



DAY ONE: WELCOMING YOUR NEW EMPLOYEE

*Taking time to build a positive relationship between you, your new hire, and your team
will provide for a foundation for success, productivity, and retention.
So, get Day 1 off to a good start!*

You can think of the suggestions in this resource as conversation starters, but in the spirit of full disclosure, not all these suggestions are literal conversation starters. These suggestions are intended to serve as ways you (the manager or direct supervisor) can help your new employee survive their first day on the new job and hopefully head home afterward with a smile on their face.

1. Send a Warm Welcome Email to Your Team, and Copy the New Person.

The day before the new person starts, send an email to your entire team, copying the new person. The email should be upbeat and welcoming. It should provide a brief introduction of the new person, their role, and a few résumé highlights. During the new person's first day, invite your team to stop by and introduce themselves. If you can plan a team breakfast (lunch, coffee, cookies or whatever makes the most sense for your department), use the email as a reminder of where and when you're having the welcome event. Your new employee will have a positive message waiting for them when they first check their email. Additionally, your team will be reminded of the new person's arrival and will now have their name and email address.

2. Meeting Before the Meeting.

Prepare a team packet, binder, or collage of the key staff with whom your new employee will work. Don't just use sterile organization charts or a list of names and titles. Provide photos and personal information about the team. Walk through the binder and offer a positive comment about each team member.

DON'T BLOW IT!

New hires typically decide within the first 30 days whether they want to stay in their new position. Invest time and effort now!

Things to Avoid on the First Day

Oh, That's Today? Not being prepared for a new employee's arrival is a huge mistake. Be sure that their workplace is set up with everything they need. Don't make them feel like they are an afterthought or a nuisance. Their arrival is a big deal. If you're not prepared it sure won't look or feel that way.

Sink or Swim! Plan for Day 1 and be sure the new employee is not left to fend for him or herself—for lunch, finding the breakroom, figuring out email, etc. Even if you cannot personally assist with all of Day 1, be sure you have a Employee Ambassador to help make sure the new hire is not left wondering what they should be doing or, worse, wandering around the building in search of a restroom!



You want to help the new employee remember team members and have a positive first impression. Hearing you praise each team member sets a great tone and will help the new employee feel engaged and excited about meeting their colleagues.

3. Culture Shock.

Spend some time sharing your vision for the team. What are you attempting to accomplish and achieve as the leader?

If your area has core values, a mission statement, strategic goals—share these items and explain how this is important to you, as the leader, and explain how the new person's role and work will help realize these goals.

4. Quick Wins.

Identify a few short goals the new person should be able to quickly achieve. It is important for a new member to have some initial successes—even if some goals and projects may take substantially more time. Building a quick record of demonstrable progress and success will help the new employee feel both empowered and capable.

5. Express Genuine Interest in the New Employee as a Person.

If you can take the new employee to lunch on the first day (solo or with other members of the team), don't spend the whole time strictly discussing business. Take some time to get to know the new employee. If they are new to South Carolina, find out what they like to do in their free time and offer suggestions for places to go and things to do in our area (a list of restaurants, museums, and parks is a good idea. Give them time to talk about themselves (a familiar topic) and not just their new role (something that may be feeling a bit overwhelming). Expressing interest and getting to know your new employee is a good investment of time and energy.

DON'T BLOW IT! (cont.)

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Things to Avoid on the First Day

Setting the tone as a "tough boss."

Using scare tactics or taking an unusually hard line with a new employee on the first day just doesn't do any good. Plenty of employees need structure and guidance and sometimes even firmness, but not on the first day. Even though you are the new employee's leader, you're still on the same team. Instead of instilling fear in your new hire, you will be better served earning their trust and respect. You'll have to earn that; you can't demand it.

That's Offensive. Don't offend the new employee by forgetting their start date or their name, being late for your first meeting with them, blowing off any other obligations—like lunch or taking them on an office tour. You want to show appreciation and respect. If you set a negative tone on the first day (even if inadvertently), the new employee won't forget.



6. All's Well That Ends Well.

End the day with a friendly conversation. Check in with your new employee toward the end of the day. Ask them how everything went, whether any additional questions have come up. Thank them again for accepting the position and express your excitement for them being here. Acknowledge that the first day, week, even first several months will require some adjusting. Express your optimism that they will settle in and do a great job. Make sure they head out at the end of the day feeling like they made the right choice and had a fine first day.

