New Employee Onboarding

Supervisor's Guide

MINNESOTA STATE UNIVERSITY MOORHEAD

New Employee Onboarding - Supervisor's Guide

Congratulations on hiring a new employee! The following guide has been created in order to help you get them acclimated to MSUM, their position and ensure they have a smooth onboarding experience!

What is Onboarding?

Onboarding can be described as a systematic and comprehensive approach to integrating a new employee with a company and its culture, as well as getting the new employee the tools and information needed to become a productive member of the team[1].

Why is Onboarding important?

Onboarding is extremely important to the success of your new hire. It provides a support process to manage a multitude of items that are initiated once an employee accepts a new position.

The Onboarding process will also ensure employees are aware of information regarding the university culture, policies, procedures, and expectations so that they will be able to navigate the department and be successful. The Onboarding process is still important for current employees who transfer to a new department or new role as it provides a way of making them feel welcomed, excited and confirm the reason they joined the department and MSUM.

The New Employee Onboarding – Supervisor's Guide contains tools that will help you, the supervisor, to prepare for your new hire. Below is a description of the items included in this resource guide:

Supervisor's New Employee Orientation Checklist

- *This checklist contains items that need to be completed for your employee prior to their first day, on their first day and throughout their first week of employment. It is broken out by department and provides links and information regarding each task. It also contains additional space for you to document any tasks that may be specific for your department.*

New Employee 30-60-90 Day Onboarding Plan

- *This plan contains a template of items that should be completed with your new hire over their first 3 months of employment. Additional space is included for you to customize for your department and the employee's specific position. This plan is meant to be a supplement to the orientation checklist.*

New Employee Check-In Meeting (Sample Questions)

- *This template contains sample questions that can be used with your employee during check-in meetings at 30, 60 and 90 days. The questions can be modified or added to in order for you to ascertain information on your new employees first months with MSUM.*

In addition to the New Employee Onboarding – Supervisor's Guide, the Human Resources department is also communicating important information to your new hire, beginning prior to their first day.

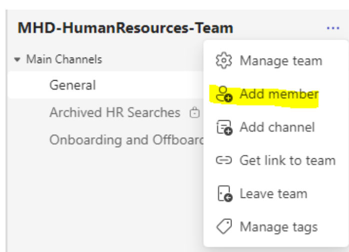
The checklist and templates included in this guide are meant to provide you with necessary information to help you ensure your new hire is able to adapt and successfully integrate into the culture of MSUM and become a productive employee as soon as possible. This information is not intended to be a complete representation of what is needed for each and every new employee. As the supervisor, you have the option to customize the information included to meet the specific needs of your department.

[1] Onboarding Key to Retaining, Engaging Talent by Roy Maurer, 4.16.2016, www.shrm.org

Supervisor New Employee Orientation Checklist

Employee Name:	Date:
Position:	

Prior to 1st Day

IT	☐	**Computer and Phone Request** Please be sure to request that your new employee’s computer, monitors, and other equipment be moved to their new office space prior to their first day in their new role if there is not existing equipment in their space. To request that computer equipment be moved or a phone line set up, please submit an [IT Help Desk Ticket](). The employee name and start date will need to be included in the ticket for reference. Once a ticket is created, a helpdesk agent will contact you to gather specific information on your new employee’s computer and phone needs to complete the process. *The computer and office phone needs can be requested together in one ticket to the IT Helpdesk.* Supervisors should also grant the new employee access to the department’s shared Teams files. To grant access, click on the 3 dots next to the Team name, and then select “Add Member.” 
Public Safety	☐	**Key & Card Access** Key and card access must be request through the online Key & Card Access Request Form. Email and phone calls are not an acceptable means to request key and card access. To request key and card access for your new employee, please log in to the [Key/Card Access Request Form]() with your Star ID and password and complete the access request form. Once the request has been completed, an email will be sent to the key holder letting them know when they keys are ready to be picked up. Keys can be picked up by the employee at the Public Safety Office on campus. Requested keys are only held for 30 days.
Marketing & Communications	☐	**Employee Name Badge** Name badges for new employees must be ordered through the Marketing & Communications Graphic Request Center. To order your new employee’s name badge, please log in to the [Marketing Graphics Store]() with your Star ID and password and complete the requested information.
	☐	**Employee Business Cards** To order your new employee’s business cards, please log in to [Marketing Graphics Store]() with your Star ID and password and order through the catalog.

