

# Welcome to Extension

## New Staff Orientation Packet



University of Kentucky  
College of Agriculture,  
Food and Environment  
*Cooperative Extension Service*

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# Introduction

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Welcome to the University of Kentucky Cooperative Extension Service!

This handbook has been developed to support you through your orientation period as a new employee by answering your questions, letting you know what to expect, and providing you with information about where to go when resources are needed.

The University of Kentucky Cooperative Extension provides Kentucky citizens with research-based education and information, enhancing their ability to make informed decisions that strengthen youth, families and communities, sustain natural resources, and improving the economy. We reach millions of Kentucky residents each year with educational programs in Agriculture & Natural Resources, Family & Consumer Sciences, 4-H Youth Development, and Community & Economic Development.

As a University outreach program, we have a network of professional Extension staff located in all 120 counties in Kentucky. We work with local volunteers and specialists to design and conduct educational programs that meet societal, environmental, and economic needs. As part of the national land-grant university system, we also access knowledge and expertise of other state land-grant universities throughout the United States.

As you embark on your Extension career, we want to ensure that you have the tools to be successful in your role.

Welcome to the Extension Family!

# Getting Started

This staff handbook is here to help you become familiar with working at the University of Kentucky. As a UK employee, you are responsible for staying up to date with relevant policies, procedures and practices that govern and affect your employment.

You will want to familiarize yourself with the facility. You should locate your personal workspace, meeting rooms, workrooms, restrooms, breakrooms, mailboxes and emergency exits.

Become familiar with [CES website](#) and program area websites and review the [Extension Manual](#) as well as the University of Kentucky [Human Resources policies](#).

The [County Extension Office Procedures Manual](#) is an online resource for county extension agents and support staff to use in the operation of the County Extension Office. It also has information related to procedures that county support staff and county extension agents should follow on a routine basis when carrying out their responsibilities as an extension employee.

## Onboarding

The county staff will help you get adjusted to your new position. They have established a training schedule and they will get you a completed copy of this schedule on your first day.

Monday		Tuesday		Wednesday		Thursday		Friday		Master Topic List	
Topic	Person	Topic	Person	Topic	Person	Topic	Person	Topic	Person	Topic	Person
Computer/Email Setup	AED	Customer Service	Staff	Soil Testing	Staff	In-services	Staff	Credit Card	Staff	Important Dates	All Staff
Office Tour/Location of Items	AED/Staff	Cash handling	Staff	CAIP	Staff	Event Sign-up	Staff	Newsletters	Staff		
Paperwork	AED	Copier Use	Staff	4-H Online	Staff	County File	Staff	Social Media (Facebook)	All Staff		
Lunch - Out	All Staff	Time Submission/Working Time	Staff	Client Protection Process	Staff	KERS	Staff				
Phone Calls	Staff	Receipt Submission (Treyton)	Staff	Equipment Rental/Check-out log	Staff						
		Extension 101	Staff	Google/OneDrive/Google Calendar	Staff						
		Supply Ordering	Staff								

## New Employee Orientation

All employees hired into regular positions are required to complete the online University New Employee Orientation (NEO) in [myUK Learning](#) within 30 calendar days of their first date of employment. You will receive an email letting you know the orientation has been assigned to you. It is highly recommended that you attend this orientation on the first day on the job. During this session, you will receive information pertaining to benefits, University policies, and an overview of campus.

For questions about University New Employee Orientation, please email [newemployeeorientation@uky.edu](mailto:newemployeeorientation@uky.edu).

# Mentor Program

We want to provide new employees with the resources they need to be successful in their role. Mentors help support mentees as they become acclimated to their position by providing peer-to-peer interaction, sharing best practices and helping the new employee understand the organizational structure of the college and where the mentee's position fits into that structure. The length of the program is six months. Information about the Mentor Program can be found [here](#). You should receive an email from Melissa Howard with information on the Mentor Program. If you have any questions or would like to participate, email [agbusinesscenter@uky.edu](mailto:agbusinesscenter@uky.edu).

# Work Schedule

Support staff members are non-exempt, hourly employees (called “bi-weekly” employees) and must accurately record all hours worked. Hourly employees must follow the work schedule as assigned by their supervisors.

