



Supervisor's Guide to Effective On-Boarding

UNIVERSITY OF TEXAS RIO GRANDE VALLEY

Employees begin work with enthusiasm. Effective onboarding helps new hires to maintain their enthusiasm and reduces their time to productivity, helps prevent turnover, and helps establish a positive first impression. This guide will guide you through the first months of your new hire's employment. It provides instructions to complete certain actions that will help the new employee to succeed. In an effort to create a lasting positive effect on your new hire, we provide you this guide to maximize the success of your new employee and your department. Strive to make the employee feel welcomed and prepared to begin their new role. The more you can do upfront to prepare, the more successful you and your new employee will be.

Important note: Every employee and situation is different. The information covered, as well as the timeline presented in this guide is important, but you have the final decision on whether to cover everything exactly as prescribed.

Support available: The Office of Human Resources is available to support you in the On-boarding process. Please find a list of our HR staff here: <http://www.utrgv.edu/hr/re-direct-home/staff/index.htm>. Please contact our Employee On-Boarding and Engagement Coordinator if you need support throughout the process.

Your Role and Others

Supervisor / Department Contact

As a supervisor, you have the most important role in the on-boarding process. Your responsibilities include the following:

- Contacting the new employee before the first day
- Preparing work space
- Introduction to colleagues
- Departmental procedures
- Job expectations
- Performance Management
- Provide feedback and support to new hire

*You may choose to assign a department contact or mentor to the new hire. This person can help orient the new employee and be a “go to” person when you are unavailable, while assisting in the many tasks in order to prepare and on-board a new employee. Choose someone knowledgeable, eager, and patient. It is best to delegate and not completely disassociate yourself from the process. You decide how to split up tasks between you and the department contact.

Human Resources

- Ensuring attendance at New Employee Orientation
- Administrative information
- Benefits information
- University processes
- Help you coordinate onboarding tasks

Integrating into a new job and environment takes time. The on-boarding process is divided into the following phases:

BEFORE DAY 1

Create the new employee's first impression. Now that you are expecting a new employee, planning for his or her arrival is critical. An employee usually looks for immediate confirmation that joining UTRGV was the right decision.

- Work with Human Resources to guide new employee through the hiring process.
- Submit the [Hiring Proposal](#) via PeopleAdmin.
- Call and welcome new employee before first day and confirm start date, time, location, parking instructions, and dress code. Convey how excited you are for their arrival.
- Notify your team that a new employee will be arriving soon.
- Secure a work area, set up office space with supplies, computer, phone, and initiate key request.
- Assign and communicate new hire departmental contact or mentor.
- Prepare a welcome packet from the department and include: job description, contact names and phone lists, department mission and vision, expectations.
- Prepare new hire's 1st week tentative agenda and add regularly scheduled meetings.
- If possible, plan to meet your new hire on his/her first day at the office, if not available, arrange with New Hire Departmental Contact.

Awesome extras that will delight your new employee:

- Create a warm welcome
- Send a welcome message via email to the department/team/functional area of the new hire. Include start date, employee's role, and short bio. Copy the new employee, if appropriate.
- Have the team sign a welcome card.
- Take a walking meeting outside.
- Meet your new hire for lunch, if not available, arrange with mentor.

ORIENTATION DAY

- Allow employee to attend an all-day New Employee Orientation (NEO). NEO is usually scheduled for the first and third Monday of the month. The On-Boarding Coordinator will schedule the new employee for NEO.

