New Staff Onboarding

Guide for the hiring supervisor to help new staff successfully transition to GVSU

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PREPARATION

When employees enter a new work situation, regardless of how many years they have been in the workforce, they may experience a type of cultural shock because each organization has a different culture. Orientation is an ongoing process so for it to be successful, it must be a joint effort between many people. It is important to prepare in advance for the new staff member in order to create a positive impression. Pointing new staff members in the right direction upon arrival helps to harness the energy and enthusiasm they bring to the new job. We can help the new staff member find success by making the adjustment as smooth as possible.

* Shortly before the start date, send the new staff member an e-mail (sample included in this pamphlet) that includes the following:
  - Date and time to arrive on the first day
  - What to bring on the first day to complete paperwork
  - Link to New Staff Orientation Website [http://www.gvsu.edu/newstafforientation/](http://www.gvsu.edu/newstafforientation/)
  - Location to report to (include campus map) and who to ask for upon arrival
  - Transportation and/or parking information [http://www.gvsu.edu/gvpd/](http://www.gvsu.edu/gvpd/)
  - What to expect during the first few days on the job (include a schedule if possible)
  - Appropriate attire
  - Options for lunch

* If there is a long period of time between the offer and start date, stay in regular communication with your new staff member via e-mail. Send a packet of introductory information about their position, your department and the university. You can also collect brochures and information about University programs and services to send to your new staff member to review.

* Make an announcement to your department about your new staff member and his or her background.

* Meet with HR and payroll to ensure what paperwork a new staff member needs to complete.

* Set aside time in your calendar to make sure you’re available for the first few days and weeks of your new staff member’s appointment.

* Call benefits office to schedule benefits orientation for new staff member. Benefits orientation should take place during the first week of employment.
PREPARATION

* Establish personnel file containing resume, related appointment papers, copy of job description, etc.
* Assign orientation responsibilities to other staff members, if needed.
* Set up new staff member’s work station, including his/her desk and/or office, computer, etc. with a name plate. First impressions are important, so be sure to provide a clean workspace.
* To make the new staff member feel welcome, you may want to include a welcoming sign, card or flowers from the team.
* Set up phone(s). Be sure that the voice mailbox is set up and reconfigured.
* Make sure necessary office supplies are available including pens, paper, post-its, office keys, etc.
* Order business cards if necessary.
* Make sure to add new staff member’s name to appropriate e-mail lists and calendaring systems. Contact the CTS Helpdesk 1-2101 to prepare for a new user (along with banner/mainframe access).
* Develop a training program plan schedule for the first week and assemble materials, including checklist for new staff members so that they have something to do that is meaningful and helps them ease into the new job. The schedule should also include a balance of time with others, down time, and time on their own to read orientation materials or complete other orientation-related tasks. Consider including some or all of the following:
  - 1:1 or small group meeting with other team members. During these meetings, team members might describe their work and how it integrates with the work the new staff member does
  - 1:1 Meetings with you to discuss job description, performance expectations, appropriate attire, time and leave, etc.
  - Meetings with other key colleagues
  - Time alone at their workstation to digest all the new information and make notes about what they’ve learned in meetings
  - Tour of campus or larger work environment
Sample New Staff Member Welcome Letter

Dear [staff member],

Welcome to Grand Valley State University and the [department name]! I'm very pleased that you have accepted our job offer as [new staff member’s job title]. Your role will be extremely helpful in fulfilling the mission of our department at Grand Valley State University.

Please arrive at [time] on [date] at [location] and ask for [designated staff member]. You can park at [location], a parking permit will be mailed to you from Public Safety. Please don’t forget to bring [necessary documents] to complete the necessary paperwork such as the I-9 and W-4 forms. You will meet with me to discuss your successful integration into Grand Valley State University and with Human Resources staff to learn about employment related issues. You’ll also meet with several coworkers so you can get a feel for the overall work of the department. You can expect to dress professionally and for lunch, we usually [describe typical lunch settings].

The enclosed information is designed to serve as an introduction to [department name] and provide resources that will help you make a smooth transition into your new role.

I do hope that you will settle in comfortably and please do not hesitate to ask should you have any questions. We are all here to help you through your transition. We are looking forward to you joining our team and your success here at Grand Valley State University!

Sincerely,

[Manager/Supervisor’s Name]
[Manager/Supervisor’s Title]
On the Web

* Grand Valley State University: http://www.gvsu.edu/
  - Campus Maps
  - Quick Facts
  - Mission, Vision, Values, Goals
  - E-mail
  - Eating on Campus
  - Organizational Charts

* Human Resources http://www.gvsu.edu/hro/
  - Benefits/Health & Wellness
  - Direct Deposit
  - Payroll Forms
  - I-9 Employment Eligibility Form
  - Employment Handbooks
  - Legal Issues

* New Staff Orientation: http://www.gvsu.edu/newstafforientation/

* Grand Valley Affirmative Action: http://www.gvsu.edu/affirmative/
On the first day of employment, the immediate supervisor, or another designee should discuss the following topics with the new staff member.