Departmental	☐	**New Employee Announcement** Send a new employee announcement email to your department staff. The new employee announcement email should contain the new employee's name, start date, position and provide some background information on the new employee. It could also outline any departmental activities that staff may need to be aware of or involved in during the new employee's first few weeks on the job.
	☐	**Regular Scheduled Meetings** Add any regularly scheduled meetings that the employee will need to be included into the new employee's calendar. These may include departmental staff meetings, etc.
	☐	**New Employee Lunch** Schedule time to eat lunch with your new employee during the first week of employment. The lunch can be scheduled one-on-one with the supervisor, the entire department or both. This is important even if current staff have worked with the new employee in their previous role on campus as it helps build a stronger connection to the team. Ideas for lunch could include: ➢ Inviting the team to bring their lunch and eat at the same time in a common room with the new employee ➢ Inviting the new employee or team to purchase their lunch and eat together at an MSUM dining location (Dragon Café, Kise Commons etc.)
	☐	**Employee Schedule – Week 1** Create an outline of activities for the new hire through their first week of employment. This could include time to meet with you, co-workers, review policies, participate in training etc. Time should also be left open for the employee to spend how they need. This could be time at their desk getting acclimated to their new workstation, gathering supplies, or getting familiar with the university website.
	☐	**New Employee Workstation** It is important to prepare the workstation for the new employee before their first day. A clean and organized work area will make the employee feel welcomed. To prepare the workstation for the employee, consider the following: ➢ Clean/dust the workspace ➢ Organize files and paperwork currently in the workstation ➢ Remove items that the new employee will not need ➢ Stock the workstation with basic supplies (post-it notes, pen/pencil, tape, stapler) ➢ Prepare a welcome sign to hang on the new employee's door/wall/desk ➢ Prepare a welcome card from department staff and a gift of nominal value to put on the on the employee's desk. The Marketing department has MSUM trinkets available to purchase at cost for your convenience. ➢ If you need to request or move any additional office furniture such as file cabinets, chair, shelves, etc., please contact Joanne Bekkerus in the Physical Plant at 218.477.2910 or eklo@mnstate.edu.

Additional Departmental Items – Prior to 1st Day

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	☐	**ISRS Access** If your new employee will need access to ISRS for student data, access will need to be requested via the Employee Home Dashboard Security Administration portal. The employee will receive an email containing a user ID and password that will be used to access ISRS. Once a user ID and password have been created, the approval manager, in each area that the employee needs ISRS access, will need to be contacted to give them access for that module. (Modules are departments such as Finance and the Registrar's Office). For more information on ISRS access or how to find approval managers, please visit the [Minnesota State ITS Service Portal.]()
	☐	**Workday Access** If your new employee will need access to Finance processes in Workday (such as purchasing cards, cost center approvals, etc.), please reach out to Business Services at: bsnservices@mnstate.edu.
	☐	**Department/Facilities Tour** Provide a tour of the department for the new employee. Make sure to include where the employee can find the basic things they may need (bathroom, water fountain, supply cabinet, vending machines, lunch room etc.). This is important even for current employees who have transferred to your department as they may not be familiar with their new work area.
	☐	**Department Overview** Be sure to discuss the department's purpose, organizational structure and goals with your new employee. Review the departmental organizational chart with the new employee. Be sure to include details on the types of positions within the department, their relationship to the new employee's position and detail on how the new employee's job will contribute to the overall success of the department and university.
	☐	**Position Description** Review the description specific to the employee's position with them. This is meant to give them an overview of the expectations and requirements of their new position and provide them with an opportunity to ask any questions or seek clarification. Upon review, the Position Description needs to be signed and returned to: hr@mnstate.edu. The supervisor is encouraged to retain a copy in their files as well.
	☐	**Employee Schedule – Week 1** Review the schedule of activities for the first week with the new employee. Ensure they know where all activities take place and that they have been introduced to each individual they will work with during the scheduled activities.

New Employee 30-60-90 Day Onboarding Plan

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Employee Name:	Date:
Position:	

30 Days

	Review and clarify performance objectives and expectations
	Set up informational (formal or informal) meetings for employee with key employees
	Schedule employee for any necessary departmental training
	Determine job and department specific learning activities that the new employee will complete during the next month. Discuss what success will look like.
	Assign mentor to new employee
	Schedule meeting with mentor and new employee to cover expectations for next few months.
	Meet with employee for 30 day check-in (see sample questions)

60 Days

	Work with new employee on creation of Employee Development Plan (this can include discussion on new employee strengths, areas for improvement, training, etc.)
	Review and clarify performance objectives and expectations
	Determine job and department specific learning activities that the new employee will complete during the next month. Discuss what success will look like.
	Follow up with mentor on new employee progress and get feedback
	Meet with employee for 60 day check-in (see sample questions)

90 Days

	Review Employee Development Plan for progress, revise as needed
	Review and clarify performance objectives and expectations
	Determine job and department specific learning activities that the new employee will complete over the next three months. Discuss what success will look like.
	Follow up with mentor on new employee progress and get feedback
	Discuss professional development opportunities and determine what is appropriate
	Meet with employee for 90 day check-in (see sample questions)

New Employee Check-In Meeting
(Sample Questions)

Employee Name: Date:

Position:

☐ 30 Days ☐ 60 Days ☐ 90 Days

(To be completed by the supervisor)

How is your job going?

Is the position what you expected when you were hired?

Have there been any surprises? If so, what were they?

Has the training been helpful?

What additional training is needed?

Do you have all of the equipment and/or work tools that you need?

Is there anything that you need that you do not have access to?

How are your relationships with your co-workers?

Are there any questions that you still have or anything that is unclear?

Do you have any suggestions on how we could improve our work across the department?

Do you have any general suggestions?

Is there anything you would like to discuss that I have not asked you?