Guide to Effectively Onboarding a New Employee
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Using this Guide

The Supervisor’s Onboarding Guide does just that – it guides you through the first months of your new employee’s employment, providing instructions and resources to help complete certain actions that will help them succeed.

Although you may choose to delegate some of the onboarding responsibilities to others within your department, it is the responsibility of the supervisor to ensure that their new employee has all of the information and resources needed to be successful in their new role.

We encourage you to check online in PioneerWeb for ongoing updates to the included checklists.

What’s Included in Onboarding?

Providing information:

1. General information about the University that applies to all employees is presented in New Hire Orientation and via the Employee Handbook
2. Department-specific information and Job-specific information is the responsibility of the hiring department and supervisor and can take many forms:
   • Shadowing a colleague in the department
   • Meeting colleagues in other departments with whom they will work
   • Manuals and other documented instructions and procedures
   • Coaching sessions conducted by the supervisor or others
   • Formal training, either classroom, online, or experiential

Phases of Onboarding

Preparing for the First Day
First Day
First Week
First Month
Ongoing...

Important Note

Every employee and situation is different. The information covered – as well as the timeline – is important, but you have the final decision on whether to cover everything exactly as prescribed. In addition, each unit has additional items that are essential to successful onboarding. Add those as needed.
**Benefited vs Non-Benefited**

Some of the instructions and resources in this guide are specific to benefited employees, but many are important onboarding steps for both benefited and non-benefited employees.

**Supervisor Support**

In this process, you may feel you have an increased level of responsibility. The intent is not to add to your job, it is to provide resources for you to complete the onboarding process in a thorough and efficient way so that you can reap the rewards of having a productive, engaged new employee. Human Resources is always available to provide support to supervisors throughout onboarding and beyond.
Phases of Onboarding

PHASE 1: Preparing for the First Day

CREATE THE NEW EMPLOYEE’S FIRST IMPRESSION. PREPARE THEM FOR EMPLOYMENT AND COMPLETE ALL ADMINISTRATIVE TASKS PRIOR TO THEIR FIRST DAY.

To Do

- Begin the New Hire Checklist (pages 10-11)
- Create a list of job and department specific learning activities (pages 8-9)
- Review the employee’s job description to remind you of the required skills of the position
- Review the new employee’s resume to remind you of their strengths and experience
- Inform your department of the new person starting
- Register the new employee for orientation – held the 1st & 3rd Monday of each month – by emailing employeeservices@du.edu with the following information:
  - Employee Name:
  - DU ID#:
  - Hire Date:
  - Benefited or Non-Benefited Status:
  - Department:
  - Supervisor:
  - Supervisor Email:
  - Job Title:
  - Email Address:
- Create a folder for the employee where you can keep specific information to distribute to them.
• Brush up on DU policies & procedures so you can answer the new employee’s questions as needed. Call HR with any questions.

• Gather all historical information for the position, such as files, records, instructions, etc…

• Call and welcome the new employee. Convey how excited you are for their arrival and answer any questions. Inform them of the logistics for their orientation day and remind them to bring identifying documentation for their Form I-9.

• Schedule time on your calendar to attend lunch with the new employee on their orientation day and to meet with them later that afternoon. Lunch is from 12:00 pm – 12:50 pm and is catered by HR.

• Schedule time on the calendars of peers that might have valuable information to offer the new employee.

Notes:
PHASE 2: First Day

MAKE THE EMPLOYEE FEEL WELCOME! A DAY OF ORIENTATION, ADMINISTRATION AND INTRODUCTIONS.

To Do

- Escort the new employee to Orientation **If the employee is starting on a non-orientation day, they must take their identifying documentation for the Form I-9 to Shared Services prior to beginning work**

- Join the new employee for lunch from 12:00 – 12:50 pm, catered by HR

- Conduct first-day meeting with employee (next page)

- Show the employee their workspace and other facilities within the department

- Introduce the new employee to other team members

- Confirm that the new employee has all needed resources in their workspace

Notes:
ORIENTATION LUNCH

To Discuss

- Department’s mission and goals
- Departmental norms (dress code, office hours, lunch hour, potlucks, flex time, etc…)
- Opportunities to get involved (departmental events, campus events, committees, task-forces, etc…)
- How is the department/division involved in supporting DU’s new Strategic Plan, IMPACT 2025?

FIRST-DAY MEETING

To Discuss

- Job description – explain specific responsibilities and other duties
- Expectations – What will the employee be expected to contribute? What does the employee expect from their new supervisor as they are learning?
- Department organizational chart, team members & their roles
- Department policies and procedures (recording time, time off, overtime, internal communication)
- Who to call when ill or late – Name and Phone Number
- Employee’s schedule of meetings for Week 1 – Will they be training with peers?
**To Do**

- Check in often with the new employee – don’t wait for them to come to you.

