Beginning a job in a new environment can be both exciting and stressful but with thoughtful onboarding the experience can be positive and one that builds trust. According to Intrepid Learning “17 percent of companies end onboarding after the first day” yet this is just the beginning of what we hope to be a mutually promising and productive experience.

As the supervisor, you have great influence on your new-hire’s success or failure! This guide is offered as a resource to help you facilitate an onboarding experience that sets the stage for the most positive initial experience possible. This, along with your ongoing support and provision of the requisite tools and training necessary to get the job done, will ensure the employees long term success.

The first day, week and month is a time to welcome the employee by connecting them with those they will work most closely with and providing basic information, answering a range of questions, as well as reviewing policies/procedures specific to your department. Remember, your new colleague will be absorbing an incredible amount of information during this time, so be sure to cover the basics within the first week and check-in regularly.

This checklist serves as a base line of information that should be discussed to aid in a successful transition and is not meant to limit the supervisor in the orientation of the new employee. Most likely, you already cover much of this material in some way, shape or form. You’ll find that some items may not be applicable to certain positions or to your department in general and, alternatively, there may be things specific to your department that should be added.

To compliment the departmental orientation, Human Resources will invite your new staff member to attend a New Employee Orientation within the first month of employment and a New Employee Meet and Greet that is offered quarterly. The New Employee Orientation provides information about campus communication, important policies, safety, security, and some of the perks associated with being a benefits eligible employee. Both sessions are designed to help new members of the Bowdoin community develop an appreciation for the College as a whole, meet others from across the College, and to start building a network of contacts and resources.

Thank you for your interest in helping your new employee excel at Bowdoin. Their success is our success! Please let me know if you have any questions or have feedback to share about this process.

Leyza Toste
Associate Director of HR

July 2016
New Employee: ____________________

Title: ____________________

Department: ____________________

Date of Hire: ____________________

Hiring Manager/Supervisor: ____________________

This is a guide. Some items on the checklist will not be applicable for all positions. Please add department specific steps as needed.

ONBOARDING STARTS BEFORE THE NEW EMPLOYEE ARRIVES

Reach out to new employee, prior to their first day. Help them feel welcomed upon their arrival!

☐ Does HR have the employee’s phone # and building location/office # as applicable? This information feeds into the directory via Workday. If included at the time of completing the online hiring proposal then HR has what is needed otherwise please call the main HR office at x: 3837 to provide.

☐ Send a welcome letter/memo or make a phone call to your new hire confirming their start date/time/place and that you’re looking forward to their arrival!

☐ Offer directions and employee parking info
   http://www.bowdoin.edu/security/parking/faculty-staff-visitor-information.shtm

☐ Let them know who they should report to their first day. If for some reason their supervisor isn’t available let them know who will greet them.

☐ Will they be invited to lunch with colleagues their first day or should they plan to bring lunch?

☐ Suggested attire and what, if anything, to bring with them on their first day.

☐ [department specific]

☐ [department specific]

In addition...

☐ Announce to the department and other employees across campus, as appropriate, the: new employee’s name; arrival date; and overview of responsibilities. Encourage support in welcoming the new hire.

☐ Does the new employee go by a name other than their legal name? What pronoun do they use?

☐ Discuss the new hire’s role with department staff, answer any questions that arise and provide clarity as needed. Imbed into this discussion why it’s valuable to include people with different perspectives and skills.

☐ Get others involved! Select a mentoring/welcoming colleague to answer questions, to take your new employee to lunch, and provide a tour of the College

☐ Prepare a comfortable work space: clean the office/workstation/desk. Order supplies and stock desk.

☐ Assemble potential resources (dept. staff list, key campus contacts for position, etc.)

☐ What systems access is required (ie: Polaris, Blackboard, etc…)? Does their computer need to be re-imaged? Arrange for IT support as needed.

☐ Determine telephone extension/PIN access (Telecommunications Office x: 3966)

☐ Arrange for any necessary training over the upcoming weeks with co-workers, others on campus, formal in-class or online training, etc...

☐ [department specific]

☐ [department specific]
NEW EMPLOYEE DEPARTMENTAL ORIENTATION

NEW EMPLOYEE’S FIRST DAY
Review the basics. What would you want to know on your first day?

