

# Supervisor's Guide to the New Employee On-Boarding Program





## What this guide will do for you

The Office of Human Resources – On Boarding and Engagement has designed this guide to assist departments, colleges, and supervisors in orienting new employees to their job, duties, coworkers, work environment, and the University. The guide should be used as a reference tool for those individuals most likely to orient a new employee to their work area.

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## An Introduction to Supervisor's New Employee On-Boarding Program

Congratulations on hiring your new employee! As a supervisor, it is your privilege to help welcome your new employee to the UTRGV Vaquero family.

New employees join UTRGV full of expectations and enthusiasm, it is your responsibility as a manager to nurture this fresh eagerness. During the first days and weeks at the University, new employees learn and develop perceptions about the University, their Department, other employees, their job, responsibilities and their supervisor. Therefore, The Office of Human Resources – On Boarding and Engagement has developed an On-Boarding program to help promote and guide the supervisors on their departmental employee orientation.

The On-Boarding program provides the tools, resources, and information necessary to welcome, direct, and train new employees. It is designed to complement existing departmental orientation processes while providing the framework necessary to help employees become productive and confident in their new role. Additional orientation processes provided by departments is strongly encouraged, as this guide does not cover departmental or job specific needs, such as an orientation into a specific position.

A successful On-Boarding program consist of a two-part approach. The first part of the On-Boarding process is provided by the Office of Human Resources in a full-day orientation session. The sessions are offered regularly during the year for all new benefits eligible employees. The session provides employees with an overview of the history, mission, vision, values of the University, employee information, expectations, and benefits. Additionally, the employee will continue to be engaged and monitored by our office of On-Boarding and Engagement via electronic surveys and correspondence.

The second part of the On-Boarding process involves the department or area where the employees will be working. They are introduced to the assigned mentor, coworkers, job duties, and expectation of the area and department. This guide provides the outline to the departmental orientation process, tools to complete the orientation, and suggestions on how to tailor this program to meet each department's needs.

Both parts of the On-Boarding program are important for the employees' successful transition to the UTRGV community and culture. A well-planned and executed orientation will result in a better understanding of what is expected of the employees, supervisors, departments, and University.



## Steps of the Supervisor's New Employee On-Boarding Program

The Supervisor's New Employee On-Boarding Program involves five important steps, starting with hiring a new employee, provide constant feedback and communication, and ending with he or she receiving continuous support from the supervisor to ensure success and employee engagement in the workplace. More information on each step is provided throughout this guide.

### 1. The Employee is Hired

The Hiring department will work with the recruiter in the Office of Human Resources to determine a start date for the new employee. The Office of Human Resources prepares for the anticipated arrival of the new employee by preparing and delivering the following:

- Employee Offer Letter
- Criminal Background Check
- I-9 Employment Eligibility
- New Hire Forms

Find “Before your First Day” on our website [www.utrgv.edu](http://www.utrgv.edu) / About / Administration / Human Resources / On-Boarding

### 2. Department Pre-Arrival Preparation

Before the employee arrives, the hiring department plans for the new employee's first day of work. The Office of Human Resources – On-Boarding and Engagement prepares for orientation and guides hiring departments using the following documents and processes, in conjunction with their own orientation process:

- Department welcome email / letter
- Assign a mentor
- Checklists

#### Prepare a Department Welcome Email / Letter

A welcome email / letter helps new employees feel wanted and welcomed. This notification should be prepared by the supervisor informing the new employee of his or her start date and tips to prepare for the first day of work at the appropriate UTRGV Campus. See **Appendix A** for an example of a department welcome email / letter.

#### Prepare a New Employee Announcement

When a new hire is welcomed on board, it may be appropriate to make a new hire announcement so that other employees and pertinent departments can be



aware of the new face in the department. See [Appendix B](#) for an example of a new employee announcement.

### Department Orientation Checklists

The department orientation checklists are designed to assist departments in completing an employee's orientation. For departments creating new programs, the checklists provide an outline to help build an effective orientation program. For those areas with existing orientation programs, the checklists are available as a "check and balance" for important information and processes.

