

New Employee Orientation & Checklist

New Employee Orientation

Congratulations! You have successfully hired a new employee.

Research shows that an employee's supervisor plays the most significant role in employee performance, engagement and morale. Helping new employees become acclimated to their new work environment helps ensure their success on the job. Please refer to this checklist so that the transition goes smoothly for everyone.

Supervisor's Responsibilities

Although organizational systems, policies and culture impact employee satisfaction and commitment, studies illustrate that the employee supervisor relationship is key to the employee's decision to stay with an organization. As a supervisor, you have a critical role in creating a healthy working environment for the new employee and for ensuring that the new employee's first impressions are positive.

You will be:

- Helping to develop a positive employee-manager relationship;
- Establishing an environment of trust and honesty;
- Ensuring effective two-way communication between supervisor and new employee;
- Influencing the new employee's impressions and attitudes about the workplace;
- Selecting a peer host to assist new employees.

The following responsibilities should ideally be shared among departmental members:

- Helping to integrate the new employee into the work environment
 - Ensuring that the new employee has necessary tools and resources; and
 - Helping to assimilate the new employee into the organizational culture.

We are providing you with the following guidelines and checklists to help you deliver a consistent message, achieve department orientation outcomes, and make orientation a successful and enjoyable experience for both you and your new employee.

Before the new employee arrives

Please ensure the following items are in place for the new employee BEFORE their first day of work.

- () Send out a college grapevine e-mail announcing the new employee's name and their position
- () Ask the other staff members to welcome the new employee and encourage their support. If possible, identify a staff member to act as a buddy for the first month
- () Make sure that the employee's work space is ready including desk, computer, phone, mailbox and e-mail
- () Send Human Resources the employee's telephone extension, location and/or room number
IT information:
- () Computer Profile Set Up: Open a helpdesk ticket (see attachment A for more information)
- () Banner data standards training: Email Maureen Larsen (Maureen.Larsen@sunyorange.edu) to set up training (refer to Attachment A)
- () Banner Training (Refer to Attachment A):

Business Office Budget and Purchasing Training (Cynthia Richichi x4046)

- () Telephone:
 - () New Telephone: CENTREX LINES: Ilene Hauburger x 4600 VOIP LINES: IT x4749
 - () Voicemail CENTREX LINES: Ilene Hauburger x4600 VOIP LINES: IT x4749
 - () Phone Extension CENTREX LINES: Ilene Hauburger x4600 VOIP LINES: IT x4749
- () Mailbox (Vicki Solero x4722)
- () Business Cards (Steve Hedderton x4727)
- () Keys (Maintenance x4600)
- () Swipe Card (Anthony Jacklitsch x4710)
- () Photo ID (Must go to Student Activities or Newburgh Security)
- () Parking Sticker (Must go to Student Activities or Newburgh Security)
- () Campus Map (On Suny Orange website)
- () Campus Directory (On Suny Orange website)

First Day on the Job

A new employee may be anxious about starting a new job. Try to create a comfortable environment and remember not to overwhelm the employee. On the first day you should:

- () Personally welcome the employee and introduce co-workers
- () Orient the employee to assigned work space
- () Provide a tour of the department, including rest rooms and break area
- () Provide required keys, access cards and passwords
- () Arrange for employee to get college ID and parking permit at Student Activities Office or Newburgh Security
- () Arrange to have lunch with the new employee
- () Introduce the new employee to the buddy (if appropriate)
- () Review the department's organizational chart
- () Review your office's policies and procedures including:
 - () Working hours
 - () Telephone, voice mail, e-mail, and Internet use
 - () Office resources (fax machine, copy machine, files, supplies, directories, computer program manuals, etc.)
 - () Staff meetings
 - () Accountability when absent, calling in sick
 - () Time sheets and/or attendance reports
 - () Breaks and meal period
 - () Customer service philosophy
 - () Confidentiality
- () Give the employee a tour of the building to include:
 - () Immediate Work Area
 - () Copier/Fax Machine – where located / how to use
 - () Secretarial /Support Clerk
 - () Coat Area
 - () Department file locations
 - () Mail pickups
 - () Fire Exit
 - () Breakroom
 - () Food Vending Machines
 - () Bathrooms
 - () Other Departments
 - () Conference Rooms (location and how to schedule if applicable)
 - () Parking
- () At the end of the day, meet with the employee to review the day and to answer any questions

