



NEW EMPLOYEE ORIENTATION

University of Minnesota

Driven to Discover™

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The University of Minnesota aims to provide both a supportive and welcoming environment to its new staff and faculty. As an employer, the University of Minnesota takes pride in its employees, seeking to recruit and retain top-notch people from around the world.

The Onboarding Program at the University of Minnesota Twin Cities campus is designed to bring the University's newest employees up to speed, while actively involving them and engaging them with campus culture.

This program will help ensure that those who are "New to the U" feel as much a part of the University culture as those who have been employed here for years.

"I appreciate the program and commitment to making employees feel like they belong."

- U of M Employee

"Investing in the success of our employees is key to achieving the institution's long-term objectives."

– Transforming the U for the 21st Century, Strategic Positioning Report to the Board of Regents from President Robert H. Bruininks, September 2007

What Is Onboarding?

Onboarding at the University of Minnesota is a new initiative targeting new employees, which seeks to help them perform better in their jobs sooner, with a closer connection to the University of Minnesota's own unique culture and way of doing things.

Extending beyond the new employee orientation which continues to be housed at the departmental level, the onboarding program is run by the central Office of Human Resources and will work to develop those new employees on a more macro-level.

The onboarding program will encompass a full series of trainings and seminars over an employee's first year, aiming to bring your newest employees up to speed efficiently at the University of Minnesota.

"It all helped me feel a part of the bigger U environment and got me out and around campus."

- U of M Employee

The Connection Between Onboarding and Employee Engagement

Are employees who participate in an onboarding program more engaged with their employer? Most definitely!

Since the University works very hard to recruit a topnotch workforce to help achieve its overall mission, it is in the best interest of all University managers to do their best to retain their talented workforce and keep those workers engaged with the University's mission.

How You and Your Department Will Benefit

The onboarding program has a focus of retention and employee development.

It is designed for the whole employee, keeping them connected to the organization, and maintaining awareness of their needs in context of their new work environment. The University's onboarding program will set the foundation for a well-engaged employee, who is a champion of the University's mission, goals, and initiatives.

The University's onboarding program aims to:

- Increase new employee productivity, by training them about the University's culture and how to navigate the University system.
- Improve retention rates of new employees within all employee groups. By providing the wide array of
 information that employees need in order to feel engaged, successful, and connected to the University
 community, this program will reduce your time spent rehiring and retraining, leading to a reduction in your
 downtime costs and an increase in your overall productivity.
- **Provide audience-specific, in-depth, timely information** over an extended period of time, so that the information is useful and memorable for the new employee.
- Reduce redundant programs within colleges and OHR, thereby saving costs while guaranteeing the
 delivery of high-quality, consistent, and accurate information systematically to all University employees.

"Thank you for hosting these sessions – they've been very interesting and fun – nice way to learn about the U and meet people from different departments."

- U of M Employee

"I really appreciated the whole series; thanks for your hard work in development and implementation."

– U of M Employee

Your Professional Needs	What the Onboarding Program Provides
Increase new employee productivity	Trains new employees about the University's culture and system, allowing them to navigate the University faster and more efficiently.
Increase retention of new employees	By providing the wide array of information that employees need in order to feel engaged, successful, and connected to the University community, this program will reduce your time spent rehiring and retraining, leading to a reduction in your downtime costs and an increase in your overall productivity.
Assistance with specialized, job-specific training	Provides large group structured trainings which are job specific, leading to a reduction in training costs, increase in productivity, and opportunity for the new employees to meet others in their job category to help in building their network and ultimately, engagement.
Help with training on centralized knowledge, critical to the U's culture	Provides audience-specific, in-depth, up-to-date and timely information over an extended period of time, so that the information is useful and memorable for the new employee.
Help with engaging your new employees into the U's culture	Offers opportunities for new employees to meet other new employees at a variety of venues and times, thereby involving new employees in the culture of the University from an early date. This fosters early engagement and will reduce the chance of attrition and early turnover.
Engage your new employees with different departments throughout the University	Offers an approved and systematic method for introducing your new employees to different departments throughout the University, so you can focus on more job-specific tasks and training needs. Provides a contextual structure for your newest staff members, allowing them to get up to speed more quickly about the University's business processes and organizational infrastructure.

University of Minnesota – Twin Cities Onboarding Program Description and Overview

Program Description and Overview

The new onboarding program at the University of Minnesota Twin Cities campus is designed to bring the University's newest employees up to speed, while actively involving and engaging them with campus culture.

