

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.

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 a new hire accepts a new position. The Onboarding process will also ensure new employees become aware of information regarding the university culture, policies, procedures, and expectations so that they will be able to navigate the organization and be successful and finally it provides a way of making your new hire feel welcomed, excited and confirm thereason 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 to 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 during 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 in order 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.

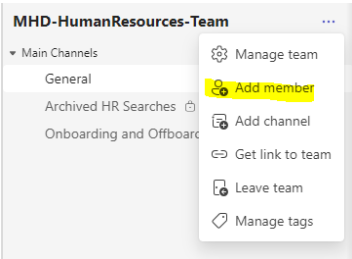
Supervisor New Employee Orientation Checklist

Employee Name:

Date:

Position:

Prior to 1st Day

IT	<div data-bbox="272 751 293 779" data-label="Form"><input type="checkbox"/></div> <p>Computer and Phone Request</p> <p>A computer and phone must be requested prior to your employee's start date. This will ensure the computer is available and ready for use on the employee's first day of employment with MSUM.</p> <p>To request a computer for your new employee, please fill visit the Deployment, Replacement, and Return page of the IT Services website. 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.</p> <p>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."</p> 
Public Safety	<div data-bbox="272 1352 293 1379" data-label="Form"><input type="checkbox"/></div> <p>Key & Card Access</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>For more information on Key & Card Access, please visit the Public Safety website.</p>
	<div data-bbox="272 1598 293 1625" data-label="Form"><input type="checkbox"/></div> <p>Driver's License Verification</p> <p>If your new employee's position requires them to travel for University business, they must complete a Driver Background Check Application and be approved to drive before being able to rent University vehicles or travel for University business with their personal vehicle.</p>
Marketing	<div data-bbox="272 1835 293 1862" data-label="Form"><input type="checkbox"/></div> <p>Employee Business Cards & Name Badge</p> <p>Business cards and name badges for new employees must be ordered through the MSUM Marketing Store. <i>Note: If this is your first time ordering through the store, you will need to set up an account and await approval for access.</i></p> <p>If you need assistance or have questions, please contact the Print Shop Coordinator at 218.477.2173 or printing@mnstate.edu.</p>

Departmental	<input type="checkbox"/>	<p>New Employee Announcement Send a new employee announcement email to your department staff.</p> <p>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 employees first few weeks on the job.</p>
	<input type="checkbox"/>	<p>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.</p>
	<input type="checkbox"/>	<p>New Employee Lunch Schedule time to eat lunch with your new employee during the first week of employment.</p> <p>The lunch can be scheduled one-on-one with the supervisor, the entire department or both. Ideas for lunch could include:</p> <ul style="list-style-type: none"> ➤ 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.)
	<input type="checkbox"/>	<p>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.</p> <p>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.</p>
	<input type="checkbox"/>	<p>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 welcome.</p> <p>To prepare the workstation for the employee, consider the following:</p> <ul style="list-style-type: none"> ➤ 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

[illegible]

1st Day of Employment

Human Resources	<input type="checkbox"/>	<p>MSUM Employee Identification Numbers</p> <p>Your employee will have 3 different employee identification numbers upon hire. Review with your employee what each type of ID is used for and ensure they know what their ID numbers are.</p> <ul style="list-style-type: none"> ➤ Dragon ID (Tech ID)– this number is used as an MSUM employee identifier. ➤ Star ID – this number is used to access campus applications such as email, computer log in, Workday, D2L, etc. ➤ State ID* – this number is used to access Employee Self-Service, which gives employees access to their pay information, W-2, W-4, direct deposit, payroll forms and benefits. It is also used to update personal information. <p><i>*The State ID is emailed to the new employee by HR once it has been created. Due to the timing of an employee's hire date, it may take up to two weeks to generate a State ID number.</i></p>
	<input type="checkbox"/>	<p>Employee Self-Service Information</p> <p>Your employee was made aware that as an agency of the State of Minnesota, MSUM utilizes a secure site called Employee Self-Service to house employee information. <u>Their State ID will be used to access the information on this website.</u></p> <p>Ensure your employee is aware of how to access Employee Self Service, log in and where to review information.</p> <ul style="list-style-type: none"> ➤ Employee Self Service <p>Information on the Employee Self-Service site include, but is not limited to:</p> <ul style="list-style-type: none"> • Announcements – latest announcements for employees • My Paystub – view your current and prior earnings statements • Other Payroll – access forms such as W-4, MWR, W-2, direct deposit, etc. • My Personal Information – review and edit your address, phone and emergency contact information • Benefits – review current and historical benefits information, enroll in benefits, review flexible spending account information, etc. • My Profile – change your password and set viewing options
	<input type="checkbox"/>	<p>Employment Eligibility Verification Form (I-9)</p> <p>Please remind your employee, if they have not done so already, that they need to complete their I-9 form in person at the Human Resources office. This must be completed no later than their 3rd day of employment.</p>
IT	<input type="checkbox"/>	<p>Employee ID Card</p> <p>The Employee ID card is used for identification, to provide access to campus facilities and utilize various university resources.</p> <p>To obtain their Employee ID Card, the new employee must visit the IT Helpdesk located on the first floor of Livingston Lord Library, room 122. <u>They will need their StarID number to obtain their card.</u> More information is located on the Dragon Cards webpage.</p>

