



New Employee Onboarding While Working Remote

Onboarding is the last stage of the recruitment process and the first step toward retention with a particular focus on:

- Creating a positive new hire experience
- Defining responsibilities and expectations
- Accelerating the time it takes for the new employee to become productive
- Long-term relationship building

An effective employee onboarding process serves the following interrelated purposes:

- Employees will feel welcome, prepared, and supported and these feelings will increase their ability to be productive and contribute within their department and the University
- Employee success leads to increased satisfaction and retention

As a supervisor, you have an important role to play in the onboarding process. The successful onboarding of an employee is dependent on the shared efforts of the supervisor, employee, co-workers, and Human Resources.

Employee Name: _____

Start Date: _____

PRE-ARRIVAL CHECKLIST

Pre-arrival is the assigned time-period from acceptance of a job offer to the first day on the job. The goal is to prepare for your new employee's arrival so they feel welcomed and supported upon their arrival.

Even in this new remote world, not everyone has experience working from home. Contact your new employee after they've accepted the position to discuss what they will need to complete their work remotely. Discuss what they are responsible for (i.e.: internet) and what will be provided by the University (i.e.; office supplies).

Prior to their First Day

- Confirm they have internet access (specific strength and/or WiFi if necessary)
- Confirm they have a home phone (landline or cell) where you can contact them if required.
- Confirm they have a space within their home conducive to work (private or semi-private)
- Confirm what time and where to meet you on campus on their first day, provide a campus map
- Advise of nearby parking options to make it easier to transport equipment/supplies to their vehicle. If they do not have access to a vehicle, ensure they have a way to get their equipment home safely.

Required Work Supplies:

- Arrange for a computer and webcam: <https://www.uwinnipeg.ca/tech-sector/forms/hardware-software-request-form.html>
- Arrange for a University phone (cell phone or office phone number with Jabber)
- Order required office supplies
 - notepads/paper, pens, highlighters, white-out, sticky notes, file folders, etc.
 - headset
 - computer mouse/speakers, if needed
 - office chair if available
- Order business cards, if needed

Coordinate System Access

- Submit **New Account Request Form** to TSC: <https://www.uwinnipeg.ca/tech-sector/forms/account-requests.html>
- Windows/office 365 (campus network access)
- MS Teams
- Email address
- Personal, department shared drive, and additional drives/folders access if needed
- Phone Number, request Jabber to be installed on computer
- Voicemail Password
- Colleague Access, if needed
- Web Advisor, if needed
- Nexus, if needed
- VPN access
- University Zoom account
- Printing Account, if needed

Coordinate Building and Office Access *only if access to campus is required*

- Submit **Key/Card Requisition Form** to Facilities if access to campus is required: <https://www.uwinnipeg.ca/facilities/docs/key-requisition-form.pdf>
- Building/floor/office keys or access card
- Bathroom key

Prepare Communication and Required Information

- Announce the new employee's arrival to the department (i.e. email announcement)
- Schedule a virtual "coffee break" with the department to welcome the new employee
- Update position description and department organizational chart
- Create a training schedule
- Identify key position-specific policies and procedures for review and training: <https://www.uwinnipeg.ca/institutional-analysis/policies-and-procedures/index.html>

FIRST DAY/FIRST WEEK

The goal of the first day/week is to make a good first impression by welcoming your new employee and providing them with a solid foundation of knowledge about their role, department and the University.

FIRST DAY CHECKLIST

Meet your new employee on campus to pick up their work equipment and supplies. Remember to print their log-in IDs and passwords to provide to them on campus as they're needed for computer set-up.

- Walk them to TSC for their equipment (laptop, cell phone, VPN)
- Provide office supplies. (*i.e.: notepads, file folders, pens/pencils, paperclips, etc.*)
- Provide access card/keys, if needed
- Provide log-in IDs and passwords with instructions (computer, email, voicemail)

After leaving the University, allow them ample time to set up their equipment at home. Schedule a Zoom meeting to touch base after lunch.