The on-boarding program will help ensure that those who are "New to the U" feel as much a part of the University culture as those who have been employed here for years. The program aims to develop an employee's:

- understanding of the University,
- how we do business here,
- our policies and procedures, and
- fun and exciting elements which make this place home to so many students, staff, and faculty.

Designed with development and engagement in mind, training sessions and modules are held throughout an employee's first year on the job. Each training activity covers a new topic, opening up a new opportunity for learning for the employee.

As an employer, the University of Minnesota takes pride in its employees, seeking to recruit and retain top-notch faculty and staff.

The University of Minnesota aims to provide both a supportive and welcoming environment to its new staff and faculty, with the goal of gradually bringing them into the unique culture of the University.

Different components of the year-long program include:

- a focus and history on the University,
- diversity training,
- professional and personal development opportunities,
- job-specific trainings, and
- · communications trainings.

"I appreciate the opportunity to meet and get involved with other individuals. This may not happen if we don't reach outside our own units."

U of M Employee

Who is Involved?

The University's onboarding program is set up and conducted by the Office of Human Resources (OHR). However, numerous professionals from throughout the University are featured throughout the different areas in onboarding program, giving your newest employees an opportunity to learn from different subject matter experts from various departments around the University.

Departments used throughout the full, year-long onboarding program include:

- Office of Human Resources and New Employee Orientation Staff (OHR)
- Council of Academic Professionals and Administrators (CAPA)
- Civil Service Committee (CSC)
- Office of Equity and Diversity
- Wellness Collaborative
- Organizational Effectiveness (OE) from Office of Human Resources (OHR)
- Office for Public Engagement
- Office of Information Technology (OIT)
- Center for Teaching and Learning (CTL)
- University Relations (UR)
- Union group representatives (AFSCME)
- University of Minnesota Libraries

"I really appreciated the blend between resources for work and life outside of work in each presentation."

- U of M Employee

University of Minnesota – Twin Cities Onboarding Program Timeline and Details

Schedule and Timeline

Working in tandem with the unit-level traditional new employee orientation, the central onboarding program is comprised of sessions, job trainings, and social modules. The full timing of the program is an employee's first year in their new position, starting with the first program occurring in their first month of employment.

Central OHR Onboarding Sessions

The main sessions are designed to give the employees baseline knowledge to help them in functioning in their jobs. Starting at the first few months of employment and continuing throughout the first year, these are formalized training programs offer a wealth of knowledge and exposure to critical elements of the University as an employer.

Discover the U: Who We Are, Where We're Going

Takes place within the first three (3) months of employment start date. The focus of this session provides a quick introduction to the University, giving an overview of the mission and strategic vision of the University as providing a gentle warm-up to the culture found here and equipping new employees with basic University knowledge, which is not typically learned on the job or at the departmental level.

• Discover Community: Building our Diverse Community

Takes place after six (6) months of employment at the University. The focus of this session is on diversity, equality in the workplace, access to everyone, and inclusiveness. Conducted primarily by the Office of Equity & Diversity, this session discusses the University's position on diversity, beliefs on diversity, and provides resources available to employees.

"The first main session was very helpful to see the larger views of the University system."

- U of M Employee

"This was the most helpful diversity presentation I've ever attended."

- U of M Employee

Discover You: Personal and Professional Development Opportunities

This is the final session in the series of three (3) sessions, conducted at the end of the first year an employee has been with the University. With a reception style and flair, this final session focuses on the employee's professional and personal development, as well as provides recognition for the employees who have completed the full training series during their first year of employment at the University. Topics covered in this session include professional development, technology, public engagement, and wellness.

Job Trainings

Job trainings are generalized sessions which offer your newest employees an opportunity for a greater understanding about their job, resources available to them, and communication within a higher educational setting. There are three kinds of job trainings, detailed below.

New employees are encouraged to participate in all three:

Job-Specific Trainings

Job trainings vary by an employee's position and are typically held throughout the year, depending on the overall need. Selected trainings are run by the specific department with the content expertise and sessions are marketed through central human resources. Employees sign up for the module which is most relevant to their job category/classification.

Examples of these are Human Resources, Communications, Research, Teaching, and Information Technology. Other sessions are conducted either by central HR staff or appointed subject matter experts, on behalf of central HR.

The Libraries and U

This module – open to all interested employees, not just new employees – is to provide a working knowledge of the University's extensive library system, including its resources and search engines, such that the employees gain an understanding of what is at their disposal in terms of resources for their job positions (if required) or their own edification.

