



Employee Onboarding

New Employee Onboarding Process Guide

A New Hire Experience

A structured onboarding process will initiate employee engagement before the employee walks in the door and ensure the employee engages with the college from day one on the job.

Timeframe	Objective	Example activities
Prepping for Employee's Arrival	Create the new employee's first impression of Tri-C	Welcome call from supervisor
First Day	Employee feels welcome and introductions made. Employee is prepared to start working	Orientation with HR, completion of paperwork and computer login
First Week	Employee feels settled in new work environment. Employee is building knowledge of job, college culture and performance expectations	Employee meets with supervisor to discuss job duties, departmental organizational chart
First Month	Builds relationships and continues to develop in their role	Employee meets with supervisor weekly to discuss challenges and duties, as well as answer questions
Probationary/Introductory Period & Beyond	Employee is productive in role and contributes to college and team goals	Employee meets with supervisor to discuss professional development activities

The onboarding process is critical to the success of a new employee and the organization. Onboarding is a collaborative process that includes a number of departments each with specific onboarding responsibilities. At Tri-C the Organization Development department provides wraparound services to assist each department as they provide onboarding guidance to the new employees.



This guide provides you with a comprehensive checklist of tasks you can use when onboarding new employees. Since each position is different, you may not need to complete every one of the tasks for every position.

SUPERVISOR'S ONBOARDING CHECKLIST

Prepping for New Employee's Arrival (Pre-Boarding)

The new employee onboarding process should begin before the employee comes to work. Pre-planning for your new employee's arrival will allow you to spend productive time on that first day.

Schedule and Job Duties

- ☐ Call Employee:
 - Confirm start date, time, place, parking and departmental guidelines for dress code, etc. The [Supervisor Call Script](#) can be used as an outline for the call.
 - Provide name of their onboarding buddy.
 - Remind the employee to complete the New Hire paperwork for orientation
- ☐ Prepare employee's first day assignment.
- ☐ Add employee to relevant email lists and staff meetings.

Connecting

- ☐ Email department/team and functional area of the new hire. Include start date, employee's role and bio. Copy employee if appropriate. Access the email template [here](#).
- ☐ Identify onboarding buddy for new employee. See the *Onboarding Buddy Program Guidelines* [here](#).
- ☐ Meet with the onboarding buddy, and provide suggestions and tips.
- ☐ Set up meetings with critical people for the employee's first few weeks.

Work Environment

- ☐ Create a welcome packet for the employee and include job description, welcome letter, contact names and phone lists, campus map, department organizational chart.
- ☐ Make sure the employee's work location is available, clean, and organized.
- ☐ Order office or workstation keys.
- ☐ Order [business cards](#).

Technology Access and Related

- ☐ Arrange for [computer and phone installation](#).
- ☐ Complete the forms needed for the new employee to access online tools
 - Department KWeb – Kweb site owner can provide access to new employee
 - Banner - <https://kweb.tri-c.edu/it/SitePages/ITS%20Forms.aspx>
 - Department Network Drive <https://portal2.tri-c.edu/EGS/NewRequest/NetworkPermission>
 - Remote Access through [VDI](#) if needed

The First Day on the Job

Typically, new employees attend New Employee Orientation (NEO) on their first day of work. Their HR Representative assigns the new employee to NEO. NEO welcomes the new employee and gives an overview of the culture and structure of the college as well as provide access and a brief introduction to general employee computer applications. NEO is just the first step in the onboarding process.

The next step in the onboarding process is greeting the employee in the department. A new employee may be anxious about starting a new job. So, try to create a comfortable environment and remember not to overwhelm your new employee with too much information on the first day. Onboarding is a continuing process, so there will be plenty of time to give him/her all the necessary information.

