



UNIVERSITY *of*
DENVER

HUMAN RESOURCES

Guide to Effectively Onboarding a New Employee

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Using this Guide

The Supervisor's Onboarding Guide does just that – it guides you through the first months of your new employee's employment, providing instructions and resources to help complete certain actions that will help them succeed.

Although you may choose to delegate some of the onboarding responsibilities to others within your department, it is the responsibility of the supervisor to ensure that their new employee has all of the information and resources needed to be successful in their new role.

We encourage you to check online in PioneerWeb for ongoing updates to the included checklists.

What's Included in Onboarding?

Providing information:

1. General information about the University that applies to all employees is presented in New Hire Orientation and via the Employee Handbook
2. Department-specific information and Job-specific information is the responsibility of the hiring department and supervisor and can take many forms:
 - Shadowing a colleague in the department
 - Meeting colleagues in other departments with whom they will work
 - Manuals and other documented instructions and procedures
 - Coaching sessions conducted by the supervisor or others
 - Formal training, either classroom, online, or experiential

Phases of Onboarding



Important Note

Every employee and situation is different. The information covered – as well as the timeline – is important, but you have the final decision on whether to cover everything exactly as prescribed. In addition, each unit has additional items that are essential to successful onboarding. Add those as needed.

Benefited vs Non-Benefited

Some of the instructions and resources in this guide are specific to benefited employees, but many are important onboarding steps for both benefited and non-benefited employees.

Supervisor Support

In this process, you may feel you have an increased level of responsibility. The intent is not to add to your job, it is to provide resources for you to complete the onboarding process in a thorough and efficient way so that you can reap the rewards of having a productive, engaged new employee. Human Resources is always available to provide support to supervisors throughout onboarding and beyond.

Phases of Onboarding

PHASE 1: Preparing for the First Day

CREATE THE NEW EMPLOYEE'S FIRST IMPRESSION. PREPARE THEM FOR EMPLOYMENT AND COMPLETE ALL ADMINISTRATIVE TASKS PRIOR TO THEIR FIRST DAY.

To Do

- ☐ Begin the New Hire Checklist (pages 10-11)
- ☐ Create a list of job and department specific learning activities (pages 8-9)
- ☐ Review the employee's job description to remind you of the required skills of the position
- ☐ Review the new employee's resume to remind you of their strengths and experience
- ☐ Inform your department of the new person starting
- ☐ Register the new employee for orientation – held the 1st & 3rd Monday of each month – by emailing employeeservices@du.edu with the following information:
 - Employee Name:
 - DU ID#:
 - Hire Date:
 - Benefited or Non-Benefited Status:
 - Department:
 - Supervisor:
 - Supervisor Email:
 - Job Title:
 - Email Address:
- ☐ Create a folder for the employee where you can keep specific information to distribute to them.

- Brush up on DU policies & procedures so you can answer the new employee's questions as needed. Call HR with any questions.
- Gather all historical information for the position, such as files, records, instructions, etc...
- Call and welcome the new employee. Convey how excited you are for their arrival and answer any questions. Inform them of the logistics for their orientation day and remind them to bring identifying documentation for their Form I-9.
- Schedule time on your calendar to attend lunch with the new employee on their orientation day and to meet with them later that afternoon. Lunch is from 12:00 pm – 12:50 pm and is catered by HR.
- Schedule time on the calendars of peers that might have valuable information to offer the new employee.

Notes:

PHASE 2: First Day

MAKE THE EMPLOYEE FEEL WELCOME! A DAY OF ORIENTATION, ADMINISTRATION AND INTRODUCTIONS.

To Do

- ☐ Escort the new employee to Orientation **If the employee is starting on a non-orientation day, they must take their identifying documentation for the Form I-9 to Shared Services prior to beginning work**
- ☐ Join the new employee for lunch from 12:00 – 12:50 pm, catered by HR
- ☐ Conduct first-day meeting with employee (next page)
- ☐ Show the employee their workspace and other facilities within the department
- ☐ Introduce the new employee to other team members
- ☐ Confirm that the new employee has all needed resources in their work space

Notes:

ORIENTATION LUNCH

To Discuss

- ☐ Department's mission and goals
- ☐ Departmental norms (dress code, office hours, lunch hour, potlucks, flex time, etc...)
- ☐ Opportunities to get involved (departmental events, campus events, committees, task-forces, etc...)
- ☐ How is the department/division involved in supporting DU's new Strategic Plan, IMPACT 2025?