. Communicating at the U (New!)

This is a new, three-part series, which will focus on communication at the University, including the hidden dynamics between communications of different levels of employees. The three parts include topics such as communication differences, communicating with stakeholders, and general communication at the University.

Social Modules

As many people know, the University can be an exciting place to work, boasting an atmosphere of arts, culture, sports, and education. The onboarding program's social modules aim to engage the newest working members of the University community by encouraging this aspect of the University culture.

Brown Bag Fun Lunches

Held on a monthly basis and over the lunch hour, these sessions aim to give the employee a structured opportunity to socialize with others outside of their department. Each lunch time has a different focus, often with a lecture followed by a relevant tour to a yet-to-be explored area of the University.

Culture Crawls

Held monthly during the school year, these sessions highlight the University's cultural side, by focusing on the University's arts, theater, and more. Employees can bring guests to these events, as the timing varies depending on the venue.

"Culture crawls are great – repeat them often so I can attend the ones that were full or when I had conflicts."

- U of M Employee

Gopher Go

No Big Ten school is complete without athletics! The Gopher Go session allows the newest employees discounted rates to see sporting events and hear from different people affiliated with the University's athletic teams. The timing for this session varies by event and availability.

University of Minnesota – Twin Cities **Support and Collaboration**Enhancing Your Orientation Process

Role of Office of Human Resources (OHR)

The Office of Human Resources will work to set up all of the sessions and modules.

- Once your employees have signed up for their first New Employee Orientation, their names and contact information will be collected and follow-up with be made directly with them via email from OHR.
- Invitations to participate in different events will be sent out per their start date of record and will be timed accordingly.

Please encourage your employees to attend the sessions and modules and allow them the time from their jobs to do so. Employees who are discouraged to attend may start to disengage from the University and their department. Additionally, the content missed in the training sessions and modules will need to be picked up from other means 'on the job', often on an as-needed basis.

Process: Enrolling Your New Staff

Enrollment in the onboarding program is simply a matter of having your employees sign up for "New Employee Orientation".

Have your employees log in at this page: http://www1.umn.edu/ohr/newemployee/index.html

They will need their X.500 and their password to log in at this site. Please make sure that your employees have this information readily available.

Once they have signed up for their first session, enrollment in subsequent sessions will be automatic, as it is organized through the Office of Human Resources. Their job-specific trainings will be arranged accordingly, as will their initial introduction to their union representatives, if applicable.

The only accommodations for the onboarding program you will need to make is to allow your employee the time to attend the events, encouraging them to do so.

Support Provided to You

As a manager, you have many resources available to you. Following are resources which are available to you:

- Explore the New Employee Orientation web site: http://www1.umn.edu/ohr/newemployee/index.html
- Attend a "Keys to Supervision" Training and encourage your supervisors attend this training as well. This
 interactive session teaches about fostering a positive climate for new hires and highlights the best practices
 for bringing them on-board successfully. Training schedule for "Keys to Supervision" is found here:
 http://www1.umn.edu/ohr/supervisors/keys/index.html
- Use the Managers' Checklist included in this toolkit to help you ensure you are getting your new employees
 off to a great start. (See Appendix A)

University of Minnesota – Twin Cities Questions and Resources For Additional Information

Questions?

New Employee Orientation

Phone (General)

E-mail <u>newemployee@umn.edu</u>

New Employee Orientation http://www1.umn.edu/ohr/newemployee/index.html

612-626-3490

NEO Ning Networking Site http://newumnemployee.ning.com

Office of Human Resources (Communication):

Stacy Doepner-Hove Onboarding Program Manager Office of Human Resources, Communication doepn002@umn.edu

612-624-5866

Website Resources

New Employee Orientation http://www1.umn.edu/ohr/newemployee/index.html

Supervisory Development

Keys to Supervision Training

Core Supervisory Skills Training

http://www1.umn.edu/ohr/supervisors/index.html

NEO Ning Networking Site http://newumnemployee.ning.com

University of Minnesota – Twin Cities References and Resources For Further Reading

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Transformational Leadership Project, New Employee Orientation Redesign, University of Minnesota



Appendix: New Employee – Manager's Checklist





NEW EMPLOYEE ORIENTATION

University of Minnesota

Driven to Discover**

New Employee – Manager's Checklist

New employees are a tremendous asset to the University community. The University's employees are our most critical investment in achieving our vision, mission, and goals.

