

Onboarding

NEW/EXISTING EMPLOYEES

Abigail L. Denham, Director

NMSU HR Services

Employment & Comp Services

The logo for New Mexico State University, featuring the letters 'NM' in a large, serif font above the words 'STATE UNIVERSITY' in a smaller, sans-serif font, all contained within a white square with a maroon border.

NM
STATE
UNIVERSITY

BE BOLD. Shape the Future.

Topics

- What is onboarding?
- Onboarding Toolkit
- Map out a training plan
- Create a cheat sheet
- Cultivate Community
- Connect with Campus

Onboarding

What is Onboarding?

- Onboarding is more than just new employee orientation; it is a process that goes beyond orientation and benefits paperwork to engage an employee over several days, weeks and sometimes months. Successful onboarding can be obtained in part by arranging tasks and activities to acclimate new and internal hires into their position and/or with NMSU.



Onboarding Toolkit

Onboarding Task Flow Diagrams

- Task flow diagram for external hires (hires new to NMSU)
- Task flow diagram for internal hires (hires within NMSU)

Onboarding Simple Task Chart

- Onboarding task description and detail for external hires (hires new to NMSU)
- Onboarding task description and detail for internal hires (hires within NMSU)

Suggested Checklists for Supervisors

- New Employee 1st Day Events Checklist
- New Employee 1st Week Events Checklist
- Compliance Training- Job Specific

<https://hr.nmsu.edu/general-resources/toolkits1/onboarding-guide.html>



External Hire Tasks (20 possible)	Task Location	Task Available / Email Sent (Ideal dates displayed below. HRS and dept. may adjust according to hiring time frame)	Task to be completed:	Responsible Party/Email Recipient
Hiring Completion Tasks	PA (Form)	several days prior to start date	prior to employee start date	HR Services
Department Welcome Steps	Email	5 days prior to start date	prior to employee start date	Hiring Department
NMSU Welcome Letter	Email	5 days prior to start date	on or prior to start date	Employee
MyNMSU Account Verification	PA (Simple)	3 days post start date	3 days post start date	HR Services
Establish PA Employee Security Role	Email	3 days post start date	3 days post start date	ICT Security
New Employee Introductory Events	Email	start date	during 1st week on the job	Hiring Department
Job Onboarding User Guide	Email	start date	on start date	Employee
Update Phonebook Preferences	PA (Simple)	start date	within 5 days of start date	Employee
Register for New Employee Orientation	PA (Simple)	start date	within 5 days of start date	Employee
Verify Receipt of New Hire Forms	PA (Form)	5 days post start date	within 5 days of start date	HR Services
Conflict of Interest Completed	PA (Simple)	start date	within 5 days of start date	Employee
Direct Deposit	PA (Simple)	start date	within 5 days of start date	Employee
Faculty Deferred Pay Option (if applicable)	PA (Simple)	start date	within 5 days of start date	Employee
Emergency Notifications	PA (Simple)	start date	within 5 days of start date	Employee
HIPAA Notice for NMSU Plans	Email	10 days post start date	within 10 days of start date	Employee
COBRA Notice	PA (File Dist.)	start date	within 10 days of start date	Employee
Policy Acknowledgement	PA (Simple)	start date	within 30 days of start date	Employee
Compliance Training- Required	PA (Simple)	start date	within 60 days of start date	Employee
Compliance Training- Job Specific	Email	start date	in accordance with dept. requirement	Hiring Department
End of Probation Reminder- Nonexempt Status (if applicable)	Email	5 months post start date	6 months post start date	Hiring Department



Onboarding Toolkit

- The First Day Events checklist is designed to assist you with addressing the typical first day introductions, paperwork, and workplace tour and can be found under the heading of "Suggested checklists for Supervisors" at the following link: <https://hr.nmsu.edu/general-resources/toolkits1/onboarding-guide.html>
- The Departmental Procedures and Training checklist is designed to assist you with discussing general department procedures, expectations, equipment/supplies and safety measures can be found under the heading of "Suggested checklists for Supervisors at the following link: <https://hr.nmsu.edu/general-resources/toolkits1/onboarding-guide.html>

Onboarding Toolkit

- Don't stop at these lists!
- Feel free to cover other departmental process requirements or other team building and welcoming sentiments you might want to include.
- Think about your first day on the job; is there anything your new team did or could have done to make the experience positive and memorable?

Map out Training Plan

- Think through the most frequent responsibilities associated with the position and provide an outline, so the new employee understands expectations.
- Provide all the process documentation that a predecessor may have prepared (noting where documents and information are normally located).
- Identify goals and expectations for the first three to six months. Make sure that they have the tools and information to navigate through the systems and processes that are critical to performing their roles.

Create a Cheat Sheet

- Creating simple documents for your new hires to bring to each meeting gives them a helpful tool for remembering the names and titles of new colleagues. The forms can be simple and include fields such as:
 - Colleague's name
 - Person to whom they report
 - How I will work with this person
 - Types of questions I can direct to this person
 - Number of years in this position/with the organization
 - Icebreaker (name a family member, pet, or hobby that always get a smile)

Cultivate Community

- Introductions are important. Think strategically about the professional and social connections your new hire must make to integrate successfully into your professional culture.
- Some people are easier to chat with than others. Take that fact into account. Think about your experience when you were new. Who was helpful and encouraged questions? Who seemed less open or available?

Connect with Campus

- While new staff members may interact primarily with one team or department on a daily basis, make sure that they have the chance to interact with the greater campus community as well.
- Give your new hire a thorough tour, and show off the art gallery, the theater building, sports arena, and other areas where community events or programs take place.

<https://virtualtour.nmsu.edu/scenes/main/>



Remember!

"The fastest way to disengage any employee is to stop being interested in their success. Hiring new talent and letting them fend for themselves without any support and guidance is the quickest way to ensure that your retention numbers plummet."

- Michelle Jones-Johnson, vice president, talent development and chief diversity officer at Worcester Polytechnic Institute

Questions?



BE BOLD. Shape the Future.

Contact Information

NMSU HR Services

Employment & Compensation Services

hr.nmsu.edu

575-646-8000

teamhrs@nmsu.edu