☐ Greet your new employee at the door!
☐ Introduce them to colleagues and staff members
☐ Arrange a tour of building and the work area pointing out conference rooms & restrooms (the latter should be done generally without assuming gender)
☐ Review the plan for the day/week
☐ Plan to take them to lunch, if not the 1st day then another day in their 1st week
☐ Schedule appointment with HR if Workday onboarding (e.g. I-9, W-4, direct deposit, etc...) has not been completed prior to their first day of employment
☐ Your new employee will be invited to New Employee Orientation session (½ day) within a month of their date of hire.
☐ Obtain ID card and check that access to required areas is set (One Card Office x: 4241)
☐ Obtain Bowdoin Username and Password and set up e-mail account (IT Help Desk x: 3030)
☐ Issue required keys
☐ Share information on how to make internal and outgoing phone calls
☐ Common/break areas (where it’s OK to smoke if a smoker or make personal phone calls if do not have an office)
☐ Campus mail
☐ Dress requirements reviewed (e.g. Safety & Security, Dining, and Facilities)
☐ Attendance/punctuality (e.g. expectations and who to call if have a last minute absence)
☐ Meal/break schedule and food/beverages at work area (as applicable)
☐ Where to eat on Campus. Get the Bowdoin Dining APP for free on iTunes! Options:
  - Moulton Union dining hall (MU) and MU Express lunch or dinner option
  - Thorne Dining Hall
  - Jack Magee’s Pub and *Fast Track* option (a weekday express lunch operation); also check out Magee’s re-usable container which, when used, gets you 25 cents off your order
  - The Café and the Bowdoin Express
☐ Discuss noise levels/radios/music in the workplace, especially if working in a cubicle or open area (it is sometimes appropriate for staff to use headphones, but depends on the nature of their work)
☐ Printer/copier/FAX/shredder
☐ Supply room and in general how to order supplies
☐ Fire extinguishers/emergency exits/green stripe phone/first aid supplies
☐ Point employee to online employee handbook and resources
  - New Employee Resources: [http://www.bowdoin.edu/hr/joining-bowdoin/index.shtml](http://www.bowdoin.edu/hr/joining-bowdoin/index.shtml)
  - Employee Handbook: [http://www.bowdoin.edu/hr/handbook/index.shtml](http://www.bowdoin.edu/hr/handbook/index.shtml)
  - If supervising others - Manager’s Toolkit: [http://www.bowdoin.edu/hr/manager-toolkit/index.shtml](http://www.bowdoin.edu/hr/manager-toolkit/index.shtml)
☐ Review employee’s work schedule and expectations
☐ Arrange a meaningful assignment for the remainder of the day
☐ [department specific]
☐ [department specific]
Make important introductions with those whom your new hire will need to regularly interact with in the course of doing their job. Purposeful introductions and sharing of information will help your new team member be successful and helps everyone bond. Schedule time for this through a staff meeting, over lunch, or 1:1 meetings as appropriate.

Provide an organizational overview: share org charts for the department and division. Discuss the department mission, goals, significant projects that are in process or upcoming. Review the new employee’s role and how this integrates with others in the department. Discuss job assignments/expectations and set initial goals and objectives in context of the six month adaptation period and the review that will occur in the fifth or sixth month of employment. Review important department policies and guidelines (e.g. cell phone use at work; who to call if need to be out sick, etc...).

Optional: review of benefits & opportunity to ask questions if needed (HR / Mary Cote x: 3033)
Contact Lisa Coombs, x: 3763, if safety/OSHA training is required for this position.
We expect new employees to have many questions so it’s good to check in with them periodically as some may initially be more reticent than others to ask. Encourage them come to you with their questions! Do you have an open door policy or do you prefer that they touch base with you at a certain time of day?

Review confidentiality as applies to the position.

All employees should read the following College policies, found online as noted:
- [http://www.bowdoin.edu/hr/handbook/index.shtml](http://www.bowdoin.edu/hr/handbook/index.shtml): Freedom from Discrimination, Harassment, Sexual Misconduct & Gender Based Violence Policy; Professionalism; Attendance; Ergonomics and Workplace Safety; Code of conduct.

Follow up as needed with IT re: computer needs, email address, phone, training, etc. Is their work area comfortable and do they have what they need?

Explain how to use Workday to record hours worked (if hourly) and time off; or if a supervisor how to approve time.

