Onboarding Guide for Supervisors

Overview of Contents

Description of Onboarding

- What is onboarding?
- Connection between Onboarding and Employee Engagement
- How will you and your department benefit

Onboarding Program: Description and Overview

- Description and Overview
- Who is involved?

Onboarding Program: Timeline and Details

- Onboarding Checklist with Schedule and Timeline

Support and Collaboration: Enhancing the orientation process

- Role of Human Resources Department
- Support provided to you
- Questions?
- Website Resources

Onboarding Guide for Supervisors

> *"As a Christian, it is nice to be a part of a culture that supports prayer, love, faith, conversations about Christ, and that sets aside time each day to reflect on him"- CSP Employee*

"Concordia University, St. Paul empowers you to discover and engage your purpose for life, career and service in a dynamic, multicultural, urban environment where Christ is honored, all are welcome, and Lutheran convictions inform intellectual inquiry and academic pursuits".

– Concordia University- St. Paul Promise Statement

It's the university's intent to provide a supportive and welcoming environment to all new and veteran employees. As an employer, Concordia University- Saint Paul takes pride in its employees, seeking to recruit and retain the most qualified candidates.

The onboarding program at Concordia University- Saint Paul is designed to acclimate the university's newest employees while involving and engaging them within the campus culture.

The program will help ensure those new to campus feel as much a part of the university culture as those who have been employed here for many years.

> *"I love the diversity (Spiritual, Social, and Cultural) that the campus community provides. Every day I can see our faculty and staff working to uphold the Concordia Promise for our students"- CSP Employee*

Onboarding Guide for Supervisors

What is Onboarding?

Onboarding at Concordia University-St Paul is an initiative directing new employees to assist them in becoming successful in their positions sooner, with a connection to Concordia University's culture and personal techniques.

This process will extend beyond the new employee orientation that human resources conducts. The onboarding process will be run on a departmental level with support from the Coordinator of Onboarding and Training in the Human Resources Office.

The onboarding process will incorporate a series of trainings and events

The Connection between Onboarding and Employee Engagement

Do employees who participate in the onboarding program become more engaged with their employer?

Yes! According to Nick Van Dam, Vice President with Deliotte employers that engage their new employees in an onboarding program gain an 87% retention rate.

Since each department works hard to recruit new employees it is in the University's best interest to retain quality employees, therefore it is Human Resources job to create this guide to retain the talent and keep employees engaged within the University's Mission, Value, and Promise statement.

How will you and your department benefit?

The onboarding program has a focus of retention and employee development. This is designed for the employee, keeping him/her connected to the organization and maintaining awareness of their needs in the context of their new position and work environment.

The University's onboarding program goal is to:

- **Increase new employee productivity**, by training them about the university's culture and how to navigate the university system
- **Improve retention rates of new employees.** This will be done by providing an array of information that employees need in order to feel engaged, successful, and connected to the university community.

> *The University's onboarding program will set the foundation for an engaged, superior employee that understands the University's mission, goals and initiatives.*

Onboarding Guide for Supervisors

Concordia University- Saint Paul Onboarding Program

Description and Overview

Program Description and Overview

The onboarding program at Concordia University, Saint Paul is designed to provide knowledge about the university's mission, value, goals and promise statement to newly hired employees, while still involving and engaging them with the campus culture.

The onboarding program will help ensure employees that are new to the university feel as much a part of the university culture as those that have been employed here for many years.

The program is designed to:

Help new employees understand:

- The university and its culture
- How we conduct business through our vision, mission and values
- The university's policies and procedures
- The enjoyable elements that create a sense of home for many students, faculty and staff

.

Who is Involved?

The University's onboarding program is set up and conducted by the Human Resources office. However, the departments below are featured as a part of the process and play a large role in making this a successful transition for a new employees.

- Hiring Department Supervisor
- Information Technology/ Help Desk
- Human Resources
- Card Services
- Security
- Marketing

