



Office of Human Resources

New Hire Orientation Checklist for Supervisors

Before the New Employee Arrives

- ❑ Make sure that the employee's work space is set up appropriately (furniture, equipment). Request office keys if necessary by submitting a work order to facilities. All equipment requests should be directed to IITS.
- ❑ Notify everyone in your unit that a new person is starting and what the person's job will be.
- ❑ The Office of Human Resources will announce all new hires in the Morning Mention.
- ❑ Departments are responsible for updating the information on their web page (i.e. employee listings).
- ❑ Identify a staff member to act as an orientation partner or "mentor" for the first several weeks.

Definition of a "mentor": This person is selected by the supervisor and acts as a resource for the first several weeks for the new employee. Besides being available to answer any questions, the mentor should periodically check in to see how the new employee is doing. The mentor should be a peer who will make a lasting impression, one who is personable, upbeat, patient and can explain things clearly and concisely. The mentor selected should have the responsibilities communicated to them prior to working with the new employee. The buddy should be recognized at a later date for successfully fulfilling this responsibility.

- ❑ The Office of Human Resources will schedule a new hire orientation with the new employee and this is typically held upon their arrival on the first day (plan for two hours).
- ❑ Keep your calendar open, your new employee will need access to you during the first week, so be available.
- ❑ Call the employee a week before they start to discuss how pleased you are they will be joining you and if they have any questions or concerns. Consider that the employee may have additional needs (ie: private space for nursing mothers, gender neutral restrooms on campus, disability accommodations with work space/IITS set up). If these needs have been communicated to you, please contact the Office of Human Resources for further assistance.
- ❑ Send the new employee a welcome email, parking information, their office phone number/extension and their schedule for the first week if appropriate.

Tip: First Impressions

Having a planned and organized orientation will help to facilitate positive first impressions. Secondary information gathered through observation when visiting the work area is also very important to the initial perceptions of the new employee. Positive perceptions are especially important to new employees and to the long-term job satisfaction of all staff. Consider the following: the work area is neat and organized; the whereabouts of staff members are known; normal work continues when the supervisors are out of the office; staff appear to be doing productive work; it has a friendly and outgoing atmosphere; interruptions are dealt

with positively; positive things are said about the work. If most of the statements are true, then positive perceptions are being created. If these basic statements are not positive, then there may be a need to review these items with staff.

First Day

Welcome to Employee

- ❑ Arrive before the new employee. Reminder that the new employee will meet with HR for paperwork.
- ❑ Give a warm welcome and discuss the plan for the first day.
- ❑ Introduction to department staff.
- ❑ Show the new employee where things are. Specifically, show where the restrooms, water fountain, food areas, mail room, vending machines and the department's office machines (i.e., printers, fax machines, copiers) and supplies are located.
- ❑ Give a tour that includes places that are relevant to the person's job.
- ❑ Review of position description and explain the specific duties and responsibilities, including current priorities and timelines for these activities.
- ❑ Take the new employee to lunch. Invite his or her mentor and other key staff members if appropriate. If possible, set the new employee up with a different lunch partner every day for the first week.

Introduction to Department

- ❑ Introduce the new employee to his or her mentor. Encourage the employee to use this individual as a resource while becoming familiar with the department and Utica University.
- ❑ Purpose of department.
- ❑ Relation to other departments.
- ❑ Organization of department.
- ❑ Review of procedures for: timesheets and pay schedule, call in for leave time.
- ❑ Explain why the new employee's job is important and how it relates to goals at the departmental, divisional and organizational levels.
- ❑ Discuss expected standards of conduct and performance and explain key policies to the new employee including disciplinary action that will be taken if these policies are violated.

Tip: How can you help new employees feel welcome?

SMILE! Communicating expectations to employees enthusiastically, with a smile and a positive attitude, will affect the employees' interpretation as well. You may want to have a welcome banner in the new person's working space or give them a welcome cards signed by folks in the office.