FIRST-DAY MEETING

To Discuss

- ☐ Job description – explain specific responsibilities and other duties
- ☐ Expectations – What will the employee be expected to contribute? What does the employee expect from their new supervisor as they are learning?
- ☐ Department organizational chart, team members & their roles
- ☐ Department policies and procedures (recording time, time off, overtime, internal communication)
- ☐ Who to call when ill or late – Name and Phone Number
- ☐ Employee's schedule of meetings for Week 1 –Will they be training with peers?

HELP THE EMPLOYEE GET ACQUAINTED WITH THE UNIVERSITY, THE DEPARTMENT, AND THEIR NEW ROLE.

To Do

- ☐ Check in often with the new employee – don't wait for them to come to you.
- ☐ Include the new employee in key meetings where they can begin to gain an understanding of the priorities within the department
- ☐ Schedule the employee to meet with key people within the department who can give them an understanding of how they fit into the division/department structure, who they depend on in their role and who will depend on them
- ☐ Show the employee their workspace and other facilities within the department
- ☐ Introduce the new employee to other team members
- ☐ Remind the new employee to complete their Getting Started Checklist (included in their orientation materials)
- ☐ Continue progress on the New Hire Checklist (pages 10-11)
- ☐ Be available for any questions the employee might have

OPTIONAL:

- ☐ Pair the new employee with an onboarding buddy within the department that can assist throughout the first few months

Notes:

HELP THE EMPLOYEE BECOME A PRODUCTIVE MEMBER OF THE DU COMMUNITY.

To Do

- ☐ Check in often with the new employee – don't wait for them to come to you.
- ☐ Include the new employee in key meetings where they can begin to gain an understanding of the priorities within the University
- ☐ Schedule the employee to meet with key people throughout the University who can give them an understanding of how they fit into the organizational structure, who they serve, and who supports the department
- ☐ Provide opportunities for the employee to experience parts of their job hands-on.
- ☐ Meet with the new employee to establish a development plan and record the first year goals in the performance system
- ☐ Empower the new employee to set some first-year goals for themselves and record them in the performance system
- ☐ Encourage the employee to begin to attend University events that will help them engage in the culture of the organization
- ☐ Continue progress on the New Hire Checklist (pages 10-11)
- ☐ Be available for any questions the employee might have

Notes:

PHASE 5: Ongoing

SUPPORT THE EMPLOYEE IN CONTINUING TO LEARN THE JOB AND ENGAGE WITH THE UNIVERSITY.

To Do

- ☐ Meet with the employee regularly to track performance and note progress on goals
- ☐ Include the new employee in key meetings where they can continue to gain an understanding of the priorities within the department
- ☐ Encourage the employee to continue to attend University events that will help them engage in the culture of the organization
- ☐ Be available for any questions the employee might have

Notes:

Learning Activities Checklist

Create a list of activities a new employee should complete to learn about the organization, division, department and job.

Some common activities have been listed below, add activities specific to your unit in the blank areas. The list is not exhaustive and not all items listed are required.

When	Activity	Who	Materials	Notes
Day One	New Hire Orientation	HR	Documentation for I-9 (http://www.uscis.gov/i-9-central/acceptable-documents)	Required – Supervisor Registers Employee (employeeservices@du.edu)
Day One	Lunch w/Supervisor	HR/Supervisor		12 – 12:50 pm during Orientation day – Catered by HR
Day One				
Day One				
Week One	Department Orientation	Supervisor and/or Department	See the New Hire Checklist	
Week One	Shadow/Train with a colleague in the department	Supervisor and/or Department		
Week One				
Week One				
Month One	Banner Training	UTS		Register in PioneerWeb
Month One	Title IX Training	Online	Click on Courses tab in PioneerWeb	Required – Employee will receive an email
Month One	Performance Management – Goal Setting	Supervisor	www.du.edu/performance for instructions Access system in PioneerWeb	Required to be eligible for 20% goal rating on performance appraisal
Month One	Active Shooter Training	Online	Click on Courses tab in PioneerWeb	Required
Month One				

Ongoing...	Supervisory Training (optional)	HR		Register in PioneerWeb
Ongoing...				
Ongoing...				
Ongoing...				

