

Orienting Your New Employee

A Supervisors' Guide for A + Results



Houston Community College
Employee Learning and Organizational Development
Human Resources

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Introducing New Employees to Houston Community College

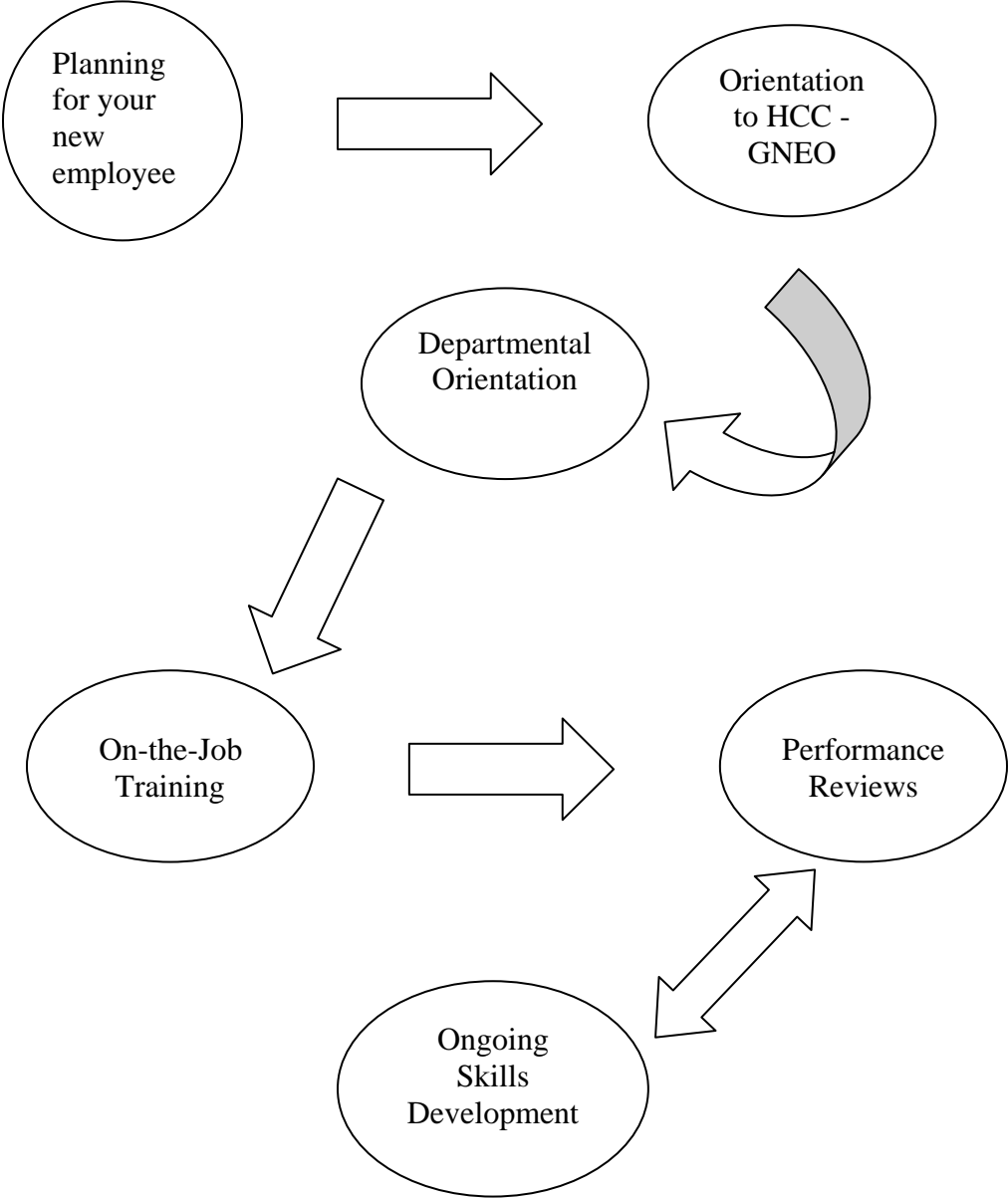
One of your most important roles as a supervisor is to make sure that new employees feel welcomed and are assimilated into the HCC culture as soon as possible. In the first few days of employment, lasting impressions are made about HCC. We want those impressions to be positive ones that contribute to a sense of new employee pride in being part of a winning team. The quality of a new employee's orientation is both a reflection upon your department and S as a whole.