Public Safety	<input type="checkbox"/>	Building Keys Building keys requested through the Key and Card Access website will be available through the Public Safety department.
	<input type="checkbox"/>	To obtain building keys, employee must bring their Employee ID Card to Public Safety department located at 1616 9th Ave S. Keys will not be handed out without the Employee ID Card.
Marketing	<input type="checkbox"/>	Online Directory Photo Your employee was made aware that MSUM maintains an online directory of employees by department, which includes a photo of each employee.
	<input type="checkbox"/>	Please remind your employee to have their photo taken for the online directory. They will need to email marketingteam@mnstate.edu to schedule a photo appointment.
Departmental	<input type="checkbox"/>	Department Introductions Introduce your new employee to all departmental staff. Provide a brief explanation of their role and how their work will interact with the new employee.
	<input type="checkbox"/>	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.). You may also schedule a campus tour for your new hire by contacting the Admissions Office at: admissions@mnstate.edu or 218-477-2161.
	<input type="checkbox"/>	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 everyone they will work with during the scheduled activities.
	<input type="checkbox"/>	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.
	<input type="checkbox"/>	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 the Registrar's Office). For more information on ISRS access or how to find approval managers, please visit the Minnesota State ITS Service Portal .
	<input type="checkbox"/>	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 .

Additional Departmental Items – 1st Day of Employment

[illegible]

1st Week of Employment

Human Resources	<input type="checkbox"/>	<p>Time & Absence Reporting Your employee has been made aware that they are required to submit timesheets as well as requests for sick leave, personal days, vacation and other absences through Workday.</p> <p>Discuss with your employee how to use the Workday System using the Managing Time & Absence Job Aid and explain your departmental expectations.</p> <p>If you have further questions regarding Time & Absence, please contact hr@mnstate.edu.</p>
	<input type="checkbox"/>	<p>Position Description Review the employee's position description in depth 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. Following review, the Position Description needs to be signed by both the employee and the supervisor. Supervisors should retain a copy of the position description for future reference or the ability to make modifications in the future.</p> <p>A copy of the signed position description should be sent to HR@mnstate.edu to retain in the employee's personnel file.</p>
	<input type="checkbox"/>	<p>Required Employee Training All MSUM employees must complete, annually, a group of required trainings. These trainings provide employees with an understanding regarding employment-related policies and procedures, information or data available to the public, responsibilities related to sexual violence, safety, and navigating Workday.</p> <p style="padding-left: 40px;">➤ New Employee Required Training & Instructions</p> <p>All of the required trainings are found in Enterprise Learning Management (ELM) through Employee Self Service. Please ensure that they know how to access the training and that it is required to be completed within 30 days of their employment.</p> <p>Please ensure that your employee also completes other job-specific trainings in ELM such as Defensive Driving, Safety training, the Art and Science of Supervision, etc. Please reach out to Human Resources if you have any questions regarding additional training programs available to your employee.</p>
	<input type="checkbox"/>	<p>MSUM Policies and Procedures All employees are required to be familiar with policies and procedures that govern our employment related to Minnesota State University Moorhead, the State of Minnesota and Minnesota Management and Budget.</p> <p>Your employee has been made aware of the list of these policies and procedures that need to be reviewed. Ensure that your employee knows where to view the information and remind them that a review of the policies and procedures must be completed within 30 days of employment by completing the policies & procedures acknowledgement form.</p>