Onboarding Guide for Supervisors

Supervisor's Onboarding Checklist

Two Weeks before the Start Date

Work Schedule and Job Duties

- ☐ Ensure employee completes a release of information form
- ☐ Conduct a Background Check and notify supervisor of results **(HR)**
- ☐ Complete Payroll Authorization
- ☐ Send Employee Offer Letter and Contract (if applicable) w/ Job Description **(HR)**
- ☐ Announce Employee to Campus **(HR)**
- ☐ Submit a laptop request form to IT (if applicable) and clarify technology access & needs
- ☐ Submit a phone request or change to IT for employee's desk phone (cell phone if applicable)
- ☐ Submit a ID and key request (if applicable) to Card Services requesting campus access
- ☐ Schedule a time to receive Id/ keys and parking pass on the first day of work
- ☐ Schedule a time with HR for the new employee to complete all work related forms
- ☐ Schedule a time with departmental employees to welcome the new employee
- ☐ Schedule a time to meet with departmental vice president
- ☐ Schedule meetings of introduction and regular meetings with key faculty/ staff that the new employee will be in contact with on a regular basis
- ☐ Have work space cleaned, prepared w/ supplies & HR will provide university welcome folder to place on employees desk before start date.
- ☐ Pick up the employee's laptop and place it at their desk one day prior to start date
- ☐ Call the new employee and confirm:
    - ☐ Start Date
    - ☐ Location of Office
    - ☐ Start Time
    - ☐ Communicate dress attire
    - ☐ First day contact person
    - ☐ Communicate the types of identification needed for the completion of the I-9 form

Onboarding Guide for Supervisors

- [ ] Develop a training schedule to be completed within the first two weeks of the employees' start date (i.e. Banner, Voicemail, Email, Timecard)
- [ ] Add employee to any email distribution lists that you may have in your department

First Day of Work

- [ ] Supervisor is to greet the new employee at the location that was communicated
- [ ] Introduce employee to colleagues and show the new employee their work area, close by restrooms and departmental break/ kitchen area
- [ ] Conduct a campus tour around the times scheduled to pick up ID/ Keys & Parking Pass.
- [ ] Attend daily chapel
- [ ] Lunch in the Student Life Center
- [ ] Meet with Human Resources to turn in all necessary paperwork, obtain benefit information.
- [ ] Meet with employee to go over job description, duties assigned, departmental expectations (i.e. vacation time, start and end times, lunch times) and the training process for the first two weeks of work
- [ ] _____
- [ ] _____
- [ ] _____
- [ ] _____
- [ ] _____

Onboarding Guide for Supervisors

First Week of Work

- ☐ Review training schedule

- ☐ Schedule a meeting with new employee to discuss their work style, the supervisor's work style and department work style

- ☐ Provide employee a current agenda of projects the department is currently involved in and what role the new employee will play

- ☐ Review with the employee how satisfied they were with their first week of work

- ☐ Human Resources will also contact the employee regarding their first week experience

- ☐ _____

- ☐ _____

First Month of Work

- ☐ Schedule and attend New Employee Benefits Meeting (if eligible) **(HR)**

- ☐ Establish a weekly or biweekly meetings with new employee

- ☐ Discuss process for performance review; give employee a copy of the HR performance review, set short term and long term goals (review performance standards)

- ☐ At the end of the month give feedback on the employee's first month in the position

- ☐ Make sure that the new employee has met all key department contacts

- ☐ Encourage the employee to attend a campus event (i.e. sporting event, music concert, theater show, art show, etc.)

- ☐ Ensure the employee has completed FERPA, Title IX and Sexual Harassment Training through HR

First 90 Days of Work

Onboarding Guide for Supervisors

☐ Conduct a performance appraisal

☐ Review performance goals (both short term and long term)

☐ Provide training as needed for the employee that may pertain to the University and/or the employee's position

☐ Encourage the new employee to volunteer for a large campus event (i.e. Welcome Week, Homecoming, Christmas Concert, Knollapoolza or Commencement)

☐ Continue to introduce employee to key personnel

☐ Continue to provide additional challenging tasks for the employee

☐ _____

☐ _____

☐ _____

First Year of Work

☐ Conduct year performance appraisal

☐ Establish goals for the upcoming year

☐ Encourage employee to provide feedback about the Onboarding Program to the Coordinator of Onboarding and Training in Human Resources

☐ _____

☐ _____

☐ _____

☐ _____

Support and Collaboration:

Onboarding Guide for Supervisors

Role of Human Resources

Human Resources is here to provide you with the proper details and suggestions in guiding you through the hiring process. Hiring a new employee can be overwhelming and minor details may easily be forgotten, which in turn could lead to a negative impression by the new. Human Resources is here to assist you by preparing a onboarding checklist to assist you along the way.

Process of Enrolling New Faculty/ Staff

To successfully complete the transition process of hiring a new employee, **you will need to allow two weeks from the offer date to the start date**. By allowing this time the employee will be successfully prepared on their start date. Please reference the checklist to begin the hiring process.

Support

- Email Links
- Human Resources Staff
- Use the Onboarding Guide Checklist to help ensure you that you are guiding your new employee to positive new start.

Questions

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