

# *Manager's New Employee Onboarding Guide*



## **Welcome to the University of Houston Downtown**



Employment Services & Operations

The University of Houston-Downtown strategic onboarding program is designed for a high level of interaction that is tailored to both the individual's and the department's needs. A strong onboarding process will accelerate employee engagement and performance. Our onboarding process starts during the recruitment process and becomes formal when an offer is accepted.

**Definition of Terms**

*Orientation:* In most cases New Employee Orientation (NEO) occurs on the new employee's start date. The new employee in-processes to the university by completing the appropriate employment forms and receives information about the university's structure, vision, and mission. An overview of policies, procedures, benefits, training opportunities, the performance appraisal process, other topics of interest, and a campus tour is provided.

*Onboarding:* Acclimating new employees to the university is a long-term process that enables them to become productive and committed to the university. Ensuring the new employee understands their job role and responsibilities, how they contribute to the department, and how the department contributes to the university lends itself to a successful and long-term relationship.

**Goals of Onboarding**

While orientation is an essential part of our onboarding program, the university engages new employees beyond orientation at the departmental and organizational levels. We utilize coaching, training, and other developmental programs to assimilate new employees to the university, instilling a sense of pride and commitment to UHD. Positive employee onboarding experiences also advance operational excellence.

Expected outcomes of an exceptional onboarding program:

<p>Employee Experience</p>	<ul style="list-style-type: none"> <li>• Increased employee satisfaction</li> <li>• Increased employee engagement</li> <li>• Pride and commitment to UHD</li> </ul>
<p>Operational Excellence</p>	<ul style="list-style-type: none"> <li>• Standardized onboarding experience across all departments</li> <li>• Increased employee retention</li> <li>• Increased cost effectiveness</li> </ul>

## Stages of Onboarding

- Stage 1**      **Pre-hire:** This is the first stage of the onboarding process. First impressions are being formed here.
- Stage 2**      **General Briefing:** Provide detailed and relevant information about the university to the candidate. Make sure that all discussions are healthy, productive and not confrontational. Ensure that you are as informative as possible about every aspect of employment: compensation, job expectations, university culture, benefits, etc.
- Stage 3**      **New Employee Orientation Day:** Leverage your new employee's enthusiasm. Properly welcome them to UHD by attending their NEO lunch meeting or by providing a representative from your department.
- Stage 4**      **Department Orientation:** The orientation program happens in two phases. The first phase, NEO, is facilitated by Employment Services and Operations. The second phase is your department's orientation where you will discuss their job expectations and how their role contributes to the success of your team, department and the university. You may personalize the orientation by providing an informal breakfast or lunch meeting to welcome your new employee to your department and existing staff. Importantly, do not overwhelm your new employee by providing too much information on their first day.
- Stage 5**      **Post Orientation:** This is the continuation of the onboarding process. Details can be found on page four of this guide (*Manager's Checklist for Onboarding New Employees*).

Onboarding does not end after 30, 60, or even 90 days. It is an ongoing process that usually continues until the employee's first year anniversary. This may seem like a long time, but resignations often occur within an employee's first year.

Therefore, it is especially important to ensure your new employee feels welcomed and empowered to make an impact from the day they start. To help facilitate an effective department onboarding experience, please refer to the *Manager's Checklist* on page four.

Happy onboarding! Keep in mind that assistance is available throughout this process. We want a positive onboarding experience for both you and your new employee. Please contact Talent Development at 713-221-8060 or [td@uhd.edu](mailto:td@uhd.edu) for assistance.