New Hire Checklist

Complete a new hire checklist for every new employee joining the department.

This list is not exhaustive and not all items listed are required for every hire. Some departments/divisions utilize different providers for various items.

EMPLOYEE INFORMATION	
Name:	Hire date:
Position title:	Manager:
DU ID#	<input type="checkbox"/> Exempt
E-mail address:	<input type="checkbox"/> Non Exempt
Phone:	Cell Phone:
Room:	Birthday:
HUMAN RESOURCES/SHARED SERVICES REQUIREMENTS	
<input type="checkbox"/> New Hire Orientation (http://www.du.edu/human-resources/careers-at-du/orientation-registration.html)	
<input type="checkbox"/> Form I-9 Identification (must take to Shared Services on first day if not attending orientation on that day)	
<input type="checkbox"/> Title IX Training – PioneerWeb→Courses Tab→Course Resources→Canvas	
<input type="checkbox"/> Active Shooter Training - PioneerWeb→Courses Tab→Course Resources→Canvas	
<input type="checkbox"/> Supervisor Training (optional for new Supervisors – register in PioneerWeb)	
ADMINISTRATIVE	
<input type="checkbox"/> Add Name to all Department/Division Lists (Phone, Email, BD, etc.)	
<input type="checkbox"/> Banner Training http://www.du.edu/uts/banner/training/	
<input type="checkbox"/> Building Access Coordinator http://www.du.edu/campusafety/c-cure/	
<input type="checkbox"/> Business Cards (some units may use a different provider) http://www.dilleypointing.com/customer_portal/login.html	
<input type="checkbox"/> Business Expenses & Reimbursements PioneerWeb→Employee Tab→Administrative Processes→Payment Services	
<input type="checkbox"/> Shared Drive Access https://univofdenver.service-now.com/techservices	
<input type="checkbox"/> Door Keypad and Codes	
<input type="checkbox"/> DU Directory	
<input type="checkbox"/> DU ID	
<input type="checkbox"/> Email set up	
<input type="checkbox"/> Employee Handbook PioneerWeb→Employee Tab→Employee Resources	
<input type="checkbox"/> First Aid Supplies	
<input type="checkbox"/> Job Description	
<input type="checkbox"/> Library Access http://library.du.edu/	

<input type="checkbox"/> Keys
<input type="checkbox"/> Mailbox
<input type="checkbox"/> Map <input type="checkbox"/> http://www.du.edu/utilities/maps/index.html
<input type="checkbox"/> Memberships (specific to the Department/Division)
<input type="checkbox"/> Name Tag (some units may use a different provider) http://www.crowntrophy.com/
<input type="checkbox"/> Name Plate http://www.du.edu/facilities/submittingworkrequests.html
<input type="checkbox"/> Navigating the website http://www.du.edu/
<input type="checkbox"/> Parking Permit http://www.du.edu/parking/permits/index.html
<input type="checkbox"/> P-Card PioneerWeb→Employee Tab→Administrative Processes→Payment Services
<input type="checkbox"/> Phone Set-up, Long-distance code, Voicemail https://univofdenver.service-now.com/techservices
<input type="checkbox"/> Headshot Wayne Armstrong Wayne.Armstrong@du.edu
<input type="checkbox"/> Pioneer Web http://pioneerweb.du.edu/
<input type="checkbox"/> Remote Access https://univofdenver.service-now.com/techservices
<input type="checkbox"/> Send Recurring Department Meetings
<input type="checkbox"/> Send Recurring Campus Wide Meetings
<input type="checkbox"/> Space Reservations http://www.events.du.edu/internal-events-planning/
<input type="checkbox"/> Supplies
<input type="checkbox"/> Who to call for what?
INTRODUCTIONS and TOURS
<input type="checkbox"/> Campus Tours
<input type="checkbox"/> Conference Rooms
<input type="checkbox"/> Copy Room
<input type="checkbox"/> Elevator
<input type="checkbox"/> Exits
<input type="checkbox"/> Kitchen
<input type="checkbox"/> Mail Room/Procedures
<input type="checkbox"/> Meet Co Workers/Risk Management
<input type="checkbox"/> Nearby Food Options
<input type="checkbox"/> Restrooms
<input type="checkbox"/> Supply Storage