# Dress Code

Follow the "[Guide to Attire for Extension Employees](#)". Extension Professional Attire can be broken down to three levels. Level 2 will typically be the dress code in the extension offices. If you find yourself attending an event outside the office or have questions, you can refer to this guide.

# MyUK

MyUK is the employee self-service website. In myUK you'll have access to major feature areas such as Employee Search, Benefits and Payment, Training, Working Time and Personal Information. Login to the myUK ESS portal at [myuk.uky.edu](http://myuk.uky.edu). For more information on getting started with myUK, you can view this [UK ITS Technology Help Center article](#).

# Two Factor Login

Those with linkblue credentials (including, but not limited to, students, faculty, and staff) will be required to enroll in [Two-Factor Log-In](#) to access protected applications and systems. Currently, myUK is the only system that is utilizing Two-Factor Log-In.

# IT Assistance

You can access help with Information Technology Services at <https://www.uky.edu/its/>. Additionally, Extension IT offers many training resources at <https://learningservices.ca.uky.edu/>. Each office is assigned an IT employee to help with any assistance you may need.

## UK Alert

All University of Kentucky students, staff, and faculty are automatically registered in UK Alert with their official university e-mail address. If you wish to receive alerts only via your UK e-mail address, no further action is needed on your part. You may add additional contact information to receive simultaneous messaging at other locations, including your home phone or mobile device.

## Direct Deposit

Rather than receive a paycheck for each pay period, all UK employees are required to participate in direct deposit as the method to receive their paycheck. This simply means that employee pay is deposited directly in a designated bank account each bi-weekly or monthly pay period. However, employees may access documentation for every pay period, including salary and deductions, online through SAP Employee Self Service (ESS) in myUK. Direct Deposit can be set up on ESS using these [instructions](#) once you begin employment. Employees are encouraged to review your earnings statement online each payday to verify your pay, deductions and tax information is accurate.

## Vacation Leave

The University provides vacation with pay to any regular staff employee with a full-time equivalent (FTE) of 0.5 or greater. Vacations are to be scheduled at times that are convenient to the department and with consideration of the employee's preference. Note: The University encourages an employee to schedule at least five days of vacation leave consecutively, resulting in at least one full week of meaningful time off.

### Vacation Allowances

Regular full-time employees in the following groups and employed on or after 07/01/83 are provided annual vacation allowances as follows.

1. Any administrative and professional staff employee earns vacation as follows:
  - a. 15 days each year during the first five years of continuous service, and
  - b. 20 days each year during the sixth year and each year of continuous service thereafter.
2. Any office and clerical, service and maintenance or technical and scientific staff employee earns vacation as follows:
  - a. 10 days each year during the first three years of continuous service,
  - b. 15 days each year during the fourth through the ninth year of continuous service, and
  - c. 20 days each year during the tenth year and each year of continuous service thereafter.

To access the Leave Benefit Calculator click [here](#).

## Temporary Disability Leave

[Temporary Disability Leave \(TDL\)](#) (sick leave) is available for regular staff with a full-time equivalent (FTE) of 0.5 or greater. It is the intent of this policy to provide leave for staff who have an illness or injury which prevents them from performing their jobs on a temporary basis, or to care for eligible family members within the guidelines of this policy.

TDL accrues at the rate of one day per month for regular full-time employees who are paid on a monthly basis. TDL accrues at the rate of 0.46 days per pay period for regular full-time employees who are paid on a bi-weekly basis.

To access the Leave Benefit Calculator click [here](#).

## Request for Leave

You will submit a request for Leave in ESS on myUK. Step by step instructions can be found [here](#).

## Submit Working Time

You will [record your working time](#) in ESS on myUK each week. Find instructions on how to enter working time and leave requests on the mobile MyUK app [here](#). The Business Center has put together some time entry/leave requests [Tips & System Messages](#). You can [view your pay statements online](#) at MyUK as well.

## Holidays

The UK [Holiday Schedule](#) is available online. You will need to submit holiday time in MyUK. [HR Policy and Procedure #83](#) covers Holiday Leave.

