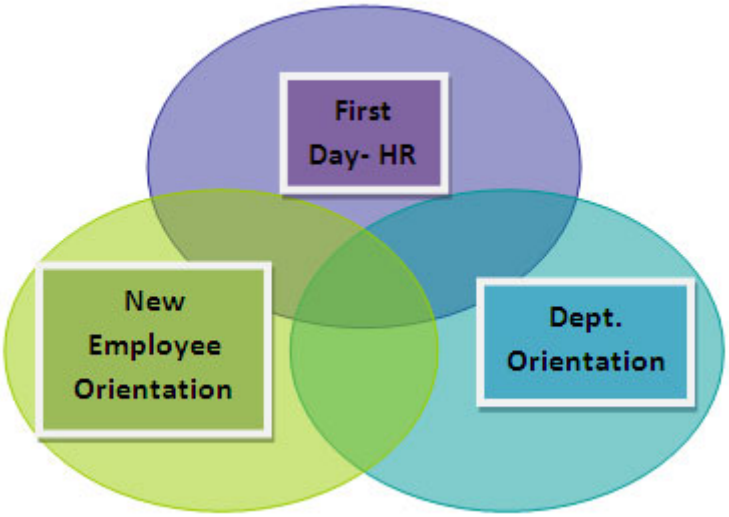
Orienting New Employees



Beginning a new job can be an overwhelming and challenging experience. At Lewis & Clark we want employees to have a smooth transition into their new role and provide them with the knowledge, tools, resources and support they need in order to be successful. Orienting a new employee takes a partnership between the supervisor, the employee's co-workers, Human Resources and many other departments. By working together we can increase the employee's satisfaction and retention, encourage strong performance, expedite an employee's ability to perform and contribute and create a sense of belonging to our Community.

Based on feedback from employees and supervisors we've updated our orientation process. Orientation includes several steps to assist new employees transition into their new roles at Lewis & Clark:

First Day

New employees will meet with Human Resources on their first day of employment for approx. 45 minutes. During this time new employees will complete their required new hire paperwork, receive a checklist of requirements and action items e.g. completing the required harassment training, how to get a parking pass, and other helpful information. Please visit the Human Resources website to see a copy of the First Day packet, http://www.lclark.edu/offices/human_resources/new_employees/first_day/.

New Employee Orientation (NEO)

NEO will include topics such as Lewis & Clark history, an overview of each school, the College structure, student life, diversity, benefits, campus tour, Information Technology and Ombuds role. This overview of Lewis & Clark will assist new employees in having an overall understanding of the College. NEO will occur on the third Wednesday of each month from 9:00 a.m.-3:30 p.m. For more information on the schedule and location of NEO please visit, http://www.lclark.edu/offices/human_resources/new_employees/orientation/.

- Employees will automatically be scheduled to attend NEO during their first month of employment. We will notify new employees about NEO by including this information in their offer letter, during their first day orientation with Human Resources and via email.
- We will send supervisors an email to inform them when their employee is scheduled to attend NEO and then send a reminder a few days before NEO.
- You are invited to drop by the Trail Room around noon on orientation day to eat lunch or check in with your new employee (third Wednesday of the month).

Department Orientation

The Department Orientation begins as soon as the employee begins their employment and continues through at least the first 90 days. In order to assist supervisors and departments in welcoming and orienting new employees, we have prepared a Department Orientation Checklist. Many of the steps may be things you already do, some may be new to

your orientation process and you may need to add your own department specific items. Please feel free to tailor this checklist to work for your department and send any suggestions to Kari Uhlman, Employee Training & Development Manager, kuhlman@lclark.edu.

By alleviating the frustration and confusion that can result from employees being under prepared, we allow the new employee to concentrate on learning the skills and procedures needed to excel in their new position and ultimately in serving students. Together, we can assist the new employee in feeling welcomed and valued while providing them with the tools and resources they need to transition into their new roles.

