SAN JACINTO COLLEGE

ONBOARDING GUIDE

Onboarding Guide

FOR HIRING LEADERS

Leaders play a critical role in shaping the onboarding experience for new employees. When done right, a quality onboarding process can impact job satisfaction, retention and commitment to the college.

We recognize you have already invested time in recruiting, interviewing, and hiring your new employee.

This tool kit outlines a series of steps you can take to onboard new team members. Please take time to plan how you will create a positive experience for your new team member during their first 90 days and beyond.

If you require any assistance along the way, please contact the following individuals:

New Leader Orientation

Rhonda Tompkins, Leadership Development Manager, rhonda.tompkins@sjcd.edu

New Employee Orientation

Jennifer Clark, Employee Development Manager, jennifer.clark@sjcd.edu

New Faculty Orientation

Martha Robertson, AVC, Teaching and Learning, martha.robertson@sjcd.edu

ONBOARDING STAGES

We've outlined four stages of onboarding below. The next pages of this guide will provide more detail on how to approach each stage.

- Stage 1: Pre-arrival
- Stage 2: First Day and Week
- Stage 3: First 30 Days
- Stage 4: First 90 Days

RESOURCES

Links to forms and resources are integrated into each stage.

NEW HIRE **STAGE 1**: PRE-ARRIVAL

Plan for a 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.

1. **Shortly before the start date, email or call your new team member, welcoming him/her to the team.** (This is especially important if there is a long period between the offer and the start date. Stay in regular contact.) You can send information on SJC happenings, programs or a link to your department's web page. Send links to the mission, vision, values and strategic goals of the college. Note: HR will notify your new hire to come to District on the first day at a specified time.

2. **Notify your work group,** noting your new hire's background/experience. Consider notifying other departments who may work closely with this new hire.

3. **Arrange for work space and work tools** to be ready prior to the start date. This may include:
   o Work space
   o Keys and/or access cards
   o Work supplies
   o Business cards
   o Name badge
   o Welcome sign

4. **Arrange for technical needs** to be ready prior to start date. This may include:
   o Computer/laptop
   o Phone
   o Software access
   o Follow your hiring leader instructions in Cornerstone to set up network access

5. **Prepare first day and first week agendas.** This might include:
   o 1:1 time with you to review the job description, initial goals and performance expectations, leave time requests, office hours, appropriate dress, etc.
   o Scheduled time to complete new hire tasks (parking tag, ID badge, etc.)
   o Appointments with direct team members and individuals the new hire will interact with frequently.
   o A campus tour.
   o An organized lunch/team lunch for first day (optional)
   o Time at the end of the first day to debrief on the day.

NEW HIRE **STAGE 2**: FIRST DAY AND WEEK

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

33% of employees know whether they want to stay long-term at a company within one week. One of the most lasting impressions new hires have of their department and new team is how they are treated during their first day/week on the job.

- **Be ready to greet your new hire once he/she has finished at District.**

- **Introduce them to their workspace.**

- **Introduce them to their new team.**

- **Discuss the first day and first week agendas.**

- **Explain the process to take all required training.** New hires are required to complete mandatory training curricula in Cornerstone.

- **Schedule a 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 performance expectations of the role, initial goals, and how those goals connect to department goals and San Jac goals.

- **Keep your calendar open, and make yourself available.** Your new team member will have questions and will look to you as a solid resource for assistance.

NEW HIRE **STAGE 3**: FIRST 30 DAYS

Within the first 30 days, schedule time to review your new hire's Top 5 Strengths (from the CliftonStrengths Assessment), share your Top 5 and ask them about areas they would like to target for development. (The CliftonStrengths Assessment is provided to all full-time employees, and to faculty upon leader request.)

Build rapport with your new hire. Meet on a consistent basis, and check in for questions, and progress. Keep in mind the new hire 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.

New Employee Orientation

All new **full-time employees** will have the opportunity to attend an orientation session.

New **full-time staff and administrators** are required to attend SJConnections within their first 30 days. For more information about SJConnections, please contact Jennifer Clark at jennifer.clark@sjcd.edu.

New **full-time faculty members** will attend New Faculty Academy (NFA) during their first semester. For more information about NFA, please contact Martha Robertson at martha.robertson@sjcd.edu.

Part time faculty and staff are not required to attend in-person orientation. However, part-time faculty are required to complete an online part-time faculty orientation in Cornerstone. For questions about part-time faculty training requirements, contact Martha Robertson at martha.robertson@sjcd.edu.

All employees must complete required online training within 30 days. New hire curricula can be accessed through the Cornerstone learning catalog. Contact Cornerstone Support for more information on this training.

NEW HIRE **STAGE 4**: FIRST 90 DAYS

Checking In

See the next page for a conversation template about your new hire's first 90 days.

Performance Management

During their **first 90 days**, your new hire (full-time only) should be introduced to the **Performance Management Process** and the dates of the performance year.

Work together on their Key Performance Indicators (KPIs) and explain how those differ from their job description duties, and how their KPIs connect to the department's goals and San Jac's strategic goals.

Explain how the San Jac values are integrated into the performance management process.

Encourage and support your employee through this process. It may be helpful to partner them with another team member for additional support. Resources for navigating Cornerstone PM can be found on the HR website and in Cornerstone.

New leaders should be introduced to the SJCD leadership competencies, how they integrate into performance, and how to add them into their KPIs.

With each new opportunity, good amount of support, and meaningful experience, your new hire will begin to feel connected with the college. Remember - your role as the leader is vital to their success.

LET'S TALK: A CONVERSATION GUIDE FOR A 90-DAY CHECK IN

Employee Name:	**Date of Hire:**
Position:	**Today's Date:**
How are things going in your new position? How was your SJConnections experience?	
How has your role met (or not met) your expectations?	
How have your team members been helpful? Can anything be improved?	
Talk about your workload (balance, comfort level, etc.). How could it be improved?	
What more do you need in terms of training?	
How would you assess your progress so far?	
Describe opportunities you have had to learn and grow. What else would you like to have available?	
Do you have any questions? Is anything unclear at this point?	
Is there anything you would like to discuss, something I may not have thought to ask?	