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Onboarding New Employees

Beginning a new job can be an overwhelming and challenging experience. At Clackamas Community College (CCC) we want employees to have a smooth transition into their new role and provide them with the knowledge, tools, resources and support they need in order to be successful. Orienting a new employee takes a partnership between the supervisor, the employee's co-workers, Human Resources and many other departments. By working together we can increase the employee's satisfaction and retention, encourage strong performance, expedite an employee's ability to perform and contribute, and create a sense of belonging to our Community.

Onboarding includes several steps to assist new employees' transition into their new roles at Clackamas Community College:

First Day

New employees will meet with Human Resources on their first day of employment for approximately 30 minutes. During this time new employees will complete their required new hire paperwork, receive a checklist of requirements and action items, and other helpful information. Please visit the Human Resources website to see a copy of the online Mandatory Onboarding: <http://goo.gl/5O3Jtn>.

New Employee Onboarding

New Employee Onboarding will include topics such as CCC history, an overview of each campus, the College structure, student life, diversity, benefits, and campus tour. This overview of CCC will assist new employees in having an overall understanding of the College. Employees will automatically be scheduled to attend New Employee Onboarding during their first month of employment. We will notify new employees about New Employee Onboarding by including this information during their first day onboarding with Human Resources and via email. We will send supervisors an email to inform them when their employee is scheduled to attend New Employee Onboarding and then send a reminder a few days prior. New Employee Onboarding typically lasts 2.5 hours and is conducted in the Human Resources Office.



Department Onboarding Checklist

The Department Onboarding begins with the employee's hire and continues through at least the probationary period. In order to assist supervisors and departments in welcoming and onboarding new employees, we have prepared a Department Onboarding Checklist. Please feel free to tailor this checklist to work for your department and send any suggestions to your designated HR contact.

Prior to the Employee's First Day

- Provide a welcome letter or email to the employee confirming the start date, time, location and other pertinent details.
- Request myClackamas and email setup.
*Requested via myClackamas/Supervisor information. Please allow up to 7 days processing time.
- Inform staff and appropriate individuals of the new employee's arrival.
- If possible, have a card signed by co-workers welcoming the employee, a plant, CCC t-shirt or some other personal touch to welcome the employee at their workstation.
- Put together a welcome packet for the new employee with key information e.g. job description, organization chart, department marketing booklets, contact list, etc.
- Order business cards and office name plate, if applicable.
*Requested via Duplication. Please allow up to 7-14 days processing time.
- Order applicable keys.
*Requested via Campus Services. Please allow up to 7 days processing time.
- Prepare employee's computer, phone, workstation (including ergonomic information or review), and stock with basic supplies e.g. tools, stapler, pens, etc.
- Develop a training plan for the employee. If another employee will be doing the training, discuss in advance of the employee's arrival.
- Schedule time to meet with the new employee on the first day of work, both at the beginning of the day and at the end of the day to debrief.
- Notate probationary period end date, performance checkpoints and onboarding dates on your calendar.
- Identify a Peer Mentor for your employee. A Peer Mentor is someone who is a resource, to ask questions, to provide support and encouragement to the new employee. Connect with the identified Peer Mentor to ask about assisting in this role and explain the expectations of this role. (See information on [Peer Mentoring](#))



Employee's First Day

- Be present to welcome the new employee and provide instructions. If you must be away, appoint someone to act on your behalf.
- Help employee become familiar with his/her work station.
- Provide a secure place to store personal belongings, as necessary.
- Provide desk/door keys, business cards, etc., as applicable
- Speak with the new employee about the purpose of Peer Mentoring and what to expect. Introduce them to his/her peer mentor.
- Conduct a tour of the department pointing out bulletin boards, mail drop points, meeting rooms, copy and fax areas, break room, cafeteria, recycling bins, smoking areas and the smoking policy, emergency exits, fire extinguishers and first aid supplies.
- Provide the employee an overview of the department explaining who does what, how their work impacts CCC and how the employee's role fits into the Department and College.
- Provide the employee with emergency preparedness information e.g. emergency procedures for their building. Collect emergency contact information including home phone, cell phone, and who to contact in the event of an emergency.
- Review and discuss the employee's job description with them.
- Explain work hours, lunch and break times as is relevant.
- Review holidays, academic calendar, inclement weather and college closure procedure.
- Explain guidelines for appropriate attire and professional behavior.
- Inform employee of appropriate safety training e.g. safe work practices, hazardous chemicals present in the workplace, location of Material Safety Data Sheets, etc. Contact the Campus Safety Director with questions at ext. 6451.
- Discuss maintaining confidentiality and taking the FERPA training, if appropriate. Contact the Registrar with questions at ext. 3370.
- Discuss the training schedule, upcoming meetings and what the employee should expect during the first few weeks of employment.
- At the end of the day, meet with the employee and answer any questions they have.