Long term retention of any new employee starts at recruitment. Now that you have your new employee recruited with a planned start date, you want to foster their (and your) success. Use this checklist to ensure that you have all of the needed elements to help get your employee off to the best start possible. Some things on the checklist may appear more than once. If you have already completed them, check them off again as you move down the list.

Before the Start Date	· 注:
Schedule and Job Duties	
☐ Call employee	 □ Confirm start date, place, time, dress code, parking, etc. □ E-mail follow-up on I-9 (initiates Internet ID), W4, and new employee checklist on the OHR website □ Give new employee their U of M ID number
Set up meetings with critical people for the employees' first few weeks	Add to new employee's calendar
Have a copy of the job classification guidelines/regulations ready	Guidelines may include bargaining unit, civil service, P&A, faculty, etc.
Create action plan/tasks for the employee's first day	If appropriate.
☐ Put together welcome packet from the department and include:	□ Job description □ Welcome letter □ Job manual or employee handbook (if available) □ Job classification guidelines □ Contact names for the department □ Schedule for first week □ Benefits packet □ Information on pay statements and direct deposit □ Department/unit organization chart □ Department/unit phone/email list □ Map of campus with building highlighted □ Parking and transportation information □ Probation information (if appropriate) □ Mission/vision and guiding principles for U and department/unit (if appropriate) □ New Employee Orientation invitation □ HIPAA and FERPA (if appropriate) □ Student development outcomes (if appropriate)

New Employee - Manager's Checklist

Socialization	
Notify your department of the new hireSend via email to departmentCopy the new employee, if appropriate	☐ Include start date, what their job will be, and employee bio
Assign a mentor or buddy	If appropriate.
Arrange for a campus tour	☐ Provide map and tunnel walking guide map
Benefits	
Contact your HR professional	 Obtain benefits packet and information Determine needed payroll information Submit payroll documentation
Work Space	
Clean the work area	
 Pull together basic office and/or desk supplies 	☐ Make welcome sign (or card) and have department members sign it.
Have key made/order card access (if appropriate)	If appropriate.
Verify working computer	If appropriate.
Order business cards, name tag, and name plate	If appropriate.
Technology Access and Related	
☐ Order computer	If needed.
☐ Contact computer tech team to have the system set up in advance	Consider software needs of the job such as: Calendaring system (UMCal, Meeting Maker, other) E-mail platform Daily software needs Printer connections Departmental portal and network access
Arrange for phone installation	If appropriate.
☐ Submit requests for access to Enterprise-wise system software	If appropriate.
☐ Submit P-card and travel card requests	If appropriate.

New Employee - Manager's Checklist

Training/Development	
 Enroll the employee in the New Employee Orientation program through central OHR. 	Look here for a schedule of trainings: www.umn.edu/ohr/newemployee
☐ Arrange pertinent trainings required for the job.	Examples could include: PeopleSoft WebVista HIPAA UTTC/OIT Credit card processing/security Specialized software
Additional:	

Employee's First Day	和自己的主义,但是是一个
☐ Welcome them upon arrival	Understand that they may be nervous; try not to overwhelm them.
Provide overview of the first day and work week	
☐ Introduce them to department and team members	 □ Introduce mentor or "buddy" (if using one) □ Break/lunch areas □ Restrooms □ Building access cards/keys
☐ Provide welcome packet and take time to discuss contents	 □ Review contents of welcome packet and give them time to look through it on their own □ Customer service standards and philosophy □ Discuss how to sign up for benefits and review pay statement □ Onboarding schedule and timeline □ Have them sign up for New Employee Orientation □ HIPAA and FERPA (if applicable) □ Start times/end times and time cards (if appropriate) □ Relevant websites
☐ Introduce them to work area	 □ Supply them with key(s), ID, or other items to gain access to office □ Show them how to order office/desk supplies □ Show them where to obtain U-Card □ Overview of software and other technology use (calendar system, phone/voicemail, computer, email, internet, departmental portal, etc.) □ Provide employee ID number □ Show them X.500 login □ Safety procedures/policies (if applicable) □ Introduce them to email system □ Introduce them to the office computer network (shared files and/or drives) □ Show them how to use the copier
☐ Introduce them to the department/unit	 □ Take them on a tour of the building □ Show them elevators, stairs, exits, restrooms, kitchen area (if available), break room (if available), lockers/closets (if available) □ Show them copy room, office supply area, mail area □ Introduce them to key departmental people, such as mailroom staff, payroll staff, etc. □ Show them how to open/close office (if appropriate) □ Provide tour of different area(s) of campus, as appropriate to their position