The department orientation checklists cover distinct phases of the orientation process:

- 1.- Department Pre-arrival Preparation ([Appendix C](#))
- 2.- Department Orientation ([Appendix D, E](#))
- 3.- Monitoring Employee Success and Engagement ([Appendix F, G](#))

The phases are designed to provide employees with relevant and necessary information in a manner that isn't overwhelming or confusing, and assist in fostering a long term employment relationship with UTRGV.

The checklists contained throughout this manual are information and activities that your department may want to cover with the new employee during the orientation process. Not all information listed below is applicable to every position or job at UTRGV.

### 3. NEO – New Employee Orientation

Full-day Orientation, coordinated by the Office of Human Resources.

During Orientation the new employee is welcomed by the Office of Human Resources – On-Boarding and Engagement Coordinator and introduced to a series of presentations from various departments.

Below is a general outline (tentative schedule) of the NEO agenda.

<i>Time</i>	<i>Session</i>	<i>Department</i>
9 - 10:30 a.m.	Employee Welcome: University Overview & Employee Information	Human Resources
<b>10:30 - 10:35 a.m.</b>	<b>BREAK</b>	
10:35 - 11:20 a.m.	University Compliance Program	Compliance Department
11:20 a.m. - 12 p.m.	Information Security Program and Services	Information Security
<b>12 - 1 p.m.</b>	<b>LUNCH BREAK</b>	
12:35 - 1 p.m.	Lunch & Learn	Environmental Health, Safety & Risk Management
1 - 1:45 p.m.	IT Services and Support	Information Technology
<b>1:45 - 1:50 p.m.</b>	<b>BREAK</b>	
1:50 - 3:50 p.m.	Employee Benefits and Retirement	Human Resources
<b>4:00 p.m.</b>	<b>Session is dismissed</b>	



## 4. Department Orientation

Information and actions conveyed during the first few days of employment will affect the new employee's perceptions of the University, job, supervisor, and co-workers. The hiring supervisor and the mentor play a vital role in helping the employee become familiar with the University and department, understanding his or her position description and job requirements, and complete University requirements.

### Department Orientation Objectives

During the department orientation, the employee should be communicated the following:

- Welcome and Introduction to mentor and co-workers
- Review of department policies, procedures, and rules, which may include the following:
  - Department employee handbook
  - How to order supplies
  - Emergency procedures
  - In-coming and Out-going mail system
  - Work travel or campus-to-campus transportation
  - Department Pro-cards
  - Required meetings and general attendance requirements
  - Corrective discipline
  - Work hours, lunch and break rules and schedules
  - Time keeping
  - Request for time off and reporting illness
  - Dress code
- Understand key responsibilities of their position
  - Overview of the job duties and job description
  - Outline of expectation for the new employee
  - Departmental goals and individual goals
- Department organizational chart and chain of command

At the end of the Department Orientation period (1 month approximately) the employee should be able to:

- 
- Identify the department's key services and primary functions
  - Identify the department's key policies, procedures and rules
  - Identify the key responsibilities of the position and the impact it has on others
  - Identify, practice and explain emergency and/or safety procedures
  - Feel welcomed, comfortable and part of the department

### Roles and Responsibilities

**Hiring Supervisor:** The most important person to an employee is his or her supervisor. Conflict with one's supervisor is the key reason people voluntarily leave their jobs; therefore, the supervisor is in the best position to avoid turnover and make the employee feel welcomed from the beginning.

As a supervisor you must communicate the employees' responsibilities and expectations within the first days of employment to avoid future bad habits and practices.

Supervisors may assign a department contact to the new hire. The department contact will serve as a mentor to provide assistance to new hire. He or she should be assigned by the supervisor prior to the new employee's arrival.

**Mentor:** The employee's first few days are filled with anxiety and uncertainty. The Mentor relationship will allow the new employee to quickly connect to a peer in a non-supervisory setting while helping the employee become familiar to the department and University in an informal capacity.

A Mentor is someone who will serve as a good role model to the new employee and is familiar with the day-to-day operations of the department. If the supervisor desires, the mentor can also serve as the new employee's trainer.

#### **Suggested Mentor activities:**

- Show and guide employee through the website and systems used in the department.
- Introduce the new employee to others in the department and staff members across campus with whom he or she may have frequent interaction or working relationships.
- Tour the campus or department facilities, including conference rooms, copy, fax, scanner machines, break rooms, vending machines, cafeteria and restrooms.