- Include the new employee in key meetings where they can begin to gain an understanding of the priorities within the department.

- Schedule the employee to meet with key people within the department who can give them an understanding of how they fit into the division/department structure, who they depend on in their role and who will depend on them.

- Show the employee their workspace and other facilities within the department.

- Introduce the new employee to other team members.

- Remind the new employee to complete their Getting Started Checklist (included in their orientation materials).

- Continue progress on the New Hire Checklist (pages 10-11).

- Be available for any questions the employee might have.

**OPTIONAL:**

- Pair the new employee with an onboarding buddy within the department that can assist throughout the first few months.

---

**PHASE 3: First Week**

**HELP THE EMPLOYEE GET ACQUAINTED WITH THE UNIVERSITY, THE DEPARTMENT, AND THEIR NEW ROLE.**
Notes:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
PHASE 4: First Month

HELP THE EMPLOYEE BECOME A PRODUCTIVE MEMBER OF THE DU COMMUNITY.

To Do

- Check in often with the new employee – don’t wait for them to come to you.

- Include the new employee in key meetings where they can begin to gain an understanding of the priorities within the University.

- Schedule the employee to meet with key people throughout the University who can give them an understanding of how they fit into the organizational structure, who they serve, and who supports the department.

- Provide opportunities for the employee to experience parts of their job hands-on.

- Meet with the new employee to establish a development plan and record the first year goals in the performance system.

- Empower the new employee to set some first-year goals for themselves and record them in the performance system.

- Encourage the employee to begin to attend University events that will help them engage in the culture of the organization.

- Continue progress on the New Hire Checklist (pages 10-11).

- Be available for any questions the employee might have.
PHASE 5: Ongoing

SUPPORT THE EMPLOYEE IN CONTINUING TO LEARN THE JOB AND ENGAGE WITH THE UNIVERSITY.

To Do

- Meet with the employee regularly to track performance and note progress on goals
- Include the new employee in key meetings where they can continue to gain an understanding of the priorities within the department
- Encourage the employee to continue to attend University events that will help them engage in the culture of the organization
- Be available for any questions the employee might have

Notes:

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Create a list of activities a new employee should complete to learn about the organization, division, department and job. Some common activities have been listed below, add activities specific to your unit in the blank areas. The list is not exhaustive and not all items listed are required.

<table>
<thead>
<tr>
<th>When</th>
<th>Activity</th>
<th>Who</th>
<th>Materials</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day One</td>
<td>New Hire Orientation</td>
<td>HR</td>
<td>Documentation for I-9 (<a href="http://www.uscis.gov/i-9-central/acceptable-documents">http://www.uscis.gov/i-9-central/acceptable-documents</a>)</td>
<td>Required – Supervisor Registers Employee (<a href="mailto:employeeservices@du.edu">employeeservices@du.edu</a>)</td>
</tr>
<tr>
<td>Day One</td>
<td>Lunch w/Supervisor</td>
<td>HR/Supervisor</td>
<td></td>
<td>12 – 12:50 pm during Orientation day – Catered by HR</td>
</tr>
<tr>
<td>Day One</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day One</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week One</td>
<td>Department Orientation</td>
<td>Supervisor and/or Department</td>
<td>See the New Hire Checklist</td>
<td></td>
</tr>
<tr>
<td>Week One</td>
<td>Shadow/Train with a colleague in the department</td>
<td>Supervisor and/or Department</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week One</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week One</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Month One</td>
<td>Banner Training</td>
<td>UTS</td>
<td>Register in PioneerWeb</td>
<td></td>
</tr>
<tr>
<td>Month One</td>
<td>Title IX Training</td>
<td>Online</td>
<td>Click on Courses tab in PioneerWeb</td>
<td>Required – Employee will receive an email</td>
</tr>
<tr>
<td>Month One</td>
<td>Performance Management – Goal Setting</td>
<td>Supervisor</td>
<td><a href="http://www.du.edu/performance">www.du.edu/performance</a> for instructions Access system in PioneerWeb</td>
<td>Required to be eligible for 20% goal rating on performance appraisal</td>
</tr>
<tr>
<td>Month One</td>
<td>Active Shooter Training</td>
<td>Online</td>
<td>Click on Courses tab in PioneerWeb</td>
<td>Required</td>
</tr>
<tr>
<td>Month One</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ongoing...</td>
<td>Supervisory Training (optional)</td>
<td>HR</td>
<td>Register in PioneerWeb</td>
<td></td>
</tr>
<tr>
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<td></td>
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<tr>
<td>Ongoing...</td>
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<tr>
<td>Ongoing...</td>
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<tr>
<td>Ongoing...</td>
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</tbody>
</table>
Complete a new hire checklist for every new employee joining the department. This list is not exhaustive and not all items listed are required for every hire. Some departments/divisions utilize different providers for various items.