- Email link to online Faculty and Staff directory: <https://www.uwinnipeg.ca/directory/>

- Provide list of coworkers' names and positions or link to department directory
- Provide contact information for frequent contacts outside of the department (i.e.: HR, TSC)
- Provide list of links/pathways to find important department documents.
- Email link to University Policies: <https://www.uwinnipeg.ca/institutional-analysis/policies-and-procedures/index.html>

Ask them to review University policies that apply to their position including:

- Respectful Workplace and Learning Environment Policy
 - Workplace Accommodation Policy
 - Acceptable Computer Use Policy
 - Conflict of Interest Policy
 - Sexual Violence Prevention Policy
 - Privacy Policy
 - Position-specific policies (i.e. *Purchasing Policy, Travel, Hospitality and Business Expenditures Policy*)
- Confirm they have submitted all employment and benefits forms to Human Resources
- If they have questions about benefits/pension, ask them to contact payroll@uwinnipeg.ca

FIRST WEEK CHECKLIST

Starting a new job remotely is especially challenging. During the first week, schedule regular meetings with your new employee each day to orient them to the University and their role. Arrange 1-1 meetings as well as meetings with other team members so they feel welcomed and supported.

During the first week, it's important for the supervisor to complete the following:

- Introductions to co-workers via virtual "coffee break" over Zoom/Teams
 - Review position description and provide a copy
 - Review department organizational chart
 - Review department website
 - Discuss time-off processes (vacation and sick), breaks, pay schedule, and overtime process
 - Review and discuss training schedule
 - Review department communication methods while working remotely (i.e.: phone calls, Zoom, MS Teams chat)
- Review University Governance and Administration
<https://www.uwinnipeg.ca/about/administration/index.html>
 - Review UW organizational chart
 - Review University website (HR, Financial Services, TSC, etc.)

Confirm they have reviewed key University policies:

- Respectful Workplace and Learning Environment Policy
 - Workplace Accommodation Policy
 - Acceptable Computer Use Policy
 - Conflict of Interest Policy
 - Sexual Violence Prevention Policy
 - Privacy Policy
 - Key position-specific policies
(i.e. *Purchasing Policy, Travel, Hospitality and Business Expenditures Policy*)
- Discuss Accessibility for Manitobans Act (AMA) online training

(schedule time for them to complete the training modules and let them know that HR will send training videos via email)

- Email information about UW Safe App, Safe-Walk and Safe-Ride Programs
- Ask them to sign up for MyHR (online attendance reporting, pay statements):
<https://www.uwinnipeg.ca/hr/access-myhr.html>

For supervisory/management roles:

- Review management responsibilities
- Provide basic orientation to relevant collective agreements

FIRST MONTH CHECKLIST

The goal of the first month is to orient your new employee to their position, the department and the University. Take time over the first month to review the purpose of their position in the unit and broader University, to discuss progress made and to continue efforts towards integration into the University.

Tips for the first month of remote work:

- Schedule regular check-ins. Daily check-ins are important over the first few weeks.
- Ensure they know where to direct questions (supervisor/co-workers)
- Assign estimated deadlines/timelines to tasks if possible
- Provide regular feedback and discuss learning curves and roadblocks

During the first month, be sure to meet with them to complete the following:

- Establish goals and job expectations
- Discuss probation/trial period and note approximate date of completion
- Schedule follow up meetings for regular check-ins during the probationary/trial period
- Regularly ask if they have questions or need additional information, training and/or support

PROBATIONARY PERIOD CHECK-INS

- 30 Day Check-in
- 3 Month Check-in
- 5 Month Check-in

In addition to regular informal check-ins, formal check-ins at these milestones will ensure employees know what is expected of them and where they stand on performance and expectations. Ideally their progress will be in line with your expectations but if there are any concerns, please contact your HR Consultant immediately for guidance.

It's helpful to schedule these check-ins in advance.

During the Check-in:

- Review their progress against job expectations and established goals
- Identify any areas of additional training that may be required
- Ask them if they have any questions about the role, department or University

Questions during Check-ins:

- How are you feeling?
- How do you feel about the job overall?
- How does the job differ from what you anticipated?
- What do you enjoy the most? How about the least?
- Are you facing any challenges?
- Are your responsibilities and priorities clear? If not, what aspects aren't clear?
- Are there any tasks that you need further training on?
- Any skills you'd like to further develop?
- Are you getting what you need from me and your co-workers? (i.e.: communication, support, direction, resources, etc.?) Any suggestions for improvements?
- Do you have any questions?