Department Orientation Checklist

Prior to the Employee's First Day

- ☐ Provide a welcome letter or email to the employee confirming the start date, time, location and parking.
- ☐ Inform staff and appropriate individuals of the new employee's arrival.
- ☐ Put together a welcome packet for the new employee with key information e.g. job description, organization chart, department marketing booklets, contact list, etc.
- ☐ Order business cards and office name plate, if appropriate.
- ☐ Order applicable keys.
- ☐ Prepare employee's workstation and stock with basic supplies e.g. stapler, pens, etc.
- ☐ Make sure there is a computer and phone set up at their work station.
- ☐ Develop a training plan for the employee. If another employee will be doing the training, discuss it with them in advance of the employee's arrival.
- ☐ Set aside time on your calendar to meet with the employee on their first day, both at the beginning of the day and at the end of the day to debrief. Notate Introductory Period end date, performance checkpoints and orientation dates on your calendar.
- ☐ Identify a Peer Mentor for the employee. A Peer Mentor is someone who is a resource, to ask questions, to provide support and encouragement to the new employee. Connect with the identified Peer Mentor to ask them about assisting in this role and explain the expectations of this role. Please see page 6 of this document for additional information on Peer Mentoring.

Employee's First Day

- ☐ Be there to welcome the new employee. Schedule plenty of time to meet with them. If you must be away, appoint someone to act on your behalf.
- ☐ Have staff available to meet the new employee and provide introductions.
- ☐ Show the employee their work station.
- ☐ If possible, have a card signed by co-workers welcoming the employee, a plant, LC t-shirt or some other personal touch to welcome the employee at their workstation.
- ☐ Provide a secure place to store their belongings.
- ☐ Provide desk/door keys, business cards, etc.
- ☐ Conduct a tour of the department pointing out bulletin boards, mail drop points, meeting rooms, copy and fax areas, break room, cafeteria, recycling bins and any other locations important to your employee. Be sure to also point out restrooms, smoking areas and the smoking policy, emergency exits, fire extinguishers and first aid supplies.
- ☐ Provide the employee an overview of their department explaining who does what, how their work impacts Lewis & Clark and how the employee's role fits into the Department and College.
- ☐ Provide the employee with emergency preparedness information e.g. emergency procedures for their department and building, identify the Evacuation Assembly Area (EAA) for their building, show them the emergency evacuation route out of the building and identify who the Emergency Team Leaders (ETL's) are for the building and department evacuation plan.
- ☐ Review the employee's job description with them and ask if they have any initial questions.
- ☐ Explain work hours, lunch and break times.
- ☐ Explain who to go to with questions.
- ☐ Discuss time reporting and show how to complete the appropriate form.
- ☐ Explain how to notify you of an absence.
- ☐ Review paid holidays, the academic calendar and inclement weather or school closure procedures.
- ☐ Explain guidelines for appropriate attire and "casual" day, if applicable.

- ☐ Provide appropriate safety training e.g. safe work practices, hazardous chemicals present in the workplace, location of Material Safety Data Sheets, etc. If you have questions or need additional assistance in orienting employees on this subject please contact Risk Management at ext. 7872.
- ☐ Provide employee with Bloodborne Pathogen training and Personal Protective Equipment training, if appropriate. Contact Risk Management at ext. 7872 for more information and questions.
- ☐ Discuss maintaining confidentiality and taking the FERPA training online, if appropriate. Employees are required to take FERPA training before working with student records, http://www.lclark.edu/offices/human_resources/new_employees/required_training/.
- ☐ Discuss the training schedule, upcoming meetings and what their first few weeks will look like.
- ☐ Take the employee to lunch and invite co-workers.
- ☐ Begin to introduce the employee to the appropriate department and college staff/faculty. Provide a list of contacts with phone numbers/email addresses.
- ☐ Explain the phone e.g. setting up voicemail, making long distance calls, transferring calls, etc.
- ☐ Assist the employee in getting set up with email, an on-line calendaring system, shared drive access, IT's web page and help desk number, appropriate software programs e.g. Moodle, Web Advisor, Colleague, etc.
- ☐ Provide them time to start working on their mandatory on-line Sexual Harassment and Discrimination training which they are required to complete within their first 90 days, http://www.lclark.edu/offices/human_resources/new_employees/required_training/.
- ☐ Provide employee with copies or direct them to where they can find the materials on-line of any department manuals, procedures and/or work samples.
- ☐ At the end of the day, meet with the employee and answer any questions they may have.

