University of Massachusetts Lowell

Policy Title:	Employee Off-boarding Policy
Policy Number:	HR-4-101
Effective As Of:	10/1/2016
Next Review Date:	10/1/2017
Responsible Office:	Human Resources and Equal Opportunity & Outreach (HR/EOO)
Responsible Position:	Director, Employment Services

I. Policy Statement

If an employee separation occurs (resignation, termination, retirement, transfer, etc.), certain steps should be taken to successfully exit the employee. This policy governs the off-boarding process to ensure a smooth transition for both the departing employee and the University.

II. Purpose

An effective and consistent off-boarding process plays an important role in protecting the interests of both the university and exiting employees. In addition to paying attention 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 their experience here at the University.

- ☐ 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 and gives an employee the opportunity to ask questions
- ☐ Helps maintain and promote our reputation as an employer of choice
- ☐ Provides employees with an organized way to wrap-up and transfer projects

III. Scope

This policy applies to all full-time, part-time/temporary employees, contingent workforce and contractors paid by the University who terminate/separate from the University. Certain conditions might apply when an employee is terminated from employment involuntarily.

IV. Definitions

Off-boarding: The process of effectively transitioning a departing employee and integrating their replacement.

V. Procedures

The purpose of this section is to outline the notification process and the expectations on collecting assets and removing access when an employee separates from the University.

TERMINATION PAPERWORK

The **supervisor** should email Benefits@uml.edu when an employee separation occurs (resignation, termination, retirement, transfer, etc.). If the employee is voluntarily resigning or retiring, a letter from the employee should accompany the email notification. Completed checklists (Manager Off-boarding checklist/Faculty & Staff Off-boarding Checklist) should be forwarded to Human Resources and Equal Opportunity & Outreach to be included in the employee personnel file. Benefited employees will receive Benefit entitlements upon separation of employment. Non-benefitted employees should contact the Benefits office for withdrawal of their SMART plan funds (if applicable).

UNIVERSITY ASSETS

Employees are required to turn in all University property to their supervisors, including identification, ProCard, keys, tools, computers, mobile and cellular devices or other equipment on or before their last day of work.

The **direct supervisor** is required to ensure that all University property from the employee is collected or returned to the appropriate area. The Off-boarding checklist should be completed before or on the last day of employment. When employees transfer between departments at the university, the guidelines must also be followed to promote consistency and compliance.

The **direct supervisor** is required to contact Information Technology (978-934-4357) to ensure all computer-related assets are collected and dispositioned appropriately. This includes, but not limited to, desktops, laptops, mobile devices, and external hard drives.

NETWORK/SINGLE-SIGN-ON (SSO) ACCESS

Access to services that utilize UMass Lowell's Single-Sign-On credentials are automatically removed on the 15th day following the termination date. This includes, but not limited to, access to email, network file shares, and PeopleSoft applications (Finance, HR Direct, SiS).

If there is a need to terminate enterprise system access in a more expedited fashion, a request can be made to either the Information Technology Service Desk (978-934-4357) or directly to Information Security at infosec@uml.edu. Individuals who meet the criteria for *University Retiree* status may contact the IT Service Desk to coordinate continued access to those services available to employees who retire from the state.

If continued access to network services or applications (i.e. email) is required for a departed employee, the **Sponsored Guest** form may be utilized. Additional information regarding this form can be found the Human Resources website, Payroll Services forms.

OTHER SYSTEMS

The **direct supervisor** is responsible for ensuring that technology access to departmental and services not utilizing enterprise credentials (i.e. local accounts) are disabled in a timely manner. It is advised that individual access to these systems is documented via the new hire checklist or other consistent methods within the department.

UCAPS AND PARKING DECAL

Upon HR/EOO notification of employment termination, resignation or retirement, the UCAPS office deactivates the employee's access to facilities and parking lots. The direct supervisor is responsible for collection and destruction of the employees UCard and parking decal. The direct supervisor should send an email to the UCAPS office at ucaps@uml.edu notifying them of the collection and destruction of the UCard and parking decal.

If the employee is changing employment status (i.e. full-time status to part-time status) the UCard should not be collected and disposed of. The UCard should remain with the employee and the employee should apply for a new parking decal at the UCAPS office at University Crossing.

