, non-tax levy, research foundation, and affiliates?

Student employees, non-tax levy, research foundation and affiliates have access to systems, office space, college assets, and sensitive information depending upon the business needs of the office/department in which they are providing services. It is important to complete the off-boarding process for these individuals as well.

Does a check list need to be completed if an employee does not have system access?

Yes – additional items on the checklist ensure business continuity prior to an employee separation.

If an employee transfers to a different department, should the checklist be completed?

Yes – college assets and system access levels can change with job responsibilities.

I have questions about vacation payout. Where do I go?

Upon notification of departure from college, information and details on employee's leave balances and annual leave payout (if applicable) can be obtained from the time and leave team in the Office of Human Resources. For specific questions on time and leave, employees are encouraged to contact the time-and-leave team prior to employee's last day. All outstanding and final timesheets must be submitted to the Office of Human Resources on or before the employee's last working day at the college.

How soon after notification of termination should the checklist be completed?

Supervisor should start and initiate the exit process as soon they are aware of the employee separation.

Does the employee get a copy of the completed Employee Separation Sign-off form?

Yes, and employee can request a copy upon submission of the final document to HR.

What should I do if the employee quits and leaves, or is separated from Campus before I can complete the off-boarding checklist?

Supervisors must immediately contact Human Resources or Program Administrators regarding the employee separation. Human Resources or the Program Administrators will then work with other college departments, including IT and Public Safety to complete an expedited exit process.

**APPENDIX 1
MANAGER OFF-BOARDING CHECKLIST**

Employee: _____ Signature: _____

Last Day of Work: _____ Date form completed: _____

Manager's Name and Title: _____

Manager's Signature: _____

This is the City College's template for the Off-Boarding process. The Manager/HR Liaisons and/or designees should use this document as a guide when off-boarding an employee.

TO BE COMPLETED BY DIRECT SUPERVISOR/MANAGER/HR LIAISON

- Secure resignation letter or notice of separation from employee
- Notify Human Resources of the separation
- Notification to Dean, Vice President or Department Head of employee's departure
- Initiate off-boarding process by sending employee the Employee Separation Form
- HR/PAF-Form (complete a PAF form D for part-time time staff only)
- Secure completed Employee Off-Boarding Checklist (Appendix 3)

Cancellation of Memberships, Licenses and Contracts

- Travel/purchasing card
- Cell phone
- Other

Action Items upon Employee's Departure

- Retrieve CCNY cell phone
- Remove employee from email/active directory
- Re-image computer
- Remove employee mailbox
- Remove nameplate
- Remove employee from department organizational charts

APPENDIX 2
EMPLOYEE SEPARATION SIGN-OFF FORM

Instructions: Signatures to be secured by separating employee from the following areas prior to the employee's last day. An employee's final paycheck will be processed after all signatures are obtained and this form is submitted to the Human Resources Office (Shepard Hall, Room 50) on the employee's last day on campus. Human Resources will be the last signatory.

Employee Name: _____ **Title:** _____
Employee CCNY Email Address: _____ **CUNYfirst Empl. ID:** _____
Supervisor Name: _____ **Last Day on Campus:** _____
Department/Office: _____ **Separation Date (if different):** _____
Transferring to another CUNY Campus: _____ **Name of Campus:** _____

Signature Date

Immediate Supervisor _____

- Ensure required assignments are completed prior to employee's last day
- Approve final timesheet(s); contact Time and Leave Team/HR to determine if there are any missing timesheets
- Collect college equipment (s) and any other CCNY devices belonging to the unit
- Cancel access to any electronic systems maintained within department/unit
- Indicate any keys to be returned to Public Safety (Yes____ or No____)

Information Technology (NAC, Room 4/225) _____

Direct all system access personnel to remove employee access

Security (NAC, Room 4/201) _____

Collect the employee's keys, ID, building access card and parking permit

Human Resources (Shepard Hall, Room 50) _____

- Conduct exit interview
- Inform employee of benefit continuation rights and responsibilities
- Secure final timesheet and initiate payroll termination process

APPENDIX 3
EMPLOYEE OFF-BOARDING CHECKLIST

(Including Affiliates and Research Foundation)

Employee Name: _____

Resignation Effective Date: _____

Department: _____

Manager's Name and Title: _____

Last Day of Work on Campus: _____

The following items must be submitted to the department designee prior to the employee's last day on campus:

- Letter of Resignation
- Employee CCNY ID/Badges
- Keys (i.e., office, labs etc.)
- Access/swipe card(s)
- Travel/purchasing card(s)
- Outstanding expense reimbursements
- College property/equipment (e.g., cell phone, iPad, laptop)
 - o _____
 - o _____
 - o _____

Additionally, the following actions must be completed by the employee prior to the last day on campus:

- Return files and/or documents to the department designee
- Schedule Exit Interview with a Human Resources representative
- Consult with College Benefits Officer for benefits inquiries (e.g., retirement, health insurance, COBRA etc.)
- Submit final timesheets to timekeeper in order to confirm balance of remaining vacation days
- Submit completed Employee Separation Sign-Off Form for signatures, and hand in to Human Resources
- Clear voicemail and telephone access
- Update and/or confirm current contact information
- Other _____
- Other _____
- Other _____

Employee Signature

Date

Signature of Department Head

Date

**The employee, as well as the Department Head, must sign this document to verify that all property has been turned in.*

APPENDIX (4)

STAFF EXIT – BUSINESS CONTINUITY DESIGNATION FORM (Page 1)

Instructions: Please complete the form for all departing employees. Section 2 must be completed to indicate interim or designated staff member for emails, critical functions and access to data files. Forward the completed form with signatures to the Office of Information Technology and the Office of Human Resources.