This guide provides an Orientation Road Map with helpful steps for ensuring that your new employees begin their HCC careers positively. Since orientation is really a process that occurs over time and not a one-time event, you will want to stay involved with your new employee in these critical first months on the job. A well-planned and delivered orientation results in many benefits for both the employee and his/her department. Time invested now will reap dividends in the long term.

There are six stops on the Orientation Road Map, each one building upon the previous ones. Each stop is explained in the pages of this guide.

- Planning for Your New Employee
- Orientation to HCC –General New Employee Orientation (GNEO)
- Departmental Orientation
- On-the-Job Training
- Performance Checks
- Skills Development

Orientation Road Map



Planning for Your New Employee

Before your new employee reports to work, it is important to plan for his/her arrival. The following lists tasks that you will want to complete before your new employee's start date.

1. Select appropriate workspace for the new employee. Will the employee require a cubicle, office, desk, etc. to perform his/her job duties?
2. Arrange for appropriate job tools such as telephone, personal computer, email and other computer accounts, building access, keys, etc.
3. Have necessary office supplies on hand.
4. Decide what specifically you will want the new employee to do on the job and define the acceptable performance expectations.
5. Plan a meaningful work assignment to give the new employee in the first few days of employment. It is important to have a project for the new person to begin.
6. Assign a learning buddy, if appropriate. (See "The Learning Buddy's Roles")
 - a. Review learning buddy responsibilities with the person selected.
 - b. Make sure that the learning buddy is given the necessary time to devote to the new employee and that it is considered one of his/her job responsibilities.

Orientation to HCC – General New Employee Orientation (GNEO)

All new full-time and part-time with benefits employees are expected to attend a two-day General Orientation at the System Administration Building, 3100 Main. Typically held twice per month, this general orientation includes an introduction to HCC, overview of employee responsibilities and benefits, hands-on training in use of email and voice mail systems, training on EEO topics and benefits selections.

Adjunct faculty and other part-time employees participate in Part-time/Adjunct Faculty Orientation (PTAF) which is a self-paced, video-paced orientation. Supervisors may request these materials from ELOD by contacting elod@hccs.edu.

The agenda and goals of GNEO are:

- To make a positive impression on the new employee
- To welcome the new employee to HCC and to insure that he/she feels a part of the larger community
- To acquaint him/her with the values, beliefs, goals and mission of HCC
- To provide a general overview of programs and resources
- To create an environment for meeting other staff members
- To foster an atmosphere of informal learning
- To provide to the new employee those resources, including knowledge, which he/she will need to begin his/her new job
- To lessen the "trial and error" time period in learning a new job

- To complete required employment paperwork relating to insurance, retirement, and other employee benefits.
- To insure that safety and security regulations are followed
- To encourage institutional excellence by communicating expectations of quality performance

Departmental Orientation

Once the new employee reports to his/her new job, departmental orientation commences. The Departmental Orientation Checklist is helpful in keeping track of orientation progress. Activities include:

- Work group introductions
- Workplace Tour (see Tour Guide Worksheet)
- Lunch with supervisor or learning buddy
- Discussion about purpose of work unit, customer service expectations, etc.
- Assign keys, other equipment
- Review of safety procedures, inclement weather procedures, etc.
- Discuss acceptable work attire, lunch and break times, working hours, who to call when absent.
- Review appropriate use of HCC equipment (telephones, computers, email, information systems, etc.) Introduce S website as resource.
- Discuss probationary period, job description, how performance will be reviewed.
- Review pay schedule, leave procedures, overtime policy, if applicable.
- Complete the Department Orientation Checklist and Faculty Orientation Checklist, if applicable. When completed, forward copy to ELOD Office at MC 1175.