- Working hours
- Job duties and performance expectations
- Performance appraisals
- Terms of employment (employment program/probationary period/salary)
- Function of department/organization
- Department/organization chart
- Wellness/Work Life
- Breaks and lunch periods
  - Exercise Release Time
- Location of facilities
- Health and safety considerations
- Paydays and the method of payment (Direct Deposit)
- Location of the work area
- Information on when, where, and how formal organizational orientation is conducted
- Reporting absences and requesting leave, including when and who to call in case of illness, tardiness, etc. (including office phone numbers)
- Information on parking, bus stops, car pooling, etc.
- How to operate the phone system
- Who to go to for supplies and other equipment
- Basic security requirements and procedures for handling confidential material and/or information to the degree that ensures the new staff member does not incur a violation
- Dress code (if required) and behavior specific to that department or office
- Professional Staff Development Programs
- Get ID card in Human Resources on Allendale campus or at Richard M. DeVos Center in Grand Rapids.
SUPERVISOR'S ORIENTATION CHECKLIST FOR NEW STAFF MEMBER'S FIRST DAY ON THE JOB

8:00 a.m. to 9:00 a.m.
___ Introduce to other staff members in office and explain their roles
___ Give office tour and show them their office/workstation, bathrooms, where to eat, where to hang their coat, where the coffee pot is, where to get supplies, etc.
___ Show them how to work office equipment (phones, copier, computer, etc.) Schedule time for computer software training
___ Show Ultra Time log-in (hourly staff and vacation usage reporting-AP staff)

9:00 a.m. to 12:00 p.m. (For supervisor and/or other staff members to do. These items can be spread over the first few days of employment.) Explain the following:
___ Phone mail option
___ How to attend a training session
___ Job responsibilities in detail and give them a copy of the job description
___ Job and performance expectations and timelines in detail
___ What is needed to succeed in this position at Grand Valley
___ Available resources (i.e., GVSU Administrative Manual, Professional Manuals, Lanthorn, Forum, e-mail, bulletin board, etc.)
___ The department, division, and University organizational charts and names
___ Each person’s role and how each interacts with his or her position if applicable
___ The mission statement of the University (printed in the AP Handbook)
___ The work ethic at the University
SUPERVISOR CHECKLIST

___ Teamwork expectations
___ Wellness-how to care for self and/or work life
___ The University’s organizational culture (open door policy, first name basis, cooperation between departments)
___ The mission statement of the department and how it supports the University’s mission
___ The department's beliefs and values
___ The University’s commitment to diversity in race, gender and sexual orientation, and the expectations of an inclusive environment
___ The pride and commitment displayed by Grand Valley staff members
___ Grand Valley’s role in the community
___ The future direction of the University (provide a copy of the Strategic Plan)

Noon
___ Take to lunch

*It is suggested individual appointments be scheduled in order for the new staff member and current staff to get acquainted and review the new staff member’s role at the University

Keep in mind that the new staff member may be overwhelmed by the amount of information they receive in the first day with co-worker names, key procedures and on-the-job training. Ensure adequate time to give a clear understanding of the information and be sure to answer all questions. Schedule discussion times throughout the day to help the new staff member absorb all the information.
COMPLETE DURING NEW STAFF MEMBER’S FIRST MONTH OF EMPLOYMENT

___ Help new staff member develop goals to be achieved by their 6 month anniversary of employment

___ Explain the annual evaluation process and give the new staff member ePDP orientation

___ Take new staff member on campus tour and introduce to key colleagues

___ Review Administrative manuals (online)

___ Give frequent feedback and check in often to see how they are doing and if they have any questions

___ Schedule individual 1 hour informational meetings with each staff member in the department during the first 2 weeks so new staff member understands the roles of other departmental staff

___ Schedule weekly meetings (or more frequent if needed) to provide a formal opportunity to ask questions, clarify expectations, and share necessary information that is not possible or necessary on a daily basis

___ Assign new staff member an office "buddy" for the first few weeks to answer questions and to go to lunch to help the person get acquainted

___ Explain applicable filing systems

___ Take the new staff member to the recreation center and help them get a locker if interested

___ Explain office traditions, i.e., birthdays, GV spirit day, etc.

___ Show the new staff member how to enter vacation usage (salaried staff only)

Supervisor: ___________________________                      __________________________
                    Signature                                Date

New Staff Member: ___________________________                      __________________________
                    Signature                                Date