Introduction to Job

- ❑ Work space – keys to office.
- ❑ Explain policies and procedures related to work schedule and breaks, time off (e.g., holidays, vacation, sick time) and compensation.
- ❑ Address overtime pay, if applicable (hourly/non-exempt staff). Explain where, how and when to complete and submit a timesheet.
- ❑ Discuss any necessary safety precautions and accident and emergency reporting procedures. Show the new employee the evacuation route and locations of fire alarms, extinguishers and first aid kits.
- ❑ Confidentiality.

- ❑ Position Postings.
- ❑ Reporting of injury on the job - Must be done as soon as possible to you the supervisor, campus safety and then communicated to the Office of Human Resources.
- ❑ Ordering supplies.
- ❑ Take the new employee to Campus Safety for a Utica University photo ID card. Employee may also pick up their parking sticker.
- ❑ If off-campus, review of parking procedure for off campus locations.
- ❑ Explain campus mail services.

Tip: What can you do to provide a learning environment that helps an employee retain the information and maintain interest?

- Vary the training method, be friendly and natural
- Ask and allow questions and feedback
- Use personal experiences and stories
- Inject humor

Training

- ❑ Explain computer, e-mail, and voice mail logins and procedures. Discuss any standard script that must be followed when answering incoming calls, as well as any other “electronic etiquette” norms (e.g., changing or recorded greetings, forwarding of calls, voice mails and e-mails). Request access to any departmental drives or shared folders by completing a networking request form with IITS.
- ❑ Discuss any arrangements that have been made for on-the-job training that will help the employee accomplish tasks. Also encourage new employees to take ownership of these responsibilities and, if appropriate, seek out more effective methods of executing them.
- ❑ Review campus work order system through facilities maintenance.
- ❑ Review room reservations on campus through EMS.
- ❑ Review how to use the University’s web site to find resources.

Tip: How can you tell when the new employee experiences information overload?

Changes in the employee’s body language will tell you. Information overload, too much, too fast, is a common occurrence during orientation. Body language such as less verbal interaction, detachment, and inability to sit still can be obvious signals. Taking breaks through various means (take a walk, move the location or take an actual break) is the best way to combat information overload.

Second week

- ❑ Make a timetable to setting and reaching goals
- ❑ Discuss how performance is planned, monitored and evaluated/measured. The first formal performance review occurs at the ninety-day point with informal discussions taking place prior to that time.
- ❑ Set up one-on-one meetings to introduce the newcomer to staff in other departments
- ❑ Host an informal get together so he or she can get to know the team
- ❑ Explain the University’s travel and entertainment policy and expense reporting procedures if the employee will spend a significant amount of time “in the field.”
- ❑ Review purchasing policies and procedures

- ❑ Give the new employee simple but meaningful job-related assignments to help get their feet wet, and provide constructive and useful feedback about them on a regular basis. Encourage employees to share any issues and concerns, while trying to anticipate and answer questions that they may be reluctant to ask.

After 30 days

- ❑ Supervisor should check in on the employee's progress
- ❑ Identify and resolve any concerns
- ❑ New employee will receive an onboarding survey from Human Resources

After 90 days

It typically takes this long for an employee to fully transition into an organization and to start understanding their role

- ❑ Complete a 90 day review and go over with the employee (return signed copy to human resources)
- ❑ Give feedback and raise any concerns
- ❑ Have supervisors ask how they can help the individual
- ❑ Ask the employee about ideas for improvement
- ❑ Training opportunities – see professional development section of the human resources website.
- ❑ Discuss whether there's any reason they would want to leave

Tip: How much orientation is needed for a temporary employee?

As much as is needed to be productive. In general, the shorter the length of employment, the less time needed for orientation. Start with the checklist.

Your attention and thoughtfulness demonstrates the value the University places on the new employees and will motivate them to remain contributing members of the team! Please direct any questions to the Office of Human Resources at extension 3276 or hr@utica.edu

Thank you!