Employee's First Week (may also include the first day)

- Communicate with the employee often to check in, monitor progress and answer questions.
- Explain the probationary period, review the job performance expectations, and begin setting goals to accomplish within their first 90 days.
- Talk about your management/leadership style.
- Review key College and department policies, procedures, and manuals.
- Introduce employee to BERT on their 'home' floor.
- Explain the process for ordering office supplies and resources they may need to do their job e.g. calendar, preferred work tools, etc.
- Discuss time reporting and show how to complete the appropriate form. Explain how to notify you of an absence and the process for requesting leave.
- Begin to introduce the employee to the appropriate department and college staff/faculty. Provide a list of contacts with phone numbers/email addresses.
- Discuss expectations about maintaining computer and department security.
- Discuss expectations about customer service e.g. phone etiquette, turnaround time on phone calls/emails, etc.
- Continue to introduce the employee to appropriate department and college staff. Assist the employee in coming up with position-relevant questions to ask.
- Add employee's name and contact information to department materials e.g. department website, list serves, key meetings.
- Provide employee with initial relevant tasks/assignments.
- Encourage employee to complete the Human Resources passport.
- _____
- _____
- _____
- _____
- _____



During Employee's First Month (may include first day and first week)

- Make sure employee has attended his/her scheduled new employee orientation session(s) with Human Resources.
- Make sure employee has completed the mandatory online orientation and returned the signed documentation to Human Resources.
- Meet regularly with the employee to check in, monitor progress and answer questions.
- Encourage the employee to attend campus events and sign up for committees.
- _____
- _____
- _____
- _____

Please add any additional department specific items to this checklist.

If you have suggestions for improving the Department Checklist please contact your designated Human Resources contact.



Peer Mentoring

Often it is helpful for new employees to have a Peer Mentor. The purpose of this relationship is to provide the new employee with additional assistance and support in the onboarding process. The Peer Mentor is not the supervisor and should not assume such a role.

The basic expectations of the mentor are to:

- Be a guide and resource on where to obtain information e.g. online resources, written materials, contacts at CCC, etc.
- Be a referral source. Assist the employee in identifying whom to contact for what.
- Be available to answer employee questions.
- Introduce the employee to other staff members.
- Provide support and help build the employee's confidence in performing his/her job.
- Help the new employee overcome the potential stresses of the new job.
- Assist the employee in problem solving.
- Help the employee understand the culture of engagement at the college.
- Encourage attendance at, and participation in CCC events.

Being a Peer Mentor can be a rewarding experience. Thinking about who would be an appropriate mentor is an important step in the success of the peer mentoring relationship.

When selecting Peer Mentors consider the following:

- Are they interested in being a Peer Mentor?
- Do they have the time and capacity to take on this role?
- Do they display positive attitudes with regards to their roles and about the college?
- Do they embody the appropriate knowledge of the division and CCC?
- Are they patient and allow room for others to learn without being overbearing?
- Are they respectful to others and are respected by their peers?
- Have they completed probation? Is their current performance satisfactory?
- Have they completed the mandatory Safe Colleges new hire trainings?

Tips for success:

- Speak with the Peer Mentor about the responsibilities of being a Peer Mentor.
- Speak with the new employee about the purpose of Peer Mentoring and what to expect.
- Determine a time frame for the Peer Mentoring partnership e.g. 90 days or 6 months.
- Check in regularly with both the Peer Mentor and the new employee.
- Thank the Peer Mentor and acknowledge his/her role.

Creating a Peer Mentoring partnership is a positive way to assist new employees' transition into their new roles. Peer Mentors most often find their role rewarding while gaining responsibility and helping a co-worker. If you have any questions about Peer Mentoring, please contact your designated Human Resources contact.