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- Explain office/department customs such as, casual Friday's, gatherings, recognizing events, etc.
  - Go to lunch together.

See [Appendix E](#) for an example of the Mentor checklist



## 5. Monitoring Employee Success and Engagement

The Department Orientation should be an ongoing process. To achieve employee success, the departments should use strategies that will focus on the long term success of the employee. Employee engagement is a key indicator of job satisfaction which will lead to job retention, and pride in the Department and University. It is important to lead by example and model the behaviors you would like to instill in your employees.

Review, monitor and complete "New Employee Supervisor / Employee Guide" to ensure employee is meeting deadlines, and to establish an ongoing communication. These guides will serve as a resource to guide supervisors and employees on their first 6 months of employment. See [Appendix F](#) for New Employee Supervisor Guide and [Appendix G](#) for Employee Guide

Key Points to Remember:

- Not only encourage but embrace engagement by attending to events, and actively getting involved in the University community.
- Promote professional development. Encouraging professional development motivates employees to achieve their best work, which may increase their contributions and leading to reaching your department goals.
- Promote open communication. Have an open-door policy and encourage employees to share any ideas that he or she has for improving operations, strategy or culture of the department.
- Provide constant feedback and establish an employee recognition system for the employees in your department.



## Appendix A

### New Employee Welcome Email / Letter Example

Dear **Mr. / Ms. New Hire**,

On behalf of our department, we would like to welcome you to UTRGV! We are looking forward to have you as our new **job title** on **start date**.

When you arrive on **First working date**, you will have an opportunity to meet your co-workers and tour our facility. I have also assigned **Mentor's Name** to be your Mentor. **He/she** will serve as a guide and trainer during your orientation into the department.

Once again welcome, we're all looking forward to your arrival!

Sincerely,

**Supervisor's Name**



## Appendix B

### New Employee Announcement Example

To: Department or Division  
From: Supervisor  
Date: February 1, 2016  
Re: New Employee Announcement

On **start date** we are welcoming **new employee's name** into our department as our new **job title**. Please do everything you can to make **him/her** feel welcome.

During the orientation period, **name of Mentor, title** will be **new employee's name** mentor. Some of you may be involved in assisting in training and or facilitating resources to ensure our new employee becomes a productive member of our team.

Please greet and welcome **new employee's name** during **his/her** first day on the job.



## Appendix C

### Checklist 1: Department Pre-Arrival Preparation

Supervisor Instructions:

Please date each item after it has been completed. The list below contains information and activities that your department **may** want to cover with the new employee during the department orientation process. Not all of the information listed below is applicable to every position at UTRGV.

Employee Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Start \_\_\_\_\_ Department: \_\_\_\_\_  
Supervisor: \_\_\_\_\_ Completed by: \_\_\_\_\_

1. - \_\_\_\_\_ Prepare department welcome packet including the following information:
  - Job description and University mission and vision
  - Contact names and phone list
  - Suggested attire for the first working day
  - Directions to the work area and designated parking lot
  - Mentor name
2. - \_\_\_\_\_ Appoint a mentor for the new employee and inform the mentor of what will be expected of him or her in that role.
3. - \_\_\_\_\_ Plan your schedule to greet and spend quality time with the new employee during the first week of work.
4. - \_\_\_\_\_ Arrange the appropriate office/desk/work station setup, including the following:
  - Create and approve ePAF to ensure UTRGV credentials
  - Secure a work area with office supplies
  - Set up computer and phone
  - Initiate key request
  - Nameplate and business cards
- 5.- \_\_\_\_\_ Prepare new employee's 1<sup>st</sup> week tentative agenda and add regularly scheduled meetings (i.e. staff, department and 1:1 meetings)



## Appendix D

### Checklist 2: Department Orientation

Supervisor Instructions:

Please date each item after it has been completed. The list below contains information and activities that your department **may** want to cover with the new employee during the department orientation process. Not all of the information listed below is applicable to every position at UTRGV.

Employee Name:  Title:   
Start  Department:   
Supervisor:  Completed by:

1. - \_\_\_\_\_ Welcome and introduce the new employee to the department staff
  - Mentor, Supervisors, Director, Department Head etc.
  
