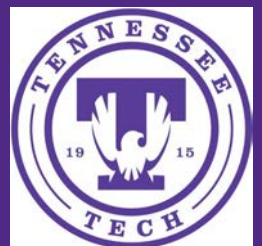


# Supervisor's Guide to Effectively Onboarding a New Employee

TENNESSEE  
TECH  
UNIVERSITY



# Importance of Onboarding

## Supervisors Make the Difference



### GALLUP RESEARCH

Only 12% of employees think their company did a good job onboarding.

Only 29% of new hires say they feel fully prepared and supported to excel in their role after their onboarding experience.

69%

Likely to stay with a company for three years if they experienced a great onboarding.

58%

Likely to stay over three years if they went through a structured onboarding program.

50%

Greater new-hire productivity with a standard onboarding process experience.

## Using This Guide

Use this guide to help you through the first months of your new employee's employment. It provides actions that when completed will help your employee succeed. The more you can do upfront to prepare, the more successful you and your new employee will be. Important Note: Every employee and situation is different. The information covered, as well as the timeline, is important, but you have the final decision on whether to cover everything exactly as outlined. In this process you may feel you have an increased level of responsibility, but you also have an increased level of support from Human Resources.

# Roles and Responsibilities

HR Department - Completing and collecting employee paperwork for payroll, benefits, background check, etc.

Training & Development - Orientation, including history and background, culture, goals and objectives. Tour of the university.

Supervisor - Discussing duties and responsibilities, work behaviors, introducing co-workers and other members of the organization. Tour of the department and reviewing other roles and relationships within the department.

Co-workers - Sharing how the group works as a team, how to get things done, how to find/requisition supplies and equipment and where to turn for support.

Mentor/buddy - Introducing team members and others within the organization, reviewing informal rules and policies, answering day to day questions.

Executive Team - Helping the employee understand the university's mission, vision, values, strategic goals and objectives.

# The Onboarding Phases

- **Phase One - Preparing for the First Day**
- **Phase Two - First Day**
- **Phase Three - First Week**
- **Phase Four - First Month**
- **Phase Five - First Ninety Days**
- **Phase Six - First Six months**

# Phase One – Preparing for the First Day

- Call employee and give first-day information such as where to go on first day, who to ask for upon arrival and what to wear.
- Remind them of any documentation to bring such as driver's license, social security card for I-9 verification.
- Set up the new employee's desk, phone, computer, password and email. Reach out to ITS for access to applications the employee will use.
- Assign a coworker who will be their "mentor/buddy" for first few weeks.



# Phase Two – First Day

- Be available to greet new employee upon arrival.
- Introduce new employee to their space and their coworkers.
- Assist employee with obtaining their Eagle card and parking pass.
- Give tour of department including location of restrooms, printers/copiers, break room (if applicable), coffee/vending machines, watercoolers, emergency exits.
- Assist employee with registering for orientation.
- Have employee complete all remaining new hire paperwork.
- Introduce employee to mentor/buddy.





# Phase Three - First Week

- Begin reviewing and explaining administrative, regulatory and policy related procedures and paperwork.
- Direct them to PolicyTech from Tech Express to review key policies that they will need to be familiar with.
- Confirm that all HR paperwork has been reviewed and completed.
- Assign projects or duties that can be completed with assistance by a mentor/buddy.
- Be sure to take them on campus tour if not completed on first day. Include locations of restaurants, points of interests, health services and departments they may need to visit.
- Check in with mentor/buddy to see how things are going and if there is anything needed.





