WHY ONBOARDING MATTERS

Employees who have a better experience with onboarding will better understand WSU's culture. This will help them create stronger connections within the Warrior Community earlier, which will help them settle into their new role more comfortably. When onboarding is done correctly, it has a multitude of benefits such as: higher job satisfaction, commitment to the organization, lower turnover rate, higher levels of performance, and less stress. The more prepared a new employee feels, the more they will be motivated to perform well, it comes with confidence.

The socialization of your new hire is important, there are multiple levels of it. Using the 4 C's principle will allow you to start with a foundation to build on. These are the goals you are trying to achieve in your onboarding, and it will always begin with your new hire's needs. The 4 C's:

COMPLIANCE	CLARIFICATION	CULTURE	CONNECTION
Teaching the basics, rules, and regulations	Ensuring an understanding of the job expectations	Providing a sense of the company culture	Relationship building with others

ONBOARDING FRAMEWORK

Onboarding begins before the employee's first day on the job. The following checklist provides you resources to help you onboard the new employee before and after their first day on the job.

BEFORE DAY 1

- ☐ **Organize your schedule** 🟥🟩🟦🟨
  Your schedule fills up quickly. As soon as you know the new employee's start date, block time on your calendar to connect throughout their first few weeks. Show them you are invested in their success. Once they are added to outlook send them the invite for the designated connection times.

- ☐ **If the new hire is IFO, submit faculty assignment details in FWM** 🟥🟩
  New faculty appear in FWM after they have responded to the campus affiliation request sent by HR.

- ☐ **Prepare the workspace** 🟥🟩🟦🟨
  - ☐ Select a location.
  - ☐ Order office supplies.
  - ☐ Complete a Device Request **and** contact the Technical Support Center (TSC) to schedule a distribution session if a laptop is needed.
  - ☐ Complete a Hardware Order if a printer, scanner, desktop, monitor or docking station are needed.
  - ☐ Complete an Office Updates Request to move IT equipment, assign a phone number and request program access (CRM, Degree Audit, Docs Portal, EMS, ISRS and Mainsaver).
  - ☐ Email TSC if access to Knowledge Lake, Salesforce, or a shared mailbox are needed.
  - ☐ Email Human Resources if access to Faculty Workload Management (FWM) is needed.
  - ☐ Attain a Key Issuance Form from Facilities Services if office keys are needed.
  - ☐ Contact Facilities if desks, file cabinets or other furnishings need to be moved.
  - ☐ Place a Welcome sign on the new employee's desk and/or door. Write a welcome note on the sign and encourage others to write a note too.
  - ☐ Submit a signage request to update a wall sign or department suite sign.

☐ **Submit a [web request form](#) to update the department website** 🟦🟨

☐ **Announce new employee to campus community** 🟦🟨
It's at the supervisor's discretion to notify the department, program, college, or entire university. Template: [New Employee Announcement Email.](#)

☐ **Contact the new employee BEFORE DAY 1** 🟥🟦🟨
Review start date, start time, department location, where to park and department dress code.

☐ **Prepare an agenda** 🟥🟩🟨
Each area is encouraged to develop and maintain an onboarding agenda template. Utilize the information below to create or update an agenda template. Some items may not apply for every hire.

Pro Tip: If you want to avoid information overload, plan out your process by defining what the person needs to know and when – so you don't give all the information at once and overwhelm the new hire.

DAY 1			
Task/Topics	**Duration**	**Scheduling**	**Location**
Check-in and Welcome Ensure you or another team member will be ready to welcome them when they arrive. Review their orientation agenda with them. Ensure they have a new employee checklist.			Department
Department Introductions			Department
Department Tour E.g., Workspace, Files, Supplies, Printer, incoming and outgoing mail, etc.			Department
Building Tour Show them bathrooms, water fountains, exits, etc. Discuss department and building access.			Department
Campus Tour			Department
I-9 Completion	10 min.	Drop-in	Winona: Human Resources Rochester: SS 128
Laptop Distribution Session	40-60 min.	Call TCS to schedule	Winona: TSC Somsen 207 Rochester: Coffman Center 122
Office and Workstation Setup			Department
Computer / Email Login Ensure they can login. Allow time to review emails already in their inbox. Recommend they set up email signature.		Call TCS if assistance is needed	
Phone and Voicemail Setup			Department
Department Functions Review			Department
Position Functions Review If applicable, sign position description and submit to HR.			Department
Review Time and Attendance E.g., department hours, schedules, overtime, leave requests, time reporting, and telework.			Department
End of Day Check-in with Supervisor			Department