2. - \_\_\_\_\_ Review any department policies and procedures, which may include the following:
  - Department employee handbook
  - How to order supplies
  - Emergency procedures
  - In-coming and Out-going mail system
  - Work travel or campus-to-campus transportation
  - Department Pro-cards
  - Required meetings and general attendance requirements
  - Corrective discipline
  - Work hours, lunch and break rules and schedules
  - Time keeping
  - Request for time off and reporting illness
  - Dress code
  
3. - \_\_\_\_\_ Review the new employee job responsibilities and expectation, which may include the following:
  - Overview of the job duties and job description
  - Outline of expectation for the new employee
  - Department goals and individual goals
  - Performance appraisal process

- 
- Department organizational chart and chain of command

4. - \_\_\_\_\_ Ensure the new employee has obtained the following:

- Keys and ID accesses
- Employee ID card
- Parking permit
- Pro-card
- Computer access and access to job relevant programs
- Necessary office supplies
- Nameplate and business cards
- Department contact list and emails
- Completed required training
- Enrolled in health benefits within the first 30 days of employment



## Appendix E

### Checklist 3: Mentor Checklist

Mentor Instructions:

Please date each item after it has been completed. The list below contains information and activities that your department **may** want to cover with the new employee during the department orientation process. Not all of the information listed below is applicable to every position at UTRGV.

Employee \_\_\_\_\_ Title: \_\_\_\_\_  
Start \_\_\_\_\_ Department: \_\_\_\_\_  
Supervisor: \_\_\_\_\_ Completed by: \_\_\_\_\_

1. - \_\_\_\_\_ Make contact with the new employee and introduce yourself
  - Inform the new employee what a Mentor is and what your responsibilities will be.
2. - \_\_\_\_\_ Introduce the new employee to others in the department and staff members across campus with whom he or she may have frequent interactions or working relationships.
3. - \_\_\_\_\_ Tour the campus or department facilities, including conference rooms, copy, fax, scanner machines, break rooms, vending machines, cafeteria and restrooms.
4. - \_\_\_\_\_ Show and guide employee through the website and systems used in the department.
5. - \_\_\_\_\_ Explain office/department customs such as, casual Friday's, gatherings, recognizing events, etc.
6. - \_\_\_\_\_ Arrange or ask other employees in the area to take the new employee to break and lunch during the first week of work. Suggest places available for breaks and lunches, including campus eating facilities.
7. - \_\_\_\_\_ Explain how to enter premises after-hours
8. - \_\_\_\_\_ Provide training as directed by the supervisor.



## Appendix F

### Employee Supervisor Guide

In an effort to create a lasting positive effect on your new hire, we provide you a guide to maximize the success of your new employee and your department. Strive to make the employee feel welcomed and prepared to begin on their new role.

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#### BEFORE DAY 1

- Call new hire to confirm start date, time, location, parking instruction, and dress code
- Secure a work area, set up office space with supplies, computer, phone, and initiate key request
- Assign and communicate New Hire Departmental Contact
- Prepare new hire's 1<sup>st</sup> week tentative agenda and add regularly scheduled meetings (i.e. staff and department meetings and 1:1 meetings)
- Prepare a welcome packet from department and include: job description, contact names and phone lists, department and University mission and vision
- Plan to meet your new hire for lunch on Day 1, if not available, arrange with New Hire Departmental Contact
- Email department/team/functional area of the new hire. Include start date, employee's role, and short bio. Copy the new employee, if appropriate
- Expect new hire to attend HR's mandatory orientation on Day 1

#### DAY 1

- Allow employee to attend an all-day New Employee Orientation

#### DAY 2

- Meet with new hire to cover:
  - Welcome packet and first week agenda
  - Introduction to co-workers and department tour
  - Introduction to mentor and discuss 1<sup>st</sup> week expectations

- 
- Discuss departmental procedures regarding probationary period, time off, unexpected absences, dress code, work schedule, lunch and break rules, job description, duties, expectations and training
  - ☐ Ensure Oracle information is correct i.e. hire date, education, direct supervisor, email, etc.
  - ☐ Meet your new hire for lunch, if not available, arrange with mentor
  - ☐ Ensure new hire has access to UTRGV email account and resources i.e. computer, phone, Oracle, Blackboard
  - ☐ Remind employee to complete mandatory assigned trainings on Blackboard; and
  - ☐ Access Oracle to complete their W-4, direct deposit and personal information

