



# Onboarding Guide

At Shawnee State University, we are dedicated to your success as a new employee. We have developed a program to assist you and your manager with navigating the onboarding process. In this guide you will find our program details.

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# Introduction to Onboarding

Welcome to Shawnee State University! You are already a valued member of our campus community. It is important to us that your transition to our workplace be as smooth as possible and that we provide you with as much support and information as we can during your “new-hire” and early employment days. That is the purpose of this onboarding program. Thank you for actively engaging in this process. We can only do this together.

## **What is onboarding?**

Onboarding, is an orderly method that Shawnee State University has implemented to help you navigate all of the “new employee” and early employment processes needed to become familiar and comfortable with the University’s organization and culture.

## **Why is an onboarding program important?**

We understand how overwhelming starting a new job, learning new systems and technologies, and becoming acquainted with policies and procedures can be for a new employee. Having a systematic approach that gives you guidance on these issues, while you are meeting new people and making other life changes, will reduce the time it takes for you to make a smooth transition to the University . An effective onboarding program increases the likelihood that you will be able to participate more actively and feel engaged in this new environment.

## **What are the key stages in our onboarding program?**

Our desire is to create positive experiences at each stage to help you understand how to do your job while forging meaningful connections with coworkers, colleagues and the broader University community. Each stage consists of orientation, training and performance related tasks. The stages of our onboarding program for you, HR and the hiring manager are:

1. *Pre-boarding*
2. *1<sup>st</sup> day tasks*
3. *Within the 1<sup>st</sup> week tasks*
4. *Within the first 30 day tasks*
5. *After 30 day tasks*
6. *90 day tasks*
7. *180 day tasks*

# 1: Pre-boarding

## *Employee Tasks*

- Sign Executive Contract.
- Complete New Hire Paperwork through DocuSign.
- Schedule New Hire Orientation prior to hire date or on your first day.
- Review Policies & Procedures:
  - Email FERPA Acknowledgement Form prior to your first day to Megan Ketter at [mketter@shawnee.edu](mailto:mketter@shawnee.edu) to ensure access to University Systems. The FERPA Acknowledgement Form can be found in the Resources Section of this guide.

## *Hiring Manager or Designee Tasks*

- Send communication to the employee outlining where and when to report on their first day, work day hours and the first day agenda.
- Prepare office/workspace (order a computer if needed, ensure all equipment is ready).
- Request phone hookup, ensure voice mail set up directions are accessible. The voicemail set-up guide can be found in the Resources Section.
- If needed, follow-up with the IT Helpdesk ([itservice@shawnee.edu](mailto:itservice@shawnee.edu)) for set-up with department specific systems access and long-distance code (completed through IT Access Form sent to ITS by HR).
- Order business cards through the print shop ([printingservices@shawnee.edu](mailto:printingservices@shawnee.edu)).
- Order keys for the building and office using the Key Request Form. The Key Request Form can be found in the Resources Section of this guide.

## *Human Resources & Organizational Development Team Tasks*

- Schedule the New Hire Orientation.
- Obtain signed Executive Contract.
- Obtain FERPA Acknowledgement Form.
  - Send FERPA Acknowledgement Form to Registrar's Office.
- Take photo of new employee for MySSU Card during New Hire Orientation.
- Provide University Policies for review and acknowledgement.
- Provide parking tag and gate card, if applicable.
- Verify the receipt of new hire paperwork through DocuSign.
- Email Access form to ITS to activate network access, email, and MySSU. Ensure Access Form is sent to appropriate University offices.

## 2: 1<sup>st</sup> Day

### *Employee Tasks*

- Set-up workspace:
  - Set-up voicemail. The document containing the instructions to set-up your voicemail is located in the Resources Section.
- Review Position Description and Job Responsibilities.
- Meet your team and develop an understanding of how each position relates to the others on the team.
- Coordinate with ITS to ensure network access and email is functioning.

### *Hiring Manager or Designee Tasks*

- Have 1<sup>st</sup> day agenda prepared.
- Arrange campus tour.
- Coordinate welcome events with other staff members ( e.g. Lunch, Doughnuts).
- Discuss the role of co-workers/team in context of employee's position—how each position relates to others on the team.
- Review Position Description & Job Responsibilities with new employee.

