

Supervisor Guide to Onboarding New Employees

This checklist is to be used as a guide and should not be considered all-inclusive. Please add any additional division/department specific items to this checklist.

For more information, please contact Human Resources.



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Onboarding New Employees

<p>Why Onboard?</p>	<p>Beginning a new job can be an overwhelming and challenging experience. At Clackamas Community College (CCC) we want employees to have a successful transition to their new roles. We are committed to provide the knowledge, tools, and resources to support employee effectiveness. Orienting a new employee takes a partnership between the supervisor, the employee’s co-workers, Human Resources (HR) and many other divisions during the onboarding process. By working together, we can increase improve retention, increase employee satisfaction, encourage strong performance, expedite an employee’s ability to perform and contribute, and create a sense of shared vision and belonging to our Community.</p> <p>Onboarding includes several steps to help new employees transition into their new roles at CCC and should take approximately one year in order for the employee and supervisor to experience a full cycle of activities within the position.</p>
<p>Human Resources Orientation</p>	<p>New employees will receive email communication from HR following an accepted offer. They will be asked to complete new hire paperwork via NEOGOV-Onboard. They will be provided with login information and can complete the paperwork from their personal computer. They will be asked to stop into HR on their first day of work for approximately 5 minutes, to complete the new hire process. The NEOGOV-Onboard process will assist with policy review and SafeColleges new hire training.</p>
<p>New Employee Onboarding</p>	<p>Throughout the onboarding process employees will receive information on topics such as CCC history, 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 a new employee orientation meeting during their first month of employment. HR will notify new employees of new employee onboarding process by including this information during their first-day meeting with HR and via email. We will send supervisors an email to inform them when their employee is scheduled to attend new employee onboarding activities and meetings. New employee onboarding activities typically occur over the span of a year.</p>

Division/Department Onboarding Checklist

The division/department onboarding begins with the employee's hire and continues through at least the probationary period. Please use the following checklist to assist in welcoming and onboarding new employees.

Note: Red underlined text indicates a link to an outside source for additional information.

Prior to the Employee's First Day

Welcome and Staff Communication	<input type="checkbox"/>	Inform appropriate staff of the new employee's arrival (e.g. The division and department).
	<input type="checkbox"/>	Compile a welcome packet for the new employee with key information e.g. job description, organization chart, department marketing booklets, contact list(s), etc.
	<input type="checkbox"/>	Schedule time on relevant calendars 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.
	<input type="checkbox"/>	Prepare employee's computer, phone, work station (including ergonomic information/special needs or accommodations), and stock with basic supplies.
	<input type="checkbox"/>	If possible, have a card or other communication signed by co-workers welcoming the employee. Feel free to add a personal touch or appropriate item to welcome the employee.
Employee Login and System Access	<input type="checkbox"/>	Ensure Administrative Coordinator/Assistant has completed the personalized Access Request form provided to them by HR via email. <ul style="list-style-type: none"> The process for access request can be reviewed on the HR Information Network Drive.
	<input type="checkbox"/>	Order applicable keys . Please allow up to 7 days processing time.
Training and Development	<input type="checkbox"/>	Develop a training plan for the employee. If another employee will be doing the training, discuss in advance of the employee's arrival.
	<input type="checkbox"/>	Notate probationary period end date, performance checkpoints and onboarding dates on your calendar. <ul style="list-style-type: none"> Information on dates can be found in the handbooks and bargaining agreements. HR will provide dates for all HR-initiated meetings and for probationary evaluation dates.
	<input type="checkbox"/>	For peer mentoring or coaching, contact Human Resources .

Employee's First Day	
Communication and Physical Access	<input type="checkbox"/> Be present to welcome the new employee and provide instructions. If you must be away, appoint someone to act on your behalf.
	<input type="checkbox"/> Help employee become familiar with his/her work station.
	<input type="checkbox"/> Provide a secure place to store personal belongings.
	<input type="checkbox"/> Conduct a tour of the work location/department, pointing out bulletin boards, mail drop points, meeting rooms, print and copy area, break room, rest rooms, cafeteria, recycling bins, smoking areas, emergency exits, fire extinguishers and first aid supplies.
Training and Development	<input type="checkbox"/> Review and discuss the employee's <u>job description</u> .
	<input type="checkbox"/> Discuss the training, upcoming meetings and what the employee should expect during the first few weeks of employment.
	<input type="checkbox"/> Provide the employee an overview of the division/department explaining who does what, how their work impacts CCC and how the employee's role fits into the division/department and the College. This overview should include <u>mission fulfillment and strategic priorities</u> .
Risk Management and Guidelines	<input type="checkbox"/> Provide the employee with <u>emergency preparedness information</u> .
	<input type="checkbox"/> Inform employee of appropriate safety training e.g. safe work practices, hazardous chemicals present in the workplace, location of Safety Data Sheets, etc. • Contact <u>College Safety</u> with questions.
	<input type="checkbox"/> Discuss maintaining confidentiality and taking the FERPA training. Contact the Registrar with questions at ext. 3370.
	<input type="checkbox"/> Ensure employee has adequate time to complete mandatory HR trainings in NEOGOV–Onboard and <u>SafeColleges</u> .
	<input type="checkbox"/> Explain work hours, lunch and break times as is relevant.
Work Expectations and Culture	<input type="checkbox"/> Review holidays, <u>academic calendar</u> , <u>inclement weather and college closure procedure</u> .
	<input type="checkbox"/> Explain guidelines for attire and professional behavior.