### **DAY 30**

- ☐ Assess employee progress and needed equipment, professional development, accesses, etc.
- ☐ Ensure mandatory trainings are completed on or before 30 days of employment
- ☐ Continue to meet with employee regularly regarding:
  - 1:1 meetings, objectives, and professional development

### **DAY 60**

- ☐ New Hire is expected to complete a brief survey and find out about training opportunities, news, campus events via HR correspondence.
- ☐ Prepare for upcoming 90 day performance appraisal meeting with new hire
- ☐ Continue to meet with employee regularly regarding:
  - 1:1 meetings, objectives, and professional development



## **DAY 90**

- Complete mandatory 90 day performance appraisal review with new hire as defined by the HOP ADM 4-504 (Classified Staff Employees only) and keep feedback documentation in employee's department file
  - Provide honest feedback regarding employee's progress
  - Encourage trainings if needed

## **DAY 120**

- Prepare for upcoming 150 day mandatory evaluation
- Notify Employee Relations if you have concern about employee's performance, attendance or conduct
- Continue to meet with employee regularly regarding:
  - 1:1 meetings, professional development and objectives

## **DAY 150**

- Complete mandatory 150 day performance appraisal review with supervisor as defined by the HOP ADM 4-504 (Classified Staff Employees only)

## **DAY 180**

- Probationary period ends as defined by the HOP ADM 4-504
- Continue to meet with employee periodically



## Appendix G

### Employee Guide

Welcome to the UTRGV family,

We understand that the first days, weeks, and months of employment are filled with excitement, a wealth of information, and many questions. To that end, we're here to provide you with the help and support needed for success in your new role.

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#### BEFORE DAY 1

- Expect an email from HR Recruitment with instructions to complete your New Hire paperwork and online I-9.
- Visit: [www.utrgv.edu](http://www.utrgv.edu) / About / Administration / Human Resources / On-Boarding; and
  - Plan to attend your scheduled New Employee Orientation
  - Print the New Employee Checklist and bring on your 1<sup>st</sup> day of employment
  - Print your campus map as reference if needed
- Report to Human Resources at: 1201 W. University Dr. Edinburg, TX 78539. MASS Building 2.150 or One West University Blvd. Brownsville, TX 78520 or 2102 Treasure Hills Blvd. Harlingen, TX 78550 to present verification documents and Social Security Card for Payroll purposes

#### DAY 1

- Attend an all-day New Employee Orientation

#### DAY 2

- Meet with Hiring Supervisor to cover:
  - Introduction to co-workers and mentor
  - Review welcome packet and 1<sup>st</sup> week tentative agenda and expectations
  - Discuss departmental procedures regarding probationary period, time off, unexpected absences, dress code, work schedule, lunch and break rules, job description, duties, expectations and training

- 
- Meet with mentor to cover:
    - Computer orientation at desk including: University website, Oracle, Blackboard, Outlook/E-mail access, phone, printer and office supplies
    - Campus tour including: Cafeteria, Bookstore, Library, Computer Labs, IT Services, Campus ID Office and Parking Permit
  - Activate UTRGV email account
  - Upon access, complete mandatory assigned trainings on Blackboard; and
  - Access Oracle to complete your W-4, direct deposit and personal information

### **DAY 30**

- University mandatory trainings must be completed on or before 30 days of employment
- Benefits enrollment must be done on or before the first 30 days of
- Meet with supervisor regularly regarding:
  - 1:1 meetings, objectives, and professional development

### **DAY 60**

- Complete a brief survey and find out about training opportunities, news, campus events via HR correspondence
- Be prepared for upcoming 90 day performance appraisal meeting with supervisor
- Meet with supervisor regularly regarding:
  - 1:1 meetings, objectives, and professional development

### **DAY 90**

- Complete mandatory 90 day performance appraisal review with supervisor as defined by the HOP ADM 4-504 (Classified Staff Employees only)

### **DAY 120**

- Prepare for upcoming 150 day mandatory performance appraisal



Meet with supervisor regularly regarding:

- 1:1 meetings, objectives, and professional development

**DAY 150**

Complete mandatory 150 day performance appraisal review with supervisor as defined by the HOP ADM 4-504 (Classified Staff Employees only)

**DAY 180**

Probationary period ends as defined by the HOP ADM 4-504

Continue to meet with supervisor periodically