Section 1:

Name (Last Name, First Name, Middle Initial)	Department	Date	

Employment Type (check all that apply)	Title	Empl ID	
<input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Adjunct <input type="checkbox"/> College Assistant			

CCNY E-mail (e.g.: jsmith@ccny.cuny.edu)	Separation Type (check only one)	Effective Date	
	<input type="checkbox"/> Dept. Transfer <input type="checkbox"/> Resignation <input type="checkbox"/> Termination <input type="checkbox"/> Retirement <input type="checkbox"/> Other		

Administrative Computing TSM (Temporary Services) <input type="checkbox"/> Yes <input type="checkbox"/> No PAP (OTPS) <input type="checkbox"/> Yes <input type="checkbox"/> No Job Requisition (HR) <input type="checkbox"/> Yes <input type="checkbox"/> No Online Directory <input type="checkbox"/> Yes <input type="checkbox"/> No	Network Access VPN Account <input type="checkbox"/> Yes <input type="checkbox"/> No Data Center Access <input type="checkbox"/> Yes <input type="checkbox"/> No Lyris <input type="checkbox"/> Yes <input type="checkbox"/> No Web Panel <input type="checkbox"/> Yes <input type="checkbox"/> No SIMS-Secure FTP Server <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, include FTP ID: _____</i> RACF: SIMS, SFA, BAS <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, include ID: _____</i> College issued Mobile Phone: <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, please provide number:</i> _____ (____) _____
CUNYfirst General Ledger, Procurement <input type="checkbox"/> Yes <input type="checkbox"/> No HCM/Campus Solutions <input type="checkbox"/> Yes <input type="checkbox"/> No CRM <input type="checkbox"/> Yes <input type="checkbox"/> No Reporting Financials <input type="checkbox"/> Yes <input type="checkbox"/> No Reporting HR/Campus Solutions <input type="checkbox"/> Yes <input type="checkbox"/> No EPM Other: _____ <input type="checkbox"/> Yes <input type="checkbox"/> No	
CUNY Portal <input type="checkbox"/> Yes <input type="checkbox"/> No Operations Systems Email/Active Directory Account <input type="checkbox"/> Yes <input type="checkbox"/> No Web Checkout System <input type="checkbox"/> Yes <input type="checkbox"/> No	

APPENDIX (4)

STAFF EXIT – BUSINESS CONTINUITY DESIGNATION FORM (Page 2)

Section 2: To be completed as applicable for business continuity and designation of interim Staff

1. Email Forwarding/Message:

Name: _____ Title: _____

Email address (Interim Staff): _____

Effective Date: _____

2. List critical functions/roles performed by departing staff member and the authorized interim staff designee (ex. Procurement approver; signatory for timesheets etc.)

Function 1: _____

Designee/Contact Person: _____

Function 2: _____

Designee/Contact Person: _____

Function 3: _____

Designee/Contact Person: _____

3. List designee or interim staff member for access to data files:

Name: _____ Title: _____

Approved by Department Head: _____ Date: _____

List of applicable CUNYfirst forms that must be completed for interim staff designee(s):

1. Campus Solutions Access Request Form for Wave 1 - 4 Schools <pdf>
2. Procurement Access Form <pdf>
3. Procurement P-Cards <pdf>
4. Procurement Travel & Expense <pdf>
5. Financials Reporting Access Request Form <pdf>

APPENDIX (5)

Summary of Procedures

The chart below outlines roles and responsibilities of departments when an employee leaves the college.

Responsible Unit	Responsibilities
Department (Dept. Head or Employee Supervisor)	<ul style="list-style-type: none"> -Inform HR or Program Administrator* of employee's departure. -Initiate staff exit process using Manager Off-Boarding checklist (Appendix 1) -Provide Letter of Resignation to HR. -Ensure required assignments are completed prior to employee departure. -Contact HR to determine if timesheets are up-to-date, and approve final timesheet(s). -Cancel access to any electronic systems maintained within Dept./Unit (Applicable only to internal departmental systems). -Collect ID card, college properties, and keys and sign off on Employee Separation Sign off Form (appendix 2). -Collect CCNY purchase & travel cards and notify the Business Office for cancellation.
Human Resources	<ul style="list-style-type: none"> -Initiate exit process. -Conduct exit interview. -Inform employee of benefit continuation rights and responsibilities. -Secure final timesheet; calculate outstanding balances and payout annual leave as applicable -Initiate final payroll check process.
IT	<ul style="list-style-type: none"> -Disable network access, emails, CUNYfirst roles and other system access upon notification from Human Resources or Program Administrator. - Update Email/Active Directory. - If person is retiring, assign retiree e-mail address if requested. - CUNYfirst: alternate designee is assigned as applicable.
Public Safety	<ul style="list-style-type: none"> -Disable building access card and collect parking permit. - Collect keys and ID cards during off-business hours.
Finance	<ul style="list-style-type: none"> - Cancel travel and/or purchasing cards upon notification from department or HR. - Submit CUNYfirst User Access Form (see Appendix 4 for details) to IT to turn off CUNYfirst financial modules as applicable.
Library	<ul style="list-style-type: none"> - Ensure the return of outstanding books and payments of any outstanding dues (upon notification from Human Resources or Program Administrator).
Property Management	<ul style="list-style-type: none"> -Ensure that the college property assigned to the staff member is collected.
Facilities	<ul style="list-style-type: none"> -Review office space/work station for any cleaning, repairs and/or painting needs. -Collects keys

*Program Administrator includes Research Foundation and key contacts for related entities (Alumni, City College Fund, Auxiliary Services, etc.)