Note: Collection and destruction of UCards and parking decals does not apply to student employees.

VI. Responsibility

Human Resources is the responsible organization for implementing the provisions of this policy. The Director of Employment Services is the designated point of contact for this policy.

VII. Attachments

Manager Off-boarding Checklist
Faculty & Staff Off-Boarding Checklist
Off-boarding: Knowledge Transfer Guide
Sample Work Transition Toolkit for Managers

VIII. Related Policies, Procedures and Announcements

UCard Policy, AS-1-138

IX. Approval and Effective Date

On file with the Policy Office.

MANAGER OFF-BOARDING CHECKLIST

Employee Name	Employee Title	
Last day worked	Manager Name	Office Location

TO BE COMPLETED BY DIRECT SUPERVISOR

☐ Email notifying department/division of employee's departure

☐ Email notifying HR/EOO of employee's last day or work (including resignation letter – if applicable) - Send to Benefits@UML.edu

☐ Complete Manager off-boarding checklist

☐ Review Manager off-boarding/transition toolkit (Excel document)

COLLECTION & CANCELLATION OF MEMBERSHIPS, LICENSES & CONTRACTS

☐ Procard (AP)   ☐ Other: _____

☐ AT&T/Verizon   ☐ Other: _____

☐ Other: _____   ☐ Other: _____

ACTION ITEMS UPON EMPLOYEE'S DEPARTURE

☐ Reset/Return/Dispose of cell phone/ tablet/keys/UCard

☐ Reimage/Return computer/laptop (home/office)

☐ Remove employee from departmental contact list and website

☐ Remove employee from organizational charts

☐ Remove employee access permissions to network file shares

☐ Remove employee access permissions to all ERP systems (SiS, HR Direct, Finance)

☐ Remove employee local computer accounts, if any

☐ Change passwords to shared accounts, if necessary

FACULTY & STAFF OFF-BOARDING CHECKLIST

(INCLUDING TEMPORARY EMPLOYEES, CONTINGENT WORKFORCE AND CONTRACTORS)

Employee Name	Department	
Title	Office Location	Last Day Worked

Prior to an employee's last day of employment at the University, please review the following checklist to ensure that all applicable university property has been collected. The employee and supervisor must sign this form to verify that all property has been returned.

☐ Letter of resignation/retirement (if applicable)
☐ Keys (i.e., suite, office, car)
☐ Employee UCard/Access cards/Parking decal
☐ Return Procard, Original signed Procard statements from last 3 years with original receipts
☐ Reconcile outstanding expense reimbursements
☐ Equipment (i.e., cell phone, laptop, mobile storage devices)
☐ Create Out of Office Message (OOM) for email account, if necessary
☐ Files, documents, emails have been provided to supervisor/colleague
☐ University property (i.e., books, Procard purchases, tools, uniforms, etc.)
☐ Exit interview should be scheduled with Director of Employment Services in HR/EOO
☐ Refer Benefits questions to Benefits Office (retirement plans, health insurance/COBRA, etc.)
☐ Forward voicemail and telephone password to supervisor
☐ Other _____
☐ Other _____
☐ Other _____

_____   _____
Employee/Sponsored Guest
Signature   Date

_____   _____
Manager
Signature   Date

OFF-BOARDING: KNOWLEDGE TRANSFER GUIDE

To provide for an orderly transition of responsibilities, it is beneficial for managers to dedicate time to collaborate with a departing employee to document current/outstanding projects, upcoming deadlines, contact information for outside vendors, and other institutional knowledge that might be lost during the transition. Below are some suggestions for documenting information for a smooth transition.

Consider asking the employee to provide:

1. A project status report which might include:

    a. A list of all current, outstanding, and important upcoming projects, deadlines and tasks, including contact information for members of committees/taskforces

    b. A list of ongoing regular tasks or open items currently in progress

2. A list of key people (internal/external) that the employee currently interacts with

3. Compilation of specific files/records/emails related to current or past projects

4. Have employee create a .pst file of all work related emails. Instructions can be found here: https://www.uml.edu/docs/create-pst.pdf

Please Note:

If access to the employee's computer files and/or emails is required to ensure business continuity ***after the employee leaves, the manager must coordinate with Information Technology and Human Resources.***