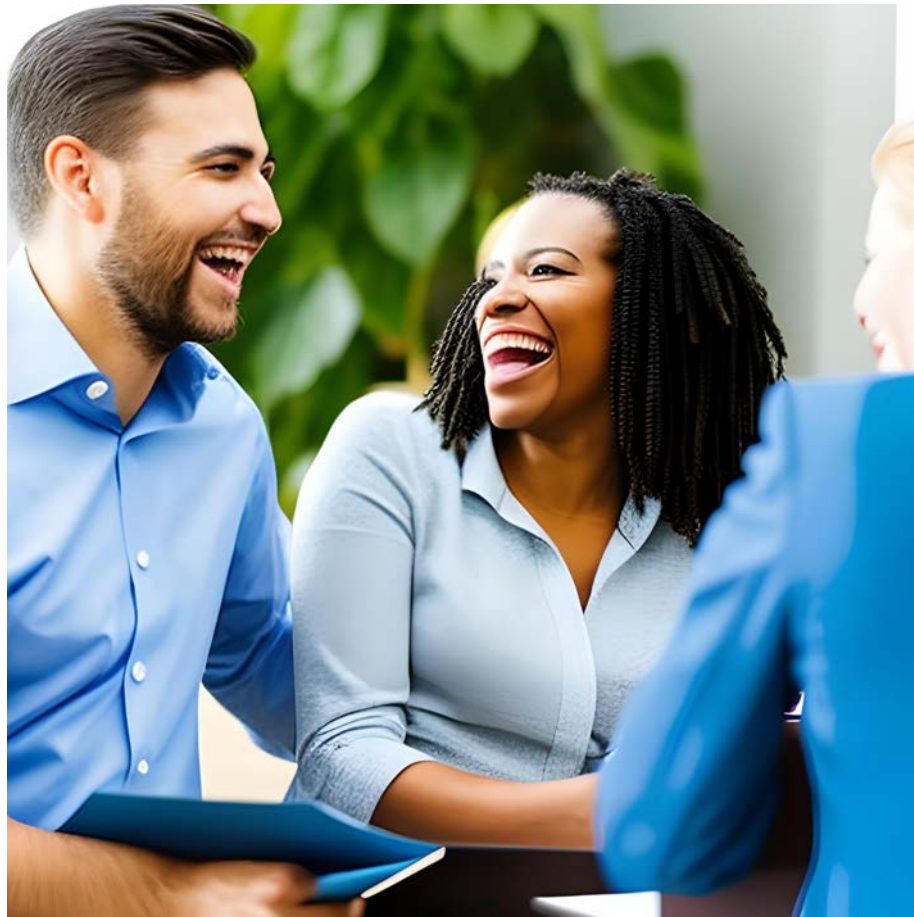
# Phase Four – First Month

- Continue to help your employee learn their role, get acquainted with systems, tools, programs and equipment they need to use.
- Ensure that you are providing clarification on their role and performance expectations.
- Discuss annual leave and sick leave and how to request and report them each month.
- Begin discussion on performance evaluations and how you approach communicating when there is need for improvement.
- Check in weekly, if not daily, on how they are doing.
- Begin assigning projects or duties that can be completed independently.
- Monitor if the employee is getting familiar with Tennessee Tech's culture and expectations.



# Phase Five - First Ninety Days

- Meet with employee to discuss how they feel their work is going and if the position is what they were expecting.
- Discuss what is going well and what can be improved with performance.
- Set performance goals.
- Observe if employee is making connections with coworkers and has integrated well with the team.
- Assign additional duties if applicable.
- Encourage independence.



# Phase Six - First Six Months

- Set up meeting with employee to discuss progress with job responsibilities and performance goals that were set at the 90 days meeting.
- Add additional goals if necessary.
- Discuss any attendance issues if needed.
- Assess the employee's engagement with working at the university, including relationships developed, sense of belonging and accomplishment.







# HR OBJECTIVES SUPPORTED BY EFFECTIVE EMPLOYEE ONBOARDING

## EMPLOYEE SATISFACTION

Tennessee Tech University will be recognized as the top employer of choice in the Upper Cumberland Region of Tennessee and the top 25 for all employers in the State.

## TALENT DEVELOPMENT

Training and Developing employees to be successful in their current role while providing opportunities for them to build, grow and acquire new skills and thus realize promotion/career advancement opportunities.

## TOTAL REWARDS

Provide competitive compensation based on the employee's individual performance and contributions.



**For additional assistance, please contact  
Human Resources  
931-372-3034  
[hr@tntech.edu](mailto:hr@tntech.edu)**