## Work Life

[Work Life](#) provides valuable information on work life management, caring for older adults and flexible work schedules. Work life offers a variety of support and resources. You can check their [calendar](#) for any upcoming events they have scheduled.



# Benefits

The University of Kentucky is proud to offer a benefits package that helps us recruit and retain the very best staff. Along with your pay, your benefits package is a major component of your total compensation at UK. These benefits include our match on eligible retirement contributions; competitive health, dental, and vision coverage; tuition benefits for classes at UK, and much more.

You will receive the regular paid leave benefits (e.g. temporary disability leave, vacation leave and holiday leave) available to all employees who are similarly situated. The university also generously contributes to UK employees' retirement plans, medical coverage, life insurance, and long-term disability (after one year). In addition, UK offers optional benefits such as dental, vision, additional retirement opportunities and much more. To learn more about these benefits, please visit: <https://www.uky.edu/hr/benefits>.

New employees wishing to acquire insurance must enroll within 30 days of their hire date. Please see: [How Do I Enroll in UK Benefits?](#) for information about how to enroll online or on paper. If you do not enroll within 30 days, you may enroll during the next open enrollment window or within 30 days of a qualifying family status change.

Health insurance coverage begins the first day of the month. If your employment date is the first day of the month and your enrollment papers have been turned in, your coverage will start immediately. If your start date is other than the first day of the month, your coverage will start on the first of the following month, provided your enrollment forms are received.

There are many additional benefits to UK employees. You can see a list of additional benefits and well-being options at <https://www.uky.edu/hr/hr-home/more-benefits-and-well-being>

[LiveHealth Online](#) is available for all UK health insurance plan members through Anthem. This service allows you to connect with a medical professional online or download the app to your mobile device.

The [CES Manual](#) also has a link to benefits information that you may find useful.

# General Secretarial Duties

Policies for [General Secretarial Duties](#) are found in the County Office Procedures.

## Phones

Most staff positions will include a component of answering phones. You will need to speak clearly, slowly and distinctly and state your county and your name. Refer to the [County Offices Procedures](#) for information on placing and transferring calls and taking messages. We ask that you avoid lengthy personal calls in the office. While personal calls are at times unavoidable, long chatty conversations are not only out of place but also wasteful of time that belongs to the office,



not to the employee. Telephone chatter annoys other people in the office who cannot help overhearing and interrupts the routine of office procedure and ties up the lines.

## Mail

You will want to familiarize yourself with the mail locations and procedures in the office. The County Extension Secretary can help see that general correspondence is taken care of promptly by performing the following:

1. In-Coming Mail
  - a) Open, date (of receipt), and sort by: (a) requires immediate attention, or (b) review when possible. Any mail marked personal or appearing of a personal nature should be distributed unopened.
  - b) Distribute to the appropriate person.
  - c) After consultation with the appropriate Extension Agent, the Secretary can often make replies to requests for bulletins, leaflets, etc., therefore, disposing of these matters efficiently and promptly. Always notify the Extension Agent of action taken.
2. Out-Going Mail
  - a) Personal letters should be completed and mailed daily.
  - b) Circular letters, newsletters, etc., should be labeled for date of mail out and mailed on that date. Often a portion or all of a mailing such as this can be done in advance. Example: Envelopes could be addressed during a slack time.
  - c) Large mailings should be sorted and labeled by route or post office when possible.
  - d) Refer to Penalty Mail and other postal procedures for information on using Penalty Mail, postal meters and reducing mail costs.

You may be asked to assist in maintaining the county mailing lists. You should purge all mailing lists at least once a year. Correct the lists during the year when changes occur or mail is returned. You should have lists designated by gender and race for affirmative action records.

Be sure to follow all [Mailing Guidelines](#).

## Email

Email services are provided on University-owned computing and networking systems to further the University's mission of research, instruction, and public service. Use of email should be consistent with this mission and this policy.

The county's email address has special significance. Often a single copy of a message is sent only to the county's address instead of sending copies to each of the individuals in the county. It should be the assigned duty of one individual to check the county's mail periodically (at least daily), and to share any incoming messages with the appropriate individuals in the office. This may be done either by posting a printed copy of the message for all to see, or by forwarding an electronic copy to the appropriate individual(s).