# Manager's Checklist for Onboarding New Employees

New Employee: _____	
Position: _____	
Department: _____	
Date Employed: _____	
<b>Prior to New Employee Arriving</b>	<b>Completed</b>
Call and/or email new employee to confirm start date and review orientation schedule with new employee. (see page six for sample <i>Employee Welcome Letter</i> )	
Send an email announcement to the department staff announcing the new employee's arrival. You may also want to copy the new employee so that they also know what others are being told. (see page seven for sample <i>New Employee Announcement</i> )	
Order keys, business cards, and name plate (if applicable).	
Set up office/workspace.	
Add new employee to your department's email distribution list.	
Set up employee file.	
Schedule time on your calendar to have lunch with your new employee on orientation day. If you are unable to attend lunch, please send a representative from your office. Lunch will be from 12:00pm – 1:00pm in the Food Court. While your new employee's lunch is free, you are responsible for coordinating your own meal.	
Schedule needed training (if applicable). If you need assistance, please contact Talent Development at 713-221-8060 or <a href="mailto:TD@uhd.edu">TD@uhd.edu</a> .	
Prepare the first day and first week agenda to let the employee know what is expected. Include any meetings the employee will attend.	
<b>First Day in Department</b>	<b>Completed</b>
Welcome new employee and discuss plan for first day.	
Assign a "go-to" buddy in the department.	
Show location of employee's desk, restrooms, and staff lounge.	
Review use of telephone, including personal cell phones.	
Meet with new employee and provide overview of job description, outlining the duties and responsibilities of their position along with your <b>written</b> expectations.	
Explain how their position relates to other positions in the department and/or university.	
Department tour and introduce to staff.	
Review roles and the job functions of other staff members.	
Review department's structure and leadership.	
Review department's scope of services and performance goals and their relationship to the university's strategic initiatives.	
Provide overview of department's relationships with other departments.	
Provide copies of department and university phone lists.	
Provide keys, business cards, and name plate (if applicable)	
Review department dress code and use of name badge. (ESO will order name badges)	

Review attendance and punctuality expectations, work hours, overtime, clocking in procedures, and other important policy information.	
Review policy for meals and breaks.	
Review department's policy for food and beverages in the work area.	
Review department's Fire and Safety rules and procedures.	
Identify location of fire extinguishers, fire alarms, and other emergency equipment.	
Review department's disaster plan and procedure for reporting emergencies.	
Review department's procedure for reporting injuries or accidents.	
Review schedule of activities for the first week.	
Have lunch with the new employee or ensure employee has lunch with colleague(s).	
<b>First Week in Department</b>	<b>Completed</b>
Explain regular department/university meetings.	
Review procedures for calling in sick, requesting time off, holidays, scheduled medical leave, FMLA, bereavement, and personal leave of absence. Review procedures for returning to work after absence (i.e., if employee is out for more than three consecutive days due to illness, a doctor's release to return to work is required).	
Review policy and procedures for inclement weather.	
Review required training courses and timeline for completion (if applicable).	
Ensure review of:	
Mail	
Telephone procedures	
Telephone/voicemail standards	
Security procedures	
Supplies	
Paydays	
Use of equipment	
Telephone	
Copier	
Fax	
Personal computer	
Any other equipment necessary for position	
Making long distance calls (if applicable)	
Scheduling meeting rooms	
Review use of internet, e-mail, and internal communication resources for employees including department meetings, newsletters, etc.	
Review visitor policy.	
Review where to find policies and procedures for university and department.	
Provide introductions to individuals within other departments with whom the employee will interact.	
Provide tour of other areas in the university in which employee will navigate.	
<b>First 30 Days</b>	<b>Completed</b>
Meet one-on-one with your new employee at least once a week to provide constructive feedback.	
Review opportunities/requirements for training and professional development.	
Confirm completion of mandatory training.	
Remind employee to complete benefits enrollment.	



## Employee Welcome Letter

*(to the New Employee from the Supervisor  
after formal offer by ESO has been accepted)*

Dear [Employee's First Name],

Welcome to the University of Houston-Downtown and the [department name] team! I am delighted you are joining us as a [employee's new job title]. Your work hours will be [Work Schedule]. Your office is located at [Location]. Your role is critical in fulfilling the mission of our department and the University of Houston-Downtown.

The [department name] is ready to support your transition to the University of Houston-Downtown. Please call on any of us to assist you. We are looking forward to your success at the University of Houston-Downtown.

Sincerely,

[Supervisor Name]  
[Supervisor Title]



## New Employee Announcement

(to coworkers from supervisor)

Dear [department name] team:

I am delighted to announce that [new employee's name] is joining our department as [job title of new employee] on [start date]. Please do everything you can to make them feel welcome.

Please make a point of welcoming [new employee's name] to our department on their first day.

Sincerely,

[Supervisor Name]

[Supervisor Title]