

## HR Frequently Asked Questions

### General

- **What is the effective date of HR's transition from an HR generalist model to an HR Specialist model?**
  - The changes are effective January 1, 2023
- **Who do I contact to review my official HR/Personnel file?**
  - Please e-mail [hr@csusm.edu](mailto:hr@csusm.edu) to submit your request
- **I have an HR question but don't know who to contact. What should I do?**
  - Please review the "Meet the Team" page at [HR | About | Directory](#) for a description of functions assigned to each team member. After reviewing this page, if you are still unsure about who to contact, please feel free to e-mail [hr@csusm.edu](mailto:hr@csusm.edu) or call 760-750-4418.
- **Where do I go for questions about specific areas of Human Resources (e.g. Benefits, Classification & Compensation Services, Employee & Labor Relations, and Talent Acquisition)?**
  - Please review the "Meet the Team" page at [HR | About | Directory](#) for a description of functions assigned to each team member. You can also find general information on the HR website at [www.csusm.edu/hr](http://www.csusm.edu/hr).
  - If your question is still not answered, please e-mail the resource mailbox for the specific function you are inquiring about or e-mail [hr@csusm.edu](mailto:hr@csusm.edu).
- **Who is my Payroll Technician?**
  - Please review the "Department Assignments" page at [Payroll | Deptassignments](#) to find the Payroll Technician assigned to your department.
- **Who do I contact if I want to hire an Independent Contractor?**
  - Please visit the Procurement website at [Independent Contractor | Procurement & Contracts | CSUSM](#) to get started.
- **I am resigning from CSUSM, who do I contact to separate from the University?**
  - Once you have notified your immediate supervisor, you may contact [hr@csusm.edu](mailto:hr@csusm.edu) for further assistance with the exit process.
  - Separating employees can also review information about the [Staff Sign-Out Process](#) on the HR website.
- **Where do I send my employment verification request?**
  - You may send your request to [payroll@csusm.edu](mailto:payroll@csusm.edu)
- **Who do I contact if I want to hire a volunteer?**

- You can find general information about the volunteer process on the HR website [Volunteers | Human Resources | CSUSM](#). You may also contact HR at [hr@csusm.edu](mailto:hr@csusm.edu) with your questions.
- **How do I change my address?**
  - Address changes can now be made directly through the self-service portal at [my.csusm.edu](http://my.csusm.edu). Please contact [hr@csusm.edu](mailto:hr@csusm.edu) or [payroll@csusm.edu](mailto:payroll@csusm.edu) with questions.

## Talent Acquisition

- **What is Talent Acquisition?**
  - Talent Acquisition at CSUSM is a team of HR professionals responsible for supporting the campus with attracting and recruiting talent to fill staff and management positions at CSUSM. To contact a member of the Talent Acquisition team please review “Meet the Team” page at [HR | About | Directory](#) page to find the Talent Acquisition HR Analyst assigned to your division or you can e-mail [talentacquisition@csusm.edu](mailto:talentacquisition@csusm.edu).
- **Who do I contact if I have a question about my recruitment?**
  - Please review the “Meet the Team” page at [HR | About | Directory](#) to find the Talent Acquisition HR Analyst assigned to your division or you can e-mail [talentacquisition@csusm.edu](mailto:talentacquisition@csusm.edu).
- **Where can I check the status of my application?**
  - Please e-mail [talentacquisition@csusm.edu](mailto:talentacquisition@csusm.edu) or call 760-750-4418
- **I work for CSUSM and need to submit a request to have a position filled. Where do I begin?**
  - Please review the “Meet the Team” page at [HR | About | Directory](#) to find the Talent Acquisition HR Analyst assigned to your division or you can e-mail [talentacquisition@csusm.edu](mailto:talentacquisition@csusm.edu).

## Classification and Compensation

- **Where do I get information on In-Range Progressions, Reclassification and/or other compensation actions?**
  - You can find process information on the HR website at [www.csusm.edu/hr](http://www.csusm.edu/hr). You may also contact the classification and compensation team members at [classandcompservices@csusm.edu](mailto:classandcompservices@csusm.edu).
- **I submitted an In-Range Progression request and want to check on the status. Who should I contact?**
  - Please review the “Meet the Team” page at [HR | About | Directory](#) to find the Classification/Compensation HR Analyst assigned to your division or you can e-mail [classandcompservices@csusm.edu](mailto:classandcompservices@csusm.edu).