FIRST-DAY CHECKLIST AND ITINERARY

Best Practices for Direct Supervisors when Onboarding New Employees

Onboarding assists organizations in ensuring that new employees are up and functioning as soon as possible. If the onboarding process is implemented properly, it will enhance new employees' transitions into the organization and help them become more engaged. – *Workforce Management, 2009*

Onboarding is the process of integrating and acculturating new employees into the organization and providing them with tools, resources, and knowledge to become successful and productive.

– *Getting On Board, A Model for Integrating and Engaging New Employees, Partnership for Public Service, 2008*

Before the First Day, the following tasks are performed by Human Resources:

- ***Sends the new hire their first day confirmation email with expected arrival time, instructions on where to park, what building to come to, and a reminder of documents that will be needed for orientation***
- ***Contacts the hiring manager to obtain the new hire's expected office number***
- ***Enters a help desk ticket for the new hire's computer access, email, and Cisco phone setup***
- ***Informs the security manager of the new hire's start date and requests office keys be assigned on the new hire's first day***
- ***Contacts the mail room manager to assign a mailbox and key (for new Faculty). Staff new hires share a mailbox with their department.***

Practice	Tasks	✓
Prior to Day 1	Prepare work area with a clean desk and chair, trash can, stock the necessary supplies, remove non-essential items and organize the space	
	Work with IT to have computer set up with software and all needed components	
	Work with IT to set up phone including their name	
	Have a temporary name plate available for their office area until their professional nameplate is delivered	
	Confirm HR is meeting with the new hire on the 1 st day for orientation	
Show that you are prepared for them	Schedule orientation meetings with appropriate team members and staff	
	Prepare a detailed onboarding plan	
	Confirm with IT their email account is set up and ready	
	Provide a welcome card or small gift	
	Be sure your new employee has a Sherman ID badge from HR	
Connect the new employee to team members, HR rep, and his/her Employee Ambassador	Review the Employee Ambassador Program	
	Select and contact an Employee Ambassador to confirm their availability	
	Arrange a meet with the Employee Ambassador	
	Schedule one-on-one “Meet the Team” meetings	
	Review the department’s organizational chart	
	Explain each team member’s role and responsibilities (who serves as lead, who is the “go-to” person for different questions, etc.)	
	Give a tour of building, lunch area, restrooms (manager/Employee Ambassador/HR)	
Direct supervisor explains the expectations and onboarding plan	Have lunch together with supervisor and/or Employee Ambassador	
	Meet with the new hire to discuss job description, expectations, policies, and walk through the Employee Handbook	
	Provide opportunities for questions about the expectations	
	Review onboarding plan	
	Set milestones and specific deadlines for the first week	
	Provide time for new hire to explore benefits on Sherman College’s <u>website and documents from HR</u>	

DETAILED FIRST-DAY SAMPLE ITINERARY

8:30-11:00 a.m.

Meet with Human Resources in the Olsen Building

Introduce to and complete Forms:

- I-9 – Go over acceptable forms of ID using the instruction sheet. New employee completes section 1 of the form. Make a copy of the completed form and acceptable identification for forwarding to the HR Director.
- New Hire Data Sheet – New employee completes form. Completed form is collected.
- Auto Decal Registration Form – New employee completes form. If more than one car is being registered, new employee completes a second form. Form(s) collected and sent to Security Manager. Provide New employee the reasoning behind this.
- Name Tag, Business Card, and Office Door Name Plate Information Form – New employee completes form. Completed form is collected
- IT ticket printout with login and password given to the new employee to use for initial computer login
- Employee Handbook (2 signature pages) – Confirm acknowledgement of receipt and Disclaimer have been signed and returned to HR.
- HR will take new hire's picture for their Sherman ID badge, Sherman Email, Faculty/Staff directory on the website, and new hire Welcome Bio email.
- Introduce the new employee to the Employee Reference Manual
- Review Security Brochure with the new employee (review Omnilert system)
- Review the Branding Guide with the new employee
- Review the Community Impact Report with the new employee
- Provide the new employee with his/her DiSC assessment results and briefly go over the report, what we use this information for and encourage the new employee to share his/her results with team department members and College co-workers
- Review the standard work week (Monday through Sunday) and scheduled hours
- Inform the new employee that paydays are semi-monthly (the 15th and the 30th/31st of each month) unless the 15th or last weekday of the month falls on a weekend, then paid the Friday before.
- Go over nine Paid Holidays (New Years, MLK Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving, Christmas Day and possible additionally awarded days from the President/Executive Team). If holidays fall on a Saturday, they are recognized on the Friday before. If they fall on a Sunday, they are recognized on the following Monday.
- Go over scheduled campus breaks – Spring and Fall breaks (Staff is here, faculty and students are not). If staff wants Friday off (and if that is awarded to us as an option by the Executive Team), full-time employees must work one hour extra (Monday – Thursday) and take 4/3.5



hours of vacation time or the difference missed in regularly scheduled hours. For faculty, vacation time is not accrued. Breaks are their time to take vacation.