<table>
<thead>
<tr>
<th>EMPLOYEE INFORMATION</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Hire date:</td>
</tr>
<tr>
<td>Position title</td>
<td>Manager:</td>
</tr>
<tr>
<td>DU ID#</td>
<td>□ Exempt</td>
</tr>
<tr>
<td>E-mail address</td>
<td>□ Non Exempt</td>
</tr>
<tr>
<td>Phone</td>
<td>Cell Phone:</td>
</tr>
<tr>
<td>Room</td>
<td>Birthday:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HUMAN RESOURCES/SHARED SERVICES REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Form I-9 Identification (must take to Shared Services on first day if not attending orientation on that day)</td>
</tr>
<tr>
<td>□ Title IX Training – PioneerWeb → Courses Tab → Course Resources → Canvas</td>
</tr>
<tr>
<td>□ Active Shooter Training - PioneerWeb → Courses Tab → Course Resources → Canvas</td>
</tr>
<tr>
<td>□ Supervisor Training (optional for new Supervisors – register in PioneerWeb)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADMINISTRATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Add Name to all Department/Division Lists (Phone, Email, BD, etc.)</td>
</tr>
<tr>
<td>□ Banner Training [<a href="http://www.du.edu/uts/banner/training/">http://www.du.edu/uts/banner/training/</a>]</td>
</tr>
<tr>
<td>□ Building Access Coordinator [<a href="http://www.du.edu/campussafety/c-cure/">http://www.du.edu/campussafety/c-cure/</a>]</td>
</tr>
<tr>
<td>□ Business Cards (some units may use a different provider) [<a href="http://www.dilleyprinting.com/customer_portal/login.html">http://www.dilleyprinting.com/customer_portal/login.html</a>]</td>
</tr>
<tr>
<td>□ Business Expenses &amp; Reimbursements PioneerWeb → Employee Tab → Administrative Processes → Payment Services</td>
</tr>
<tr>
<td>□ Shared Drive Access [<a href="https://univofdenver.service-now.com/techservices">https://univofdenver.service-now.com/techservices</a>]</td>
</tr>
<tr>
<td>□ Door Keypad and Codes</td>
</tr>
<tr>
<td>□ DU Directory</td>
</tr>
<tr>
<td>□ DU ID</td>
</tr>
<tr>
<td>□ Email set up</td>
</tr>
<tr>
<td>□ Employee Handbook PioneerWeb → Employee Tab → Employee Resources</td>
</tr>
<tr>
<td>□ First Aid Supplies</td>
</tr>
<tr>
<td>□ Job Description</td>
</tr>
<tr>
<td>□ Library Access [<a href="http://library.du.edu/">http://library.du.edu/</a>]</td>
</tr>
</tbody>
</table>
- Keys
- Mailbox
- Memberships (specific to the Department/Division)
- Name Tag (some units may use a different provider): [http://www.crowntrophy.com/](http://www.crowntrophy.com/)
- Name Plate: [http://www.du.edu/facilities/submittingworkrequests.html](http://www.du.edu/facilities/submittingworkrequests.html)
- Navigating the website: [http://www.du.edu/](http://www.du.edu/)
- Parking Permit: [http://www.du.edu/parking/permits/index.html](http://www.du.edu/parking/permits/index.html)
- P-Card: PioneerWeb → Employee Tab → Administrative Processes → Payment Services
- Phone Set-up, Long-distance code, Voicemail: [https://univofdenver.service-now.com/techservices](https://univofdenver.service-now.com/techservices)
- Headshot: Wayne Armstrong, Wayne.Armstrong@du.edu
- Pioneer Web: [http://pioneerweb.du.edu/](http://pioneerweb.du.edu/)
- Remote Access: [https://univofdenver.service-now.com/techservices](https://univofdenver.service-now.com/techservices)
- Send Recurring Department Meetings
- Send Recurring Campus Wide Meetings
- Space Reservations: [http://www.events.du.edu/internal-events-planning/](http://www.events.du.edu/internal-events-planning/)
- Supplies
- Who to call for what?

**INTRODUCTIONS and TOURS**
- Campus Tours
- Conference Rooms
- Copy Room
- Elevator
- Exits
- Kitchen
- Mail Room/Procedures
- Meet Co Workers/Risk Management
- Nearby Food Options
- Restrooms
- Supply Storage