On-the-Job Training

- Introduction to assigned learning buddy. Explain purpose of buddy and how expected to work together.
- Assign an Upgrade Partner if the employee will be using PeopleSoft.
- Assign meaningful work assignment and when it will be reviewed.
- Review training needs and schedule appropriate coursework. Reinforce training with appropriate assignments.
- Follow-up with new employee frequently to check progress and give opportunity to ask questions.
- Document training plan and employee progress.

Performance Checks

- During the introductory period, schedule frequent formal and informal reviews of performance. These serve as “alignment” checks and provide you the opportunity to give timely feedback to the new employee.

Skills Development

- Determine required PeopleSoft skills/needs and schedule for new user training course, PeopleSoft 101: The Basics if the employee will be using PeopleSoft
- Discuss appropriate involvement in professional organizations.
- Personal development opportunities offered by S, such as the College Leadership Program (CLP) required for new supervisory personnel, the College Professionals Program (COPP) required for new secretarial/clerical personnel, and training courses on computer software packages.
- Plan for addressing job-specific training needs.

Orientation Sign Posts

Planning for Your New Employee

- The Learning Buddy's Role

Orientation to HCC – General New Employee Orientation (GNEO)

- HCC A+ Team: Schedule For Two-day General Orientation
- GNEO Goals
- PTAF Overview

Departmental Orientation

- Tour Guide Worksheet
- Departmental Orientation Checklist
- Faculty Orientation Checklist

On-the-Job Training

- Department-specific materials and forms

Performance Reviews

- Department-specific materials and forms

Ongoing Skills Development

- College Leadership Program
- College Office Professionals Program
- Training courses on computer software packages
- PeopleSoft Training
- UTRAIN – Continued training and support <http>
- Safety Training Courses
- Department-specific materials

The Learning Buddy's Role

As the name indicates, a “buddy” gives personal assistance to the new employee on an as needed basis. The supervisor and the buddy should work closely to determine which department information will be addressed by the “learning buddy” and which will be addressed by the supervisor.

Ideally, the buddy will work in the same department as the employee. However, in some situations there may not be an appropriate individual within the same department. In this case, departments with similar functions, or ones located near each other, will need to team up to provide a suitable buddy. The employee's supervisor may serve as the buddy if no other option is available.

Selection Criteria:

The most effective choice for a “learning buddy” :

- has been employed more than one year
- is compatible with the new employee in age, education, temperament, etc.
- is given time to be accessible to the new employee
- has a good performance history
- is skilled in the new employee's job
- is proud of the organization
- is a peer of the new employee
- has patience, good communication and interpersonal skills
- wants to be a “buddy”
- is a positive role model (well-regarded and accepted by current employees)
- has been selected in advance and trained in “buddy” responsibilities

“Learning Buddy” Functions:

- be an information source for the new employee on policies, procedures, work rules, norms, etc.
- help the new employee clarify assignments
- help the new employee socialize
- assist in training the new employee
- be a lunch companion
- be a tour guide
- provide feedback and encouragement to the new employee
- identify resources
- help, temporarily, to sort priorities for the new employee
- provide introductions

Tour Guide Worksheet

Check off each item you need to include on your tour of the work place. Add any others not on the list:

- | | |
|---|---|
| <input type="checkbox"/> Office area | <input type="checkbox"/> Conference areas |
| <input type="checkbox"/> Co-workers | <input type="checkbox"/> Lunch room or cafeteria |
| <input type="checkbox"/> Secretary | <input type="checkbox"/> Executive offices |
| <input type="checkbox"/> Map of facility | <input type="checkbox"/> Stairs |
| <input type="checkbox"/> Elevator (s) | <input type="checkbox"/> Copy and FAX machines |
| <input type="checkbox"/> Restricted Areas | <input type="checkbox"/> Supply area |
| <input type="checkbox"/> Fire exits | <input type="checkbox"/> Receptionist |
| <input type="checkbox"/> Mailroom or mailboxes | <input type="checkbox"/> Files |
| <input type="checkbox"/> Vending | <input type="checkbox"/> Break area |
| <input type="checkbox"/> Restrooms | <input type="checkbox"/> Storage |
| <input type="checkbox"/> Parking areas | <input type="checkbox"/> Where to put personal belongings |
| <input type="checkbox"/> Building administrator | |
