



SUPERVISOR'S GUIDE

# Welcoming New Employees

Valdosta State University



## Onboarding Insight

The onboarding process is designed to welcome and orient new employees on work processes and procedures while also providing insight on the department's culture. The first day and the weeks to follow are pivotal to both you as the supervisor and the new employee. First impressions matter and that is why it is imperative that you are prepared to welcome them and ensure they have everything they need to be successful.

## Checklists & Templates

We have developed resources that will help you plan for the arrival of your new employee. Completing these tasks in a timely manner will improve your employee's experience and will standardize the hiring process for all employees.

## Training Resources

It is imperative that you prepare a department specific training guide to equip your new employee for their role. This will give them a better understanding of their responsibilities and help facilitate their ability to contribute to the department.

## Contact us

[hronboarding@valdosta.edu](mailto:hronboarding@valdosta.edu)



# New Hire Toolkit

Taking the steps to ensure your new hire has everything they need to be successful will not only make them feel welcomed and appreciated, it will also guarantee efficiency, decrease the acclimation period, and positively impact performance.

## Prepare Information

As the supervisor, you should create a new hire toolkit to enhance the training process for your new employee. This toolkit should contain important contacts, organizational charts, department processes, and other important details necessary for the day-to-day operations.

## Benefits of a Successful Onboarding Process



**Increase Retention**



**Increase Employee Engagement**



**Increase Productivity**



**Increase Consistency**

## Recommended Toolkit Items

### Responsibilities

- Supervisor expectations
- Job profile
  - located in the job posting
- Annual goals

### Processes & Procedures

- Provide a digital or paper copy of departmental policies
- VSU policies can be found here: [VSU Policies](#)
- Provide job aids or operational manual on how to complete tasks

### Organizational Chart

- Include details regarding your department and the university structure
  - Contact the Department of Institutional Effectiveness for the VSU chart
- Provide a list of responsibilities for each team member

### Department Mission/Vision

- Be sure the employee understands the mission/vision of the department and discuss how their role contributes to the goal of the department and the university



# SUPERVISOR PREPARATION TIPS

Preparation is essential for laying the foundation for a prosperous working relationship and fostering a culture of excellence.

## ACCESS EXAMPLES

- Request department specific systems through IT portal or appropriate department
  - IT portal: [solutions.valdosta.edu](http://solutions.valdosta.edu)
    - Phone
      - Ensure the phone reflects new employee's name
    - Shared department networks
    - Printer/fax access codes
    - Add to e-mail alias
    - Adobe
- Office keys
  - [Key Authorization Form](#)
- Banner
  - Registrar's Office
- Cascade (training required)
  - Sign up: [Employee Training Database](#)
- ePro (training required)
  - Sign up: [Employee Training Database](#)

## EQUIPMENT/SUPPLIES

- Request new computer
  - IT portal: [solutions.valdosta.edu](http://solutions.valdosta.edu)
- Order business cards
  - [Print Shop Pro WebDesk](#)
- General office supplies
  - Be sure to clean the office

## TYPICAL FIRST DAY

- Meet with supervisor
- Department introductions
- Workplace tours
- Escort employee to the Key Shop
  - Hours: Monday-Friday 7:00 AM to 2:30 PM
- Computer orientation
  - Assist the employee with signing in
- Onboarding appointment with HR/EOD
  - Appointment typically 30 minutes
  - HR will escort the employee to OneCard to obtain VSU ID
- Lunch with supervisor (if possible)
- Allow the employee to complete the required New Hire Training in BlazeVIEW
- Ensure parking permit has been obtained
- At the end of the day, discuss the agenda for the remaining week

Create a welcome packet with swag and a card/flyer signed by employees within the department

# E-mail Templates



## NEW EMPLOYEE

### AFTER THE VERBAL OFFER

(Candidate Name),

I am thrilled you have accepted the verbal offer for (position title) at VSU! You can expect to receive the official offer from Human Resources through a system generated email. You will be required to complete a background check through Acurate Background Inc. and complete onboarding documents through Equifax. Be sure to check your junk mail for communication regarding the hiring process.

Please visit [New Employee Resources](#) for additional information.

Feel free to contact me if you have questions. I look forward to working with you.

Regards,

### BEFORE THE FIRST DAY

(Candidate Name),

Congratulations and welcome to VSU! We are excited that you are joining our team. We are looking forward to the positive impact you will have and we know that your skills and abilities will be an asset to our department.

Your first day is (date). We open at 8:00 am and our office is located at (office building name and where to park). The dress code is (attire). Your first day will consist of (provide details).

If you have any questions prior to your first day, feel free to contact me.

Again we are excited to have you on the team and we look forward to your first day.

Regards,

### DEPARTMENT WELCOME EMAIL ON FIRST DAY

All,

Please join me in welcoming (employee name) to the (department name)! (Employee name) will be serving as the (job title) and will be responsible for (brief list of duties).

Please be sure to introduce yourself and provide a brief summary of your role.

Thanks,





# ESTABLISHING TEAM NORMS

Any time new employees join the team there will be an adjustment period to learn each other's personalities. Take the opportunity to re-evaluate and update the expectations for the department.



## What are norms?

Norms are a set of expectations that are decided upon by a team to influence behavior and improve the team's culture. Developing norms will also positively impact employee morale.

## When establishing norms consider the following:

### TIME

- How/when will we notify if we are running late?
- What is the turnaround time for responding to e-mails?

### COMMUNICATION

- How will we encourage communication?
- What is our preferred communication method?

### EXPECTATIONS

- What do we expect from members?
- Will there be an attendance policy? Telework option?

### DECISION MAKING

- How will we make decisions?
- Are we an advisory or a decision-making body?
- Will we reach decisions by consensus?

### PARTICIPATION

- Are there expectations for participation?
- How will we encourage everyone's participation?

### TEAM MEETINGS

- How should we prepare for meetings?
- How often will we meet?
- Will we set a beginning and ending time?
- Will there be any follow-up?

### CONFLICT

- How will we handle conflict?
- How will we hold each other accountable?



# GETTING TO KNOW YOU

## ABOUT ME

Name:

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Birthday (Day/Month):

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Cell:

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Hobbies:

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## CAN'T LIVE WITHOUT

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## FAVORITE THINGS

Favorite dessert:

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Favorite candy:

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Favorite scent:

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Favorite fast food:

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Favorite season:

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Favorite singer/band:

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Favorite actor/actress:

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Favorite color:

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Favorite movie/tv show:

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Favorite restaurant:

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