WEEKS 1 – 2

Task/Topics	Duration	Scheduling	Location
Check-ins with Supervisor Show them you are invested in their success.			Department
Welcome Lunch or Zoom Coffee Chat with Team			Department
WSU Employee Orientation Covers WSU History, locations and structure, leadership, identification numbers, parking options, payroll schedule, insurance overview, paid leaves, retirement, tuition, amenities, campus services, required training, policies, and opportunities to get involved on campus.	2-2.5 hrs.	Assigned In D2L	Department Online in D2L Brightspace
Benefit Orientation Covers benefits and insurance based on the employee's unique eligibility.	40-60 min.	Contact HR to schedule	Human Resources In-person or via Zoom
Job Shadow(s) Schedule varying amounts of time with colleagues so they can learn what others do and be trained on their assigned duties.			Department / College
Key Contact Introductions Schedule 15-30 minutes with key contacts from other departments so they can get acquainted and learn about the department's services (e.g., Admissions, Warrior Success, Human Resources, Business Office, Budget, etc.)			
Discuss Data Privacy What information will they have access to and how do they protect it?			Department
Submit an eTimesheet			Department Online in Employee Home
Attain Warrior ID			Winona: Maxwell 227 (Drop-In) Rochester: Technical Support (Email Matt)
Schedule a headshot		Contact MarComm	
Introduction to TLT Services E.g., classroom support, D2L & digital signage		Contact TLT	
Minnesota State Compliance Training	3.5 hrs.	Assigned by MinnState	Department Online in MMB Self Service Portal
Sexual Violence Awareness Training	1 hr.	Assigned by TLT	Department Online in D2L Brightspace
Safety Training Position or department specific trainings		Contact Erin	
Minnesota State Leadership Training		Assigned by HR	In-person and online
Discuss Work Related Injuries Work-related injuries must be reported to the supervisor. Supervisors are responsible for submitting documentation to HR within 24 hours of the incident.			

ON DAY 1

☐ **Utilize your agenda** 🟧🟨🟩🟥

☐ **Ensure they have a [New Employee Checklist](#)** 🟨🟩🟥
They were provided a link in the New Employee Welcome Guide. Ensure they can access electronically or print them a copy.

☐ **CELEBRATE**
Your time and energy spent on the search process paid off! You have waited weeks or maybe even months to welcome someone to your team. Be proud of your accomplishment and celebrate the growth of your team. Radiate positivity and those around you will notice!

WEEKS 1 – 2

☐ **Continue to utilize the agenda** 🟨🟩🟥
You may find you need to make some adjustments and that's okay. Referring to it will ensure you did not forget anything you had planned in advance.

☐ **CHECK-IN** 🟨🟩🟥
Show you are invested in their success! Check-in conversation items may include questions, review structure, update orientation plan, review meeting schedules, discuss goals and expectations, find out how they like to be recognized, talk about communication styles and preferences (how they should reach you if something is urgent), etc.

☐ **Email commonly used links to bookmark** 🟨🟩🟥
E.g., ISRS, DARS, D2L, etc.

☐ **Provide employee with keys** 🟧🟩🟥
Facilities Services will contact key requestor when keys are ready for pick-up.

☐ **Order business cards from the [Marcomm OneStop](#)** 🟨🟩🟥

☐ **Request access to additional department technology** 🟧🟩🟥
Information Technology will add shared drives and email distribution groups based on department but if different / additional shared drives, shared department mailboxes and/or email distribution groups are needed contact WSU Technical Support after employee's assignment has started.

☐ **Request additional Warrior ID (TECH ID) access** 🟨🟩🟥
If the employee needs copy privileges added to the Warrior Id complete a [Copy Card Request Form](#). If the employee needs additional door access added to the Warrior ID contact [Jason Nelton](#) in Facilities Services.

BEYOND WEEK 2

THE FIRST MONTH

Continue to meet regularly with your new employee. They need the confidence, clarity, and skills to do the job they were hired to do. To facilitate this, it's important to prepare them for success. The process may influence the degree to which a new employee can become productive. Understanding WSU's goals, values, and learning our mission & vision are important indicators of how well employees adjust to their new work environment. These indicators are also associated with commitment and job satisfaction.

The ultimate failure of onboarding is when potentially good employees withdraw. Losing an employee who is a poor fit or not performing well may be a possible outcome, but losing employees because they are confused, feel alienated, or lack confidence indicates inadequate onboarding.

CONTRIBUTING FACTORS OF SUCCESSFUL ONBOARDING:

SELF EFFICACY	ROLE CLARITY	SOCIAL INTEGRATION	KNOWLEDGE OF CULTURE
Employee feels confident they are doing their job well	Employee understands their role and your expectations	Employee feels accepted by peers and supervisors	Employee knows how to navigate the unique culture

The information above is from the Society of Human Resource Management Foundation's
Effective Practice Guidelines – Onboarding New Employees: Maximizing Success

THE FIRST THREE TO SIX MONTHS

Be clear and consistent about what you expect from your new employee, and how performance is measured so there is no question as to where your new employee should focus their efforts. Ongoing feedback and training will support your new employee in becoming a valued member of our Warrior Community. To increase their level of autonomy, you should:

- o Review achievements, performance, trainings (IDP), and challenges.
- o Discuss Mid-Point Review *(if applicable)*
- o Provide feedback.
- o Set goals and performance expectations for the next three to six months

THE FIRST YEAR

Your new employee should now be fully engaged in their role, applying skills and abilities, making sound decisions, contributing to team goals, understanding how their assignments affect others in the organization, and developing effective working relationships. They should have a strong understanding of the agency mission and culture. At this point, they will have gained greater confidence in their position and should have begun taking on more complex assignments. To increase their level of autonomy, you should:

- o Review their achievements, performance, trainings, and challenges.
- o Continue providing formal and informal feedback.
- o Obtain feedback from the employee and team
- o Complete their Annual Performance Appraisal *(if applicable)*

CONCLUSION

Successful onboarding is a key part of any talent management or retention strategy. Every organization & department has a unique culture, so helping new hires navigate that culture and their place within it is essential, resulting in a more productive and engaged workforce ready to carry out the agency's overall mission.