- Summer Break – Staff is here. Staff may be allowed to take Friday off during each of these weeks without having to take vacation time (if granted by the Executive Team).
- Winter/Holiday Break – Faculty are off. Staff may be granted additional days off at the end of the year at the discretion of the Executive Team. This will be based on the needs of the college.
- Thanksgiving – Thanksgiving and the Friday after off (if awarded by the Executive Team)
- Introduce the new employee to Paycom – Share screen
- Explain that vacation accrues at the end of each month (6.67 hours/month for Staff – Level II and 6.00 hours/month for Level III). Part-time employees accrue 3.00 hours vacation per month. Different levels accrue different amounts of vacation time.
- Explain that sick time accrues at the end of each month (Four hours/month for full time staff. Two hours/month for part time staff).
- Explain that time rolls over until the maximum is accumulated (Max vacation -, Max sick – 240 hours)
- Show employee how to request time off using Paycom
- Show the new employee how to change their tax withholding (if needed), retirement deductions, direct deposit, etc. on Paycom. Refer to checklist in Paycom. Remind the new employee to still complete the I-9 form in Paycom, although they have already completed that checklist item manually. Benefits must be elected in Paycom within the first 30 days of their start date.
- Review new employee's retirement participation options– Must work one year and required hours until eligible for the employer defined contributions. Employee contributions can be started immediately.
 - Retirement – Review Summary Plan Description
 - Tax-deferred annuity account through TIAA. Setting up account is immediately available (Employee contributions)
 - Defined contribution (Employer Contributions)
 - One year anniversary – 1st of the next month
 - Set up account with TIAA (Employee will receive an email from HR)
 - Less than 5 years (2% of gross)
 - 5 but less than 10 years – (4% of gross)
 - Continue to review percentages based on years of service as well as vesting schedule
 - Explain if EE leaves the college before 100% vested, college receives remaining percentage back
 - College puts in money after 1 year of qualified service regardless of your contribution/or even if the employee does not contribute

- Introduce the new employee to the Sherman Website
 - IT Help Desk Tickets System
 - Email access
 - Job listings
 - Policies/documents
- Go over Special Events with the new employee
 - Lyceum –
 - “Homecoming”
 - Opportunity for faculty and licensed chiropractors to get CE credits
 - April
 - Employees (Staff and Faculty) are assigned specific responsibilities to assist during the event and are required to participate as listed in all job descriptions
 - Showcase Sherman
 - Runs four times per year (once per quarter)
 - Employees will be required to attend a Showcase Sherman event during their first year
 - Purpose is to attract potential chiropractic students
 - IRAPS (International Research and Philosophy Symposium) – Faculty
 - ACP (Academy of Chiropractic Philosophers) – Faculty
 - Share Staff and Faculty pictures on the Website, including Executive Team. Mention Dr. Cordero likes to meet everyone who starts here.
 - Mention the Social Committee – Sets up a “meet and greet” lunch for all new employees
- Required Training
 - Refer to the Employee Reference Manual – Required Training Tab
 - All required training **except Chiropractic Philosophy** is completed online through Vector Solutions. New hires receive an email directing them when this must be completed. Required training courses include:
 - Chiropractic Philosophy (must be completed within the first year of employment)
 - Diversity and Inclusion
 - FERPA
 - HIPPA
 - Title IX and Sexual Harassment
 - Diversity and Inclusion, FERPA, HIPPA, and Title IX and Sexual Harassment are required for all New Hires. Additional training sessions will be sent out each month during the year. Annual refresher training is also required.