Schedule, Job Duties and Expectations

- ☐ Review the first week's schedule.
- ☐ Review job description.
- ☐ Provide overview of department – its purpose, organizational structure and goals.
- ☐ Confirm required and recommended training.
 - Student Confidentiality – Red Flags (Register in TEC)
 - My Tri-C Buy – [Supplier Managed Services KWeb](#)
 - [WebEx](#) – Audio & Video Conferencing
 - TEC Learn
 - Banner – (Register in TEC)
- ☐ Review hours of work. Explain policies and procedures for overtime, use of vacation and sick time. Discuss after-hours and weekend office access.
- ☐ Review your campus customer service philosophy with the employee.
- ☐ Confirm the employee understands probationary/introductory period.
- ☐ Payroll
 - Confirm that the employee understands how his/her timesheet is to be completed based on employee classification (administrative, professional/technical/bargaining unit, etc.)
 - Confirm timesheet submission day and time.
 - Share the payroll schedule with the employee.

Connecting

- ☐ Give a warm welcome and discuss the plan for the first day, and discuss plan for the week.
- ☐ Introduce the employee to other staff members.
- ☐ Introduce the new employee to the person you've identified as an onboarding buddy.
- ☐ Make sure the employee has the website link to the online [policies and procedures](#).
- ☐ If the employee is a bargaining unit employee, show them where the [contract](#) is available online in My Tri-C Space.

- ☐ Provide the employee with the link to the [acronym finder](#).

Work Environment

- ☐ Show the new employee around the office.
 - Restrooms
 - Break/lunch rooms, explain any department procedures/norms for the area
 - Closest dining hall, coffee/tea location, and vending machines
 - Local lunch options and locations
 - Supply room, explain any department procedures/norms for the area
 - Emergency and first aid supplies
 - Photocopy, fax machine, and scanner
 - Mail Room
 - Emergency exits and procedures including evacuation plans <http://www.tri-c.edu/administrative-departments/business-continuity/disaster-preparedness.html>
- ☐ Take employee on campus tour and arrange to stop by enrollment center to get employee ID [Tri-C Key & Access Card form](#)

Technology Access and Related

- ☐ Confirm the employee has access to computer network. If not, contact IT at x4357.
- ☐ Confirm timesheet approver and explain when timesheet is due.
- ☐ Telephone/Mobile Phone
 - Set up voicemail
 - Set up email on mobile phone
 - Provide access to the [online phone directory](#)
- ☐ Explain the Tri-C Style [Graphic Standards and Style Guide](#) and help new employee set up email signature.
- ☐ Office organization
 - System navigation
 - Departmental drive
 - College-wide systems – Banner, Ad Astra, My Tri-C Buy
- ☐ Office resources
 - Staff listing
 - Department Org chart
 - Department phone list

During the First Week:

Schedule, Job Duties and Expectations

- ☐ Give employee their initial assignment. (Make it something small and doable.)
- ☐ Discuss your department guidelines on security, such as keeping doors, cabinets, and file drawers locked.

Connecting

- ☐ Set up a brief meeting with the employee and the assigned buddy to review the first week's activities.

Training and Development

- ☐ Provide training on copy machine operation including fax and scan features.
- ☐ General review of accounting with account numbers, if appropriate to job.
- ☐ Travel and reimbursement process located on [KWeb](#).
- ☐ Explain how to use campus mail services.
- ☐ Review how to order office supplies.

First Month

Schedule, Job Duties, and Expectations

- ☐ Discuss procedures for handling injuries on the job. Tell the employee to report all job-related injuries to you, regardless of how minor.

Connecting

- ☐ Arrange for a personal welcome from the unit leader.

Training and Development

- ☐ Discuss performance and professional development goals.
- ☐ Explain the timing of appraisals and the methods including TEC to measure progress.

Probationary/Introductory Period & Beyond

All new employees are subject to a “probationary period.” The probationary period is either 90 days, 180 days or 365 days depending on the job classification. As a supervisor, you will assist in developing, recognizing and retaining talent at the college this starts by completing the probationary/introductory period reviews where appropriate.

Training and Development

- ☐ Probationary Path Document
- ☐ Goals Planning email for Introductory Period employee

Resources

The following resources are located on the Onboarding webpage found on KWeb.

- [*Onboarding Buddy Guidelines*](#)
- [*Supervisor Call Script*](#)
- [*New Employee Email Template*](#)