Your Role in Onboarding

Onboarding is a long-term process that begins before your new employee arrives. As a manager, you play the most important role in the onboarding process. It should continue for at least the first three months, and ideally, through the first year.

Just think about this:

- 4% of new hires leave a job after a disastrous first day
- 22% of turnover occurs within the first 45 days
- Costing the company at least 3X the former employee’s salary*

* Bersin by Deloitte’s industry study: Onboarding Software Solutions 2014: On-Ramp for Employee Success

The relationship between a new employee and their manager is the determining factor in whether the employee chooses to stay with an organization. To help you succeed, we’ve created this onboarding guide to equip you with tools, checklists, and other resources to help you create a positive onboarding experience for new employees during their first three months with us. We hope you will take advantage of this material, customize it to meet your needs, and take an active role in the process.

**Doing so will underscore your commitment to new employees, and help them quickly become engaged, committed, and successful members of the Notre Dame community!**
Manager’s Onboarding Guide

PREPARE FOR ARRIVAL

One of the most important and often overlooked steps is pre-boarding. It’s the introduction to the full onboarding experience. Not only does it increase new hires’ excitement, but it also fosters a relationship with them before orientation. So before your new employees step foot into your office, do your homework with the following checklist.

**Engage Early: Express the Following to the New Employee Complete?**

- **Expected date and time of arrival**
- **Meeting location** -- give directions and parking information, and arrange for building access
- **Dress code**
- **Documentation** -- employee will need to provide original documents to complete Form I-9.
- **Direct** employee to the [New Employee Toolkit](#).

**Plan for Success Complete?**

- **Create a training schedule** for the employee’s first year
- **Set up employee’s job-specific training and other training.**
- **Prepare** to share your department’s visions and goals
- **Print** out your department’s organizational chart
- **Lookout for onboarding session information** - see next column
- **Prepare** a schedule of key meetings for your new employee
- **Print** out your department’s telephone list
- **Review or print** out the following for your employee:
  - [University Mission, Vision, Values](#)
  - [Emergency evacuation and crime prevention information](#)
  - [University Policies website](#)

**Set-up Resources Complete?**

- **Identify and prepare employee’s work area**
- **Arrange for workspace**, if necessary: computer, telephone, etc.
- **Identify and label office mailbox**
- **Order necessary office supplies** and put in work area
- **Send information technology (IT) access request** to IT department for access (e.g., specify shared drives)
- **Arrange facility access**: building or office keys, ID card entry, alarm code, etc.
- **Request** employee be added to internal email distribution groups
Manager’s Onboarding Guide

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<tr>
<th>Involving the Team</th>
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<td>Send email to the department announcing arrival.</td>
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<td>Set-up welcome coffee or lunch with team, time permitting</td>
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<td>Identify employee sponsor (&quot;buddy&quot;), if necessary</td>
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**Schedule Onboarding Sessions**

Once the Personnel Action Form (PAF) is received in the Office of Human Resources, **Onboarding Sessions One and Two** will be scheduled and information emailed to both employee and manager.*

**TIPS:**

Onboarding is a process - get started on the right foot. Preparing before the employee arrives helps the employee feel welcome from day one and shows that you are happy to have the employee on your team.

*Every effort will be made to schedule Session One as close to the employee’s start date as possible. Please contact Susan Hurley (shurley1@nd.edu) you require a specific date or other special accommodation.*
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FIRST WEEK

Provide resources gathered in preparation for arrival (see Part 1 above). During your employee's first week, focus on reviewing, reminding, and explaining administrative, regulatory, and policy-related procedures and paperwork.

**Remind New Employee of the Following:**
- Complete their **Form 1-9** (Employment Eligibility Verification)
- Complete their **payroll documentation**
- Obtain their **campus ID card**
- Apply for their **parking permit**
- Activate their **NetID**
- Set up their **University IT systems**
- Begin **gathering Dependent Verification documents:** If they will be enrolling dependents such as a spouse of a child in University benefit plans, they will need to provide documentation to verify each dependent's relationship to them. Encourage them to review the **University's Dependent Verification** instructions for assistance and deadlines.

**Communicate the Following:**
- Department’s **visions and goals**
- How to **report workplace hazards** or injuries
- Explain Human Resources **policies** for work hours, breaks, overtime, use of vacation and sick days
- **Emergency** evacuation and crime prevention information
- Instructions on how to obtain a Notre Dame **parking pass**
- Discuss department’s **dress code**
- Review **department organizational chart**

**Be Sure to...**
- Take your employee on a **tour of the department** and make introductions to their co-workers
- Direct employee to the **New Employee Toolkit** and New Employee Onboarding Guides
- **Add** employee to department/unit email list
- Confirm **building and workspace access:** keys, ID card entry, alarm, computer, telephone, programs, list serves, etc.
- Confirm access to **InsideND**
Manager’s Onboarding Guide

Connect employee to relevant **internal communication** systems (*TheWeek@ND, NDWorks, University Calendar, ND news and announcements*, etc.)