Business Services	<p>Purchasing Card A purchasing card in the name of a university can be issued to a state employee upon approval by the employee's supervisor and/or budget manager.</p> <p><input type="checkbox"/> To request a purchasing card for your employee, the MSUM Purchasing Card Application must be completed. A delegation of authority form may also be required, depending on the position of your new employee.</p> <p>Please review the Purchasing Card Policies & Procedures for the complete process or contact Business Services at bsnservices@mnstate.edu for more information.</p>
Public Safety	<p>Emergency Information and Procedures As a new employee of MSUM, it is important that they become familiar with the procedures in place in the event of an emergency.</p> <p><input type="checkbox"/> Please take time to review the Emergency Preparedness Guide with your new employee and highlight any procedures specific to your office location.</p> <p>The Emergency Preparedness Guide is also located online on the Public Safety website under Emergency Information.</p>
	<p>Dragon Alert Emergency Notification System As a new MSUM employee, it is highly encouraged that they opt-in to MSUM's Emergency Notification System, Dragon Alert. Dragon Alert will allow the employee to receive emergency text alerts, emails and telephone calls to communicate emergency information quickly and regardless of location.</p> <p><input type="checkbox"/> Please encourage your new employee to opt-in to Dragon Alert and provide examples of how this service is beneficial to our campus community.</p> <p>To opt-in to Dragon Alert, the employee will need to log in to Dragon Alert with their Star ID and password and complete the registration form.</p>
	<p>MSUM Parking Permit Your new employee was made aware that MSUM parking permits are required on all vehicles parked in all lots except metered spots. Various permit options and costs are available for faculty, staff and students.</p> <p><input type="checkbox"/> Please remind your employee to register for a parking permit, by logging in to the Parking Permit Registration site with their ID and password to complete the registration form.</p> <p>Addition information on parking permit cost, a map of parking lot locations and parking FAQ's can be found on the Parking website.</p>

Departmental	<input type="checkbox"/>	<p>Campus Tour Schedule a tour of the MSUM campus for your employee. This will help them to become acquainted with the layout of campus and how to navigate to specific buildings.</p> <p>To schedule a campus tour, please contact the Campus Visit Coordinator in the Admissions Department at 218-477-2164 or email shannon.powell@mnstate.edu.</p>
	<input type="checkbox"/>	<p>University Overview Provide an overview of the university's mission, values, strategic plan and goals. Review university leadership organizational charts and detail what role the department plays in the success of the university.</p>
	<input type="checkbox"/>	<p>Department Overview Provide an overview of the department. Discuss the department's purpose, organizational structure and goals. 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 how the new employee's job will contribute to the overall success of the department and university.</p>
	<input type="checkbox"/>	<p>Employee Schedule – Week 1 Review the schedule of activities for the first week with the new employee. Get feedback from the new employee on the first week and how the activities went.</p> <p>Provide feedback to departmental staff as necessary on the week's activities.</p>
		<p>Optional Meeting with Union Representative (If Applicable):</p> <p>If your new employee's position is covered by a union contract (AFSCME, IFO, MAPE, MMA, MSUAASF), they will have the opportunity to meet with a union representative within their first 30 days of employment. They will receive 30 minutes of paid time (not deducted from their leave balances) to attend this meeting. The employee's union representative will reach out to them within their first 1-2 weeks to schedule this meeting.</p> <p>Please work with your employee to find a meeting time that aligns with their orientation schedule and the department's needs. We ask that employees notify their supervisors at least 48 hours in advance of the meeting whenever possible.</p> <p>Note: Employees whose positions are covered by the Commissioner's Plan, Managerial Plan, and the Personnel Plan for Administrators do not have a union representative.</p>

Additional Departmental Items – 1st Week of Employment

[illegible]

New Employee 30-60-90 Day Onboarding Plan



Employee Name:

Date:

Position:

30 Days

<input type="checkbox"/>	Check with employee to ensure they have completed the ELM Required Training due within the first 30 days of employment.
<input type="checkbox"/>	Check with employee to ensure they have completed the review of MSUM Policies and Procedures due within the first 30 days of employment.
<input type="checkbox"/>	If employee is benefits eligible, check to ensure they have completed their benefits enrollment due by the 30th day of employment.
<input type="checkbox"/>	Review and clarify performance objectives and expectations
<input type="checkbox"/>	Set up informational (formal or informal) meetings for employee with key employees
<input type="checkbox"/>	Schedule employee for any necessary departmental training
<input type="checkbox"/>	Determine job and department specific learning activities that the new employee will complete during the next month. Discuss what success will look like.
<input type="checkbox"/>	Assign mentor to new employee
<input type="checkbox"/>	Schedule meeting with mentor and new employee to cover expectations for next few months.
<input type="checkbox"/>	Meet with employee for 30 day check-in (see sample questions)
<input type="checkbox"/>	
<input type="checkbox"/>	

60 Days

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

90 Days

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

Additional Training Items that may be applicable:

- ❖ Scheduling Services (EMS)
- ❖ University Vehicle Use
- ❖ Purchasing Card Reconciliation
- ❖ Travel Authorization and Expense Reports
- ❖ Special Expenses and Gifts Policy

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?