WELCOME NEW FACULTY AND STAFF

We are charting a bold and innovative course that strengthens Northeastern’s position as the leader in global experiential education and translational research.

NEW HIRE CHECKLIST
A helpful guide for you to use as you begin your Northeastern career.

GETTING AROUND THE CAMPUSES
Now that you are part of the Northeastern family, use this guide to find out what’s happening on your campus!

GETTING STARTED
A handy reference for actions required at the beginning of your new role.
Role of Manager

- Our goal for today is for you to understand your critical role in onboarding your new staff. To do that you must:
  - Understand your role in the process
  - Know the resources you can tap into
  - Ensure the experience is successful
  - Be able to plan for the first 3 months of your next new hire
Onboarding at Northeastern engages and prepares new faculty and staff to become successful members and contributors to the university community.
### Onboarding vs. Orientation

<table>
<thead>
<tr>
<th>Onboarding</th>
<th>Orientation</th>
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</table>
| • Comprehensive, broad, and ongoing employee integration  
  • Begins when job offer is extended and accepted  
  • Extends over several months  
  • Introduction to organization’s structure, mission, vision, values, and business strategies  
  • Socialization process to understand organizational culture and etiquette | • Brief period usually limited to one or two days  
  • Provides basic employment information  
  • Completion of new hire paperwork |
What is at NU Orientation?

• Overview of the University
  – Senior Leader speaker (VP or SVP)

• Benefits Overview
  – Health, retirement, reimbursement
  – Policies, discounts, etc.

• University Standards & Policies
  – Role of the Ombuds
  – Inclusion & Title IX (Office of Institutional Diversity & Inclusion)
  – Professional Standards/ Required Policy Training

• Campus Tour
Why Onboarding?

An Onboarding process allows the new hire to:

- Receive consistent information and eliminate confusion
- Feel welcome
- Get familiar
- Understand their responsibilities
- Get insight to the organizational culture
- Become a productive and successful member of the team

The process can be overwhelming, both for the employee and everyone involved with the onboarding process.
Importance of Onboarding

New Hire

- Reaffirms Employment Decision
- Feels Valued
- Comfortable In Work Environment
- supports Career Progression
- Fully Engaged & Productive
- Improves Retention
- Builds Loyalty

Importance of Onboarding
Onboarding at Northeastern

• University
  – Hiring Process
  – New Hire Orientation
  – Onboarding Site

• College/ Division/ Unit
  – Onboarding Process/ Site
  – New Hire Welcome

• Team/ Hiring Manager
  – Onboarding
  – Mentor/ Coach
Pre Boarding

• Logistics
  • Systems
  • Desk set up

• Initial Contact email
  • Where to go day 1?
  • Orientation

• Links to key info
  • I9 Information
  • Onboarding
  • Benefits Material
Best Practices in Onboarding

• Set the tone
  – Have a Plan/ Welcome Packet/ Initial Agenda
  – Peer Guides: Mentor, Coach, Buddy, EMbasSAdors

• Get to Know NU
  – Standing Meetings; First Project
  – Set up “Meet & Greets”

• Discuss performance expectations & policies
  – Review procedures and where to find things
  – Set initial goals & 90 Day, etc.
**Set the Tone: 1\textsuperscript{st} Day Agenda - sample**

<table>
<thead>
<tr>
<th>Introductions/Department Orientation: First Day Agenda</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Review Welcome Packet:</td>
<td>Fac HRM</td>
</tr>
<tr>
<td><strong>Welcome Packet Docs</strong></td>
<td></td>
</tr>
<tr>
<td>Meet With Manager/Introduce Buddy</td>
<td>Fac HRM</td>
</tr>
<tr>
<td>Work Area Tour/ Campus Tour</td>
<td>Buddy/Manager</td>
</tr>
<tr>
<td>Buddy takes new hire to lunch</td>
<td>Buddy</td>
</tr>
<tr>
<td>Introduce NE to department members and review their responsibilities</td>
<td>Manager</td>
</tr>
<tr>
<td>Introduce NE to other department's interacting members</td>
<td>Manager</td>
</tr>
<tr>
<td>Meets with VP/AVP (also with Fac HRM for Division Orientation)</td>
<td>Fac HRM</td>
</tr>
</tbody>
</table>

**Date/Time scheduled:**

| Meets with Fac ITS to review cell phone and computer use; office phone use                                       | Fac ITS |
| Review long distance, user manual, set up voice mail, etc.                                                     | Fac ITS |
| Schedule training on Conference Rooms in Outlook; how to use AV, Q drive                                        | Fac ITS |

Arrival documents are prepared for: New Hire, Manager and Buddy.

Meetings are scheduled with key contacts. Introductions to coworkers are made.

Work Area Tour.
Setting the Tone: Peer Guides

Facilities Buddy Program

<table>
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<tr>
<th>How to Select</th>
<th>The Role Played</th>
<th>Qualities</th>
<th>Responsibilities</th>
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</table>
| • Must volunteer  
• Be an experienced member  
• Understand the culture  
• Have good communication and interpersonal skills  
• Be willing to help | • Provide guidance  
• Answer questions about work culture and environment  
• Build a rapport in the first few days  
• Be available to answer questions  
• Guide new hire around campus | • Make time and be accessible  
• Possess a good understanding of the workplace environment  
• Provide accurate information and if you don’t know the answer, find out.  
• Have a positive attitude | • Introduce the new employee to peers and customers  
• Answers questions  
• Encouraged to meet regularly for the first 3 months; can go longer, if appropriate and useful. |
Getting to Know NU: Meetings & Projects

• Create 1:1 meeting schedule
  – Review performance expectations and goals
  – Remind your new hire to complete new hire training

• Assign first project and deliverables
  – Outline what is expected in the first few weeks
  – Review the policy website
  – Review the divisional or college website & contacts

• Set up meetings with key customers and partners
  – Add your new employee to standing meetings
  – Share information about the campus and how to get around
Discuss Performance Expectations

- Be clear & specific
- Review job responsibilities
- Set clear guidelines for meeting expectations
- Draft initial goals & create a plan
- Foster open environment/feedback
- Create opportunities to check in regularly
Probationary Period: 90 Day Review

- The 90 Day Review is an important step for managers to ensure that performance is satisfactory – it is a requirement in most divisions.

- Reviews should include:
  - Performance to date
  - Goal setting
  - Performance evaluation process (including ratings)
  - Merit Process

- New hires get a better feel for expectations and their performance.

- Managers can extend the probationary period to 180 days total.
# Onboard the Whole Person

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<th>Socialization</th>
<th>• Make the new person feel a part of “the team” by: assimilating them into the organizational culture; make sure they learn about policies and expectations; help them to build relationships; provide feedback; and keep up-to-date on how s/he is doing.</th>
</tr>
</thead>
</table>
| Tasks         | • Get the new person to full productivity as quickly as possible  
• Assign a work station; set up computer, phone, and e-mail accounts; and order equipment and supplies. |
| Forms         | • Collect and process new hire data including employment and benefits forms, background checks, and security access. |
| Basics        | • Remember it’s often about the little things!  
• Review: Maps, Food, T-Pass, Fire Drill, Off hours access |
Next Steps

• Familiarize yourself with the [University Onboarding](#) website
  – Review the [Manager Checklist](#)
  – Review the [Resources & Training](#) section

• Review your divisional and team onboarding process
  – Identify processes and tools
  – Engage your colleagues (key contacts and hiring managers)
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