**Frequently check in on the new employee:** don’t wait for a new employee to come to you, as they might not out of fear of looking incompetent

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<th>If Necessary...</th>
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<td>Set up ProCard</td>
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<td>Provide <strong>calendar access</strong></td>
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<td>Arrange <strong>access to other computer systems</strong></td>
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<td>Assign a <strong>buddy/mentor</strong></td>
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<tr>
<td>Assist employee with setting up an <strong>email signature</strong></td>
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<tr>
<td>Assist employee with setting up the <strong>telephone system</strong></td>
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**TIPS:**

- The first week can be overwhelming -- make sure your employee has the essentials needed to get off to a good start. Providing the previously gathered information and preparing a workspace will show new employees their arrival is anticipated.

- Consider assigning a buddy or mentor to be the new employee’s go-to person when questions inevitable arise.
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FIRST MONTH

Continue to help your new employee learn their role, get acquainted with systems, tools, programs, and equipment they need to perform their job. If you have not already, ensure you are providing clarification about their role and performance expectations.

**Remind New Employee of the Following:**

**Review health benefits and complete online enrollment:** Remind your employee that all full-time faculty and staff must enroll in a University healthcare plan or provide proof of alternate coverage within 31 days of hire. [More information about Notre Dame’s benefits](#).

**Review retirement options, verify eligibility, and make elections once eligible:** Remind your employee to review each of our retirement plans to determine when they become eligible. Encourage them to consider attending a one-on-one retirement planning session with the Office of Human Resources to help them make the choice that’s right for them. [More about retirement elections](#).

**Be Sure to...**

Assist the employee with **setting SMART goals** and **development plan** for the performance management process.*

* Review additional performance management resources too.

Discuss **opportunities for development** by attending mandatory and voluntary training workshops.

Schedule necessary training, if applicable.

- University systems: GLez, AiM, BuyND, travelND, PeopleEZ, insideND, etc.
- [Gmail and Google Calendar](#)
- Schedule professional and personal development opportunities.
- Frontline Supervision
- TAP (Today’s Administrative Professional)
- [Performance Management, GED, ENL, Computer Skills training](#)

Check in **at least one a week** with your new employee.

Review **vacation policies** and how to report time off.

**TIPS:**

This is the time to look beyond the daily routine toward longer-term growth. Now that you’ve made introductions and set up meetings to get your employee connected to the team, it’s a good time to explore additional training and education opportunities, begin the Performance Management process, and get connected socially to the University community.
If you haven’t already, start shifting the focus of your new employee’s onboarding to helping them get even more oriented to the “Notre Dame way” of doing things and learn about the culture. Below are just a few ways to encourage and support—as well as resources and programs—that will help get them acclimated to the University’s culture and expectations.

**Remind your Employee of the Following:**

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<th>Education benefits for employees and spouses</th>
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<td>Tuition reimbursement</td>
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<td>Fred Freeman Scholarship</td>
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<tr>
<th>Resources accessible to them, sponsored by the Office of Human resources:</th>
<th>Complete?</th>
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<td>Wellness Center</td>
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<td>Health Screening</td>
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<td>Wellness Coaching</td>
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<td>Weight Watchers</td>
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<td>RecSports</td>
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**Professional development** training programs, accessible through eNDeavor.

**Mandatory training program(s), such as We Are All ND.** The purpose of this training program is to foster an atmosphere of inclusion among the University.

- May need to assist the employee in enrolling in this course.

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<th>Campus communications, including: TheWeek@ND, University Calendar, NDWorks, Notre Dame News, ND Alert, and ND Mobile.</th>
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**TIPS:**

Now that your new employee has been employed at the University for a month, they have most likely completed the necessary paperwork, reviewed the policies, and enrolled/completed the necessary training, if needed. This next phase of their onboarding experience is to learn about the **culture** of Notre Dame. The Office of Human Resources believes you, as their supervisor, play a **crucial role** in teaching your employee about the Notre Dame culture. Culture includes Notre Dame’s origins, mission, values, and Catholic character.

Please be sure to contact askHR at askhr@nd.edu or 1-5900 if you have any questions on any of these suggestions and reminders!
Hopefully you have been introducing your new employee to as many people as you can so as to help create opportunities for them to make connections, network, and build relationship within the department, Notre Dame, and the greater St. Joseph community. In addition to providing opportunities and resources to help them create new bonds, you should also be having ongoing conversations around performance and progress of training.

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<tr>
<th>Remind your Employee of the Following:</th>
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<td><strong>Coffee and Conversation</strong>: 1.5 hour program which starts with a tour of the Basilica of the Sacred Heart and ends with a meet and greet in the Main Building with senior University leaders, other new employees, and members of the Human Resources team.</td>
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<tr>
<td><em>Note: You, as their supervisor, are welcomed to attend this onboarding session</em></td>
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<td><strong>Employee Resource Group (ERG)</strong>: Employee-led groups which support networking and provide social outlets.</td>
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<td><strong>Guided tours</strong>: University tours are offered at a variety of locations on campus, including the Football Stadium, the Basilica, and Snite Museum of Art.</td>
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<tr>
<td><em>Note: Virtual tours are also available.</em></td>
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<tr>
<td>If interested, refer your employee to <a href="http://find.nd.edu/">http://find.nd.edu/</a> to <strong>connect with resources</strong> in the community.</td>
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