## 3: Within the 1<sup>st</sup> Week

### *Employee Tasks*

- Sign Policy Acknowledgement Form through DocuSign.
- Review BearTrax Quick Guide and if you have questions, contact the modules' leaders. The BearTrax Quick Guide can be found in the Resources Section of this guide.
- Review our Who's Who Guide with your supervisor to learn department managers and key staff outside of your department. The Who's Who Guide is located in the Resources Section.
- Review performance review procedures.
- Continue position description discussion. Discuss initial performance goals with your manager.
- Review Bargaining Unit Contract with manager and Director of Labor & Organizational Development.

### *Hiring Manager or Designee Tasks*

- Send campus wide email communication introducing the new employee. A template is located in the Resources Section.
- Continue position description discussion. Discuss initial performance goals.
- Introduce department managers and key staff outside of the department by reviewing our Who's Who Guide located in the Resources Section.
- Review and be prepared to explain how the employee's department fits within the University.
- Be prepared to discuss the University/College/Department mission and vision.
- Discuss workplace expectations.
- Discuss department meetings, attendance and participation requirements.

### *Human Resources & Organizational Development Team Tasks*

- Follow-up on outstanding orientation items.
- Obtain signed Policy Acknowledgement Form through DocuSign.
- New Hire check-in via phone call or email.

## 4: Within the first 30 days

### *Employee Tasks*

- Submit Benefit Elections. The job aid can be found in the Resources Section.
- Finalize Performance Goals with manager in DocuSign. The guide for staff can be found in the Resources Section.
- Employee training with Organizational Development (OD) Team. Email [dzender@shawnee.edu](mailto:dzender@shawnee.edu) to schedule the in-person trainings or refer to the training schedule.
  - Required Training:
    - Online Trainings
      - Title IX & Clery
      - Workplace Safety
      - ADA
    - In-person Trainings
      - BearTrax
      - Office 365
      - Ethics
      - Active Shooter
      - FERPA
      - Performance Management

### *Hiring Manager or Designee Tasks*

- Ensure employee completes new hire trainings.
- Finalize Performance Goals with employee in DocuSign. The guide for staff can be found in the Resources Section.

### *Human Resources & Organizational Development Team Tasks*

- OD to coordinate the following in person trainings:
  - BearTrax
  - Office 365 and other IT materials
  - Ethics
  - Active Shooter
  - FERPA
  - Performance Management
- Follow-up to ensure benefit elections are complete in BearTrax and in the vendor systems.
- Send reminder to complete the Retirement Election Form if we have not received from the employee.

## 5: After 30 days

### *Employee Tasks*

- Provide Retirement Election Form to [mketter@shawnee.edu](mailto:mketter@shawnee.edu). The Retirement Election Form can be found in the Resources Section.
- Complete department and role based training (as assigned by supervisor).

### *Hiring Manager or Designee Tasks*

- Ensure employee schedules and completes department and role based training or schedule retraining.

### *Human Resources & Organizational Development Team Tasks*

- Follow-up with supervisor and confirm the employee is meeting performance expectations and has scheduled department and role based training.
- Verify we have received Retirement Election Form within the 120-day period and any outstanding Benefit Documentation.

## 6: 90 Days

### *Employee Tasks*

- 90 day check-in with manager for Performance Management. Update DocuSign.
- Check in with OD regarding department and role based training progress.

### *Hiring Manager or Designee Tasks*

- 90 day check-in with employee for Performance Management. Update DocuSign.
- Ongoing professional development (i.e. Coaching).
- Check in with OD regarding department and role based training and performance progress.

### *Human Resources & Organizational Development Team Tasks*

- OD check in with Employee regarding department and role based training progress.
- OD check in with supervisor to ensure employee completed training and meets performance expectations.



## 7: 180 Days

### *Employee Tasks*

- Acknowledgement of performance evaluation in DocuSign.

### *Hiring Manager or Designee Tasks*

- Conduct performance review meeting with the employee.

This concludes the SSU Onboarding experience. How was it? Please take our survey. This will be emailed to you.

# 8: Resources Section

## New Employee

[Organizational Structure](#)

[Who's Who](#)

[FERPA Training and Acknowledgement Form](#)

[Policy & Procedure Reference Guide and Acknowledgement Form](#)

[Retirement Election Form](#)

[Make Benefit Elections Job Aid](#)

[BearTrax Quick Guide- Faculty & Staff](#)

[Cisco Phone Training and Voicemail Set-up Guide](#)

[BearTrax Job Aids](#)

[Performance Management Information](#)

## Manager

[New Employee Welcome Email Template for Campus Communication](#)

[Successful probation completion template](#)

[Performance Management Information](#)

[Key Request Form](#)