New Employee – Manager's Checklist

Arrange to bring them to lunch on the first day	☐ Include other employees if possible
☐ Review department and/or job classification policies	 □ Process and recording for sick leave, sick child, and vacation time/requests □ University calendar, holidays and religious holidays □ Dress code □ Emergency procedures □ School closings □ Security protocols and building hours □ AFSCME/Teamster/Civil Service/P & A information □ Student development outcomes (if appropriate) □ Overtime and comp time policies (if appropriate) □ Probationary period/tenure period □ Phone and computer use □ Timecard procedures (if appropriate) □ Department traditions and recognition events □ Online resources for additional information, such as New Employee Orientation website □ Percent time for new employee and what hours will be
Discuss transportation and parking	
☐ Review job description	☐ Discuss expectations for job☐ Review first week schedule
☐ Have them complete any required forms	☐ Computer system access ☐ W4 ☐ I-9 ☐ Direct deposit ☐ Others:
☐ Give them their first assignment	Make it small and doable so they feel like they have already accomplished something
Additional:	

First Week		
☐ Show them training sched	lule	□ Pre-schedule trainings if possible□ Talk about overall training timing
☐ Show them NEO (onboard	ling) schedule	☐ Sign them up for first session (this will instigate consecutive sessions and trainings associated with this program)
☐ Technology check-in		□ Verify working computer □ Departmental access/portal □ Printer hook-up □ Software needs □ E-mail □ Calendar □ Phone/voicemail □ Other requirements
☐ Review org chart for the o	department	
☐ Meet or touch base with daily to answer questions		 ☐ Inquire how first week went ☐ Make time to listen to any questions ☐ Encourage them to ask questions ☐ Explain your work style and discuss how it will fit with the style of the new employee
Provide list of current dep and cyclical programs, hig of other department men	ghlighting roles	
☐ Inquire if questions on be statement (if appropriate		
☐ Discuss University employ and resources	vee websites	 □ Employee Online Directory (required for all) and directory suppression function □ U Portal □ Employee Wellness Program □ Employee Assistance Program □ Ergonomics worksite consultation □ Disability Services □ Rec Center □ Libraries □ UTTC/OIT Training □ Training and Organizational Development □ Vehicle and Travel Policy □ Online HIPAA training information and schedule □ Regents Scholarship

New Employee - Manager's Checklist

☐ Complete required personnel paperwork	 Ensure that employee has completed required paperwork as well I-9 W4 HR Information Form Timecard HIPAA/FERPA data privacy (if appropriate)
☐ Complete other required forms, as needed	□ P-card □ Travel card □ Other
☐ Discuss training policies and procedures	□ Who to contact□ Where to go with questions□ Online options
Additional:	

First Month	
Weekly or bi-weekly meetings with new employee	Answer their questions and help foster engagement with the organization
☐ Check in about benefits and pay statement	 Ensure that they have access Answer any questions that they have Ensure attendance of benefit and retirement tutorial
☐ Ensure participation in the NEO programs	☐ Check on timing of first session, if not yet occurred ☐ Inquire how first session went, if attended
☐ Discuss process for reviews	
☐ Review performance standards	
☐ Review job description	
☐ Discuss job rules and regulations	
☐ Check in on mentor/buddy	☐ Talk with mentor/buddy (if appropriate) ☐ Talk with new employee about mentor/buddy relationship (if appropriate)
Additional:	
First Three (3) Months	
☐ Ensure participation in NEO program	☐ Inquire how first session went, if not yet discussed
☐ Performance appraisal	□ Can be informal□ Check in with employee to let them know how they are doing
☐ Determine performance goals	☐ Both short term and long term
☐ Check in with questions	
Additional:	

New Employee - Manager's Checklist

First Six (6) Months	是自身發展性的發展性的影響時
Ensure continued participation in NEO program	Employee should have completed two (2) sessions by this time or be close to completion of two (2) sessions.
☐ Performance appraisal	☐ More formal☐ Document for probation purposes
☐ Determine performance goals (continue)	☐ Both short term and long term
☐ Check in with questions	
Additional:	
After Probationary Period	
Celebrate the end of the probationary status	
☐ Schedule annual performance review	If not already completed.
☐ Check in with questions	
Additional:	