Employee's First Week (may also include the first day)	
Supervisor- Employee Engagement	<input type="checkbox"/> Talk about each person's preferred operating styles, including your management style, communication, and leadership expectations.
	<input type="checkbox"/> Communicate with the employee often to check in, monitor progress and answer questions.
	<input type="checkbox"/> Ensure employee has relevant system access and other resources.
Training and Development	<input type="checkbox"/> Discuss expectations about customer service e.g. phone etiquette, turnaround time on phone calls/emails, etc.
	<input type="checkbox"/> Provide employee with initial relevant tasks/assignments and overview of systems and tools.
	<input type="checkbox"/> If the employee will be driving CCC vehicles, contact Motor Pool for more information.
	<input type="checkbox"/> Talk about key professional memberships, meeting attendance and reporting expectations. <ul style="list-style-type: none"> • Ask meeting organizers to add the new employee to relevant meeting invites.
Welcome and Staff Communication	<input type="checkbox"/> Explain the process for ordering office supplies and resources they may need to do their job.
	<input type="checkbox"/> Assist the employee in obtaining their CCC ID card, via Enrollment Services in Roger Rook.
	<input type="checkbox"/> Assist the employee with ordering business cards and name badge , if applicable.
	<input type="checkbox"/> Discuss time reporting and show how to complete the appropriate form. Explain how to notify supervisor of an absence, and the process for requesting leave.
	<input type="checkbox"/> Begin to introduce the employee to partner division/department and college staff/faculty. Provide a list of contacts with phone numbers/email addresses.
	<input type="checkbox"/> Continue to introduce the employee to appropriate department and college staff. Assist the employee in coming up with position-relevant questions to ask.
	<input type="checkbox"/> Add employee's name and contact information to department materials e.g. department website, listservs, key meetings.
	<input type="checkbox"/> If applicable to the employee's position, contact the Business Office to obtain a CCC Credit Card.

Employee's First Month (may include first day and first week)	
Supervisor- Employee Engagement	<input type="checkbox"/> Encourage the employee to attend campus events and sign up for committees.
	<input type="checkbox"/> Introduce employee to external partners and explain engagement expectations, e.g. community or other meeting attendance.
	<input type="checkbox"/> Encourage employee to complete New Employee Passport. <ul style="list-style-type: none"> • Contact Human Resources for more information.
Training and Development	<input type="checkbox"/> Hold development/coaching conversations and document clear, shared understanding of expected work product and results and establish how results will be measured.
	<input type="checkbox"/> Explain the ongoing performance evaluation process .
	<input type="checkbox"/> Establish development focus and support resources for results.
	<input type="checkbox"/> Ensure employee attends quarterly orientation with HR.
Risk Management and Guidelines	<input type="checkbox"/> Explain the probationary period, review the job performance expectations, and begin setting goals to accomplish.
	<input type="checkbox"/> Review key College and department policies, procedures, and manuals.
	<input type="checkbox"/> Introduce employee to the BERT on their 'home' floor.
	<input type="checkbox"/> Discuss expectations about maintaining computer and department security.
	<input type="checkbox"/> Ensure employee has completed the mandatory trainings in NEOGOV - Onboard.

Employee's First Year	
Continuous Onboarding Cycle and Development	<input type="checkbox"/> Continue activities of first day/week/month as is applicable.
	<input type="checkbox"/> Complete stay interview view NEOGOV after six months of employment.
	<input type="checkbox"/> Monitor for behavior, learning and job fit and provide coaching/coaching opportunities as needed for you and the employee.
	<input type="checkbox"/> Enlist continual employee and stakeholder feedback on onboarding progress, employee development and engagement.