During the First Week

- ☐ Schedule your employee for portal training and, if applicable, Banner training.
- ☐ Give position overview by:
 - ☐ Reviewing position description
 - ☐ Discussing goals and objectives of the position
 - ☐ Employee's job responsibilities including expectations
- ☐ Present initial job assignments
- ☐ Dress Code
- ☐ Procedures for contacting the Helpdesk (Ext. 4749)
- ☐ Performance Appraisal dates (when, and what to expect)
- ☐ Telephone
 - ☐ Their office phone and fax number
 - ☐ Answering standards
 - ☐ Personal Calls
- ☐ Computer
 - ☐ Log on, email, software programs
- Office hours/Work hours/Breaks, etc.
 - ☐ How to record their time (timesheet, time and attendance, or administrative leave report sheet)
 - ☐ Departmental overtime procedures
 - ☐ Attendance expectations
 - ☐ Time off eligibility
- Scheduled absences:
 - ☐ Vacation days
 - ☐ Personal Days
 - ☐ Holiday Schedule
 - ☐ Procedure for notifying supervisor in advance
- Unscheduled absences:
 - ☐ Policy
 - ☐ How to notify supervisor
- ☐ Review how to:
 - ☐ Handle confidential information
 - ☐ Set up personal files, if applicable
 - ☐ Order supplies
- ☐ Be sure to cover:
 - ☐ Inclement Weather
 - ☐ Emergency Plan
 - ☐ Fire & Emergency Procedures
 - ☐ Injury prevention and how to report injuries

Check in with your new employee frequently and be available for questions and concerns. Ask yourself if you have made your new hire feel welcome and inspired with pride. Does the new

hire see the big picture of the College's educational mission? Do you show how your employees matter to the overall success of the college?

If you can answer "yes" to these questions, you will have employees who are productive and who feel valued, important and proud to be part of SUNY Orange!

By the end of the Third Month of Employment

- () Employee may attend New Employee Orientation Program.
- () Review training and development needs.
- () Meet with employee to discuss and evaluate progress, set objectives for improvement, answer questions.
- () Establish regular pattern for meeting with the employee.
- () Review when formal evaluation will take place.



FAQ on New Employee Hire information
(or change to existing)

Q1.) How do new employees get their **A numbers and **employee email**?**

A1.) After HR receives the information needed to create a new employee in Banner, the employee is created in Banner. Banner automatically creates an A number and the employee email address. HR then sends an email to the new employee and their supervisor (or their designee) with information on the new employee's A number, SUNYORANGE email and information on how to access their MYSUNYORANGE.

Q2.) How do I create a **Banner Security Access for a new employee?**

A2.) Create a helpdesk ticket, SUPERVISORS: System Access Request (SAR):

<https://servicedesk.sunyorange.edu/WorkOrder.do?reqTemplate=3601&requestServiceId=1202>

Select Supervisor Catalog: When creating the ticket you must have the following information:

Employee Name:

Employee A #:

Should replace former employee:

Name of Former Employee:

Q3.) How do I get my employee access to Banner budget?

A3.) An email will be sent to Cynthia Richichi, Comptroller, from the Helpdesk, with the information you submitted on the Help desk ticket.

Q4.) How do I get Purchasing Training?

A4.) An email will be sent to Renee Arnold, Purchasing, from the Helpdesk, with the information you submitted on the Help desk ticket.

Q5) How do I get my faculty access to Blackboard?

A5.) Once HR creates a new employee in Banner, they immediately have access to Blackboard.

Q6.) How do I get a course shell set up in Blackboard?

A7.) All faculty are added to Blackboard (through Banner), will receive a practice course shell once they are in the Banner system. The synchronization occurs hourly.

Q8.) How do I get my faculty into Banner so they can now advise?

A8.) An email will be sent to Sasha DeNeve, AVP officer, from the helpdesk, with the information you submitted on the Helpdesk ticket.

Q9.) How does my employee information appear on the employee on-line phone directory?

A9.) Once a new employee is created in Banner then HR processes the information so that it is automatically picked up by the phone directory online.