Administrative, generic information about processes and the University is accounted for in NEO. Department specific and job specific information is your responsibility. How you convey this information is up to you and can take many forms:

- Shadowing a colleague
- Meeting colleagues in other departments with whom they will work closely
- Manuals or other documented instructions
- Formal training, classroom or online

FIRST DAY AT THE OFFICE

- Be available to greet the employee on the first day at the office.
- Meet with new hire to cover:
 - Welcome packet and first week agenda.
 - Go over the new hire's job description, duties and expectations.
 - Discuss departmental procedures regarding probationary period, time off, unexpected absences, dress code, work schedule, lunch and break rules, and training.
 - Introduction to co-workers and department tour.
 - Ask what name the new employee prefers to go by.
 - Introduction to mentor/department contact and discuss 1st week expectations.
 - Ask what they learned at New Employee Orientation and if they have any additional questions.
- Ensure information is correct (hire date, direct supervisor, email, cell # etc.)
- Ensure new hire has access to UTRGV email account and resources i.e. computer, phone, wifi, vpn, etc.
- Remind employee to complete mandatory assigned compliance trainings within 30 days of hire. New hire should receive an email from compliance that trainings were assigned.
- Remind employee to complete the PeopleSoft On-Boarding Activity Guide and access PeopleSoft Employee Service to complete their W-4, direct deposit and personal information, and nepotism acknowledgement. Instructions on updating the University Directory information can be found [here](#).
- Remind employee option to buy parking permit online.
<https://utrgv.t2hosted.com/Account/Portal>
- Take employee on a campus and department tour:
 - Introduce to staff
 - Building access times

- Common spaces/meeting rooms
- Bathrooms
- Emergency exits and procedures
- Copy machine, printers
- ❑ Remind employee to obtain employee ID card (if not obtained during NEO)
- ❑ Make sure new hire completed all required HR paperwork and I-9
<https://www.utrgv.edu/hr/organizational-development-training/on-boarding/index.htm>
- ❑ Add new hire to regular team meetings

DAY 30

- ❑ Assess employee progress and needed equipment, professional development, accesses.
- ❑ Ensure mandatory compliance trainings are completed on or before 30 days of employment.
- ❑ Schedule and conduct regularly occurring one-on-one meetings.
 - Share stories with new employee. Stories recount past situations, events, and experiences that can be used as learning tools. Stories can exemplify organizational values, bring to life why certain practices exist, and illustrate achievements.
 - Show the employee how he/she fits into the “big picture”.
- ❑ Create opportunities for the employee to interact with other employees.
- ❑ Encourage colleagues to invite the new employee to partake in campus activities.
- ❑ Check if they need assistance completing their first time card.
- ❑ Share Graphic Identity Guidelines <https://www.utrgv.edu/umc/creative-services/graphic-identity-guidelines/index.htm>

DAY 60

- ❑ Continue to meet with employee regularly to provide performance feedback. Continue to check in at least once a week. A check in can occur in person or over the phone.
- ❑ Let them share new ideas the employee may have. Give the new employee a chance to integrate and capture their ideas.
- ❑ Remind the employee to sign up for VAQUEROS Culture of Service Excellence Training.

DAY 90

- ❑ Explain the annual performance review and goal-setting process. Provide performance feedback. Meet for 90 day performance appraisal review with new hire and keep feedback documentation in employee's department file. [Appraisal Resources](#)
 - Provide honest feedback regarding employee's progress.
 - Identify the training and development activities for the next 6 months.

SUPERVISOR'S GUIDE TO EFFECTIVE ON-BOARDING

- Check our [training portal](#) for upcoming trainings and select & assign appropriate E-Learn Trainings <http://www.utrgv.edu/hr/organizational-development-training/index.htm>

DAY 120

- Continue to provide timely, on-going, meaningful feedback.
- Notify HR Employee Relations (HR Business Partners) if you have concerns about employee's performance, attendance or conduct.
- Continue to meet with new employee regularly.

DAY 150 - 180

- Complete 150 day performance appraisal. Review progress on performance goals and professional development goals.
- Probationary period ends after 180 days as defined by the HOP ADM 4-504.
- Continue to meet with employee periodically.

1 Year

- Celebrate successes and recognition of employee's contributions.
- Think of creative ways to keep your employees engaged.
- Continue providing regular feedback.
- Keep encouraging professional development.

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