Explain payroll schedules and overtime policy (for both supervisors of hourly staff and staff members). Order business cards, if applicable.

Conference rooms – how to schedule.

Tour campus with member of department and/or sign-up for Admissions Office Tour.

Check-in at end of first week and ask how the week is progressing. Address any concerns.

If it is necessary to drive a Bowdoin vehicle for business related purposes (e.g. business trip; employee or student outing, etc...) go to [http://www.bowdoin.edu/facilities/transportation/index.shtml](http://www.bowdoin.edu/facilities/transportation/index.shtml) for driver certification requirements.

Ways to connect on campus:
- The Digest [http://www.bowdoin.edu/digests/digest.jsp?type=staff](http://www.bowdoin.edu/digests/digest.jsp?type=staff) (daily e-mail with important announcements and events on campus and in the community; subscribe to this at the link offered)
- Bowdoin Daily Sun [http://www.bowdoindailysun.com/](http://www.bowdoindailysun.com/) (will receive a daily e-mail with topics of interest)
- Faculty Seminar Series [http://www.bowdoin.edu/academic-affairs/research/seminar-series/index.shtml](http://www.bowdoin.edu/academic-affairs/research/seminar-series/index.shtml) (all Faculty and Staff are welcome to attend – this is updated each semester)
NEW EMPLOYEE DEPARTMENTAL ORIENTATION

Please consider these checkpoints on the way to the six-month adaptation evaluation and beyond.

WITHIN ONE MONTH

☐ Required training has been offered or is scheduled.

☐ All new employees are required to take the online Workplace Harassment Prevention training, per Maine State law. This is available in Blackboard https://blackboard.bowdoin.edu. Access to Blackboard should be set up within the first two weeks of employment. If not, contact Jen Snow, x: 3707.

☐ Meet regularly to discuss progress. Review job description, goals, and expectations as needed. Solicit ongoing feedback using a strength-based* approach. Ask questions and listen.

☐ Talk with your new employee about the six-month adaptation review. This will come quickly! Should you have any concerns be sure to discuss early on with the employee and contact HR sooner than later.

[department specific]


WITHIN THREE MONTHS

☐ Regular meetings and/or check-ins continue.

☐ Ask the employee where they feel they’re excelling and where they need assistance.

☐ Discuss performance evaluation goals and progress toward goals.

☐ Consider matching newcomers with seasoned mentors. When new hires have an experienced person to turn to it helps them acclimate to the team more quickly and better understand the workflow.

☐ Schedule appointment for adaptation review before the 6 mth anniversary date (e.g. in the 5th mth).

☐ Attend a New Employee Meet & Greet session sponsored by Human Resources (quarterly invite).

☐ Additional ways to connect on campus. Get to know the members of either the:
  - Support Staff Advocacy Committee (SSAC) for hourly staff http://www.bowdoin.edu/ssac/
  - Bowdoin Administrative Steering Committee (BAS) – for administrative staff http://www.bowdoin.edu/bas/

[department specific]

SIX MONTH EVALUATION

☐ A critical check-in point to discuss and document accomplishments, opportunities for improvement, additional training and future goals. The goals set here will be utilized in the annual review so should be written as: specific, measurable, attainable, relevant and time-bound (S.M.A.R.T.). See the Managers Toolkit http://www.bowdoin.edu/hr/manager-toolkit/index.shtml for resources to assist with accessing the Review system and writing performance reviews.

☐ Now is a good time to discuss the upcoming annual review process and associated goals/expectations.

☐ Continue to meet regularly to discuss progress in reaching goals and completing training requirements.

[department specific]

AFTER THE FIRST YEAR AND BEYOND!

☐ The employee has now completed a full cycle in their job! Ongoing, two-way, communication should be the norm via regularly scheduled meetings, project updates, and on the fly.

☐ The focus shifts to retention and engagement. Research shows that the #1 thing employees want is development. Ask them what they need and provide growth opportunities, as appropriate, through training, professional conferences, stretch assignments, mentoring opportunities, etc…

“You get the employee engagement you deserve. If you don’t engage with them, they won’t engage with you…”

~George Bradt*, Forbes

*Founder and Managing Director of executive onboarding group PrimeGenesis. Author or co-author of three books about onboarding.