If you are out of the office you should set your email out of office and remember to turn it off when you return.

Follow this link to create a UK email signature block:

<https://www.uky.edu/prmarketing/branding-tools/email-signature-generator> and then copy and save that block to your signatures following these steps:

[https://cafebusinesscenter.ca.uky.edu/files/ms\\_outlook\\_signature.pdf](https://cafebusinesscenter.ca.uky.edu/files/ms_outlook_signature.pdf).

## Tuition Assistance

Eligible employees may participate in [Tuition Assistance Programs](#). Only one educational benefit program can be utilized in a given semester.

The University encourages self-improvement and career growth of regular, full-time employees through supplemental educational courses and programs of study. Under the Employee Education Program (EEP), UK employees may take advantage of tuition benefits at the University of Kentucky. Enjoy the benefits of the EEP by receiving tuition waiver for UK coursework in order to further your career development, pursue other academic interests or build coursework for the foundation for career change or advancement.

The Family Education Program (FEP), eases tuition costs by utilizing the tuition and mandatory fee discount now available to eligible family members of regular full-time employees. The discount is applied toward undergraduate coursework and is determined by the employee's years of service.

## Money Handling

Our policies are intended to protect all cash receipts as well as all employees involved with cash handling. You will need to follow strict CES guidelines at all times.

<https://ces-manuals.ca.uky.edu/content/money-handling-procedures>

[https://cafebusinesscenter.ca.uky.edu/files/cash\\_handling\\_0.pdf](https://cafebusinesscenter.ca.uky.edu/files/cash_handling_0.pdf)

## Purchasing and Disbursements

All Extension Offices are delegated procurement authority for ordering goods and services. You will be required to follow the [policies and procedures](#) for purchases and disbursements at all times.

# Travel Services

Travel Services is here to provide cost effective and efficient travel arrangements for official University business travel and to process travel reimbursement within a timely manner. You will need to follow all travel guidelines. You can find additional information [here](#).

## Concur

SAP Concur is used as the university's expense management system for travel expense reports and non-travel procurement card expenses. To access Concur, go to <https://myuk.uky.edu/irj/portal> and sign in with your linkblue ID, select the Employee Self Service tab and choose the Concur menu option. The [Concur Travel and Expense Management](#) website can be used to provide policy information, quick reference guides and frequently asked questions. If you have questions about the Concur system you can e-mail [ConcurExpense@uky.edu](mailto:ConcurExpense@uky.edu).

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## Trainings and Information

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- Minors on Campus Training - send pdfs of the 3 certificates of completion to Dora Collins at [djc@uky.edu](mailto:djc@uky.edu)
- Civil Right Training – complete all 4 modules. The direct link to the course is <https://uk.instructure.com/enroll/AF9RCH>. You may also access it using the link in myUK Training.
- Approved I-9 Signer training
- Extension Technology Training on Stream (OneDrive, Drupal, Office 365, Windows 10, Microsoft Teams, Webinars) - <https://web.microsoftstream.com/group/078fd5b2-8ce5-4775-b9f3-a4d9be2b0e93>
- Online technology training: Drupal, Office365, Qualtrics Tutorials, <http://learningservices.ca.uky.edu/>
- Quickbooks training is available at <http://cafebussinesscenter.ca.uky.edu/content/quickbooks-online-0>

*UK Human Resources – Training and Development (available through MyUK Learning)*

- Using Time Wisely [30-minute online training]
- Identify and Address Workplace Bullying [30-minute online training]
- Meeting Focus WBT [30-minute online training]

*UK Information Technology (available through MyUK Learning)*

- Browsing Safely
- Email, Phishing and Messaging

The Business Center has created a number of video tutorials that may be beneficial. You can find those videos [here](#).

You can sign up for the following trainings in MyUK. Basics of Diversity (Virtual) (VIRTUAL HR-TD-PD-BOD) and Communicating With Success (Virtual) (VIRTUAL HR-TD-PD-CWS).

Discrimination, Harassment and Sexual Misconduct: What you need to know (required for both campus and UK HealthCare employees)

On-demand and online learning opportunities are available at <https://www.uky.edu/hr/training>