FAQ Guide for New Employee Orientation (NEO)

Q: Who should attend NEO?
A: Any NE, rehire who has more than a 6 month gap in service OR is switching campuses, should attend NEO at their primary campus.

Q: When should NE's attend NEO?
A: NE’s should attend NEO within the first 31 days of hire as this is the benefits enrollment period. It is strongly encouraged that NE’s attend NEO within the first two weeks of employment. This helps ensure a smooth welcome and orientation experience.

Q: How will NE's know where to go?
A: NE’s receive a Reminder Email -- to the email address in the registration form -- the Monday prior to their NEO registration date. This Reminder Email includes location & date information as well as important links for orientation. This information is also included in the automatic Registration Confirmation Email that both the HR BP and the NE receive upon submitting the form.

Q: Who receives the Registration Confirmation Emails?
A: The HR BP and the NE will receive an automatic Registration Confirmation Email when the form is submitted. NE’s receive an additional Reminder Email from our office the Monday prior to their NEO date.

Q: I don't see a session date listed for NEO. What do I do?
A #1: Select the campus to reveal session date options.
A #2: If you still no not see a session date listed (and you know that NEO is typically delivered that day), it means that session date has reached max capacity and is closed to additional registrations. Select the next available date that works for your NE and is within the 31 days of hire guideline.

Q: When is NEO held?
A #1: At Anschutz, NEO is delivered every Wednesday of the month except the final Wednesday of the month. This will mean that sometimes NEO run's 3x per month or 4x per month.
A #2: At Denver, NEO is delivered the first Thursday of the month.
A full schedule of NEO dates may be view on the Central HR website under Resources for Employees > Employee Performance & Development > Required Trainings and then select New Employee Orientation. Or click here.

Q: Where is NEO held?
A: NEO is held in different places depending on the date and campus. Below is a list of typical NEO locations. However, these locations are subject to change. This list can also be found on our website here. NE’s will receive Reminder Email’s the Monday prior to their NEO that includes date & location details.
- Anschutz Medical Campus, October to June: Education 2 North, P28-3108
- Anschutz Medical Campus, July to September: Building 500, Bushnell Auditorium.
- Downtown Denver Campus: College of Business, Anadarko Conference Room or Student Commons Building, Boettcher Conference Room.
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Q: How will changes and/or updates regarding NEO be communicated to HR BPs?
A: Changes will be communicated via a variety of channels: At HR Business Meetings, the Learning & Development section of the Central HR website, in email communication and general announcements. We will do our best to communicate changes and/or updates as they happen.

Q: My NE is transferring from a different campus. Do they need to attend NEO?
A: Yes. Policies, rules, campus safety, parking, badging, structure, etc. is different at each campus.

Q: Which form should I use to register NEs for NEO?
A: You should use the New Employee Orientation Registration Form found on the Central HR website under Resources for Employees > Employee Performance & Development. Or click here.

Q: My NE cannot attend NEO due to extenuating circumstances. How can they learning about Benefits?
A: NE’s can attend New Employee Benefits Orientation (NEBO) delivered by Employee Services at the CU Systems Office, CU Denver, or CU Anschutz Medical Campus. Visit the Employee Services website to review a list of dates and register. NE’s can also set up NE’s can also set up 1 on 1 appointments with the Benefits Office and/or call or email the Benefits Office to ask questions. All appointments with the Benefits Office are set up with that office. Click here for contact details.

Q: Do I need to register for NEO?
A: Sometimes New Employees contact Central HR directly and ask this question. The main answer is: Speak with your HR BP to obtain all information related to your new employment. Then see the FAQ’s above regarding who needs to attend NEO.

Q: Can an NE attend NEO before their hire date?
A: No. NE’s should not attend NEO before they are on University payroll.

Q: My NE works remotely or at an off-site facility. Can you provide me with electronic NEO Materials?
A: We are currently working on NEO materials for these types of employee’s. Please contact Learning & Development at HR.TrainingRegistration@ucdenver.edu to learn more. Please understand that it is difficult for us to respond to immediate requests and that we may not be able to accommodate last minute requests. And please understand that it may take us 1-2 business days to reply.

Q: What is the best way to get in touch with Learning & Development or the Training Office?
A: Email us at HR.TrainingRegsitration@ucdenver.edu. Please understand that it is difficult for us to respond to immediate requests and that we may not be able to accommodate last minute requests. And please understand that it may take us 1-2 business days to reply.

Q: My question is not listed here. How can I get answers?
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A: The best way to get answers to your questions is to email Learning & Development at HR.TrainingRegistration@ucdenver.edu. Please understand that it is difficult for us to respond to immediate requests and that we may not be able to accommodate last minute requests. And please understand that it may take us 1-2 business days to reply.