Employee's First Week

- ☐ Meet with the employee daily to check in, monitor progress and answer questions.
- ☐ Explain the Introductory period , review the job performance expectations and begin setting goals to accomplish with in their first 90 days.
- ☐ Talk about your management/leadership style.
- ☐ Review key College and department policies and procedures.
- ☐ Explain the process for ordering office supplies and resources they may need to do their job e.g. calendar, preferred work tools, etc.
- ☐ Discuss expectations about maintaining computer and department security.
- ☐ Provide information about staff meetings e.g. date, times and location.
- ☐ Discuss expectations about customer service e.g. phone etiquette, turnaround time on phone calls/emails, etc.
- ☐ Continue to introduce the employee to appropriate department and college staff. Assist the employee in coming up with position-relevant questions to ask.
- ☐ Add employee to department materials e.g. department website, list serves, key meetings, etc.
- ☐ Provide them with a relevant task/assignment to begin working on that they can successfully accomplish.

During Employee's First Month

- ☐ Make sure employee attends their scheduled New Employee Orientation (NEO). Join the NEO lunch if possible (on the third Wednesday of the month at noon in the Trail Room).
- ☐ Meet regularly with the employee to check in, monitor progress and answer questions.
- ☐ Explain the process for requesting vacations.
- ☐ Remind the employee of the additional benefits of working at Lewis & Clark e.g. free access to library, gym, wellness and IT classes. See the Human Resource website for more information on additional benefits, http://www.lclark.edu/offices/human_resources/employee_resources/benefits/.
- ☐ Encourage the employee to attend campus events.
- ☐ If the employee will be operating a vehicle owned, rented or leased at Lewis & Clark's expense make sure they contact Risk Management, ext. 7872 to complete the appropriate paperwork and training.

- Create an employee bio and submit to appropriate websites and The Source as a way to introduce the employee to the Community.

Please add any additional department specific items to this checklist. If you have suggestions for improving the Department Checklist please contact Kari Uhlman, Employee Training & Development Manager at kuhlman@lclark.edu.

Peer Mentoring

Often it is helpful for new employees to have a Peer Mentor. The purpose of this relationship is to provide the new employee with additional assistance and support in the orientation process. The Peer Mentor is not the supervisor and should not assume such a role with new employees.

The basic expectations of the mentor are to:

- Be a guide and resource on where to obtain information e.g. on-line resources, written materials, contacts at Lewis & Clark, etc.
- Be a referral source. Assist the employee in identifying whom to contact for what.
- Be available to answer employee questions.
- Introduce the employee to other staff members.
- Introduce the employee to the Lewis & Clark culture to understand the unwritten ways of doing things.
- Provide support and build the employee's confidence.
- Help the new employee overcome the stresses and strains of a new job.
- Assist the employee in problem solving as concerns arise.
- Serve as a sounding board for the employee.
- Encourage the employee.
- Help the employee get excited about Lewis & Clark.
- Encourage attendance at Lewis & Clark events.

Being a Peer Mentor can be a rewarding and exciting experience. Thinking about who would be an appropriate mentor is an important step in the success of the peer mentoring relationship.

When selecting a Peer Mentor consider the following:

- Are they interested in being a Peer Mentor?
- Do they have the time and capacity to take on this role?
- Do they have a positive attitude about their job and working at Lewis & Clark?
- Do they have a firm foundation of knowledge about your department and Lewis & Clark?
- Are they a good listener and easy to talk to?
- Are they patient and allow room for others to learn without taking over?
- Are they respectful to others and respected by their peers?

Tips for success:

- Talk to the Peer Mentor about the responsibilities of being a Peer Mentor.
- Talk to the new employee about the purpose of Peer Mentoring and what to expect.
- Determine a time frame for the Peer Mentoring partnership e.g. 90 days or 6 months.
- Check in regularly with both the Peer Mentor and the new employee to find out how this partnership is working and to answer any questions.
- Thank the Peer Mentor and acknowledge them for their role.

Creating a Peer Mentoring partnership is a positive way to assist new employees transition into their new roles. Peer Mentors most often find their role rewarding while gaining responsibility and helping a co-worker. If you have any questions about Peer Mentoring please feel free to contact Kari Uhlman, Employee Training & Development Manager at kuhlman@lclark.edu.