

**University of Wisconsin La Crosse**

**Student Affairs and Diversity & Inclusion**

**New Employee Onboarding Process**

The University of Wisconsin-La Crosse (UWL) Divisions of Student Affairs & Diversity & Inclusions role is to enhance and support students' learning experience. Our employees work closely with faculty, staff, community members, alumni and most importantly, students to provide quality programs and services which promote learning, leadership, involvement, service and the celebration of diversity. The staff of the Division are truly student-centered and concerned about the holistic development of the student. The goal of new employee onboarding is to provide the guidance, resources, and tools needed to successfully transition into a new position with the Division.

Onboarding is the process by which a new employee acquires the necessary knowledge, skills and abilities to be an effective and productive member of the UWL community. It is not just about preparing for the employee’s first day but it is an investment in employee retention and productivity and encompasses the entire first year of employment.

The Division of Student Affairs & Diversity & Inclusion will use the onboarding process to introduce our new employees to our unit, our division, and our system. We believe that effective new employee onboarding seeks to accomplish the following:

* Ensure employees are engaged and integrated into the institution’s culture;
* Provide clear and consistent messages regarding expectations in order help employees build a sense of loyalty and pride;
* Provide resources that allow new employees to be confident and impactful
* Increase employee satisfaction and retention
* Improve the student experience via more effective employees

As the hiring manager you are expected to guide and lead your new employees to what we hope will be a fulfilling career with University of Wisconsin-La Crosse (UWL). This packet is designed to assist you through the onboarding process by providing checklists and additional tools. Each specific unit may have additional orientation guidelines, so you will need to determine which practices and procedures are unique to your area.

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| Upon an Accepted Job Offer |

The onboarding process begins once the candidate has accepted a job offer. During the time before that new employee arrives for their first day of work, there are many tasks to complete to be fully prepared for that employee’s first day.

The hiring manager should finalize all steps of the recruitment process within PeopleAdmin and the Office of Human Resources.

The Employment Specialist in the Office of Human Resources will create and send the new employee a welcome email and link to all the employment documents that need to be completed before the first of employment. This welcome email will consist of the employee’s appointment document, initiation of criminal background check, and general information about beginning employment at UWL.

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| Preparing for the First Day |

The [Supervisor Onboarding Checklist](file:///\\neo\AWHILLOC$\SMU%20Onboarding\Manager%20Packet\New%20Employee%20Manager%20Preparation%20Checklist.docx) is available as a reference. The tasks on this checklist can be completed by the supervisor or they can be delegated to another unit employee or designated mentor who is capable of leading those activities.

As the first day approaches it is helpful for the supervisor to reach out and contact the new employee. This may vary depending on the timeframe and other communication that has occurred between the accepted job offer and start date. This could be done the week before they are expected to start. The purpose of the call would be to answer any questions the new employee may have and confirm with them the following items: start date, place, time, appropriate work attire, parking instructions, etc.

The supervisor should ensure that the employees within the unit and key stakeholders are aware of the new employee’s preferred name, position and start date. The supervisor may also choose to provide some basic background information on the individual. On a monthly basis, the Office of Human Resources will include a list of new employees in the UWL Campus Connection.

It is recommended that a supervisor prepare for the new employee by creating a 30 day, 60 day, and 90 day onboarding plan. This plan will outline beginning expectations and goals for the learning the position. This plan should be reviewed and implemented with the new employee during the first week of employment.

Finally a proper work space should be prepared. The space should be clean, and basic supplies and appropriate technology should be provided.

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| The First Day and Beyond |

It is important not to overwhelm an employee on the first day but it is also important to ensure the appropriate new hire information is shared. Supervisors should consider providing some structured down time in the first days to allow the new employee to become acquainted with their office space, technology, other employees, and environment.

The supervisor should schedule time to meet with the new employee on the first day. The purpose of the meeting should be to provide some basic foundational information about the department, the position, and expectations. The meeting establishes rapport with the new employee and sets the tone for more effective communication. This leads to an environment of trust and respect, which leads to higher productivity and quality of work. Specific agenda items to review are listed on the Supervisor [Onboarding Checklist](file:///\\neo\AWHILLOC$\SMU%20Onboarding\HR%20Orientation%20Info\Department%20Checklist.docx).

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| **Selecting a Mentor** |

If a supervisor chooses to select a mentor for the new employee there are a variety of factors to consider.

**Mentor Role**

The role of a mentor would be to act as a guide and resource for the new employee as they become familiar with UWL and their new position. The mentor would provide immediate information on day one such as a campus tour and introductions to other employees. The mentor would provide assistance in an ongoing basis and regarding a wide range of topics. The mentor should be able to be a consistent and a reliable resource to the new employee.

**Suggested Mentor Structure**

The mentor should have time scheduled with the new employee on the first day. The mentor can assist the new employee with the Employee Onboarding Checklist. The mentor and employee should then have scheduled times to meet to answer questions and review new information. It is suggested that the mentor and mentee meet weekly initially and then less frequently as the new employee becomes more established.

**Qualities of a Successful Mentor**

A successful mentor will be a current employee who understands the culture and mission of UWL and the Division of Student Affairs, has good interpersonal skills, and possesses a desire to want to help new employees.

When considering a mentor you may identify individuals in your department who:

* Have time to be available to the employee
* Holds a similar position to that of the new employee (i.e. peer)
* Have a comprehensive understanding of the work environment
* Have a good performance record
* Are well regarded by peers
* Has good communication and interpersonal skills
* Has a positive attitude
* Respects and maintains privacy

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| **30, 60, & 90 Day Plan** |

It is recommended that a supervisor would create an onboarding plan for the new employee. The plan should provide a foundation of goals and performance expectations. The Employee Onboarding Checklist can be utilized to assist the new employee to learn more about the greater campus and tools available to assist an individual adapt to their new role.

A well created plan would identify the top 3-5 competencies (knowledge, skills and abilities) needed to effectively execute expectations in the position. When defining goals for a new employee it is important to consider the following items:

* What key information should be learned?
* What skills need to be demonstrated?
* What tasks/projects need to be accomplished?

It is important to consider all of the tools, training, and meetings that need to occur in order for the employee to be successful. Follow-up meetings should be scheduled (30, 60 and 90 days) in order to review and evaluate progress on the development plan.