



Supervisor's Guide
For
New Employee Onboarding

Note to Supervisors:

Congratulations on your new hire!

This guide has been developed as a support tool providing information and resources to assist in the onboarding process of new employees.

Moving from Orientation to Onboarding:

The traditional focus on new employee orientation is paperwork, policies and procedures (a virtual information overload). Onboarding has gained in popularity in today's organizations as a way to welcome employees while increasing new employee productivity, retention and a more fully engaged organization.

We at PCCUA strive to create a positive work experience where employees are informed, engaged and have strong working relationships with their immediate supervisors as well as colleagues. Onboarding is a way to build this environmental foundation.

Why onboarding?

- ❖ It helps with building a strong sense of belonging and engagement from day one.
- ❖ Helps new hires understand goals & fully contribute more quickly.
- ❖ Improves job satisfaction and retention, lowering turnover.
- ❖ Builds a stronger team, raising productivity.

Roles and Responsibilities:

While department supervisors/managers play a critical role in a new employee's experience and success, onboarding is a collaborative effort campus wide. Successful onboarding requires a partnership between supervisors, departments, and human resources to insure a strong foundation is established with the new employee.

Studies have found that organizations that practice onboarding see a faster productivity time from new employees, increased retention rates and a more cohesive and engaged workforce.

Your new hire is an investment and should be treated as such. The following tips may help to ensure a successful and committed relationship between the employee and the college.

Planning essential activities for the first day and following weeks is crucial in making a good first impression. Coordinating meetings with team members, other department supervisors, and HR are good starting points that will serve as an opportunity for the new hire to gain valuable resources as their new work experience begins.

As a supervisor, your role is to facilitate the process of onboarding from beginning to end. Using the following tools and resources will assist in providing a consistent onboarding experience for all new hires, ensuring a smooth transition into our workforce.

The onboarding process begins once the candidate has been selected and accepts the position. The following tips will help in successful onboarding:

When	Objective	Activities Summary
New-Hire	Make a strong first impression. Ensure employee has tools needed for success prior to their first day.	<ul style="list-style-type: none"> • Implement Onboarding Plan • Communicate with new hire • Schedule any training • HR will initiate email accounts and other communication devices
First Day	After welcoming the new employee, complete any paperwork or other tasks. Have workspace organized and supplied.	<ul style="list-style-type: none"> • Introduce to others • Pair with department co-worker • Provide tour of campus • Share our mission • Answer any questions • If possible, plan for welcome lunch
First Weeks	Continue to assist employee as they learn their job duties and our campus structure.	<ul style="list-style-type: none"> • Complete “New Employee Supervisor Checklist”. Return to HR. • Share policies and procedures • Continued training • Provide needed manuals, websites, and other essential information
First 90 Days	Regular communication of expectations and job duties should be ongoing. The employee should feel a part of PCCUA.	<ul style="list-style-type: none"> • Should have a scheduled one on one to discuss first 90 days. • Provide feedback on employee performance. • Continue Onboarding Plan.

New-Hire Checklist:

Complete these activities before the new hire's first day:

- Schedule their first day when you will be on campus. Meet them that first day.
- Call the employee a couple of days before the start date to answer any last minute questions.
- Inform others of their start date.
- Have a clear transition plan for work to flow from those handling the tasks of the position to the new employee. Know who will be responsible for the training of the new employee. Being able to provide expectations and a set plan will assist them in becoming a successful team member.
- Establish a “work buddy” or mentor to serve, as a guide to assist with any questions or help the new hire may need.
- Have work area ready with computer and any other things needed to perform job duties.
- Order keys if required through the maintenance department
- Complete “Welcome Packet” for their first day.
- Plan to take new hire to lunch the first day. Include any pertinent people.

First Day Checklist:

Key tasks to help with the new employee's first day. Other team members may assist.

- Greet the employee and show them their assigned work area.
- Introduce them to co-workers within their department and to their “work buddy”.
- Provide them with the Welcome Packet, any keys or codes.
- Provide a mini-orientation on the computer with login, email, web advisor, time sheets for non-exempt employees, etc.
- If not a pre-planned lunch, make sure they know lunch schedule and where break area is located.
- Ensure their workspace is ready and answer any questions they may have.
- Review any department procedures and guidelines (breaks, office coverage, work requirements, dress, etc.)
- Tour the campus and point out any key areas.
- Complete any additional forms provided by HR and schedule additional meetings with HR if needed.
- Set training schedule.

First Weeks Checklist:

Provide and review work-place information.

- Complete “New Employee Supervisor Checklist” and return to HR.
- Review campus culture and any “unwritten” rules such as dress-down days, college shirts, traditions and celebrations. Provide Academic calendar, include staff in-service dates and work schedule.
- Discuss overall objectives and mission of the College.
- Review any HR policies and University policies. Show where policy manual and employee handbook may be accessed.
- Define expectations and discuss mutual performance standards and goals by reviewing job responsibilities. Complete performance evaluation standards and set a mid-year review date.
- Identify training resources and opportunities for professional development on and off campus.
- Share our organizational chart.
- Explain the importance of confidentiality; what can/can’t be shared.

Using some of the following questions during a check-in will assist in gaining a full understanding of the new hires onboarding experience.

- How is the job going?
- Is it what you expected when hired?
- Has the training/mentor been helpful?
- Have you been provided the resources and tools needed?
- Was your onboarding experience helpful?
- Any questions?



Providing a “Welcome Packet” for new hires is one way to share useful information and tips for future use.

You might include a welcome letter, and fundamental information such as:

- telephone directory
- new email address (supervisor will receive address by IT)
- My RidgeNet log-on information
- PCCUA website address
- Information regarding Web Advisor, Datatel, or other programs.
- Current college catalog
- Departmental schedule
- RidgeRunner Alert
- New employee forms sent to supervisor by HR

Template for a welcome letter or email to new hires

The following is a sample welcome letter to new employee you can use as a welcome to our team:

Dear *[employee's name]*

Welcome on board! We are delighted that you are joining us. We were impressed with your background and skills and we cannot wait for your first day as a RidgeRunner Team Member.

Please come to *[building/area]* on *[insert date]* at *[time]*. We have organized your first day to help you settle in properly. Here is an outline of what to expect:

1. You'll be introduced to your department and to your mentor.
2. You'll take some time at the beginning to meet with HR and take care of any necessary paperwork.
3. You'll familiarize yourself with your work area and set up accounts.
4. You'll meet with your supervisor, who will brief you on your responsibilities.
5. You'll have an introductory training on the basics like policies, company policies and benefits.
6. After lunch, a campus tour will be provided to familiarize yourself with the different areas.

We want to ensure that you feel comfortable and hit the ground running.

Our dress code is *[business casual]*. Don't forget to bring your driver's license and other forms of ID such as your social security card for employment documents.

PCCUA is proud to add you to our team,

[signature]

Sample Onboarding Schedule:

Date: _____

8:00 - 8:30	Greet employee and acquaint them with their work area
8:30 – 10:00	Review any paperwork requirements
10:00 – 10:30	Introduce to department co-workers
10:30- 12:00	Meet onboarding mentor, review position expectations
12:00- 1:00	LUNCH
1:15 – 2:00	Provide log-ins for computer, email, specific programs
2:00 – 4:00	Meet with HR and complete paperwork