- Insurance Benefits
 - Go over Benefits brochure. Open enrollment is February 1 – February 15 each year
 - Medical, Dental and Vision is provided on a pre-tax basis
 - Medical – Go over benefits brochure and Summary of Medical Plans document
 - PAI, BCBS. If traveling outside of the primary provider service area and you require medical attention, call the 800# on the back of the medical insurance card for First Health Providers
 - Effective the same day as hired in the subsequent month (ex.: Hired March 1, insurance effective April 1.)
 - If spouse is eligible under his/her employment, that will be their primary insurer and our plan will be their secondary. Spouse coverage form must also be completed in Paycom.
 - Teledoc – Go over Brochure. Paid by Sherman
 - Effective same day in in the NEXT month after your hire date to be eligible. Mom and/or Dad represents the children.
 - All smokers are charged a \$100 surcharge (\$50 additional each pay period)
 - Dental
 - Provided by Mutual of Omaha
 - Review Benefits brochure for coverage/deductibles
 - Can go to any dentist, but if you use one recognized by MOO, you will get an in-network discount
 - Vision coverage (EYEMed) – Review EyeMed brochure
 - \$10 co-pay
 - \$25 co-pay for bi/tri/progressive lenses
 - Lenses covered once per year, frames every other year
 - Pre-Tax Flexible Spending Account (FSA) – Review Brochure
 - Medical, Dental, Vision (pre-tax) and dependent care
 - Minimum contribution \$440. Highly recommend keeping your receipts
 - Will get a “Debit card”
 - Can participate in FSA even if not enrolled in our Medical/Dental/Vision plans
 - FSA Health Care rolls over funds
 - Short Term/Long Term Disability Insurance – Review Benefits Brochure - Sherman paid
 - STD (through PAI)
 - LTD (through MOO)

- Employee Assistance Program (EAP) – Review brochure
 - Guaranteed confidential
 - 24/7 access
 - Campus Counselors (refer to Employee reference manual)
- Basic Life Insurance
 - Each employee receives \$50K in Life Insurance benefits and \$50K in AD&D at no cost.
- Voluntary Life
 - You can enroll for Voluntary Life without being required to complete the Evidence of Insurability form (EOI) when you are initially eligible and can enroll up to \$100,000 coverage with no EOI).
 - Can enroll any time, however if you choose not to opt for additional insurance initially but change your mind later (31 + days), you will have to complete the EOI and submit to Mutual of Omaha for Approval.
 - Can enroll dependent children and spouse/partner if you are enrolled but you must have the same amount or more coverage. No EIO is required for children. Spouses/partners are initially enrolled for \$10K. If more, then EIO required
- Will Preparation – Review Brochure
 - Provided by Mutual of Omaha
 - Either discounted or free, depending upon the complexity of the will
- Campus Resources
 - Bookstore/Mailroom – Located in Gelardi (Go over Employee Reference Manual)
 - Everyone receives a \$10 gift card to the bookstore on their anniversary each year
 - Birthdays are also recognized with bookstore gift certificate and Café gift certificate
 - Sherman Lions Lair for the purchase of additional merchandise
(<https://shermanlionslair.merchorders.com/>)
- Print badge
- Upon completion of Orientation:
 - Send auto decal form to Campus Security Manager and email new employee's cell phone number for Omnilert setup
 - Send name tag sheet to the Bookstore/Mailroom Manager and to the COO/CFO's Executive Assistant
 - Send New Employee datasheet, I-9, and identification copies to HR Director

11:15 a.m. to 12:00

- Conduct Campus tour (can be conducted by the manager, the assigned Employee Ambassador, or the HR rep)
 - Work areas and additional rooms to use
 - Workrooms
 - Library, Bookstore supply closet, supply requests and other workspaces
 - Bathroom, employee lounge, mailroom
 - Refrigerator, microwave, water, and coffee

12:00 p.m. to 1:00 p.m.

- Introduce/turn the new employee over to his/her manager
- Manager takes new employee to lunch (either one-on-one or with members of the team)

1:00 p.m. to 3:30 p.m.

- Policies Review (Supervisor)
 - Establish hours, including lunch and attendance expectations.
 - Review security access using his/her ID badge
 - Email policy
 - Telephone usage, such as how-to and logging long distance (conducted by an IT representative)
 - Professional dress and conduct
 - Email log-in (conducted by an IT representative)
 - Copier/FAX/scanner review (conducted by an IT representative)
 - Facilities Requests (will be loaded on the desktop by IT representative)
- Miscellaneous
 - Review Department policies
 - Discuss scheduled meeting:
 - Weekly check-in with direct supervisor (date and time)
 - Biweekly team meetings (date and time)
 - Monthly all-employee department meetings (date and time)
 - Assist new employee to get settled into his/her new workspace, confirm computer login process and copy/printer functions (conducted by an IT representative)
 - Inform the new employee they will have meetings with all their teammates over the next two weeks, so check out their profiles on the Sherman website under the Faculty and Staff directories.

3:30-4:30 p.m.

- Manager meets with the new employee
 - Review job duties, discuss first project and upcoming projects.



- Discuss the Employee Handbook and Employee Reference Manual and encourage questions.
- Set goals for the first week with specific deadlines.
- Discuss quality work expectations.