Manager's New Employee Onboarding Guide

UHD
University of Houston-Downtown.
Office of
Human Resources

The University of Houston-Downtown strategic onboarding program is designed for a high level of interaction that is tailored to the individual and 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: Usually begins on day one. 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. There is an overview of policies, procedures, benefits, training opportunities, performance appraisal process, campus tour, etc.

While orientation is an essential part of our onboarding program, the university needs to go beyond orientation to continuously engage new employees.

Onboarding: Long-term process of acclimating new employees to the university which will enable them to become productive and loyal employees to the university. Making sure the new employee understands his/her 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.

Onboarding of new hires continues past orientation, both within departments and at the university level, as we utilize coaching, training, and other developmental programs. The more quickly the new employee has assimilated to the university and has a sense of pride and connection to the institution, the quicker they will become productive, contributing employees.

The goals of onboarding are to engage new employees in a seamless process and a comprehensive orientation program. There is a very distinct difference between Onboarding and Orientation and measuring the value to the university in terms of things like reduced costs, faster productivity, return on salary and recruiting costs, and increased employee retention. The outcomes we expect are as follows:

Customer Experience	- Increased employee satisfaction - Increased employee engagement - Pride and loyalty to the institution
Operational Excellence	Increased cost effectiveness by standardizing the experience throughout all departments and increased employee retention.

The tools in this guide are in place to be consistently applied to all new employees and they are spread out over their first thirty days. It is important to make sure that this information is disseminated over a period of time and not just lumped on employee's desks as they start with the University of Houston-Downtown.

Stage 1   **Pre-hire.** This is the first stage in the onboarding process and the first impressions are being formed here.

Stage 2   **General Briefing.** Provide detailed and relevant information about the university to the candidate. Making sure that those discussions are healthy and productive and not confrontational is very important. Ensure that you are as informative as possible about every possible aspect of employment – whether it is compensation, the actual structure itself, benefits, and so on.

Stage 3   **New Employee Orientation Day.** Take advantage of a new employee's enthusiasm. Properly welcome the new employee to UHD by attending the lunch meeting (or send a representative from your department on your behalf) on his/her first day.

Stage 4   **Department Orientation.** The orientation program is very important in several phases. The first one is based on the university orientation. The second one is the department's orientation and then really getting down into the nitty-gritty elements of the job. Maybe plan an informal breakfast or lunch meeting to welcome the new candidate to your department and existing staff. Do not cram too much information into their first day. There is nothing worse than having information overload.

Stage 5   **Post Orientation.** This is the continuation of the onboarding process.

Onboarding does not end after 30, 60, or even 90 days. This is an ongoing process that usually continues until the employee's first year anniversary. This may seem like a long time but if an employee is going to leave an organization, it is usually done within the first year of employment. Therefore, it is especially important to make sure your new employee feels welcomed from day one. Make sure his/her work area is set up, that he/she has a thorough understanding of his/her role and responsibilities, and that he/she is provided with the tools and resources to perform his/her job so that he/she can make an immediate impact within the department/university. Introduce him/her to fellow employees, make available some one-on-one time and give him/her your undivided attention so that he/she feels valued, and help familiarize him/her with the university's culture. An engaged employee is a loyal employee and wants to contribute to the university's mission. Remember, a loyal employee is a happy employee.

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 for assistance.

Manager's Checklist for Onboarding New Employees

Employee:_____

Position:_____

Department:_____

Date Employed:_____

Initial and date each item as completed and then have employee sign and date the bottom. This checklist becomes part of the employee's personnel file in HR and a copy should be retained as part of the departmental orientation documentation and maintained in the department employee file.

Prior to New Hire Arriving	Completed
Call and/or email new hire to confirm start date and review orientation schedule with new hire. (see page 7 for sample Department Welcome Letter)	
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 he/she also knows what others are being told. (see page 8 for sample New Employee Announcement)	
Order applicable keys, business cards, and name plate (if applicable).	
Set up office/work space.	
Add to 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. Your new employee's lunch is free. You will need to purchase your own lunch or brown bag it!	
Schedule needed training (if applicable). If you need assistance, please contact Talent Development at 713-221-8060 or TD@uhd.edu.	
Prepare the first day and first week agenda letting employee know what is expected. Include any meetings the employee will attend.	
First Day in Department	**Completed**
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 hire and provide overview of job description, outlining the duties and responsibilities of his/her position along with your **written** expectations.	
Explain how his/her position relates to other positions in the department and/or university.	
Department tour and introduce to staff.	
Review roles and the functions of staff.	
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)	

Task	Completed
Review department dress code and use of name badge. (HR 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).	
First Week in Department	**Completed**
Explain regular department/university meetings.	
Review procedures for calling in sick, requesting time off, holidays, scheduled medical leave, FMLA, bereavement, personal leave of absence. Review procedures for returning to work after absence (i.e. if employee is out for more than 3 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 tour and introductions to the departments and individuals with whom the employee will interact.	
Provide tour of other areas in the university in which employee will navigate.	
First 30 Days	**Completed**
During the first month, make it a priority to 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.	

Department Welcome Letter

(to the New Employee from the Supervisor after formal offer by HR 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]

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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 [him/her] feel welcome.

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

Sincerely,

[Supervisor Name]
[Supervisor Title]