We’ve all heard the expression, “First impressions aren’t easy to erase.” Research shows us that when employees are engaged from their very first experience, including the process of applying, interviewing, and hiring, it can drastically improve productivity and retention. Studies also show newly hired employees will decide within 10 days if they intend to stay with their new employer or begin looking for a new job. Some data suggests an employee can take up to six months to make a final decision that they are at the right place at the right time.

Onboarding is about making your new employees feel welcome and keeping them engaged, confirming why they joined San Jacinto College and your department. It begins with their very first experience, before they walk through the door, to orienting them into the San Jacinto culture throughout their first 90 days, and beyond.

Leaders play the most critical role in onboarding. The relationship between a leader and an employee is the most significant in the employee’s work life. When leaders take the time to create a strong onboarding experience and meet with new employees frequently, employee productivity and retention is higher. A thorough onboarding process creates loyalty and a long-term commitment.

We recognize you have already invested a large amount of time in recruiting, interviewing, and hiring your new employee. We encourage you to use this toolkit on your onboarding journey. Should you require any assistance along the way, please feel free to contact:

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Happy Onboarding!
The following process chart will be located at the top of each document to guide you through the SJC onboarding process.

**Contents**

**Stage 1: Pre-arrival, Setting the Stage**
*This checklist provides some ideas and suggestions for you to begin building a strong connection with your newcomer, even before the walk through the door on their first day of work.*

**Stage 2: First Day/Week 1 Guidance**
*This checklist outlines the initial information each new employee should receive within their first week.*

**Stages 3 through 5: Staying on Track**
*Use this Leader To-Do list with tasks to be accomplished within the employee’s first 90 days… and beyond!*

**Sample Templates**
*Each stage has communication pieces; use these templates or create your own.*

**Resources**
*Additional resources for the onboarding journey can be found here. Quick resource: Once the toolkit has been accessed, a quick reference checklist can be found [here](#).*
Stage 1: Pre-arrival

The Stage 1 goal is to provide a warm, welcoming work environment for your new employee.

Stage 1 is the time when a new employee’s impressions of SJC and your department are formed. This is your opportunity to develop a strong relationship with your new employee, build morale, and help your employee be more productive from the start.

Pre-arrival Leader To-Do List:

- **Shortly before the start date, call or send your new team member an email or letter welcoming to the team.** This is especially important if there is a long period between the offer and the start date. Stay in regular contact with your new employee via email. You can send them information on SJC happenings and programs for them to review on ahead of time. For example, links to the Mission, Vision, and Values of the College.

- **Notify your work group with a New Employee Announcement.** Share the employee’s contact information and encourage your team to send a welcome email or phone call.
  - Consider a notification to other departments your new team member will work closely with.

- ** Arrange for all necessary work tools:**
  - Work space: desk arrangement, supplies.
  - Technical needs: computer, phone, and email set-up with [this recommended IT Heat Ticket sample](#).
  - Order keys and access cards with the [Key Request form](#).
  - Order [business cards](#) and a [name badge](#).
  - You may also consider including a welcome sign to be displayed in the workstation.

- **Prepare First Day and Week One agendas.** The agendas should include appointments with direct team members and individuals they will interact with frequently. Remember to schedule 1:1 time with you to review the job description, performance expectations, appropriate attire, office hours, and leave time requests. Consider scheduling a campus tour. Be sure to include a balance of time with others (including leadership), down time,
and time on their own to review or complete new-hire tasks (parking tag, ID badge, etc.). Take time at the end of the first day to debrief on the day.

Stage 2: First Day/Week 1

The goal of Stage 2 is to create a warm, positive, first day experience, facilitate a clear understanding of role(s) and expectations, and to follow through on all the pre-arrival planning you did.

One of the most lasting impressions new employees have of their department and new team is how they are treated during their first day/week on the job. Stage 2 is the time to follow through on all of the planning you and your team accomplished pre-arrival. Welcome and integrate the new employee to San Jacinto College and your team.

**First Day/Week 1 Leader To-Do List:**

- **Greet your new employee at the predetermined time and location.** This information should have been included in the Pre-arrival Welcome communication.
- **Formally introduce your new employee to their workspace.**
- **Officially introduce your new employee to their new team.**
- **Discuss the First Day and Week One agendas.**
- **Explain/Facilitate enrollment in training courses.** Banner, Blackboard, Avatar, Success Factors, New Employee Orientation, etc.
- **Schedule a team or individual team lunch.** Ideally the entire team would have the opportunity to have lunch or other social reception for the new team member.
- **Review the job description.** Discuss expectations of their role and how it relates to the team.
- **Make yourself available.** Your new employee will have questions and will look to you as a solid resource for assistance.
Stage 3: First 30 Days, Stage 4: First 90 Days, and Stage 5: After 90 Days – 1st year

The goal of stages 3 through 5 is to stay on track.

Your new team member has experienced their first month at the College and with their team. Take the time to establish a strong development plan with the employee. Regularly set goals, keep meeting on a consistent basis. Keep in mind the employee is still norming with the team. We recommend utilizing the Let’s Talk Tool to maintain communication and cover the critical topics during these stages.

During these stages the new employee will be introduced to Performance Management in Success Factors. Encourage and support your employee with the process. It may be helpful to have a team mate provide additional support. Resources for navigating and using Success Factors can be found on the internal Exchange website at: http://admin.sanjac.edu/college-administration/human-resources/organizational-development. The information is kept current and managed by Human Resources.

New leaders should be directed to the 7 leadership competencies and instructed to add them to their Individual Performance Plan. That link is included below: http://internal.sanjac.edu/sites/default/files/120/Leadership%20Competencies%202013-2014%20Final.pdf.

Your new employee will attend their SJConnections Day within their first 30 days of employment. In addition to your support and their SJConnections Day, encourage your employee to take advantage of additional professional development opportunities through departments like CETL and Ed Tech. Explore possible committee or taskforce opportunities as well.

With each new opportunity, every amount of support, and meaningful experience your new team member will begin to feel connected with the College. Remember your role as the leader is vital to the success of their connection.
Resources
The following links will direct you to useful templates and examples of the items listed throughout the toolkit.

Pre-arrival communication to the team/department: Sample New Employee Announcement

Pre-arrival welcome to new team member: Sample New Employee Welcome Letter

Arranging pre-arrival technical needs: IT Heat Ticket SAMPLE

Arranging pre-arrival facility access: Key Request Form

Keep the communication open and going with the Let's Talk Tool

Review PM process requirements: Performance Management Website