ONBOARDING

the action or process of integrating a new employee into an organization

Onboarding new hires at an organization should be a strategic process that can last up to one year The onboarding process focuses on helping employees new to your department and new to the university become acclimated to the work environment.

Every department in the Division of Student Affairs and Academic Support is unique and therefore the onboarding process for your area will be unique. This document highlights best Human Resources practices.

Before implementing an official departmental onboarding program, you will need departmental buy-in from everyone who will play a role in onboarding new employees.

Key questions to ask before getting started are:

- When will onboarding start?
- How long will it last?
- What impression do you want new employees to walk away with at the end of the first day?
- What do new employees need to know about culture and work environment?
- What role will direct managers, and Co-workers play in the onboarding process.
- What kind of goals do you want to set for new employees?
- How will you gather feedback on the program and measure its success?
- How will the onboarding process look for someone who is new to the department? New to the division? New to the university?

The University of South Carolina is an equal opportunity institution.

Student Affairs and Academic Support
UNIVERSITY OF SOUTH CAROLINA

Onboarding timeline

Year-long onboarding can sound time consuming and overwhelming, however it need not be.

BEFORE
Communicate with the employee about paperwork that needs to be completed. If the employee is from out of state consider sending information about the Columbia area, things to do and places to eat. If possible, secure a parking space and provide them with the garage location and reserved number if applicable. Order business cards in advance and assign a department mentor. Stock their desk with office supplies, a working stapler, pens, a pad to take notes on and their business cards. If possible, consider purchasing a plant or a Gamecock coffee mug as a welcome gift, you can also gift office swag if you have it available.

FIRST DAY
Have a planned schedule, but also allow time for the new employee to process information. Use the included check list to ensure you cover key topics.

First Day Success

Make the Employee Feel Welcome:
- ☐ Introduce the employee to department staff
- ☐ Give an office tour including:
  - Rest rooms
  - Mail rooms
  - Copy centers
  - Fax machines
  - Printers
  - Office supplies
  - Kitchen
  - Coffee/vending machines
  - Water coolers
  - Emergency exits
- ☐ Tour of relevant facilities and buildings on campus
- ☐ Allow time for employee to review the Division of Student Affairs Website

Review review key policies and procedures:
- ☐ Complete I-9 via I-9 advantage system
- ☐ Vacation and Sick Leave
- ☐ FMLA/Leaves of Absence
- ☐ Holidays
- ☐ Time and Labor
- ☐ Overtime
- ☐ EPMS
- ☐ Dress code
- ☐ Personal conduct standards

- ☐ Confidentiality
- ☐ Email and internet usage
- ☐ Review job description, performance expectations and standards
- ☐ Review job schedule and hours
- ☐ LEAD Training
- ☐ Other_____
- ☐ Other_____

Review Computer Information:
- ☐ E-mail
- ☐ Intranet
- ☐ PeopleSoft Employee Self-Service
- ☐ MS Office suite
- ☐ Internet
- ☐ Databases
- ☐ Data on shared drives

Review Administrative Procedures:
- ☐ Office/desk/work station
- ☐ Keys
- ☐ Mail (Incoming and Outgoing)
- ☐ Shipping (FedEx, Airborne and UPS)
- ☐ Business cards
- ☐ Purchase requests
- ☐ Telephones
- ☐ Carolina Card
- ☐ Conference rooms
- ☐ Expense reports
- ☐ Office supplies

FIRST WEEK
Introduce employee to key partners across campus. Don't forget to provide details about what information employee should gather and learn about. Co-create a personal plan with the employee to include road-map that outlines goals, training, support, how problems will be addressed, and professional development. Establish a consistent one-on-one meeting time. Continue to check in and answer questions and address concerns.

FIRST MONTH
Set short-term goals to help the employee focus on clear objectives and feel a sense of accomplishment early on. Continue to check in and answer questions and address concerns. At the end of the first month, review the onboarding process with the employee and make adjustments if needed.

FIRST YEAR
Throughout the first year the onboarding process should continue by touching base with the new employee to ensure that all necessary information has been shared and that the organization is addressing the employee's questions and concerns. Check in to see if the employee is getting LEAD Training or other professional development. Encourage employee to get involved in cross campus committees such as the PD team.

THE FOUR C's OF ONBOARDING
According to the Society for Human Resource Management onboarding has four distinct levels: Compliance refers to the basic rules and policies. Clarification refers to ensuring the employee understand their job duties and performance expectations. Culture refers to the employee understands the departmental formal and informal norms. Connection refers to the interpersonal relationships networks that new employees must establish. Proactive onboarding integrates the 4 C's.

Onboarding is not a one-size-fits-all process; employees at different levels require different interactions. But in general, onboarding should:

- Unfold over time
- Encompass multiple interactions
- Use organizational resources (LEAD Training, PD events)
- Involves key stakeholders
- Emphasize high quality interactions

Pre-boarding checklist

Things to order, request, do:
2 to 3 weeks before
- [Order computer](#) and peripherals or put in [a ticket](#) to have the old computer reimaged
- Order phone and voicemail setup

1 to 2 weeks before
- [Parking](#) if applicable
- [Business cards](#)
- Desk/office supplies
- [Name tag](#) if applicable

24 to 48 hours before
- Add employee to [Stay Informed](#)
- Add Employee to department listservs, team's channels etc.

Extras
- Gamecock gift/ Office Swag
- Welcome card signed by team
- Plan a welcome breakfast or lunch with the team

New Hire Sample Email

Sending a welcome email to the employee before their start date is an additional nice touch.

Dear {name},

Welcome to {department name} we look forward to you joining our team on {start date}.

Here is everything you need to know about your first day:
-Office address and campus map link
-Parking instructions
-Schedule

Please bring
Identification complete your Human Resources Paperwork (if not already done) a list of identification needed to complete the I9 form can be found at https://www.uscis.gov/i-9-central/form-i-9-acceptable-documents {anything else you may want them to bring the first day, for example a sweater because the office can get a little chilly}

Connect with the team
{insert LinkedIn address of team members}

Sincerely,
Your Supervisor