Onboarding Guide

For Ambassadors
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Indiana University-Purdue University Fort Wayne (IPFW) is northeast Indiana’s premier educational institution with strong commitment to providing educational excellence to our students and our community. Our faculty and staff are our most valuable resource. Those who are responsible for making the hiring decision and bringing new staff to IPFW are entrusted with the goal to attract, select and retain the best possible candidate for a position. This is your guide to assist you when the time comes to onboard a new employee to the IPFW campus, the department and the new employee’s position. Adjusting to a new job and environment takes time. At IPFW we have divided this process into five phases; Preparing for the First Day, the First Day, the First Week, the First Month, and Future Actions.

Do you remember your first days as a new employee? It was probably an exciting, yet hectic time; perhaps overwhelming. Everything is different, the people, systems, language, culture, etc. It is everyone’s responsibility to help a new employee successfully assimilate into our culture and become a productive member of the University and the department. You, as the New Employee Ambassador play a critical role!!! You are one of the first individuals the new employee will meet. You will help to shape his/her perceptions about the University and will help to ensure the new employee that he/she made the right decision to join IPFW!!!

When the time comes to onboard a new employee, keep this guide at hand for easy reference, it is designed to make the job of onboarding a new employee easier. It may require you to learn the process and may take some time to adjust, but the benefits, we feel, will be great.

In this process, you may feel you have an increased level of responsibility but you will also have an increased level of support.

**HUMAN RESOURCES**
2101 E. Coliseum Blvd
Kettler Hall, Room G56
Fort Wayne, IN. 46805-1499
Phone: (260) 481-6840
TTD/TTY: (260) 481-6082
[www.hr.ipfw.edu](http://www.hr.ipfw.edu)
Once you have agreed to serve as a New Employee Ambassador you will be called upon to orient the new employee on their first day. Planning for his or her arrival is critical. A new employee looks for immediate confirmation that joining IPFW was the right decision!

I. Read the New Employee Guide, which a new employee should receive before starting. A copy can be found online on the Human Resources website at www.hr.ipfw.edu under Employment.

II. Review the list of items that you will be covering with the new employee, below are some of the items that should be covered:
   A. Department organizational chart
   B. List of tools the department uses (computer applications/systems, templates, forms, on-line subscription, intranet pages, etc.)
   C. Department procedures (break time, requesting time off, absent/tardy reporting procedures, ordering supplies, completing personal timecard, payroll schedule for turning in timecard, etc.)
   D. Potential questions a new employee may ask about the department, job, campus, etc. and an answer list.
   E. A “New Employee” folder should have been started by the department that the New Employee Ambassador can work from providing information that would be useful for the new employee to know about the department, specific job, campus, etc.
   F. Introduce new employee to colleagues in other departments with whom the new employee will work closely
   G. Manuals and other documented instructions and procedures

III. Secure the new employee’s name, title, telephone number, and start date.

IV. Reserve your calendar for the training days with the new employee

**Important Note:** Every employee, department and situation is different. The information covered – as well as the timeline – is important, the Supervisor will have the final decision on what will be covered by the Ambassador and by the Supervisor.
Now that you are expecting a new employee, planning for his or her first day also includes steps completed in Human Resources (HR).

I. HR will mail a welcome letter to the new employee. See example of welcome letter in the Appendix A section on page 11 of this guide.

II. HR will confirm start date

III. HR will provide paperwork that the new employee will need to complete and return to HR prior to start date or on first day of employment
   A. Federal Tax form (W-4)
   B. Indiana Tax Form (WH-4)
   C. Employee Information Form (Form 13)
   D. HR AAO-Self Identification Compliance Form
   E. Direct Deposit Application (A voided check or account verification from bank is required)
   F. Background Check Consent Statement
   G. Employment Eligibility Documents – The Immigration Reform and Control Act (IRCA) requires employers to verify an employee’s right to work in the United States. Prior to the first day of work, the new employee must first complete Section 1 of the U.S. Citizenship and Immigration Services’ Form I-9, Employment Eligibility Verification. To access the electronic form, visit the IPFW Human Resources site at www.ipfw.edu/hr. Click the link titled, “Electronic I-9 for new hires/rehires,” login and complete Section 1 of the Form I-9. A list of acceptable documents will be provided. The required documents must be presented at Human Resources on the first day of employment.

IV. HR will provide a Parking and Emergency Information Brochure, Campus Map, and a Free One-Day “A” Lot Parking Tag to be used on new employee’s first day of employment.

V. HR will confirm that a Benefit Administrator will contact the new employee to schedule an appointment after they begin employment. Benefit websites are provided on the welcome letter so that the new employee can review available benefits.
Onboarding Process – Ambassador Conducting 1st Day with New Employee

Your goal is to provide an awesome first impression of the University to the new employee. Providing a welcoming atmosphere, helping him or her get acclimated to the layout of the campus and department, and assisting him or her with basic information that will assist them in their new position.

I. Upon arrival, the Supervisor may greet the new employee by addressing him/her by their first name and introduce new employee to New Employee Ambassador.

II. The Ambassador or Supervisor may do the following:
   A. Show the new employee work area; store personal items securely/safely
   B. Provide keys to new employee for work area, desk, filing cabinets, etc.
   C. Provide copy machine card
   D. Tour department
      1. Restrooms
      2. Break Rooms
      3. Copy Machine, Fax Machine and any other appropriate equipment
      4. Supplies Area
      5. Fire Extinguishers/Alarms
      6. Exits (Stairs/Elevators); cover Fire and Tornado evacuation procedures
      7. Recycle Bins, Shredding Bins, etc.
      8. Introduce to co-workers, etc.
   E. Guide new employee to Human Resources to keep appointment with Karen Forbess
   F. Tour campus
   G. Tour Walb Student Union and assist new employee in obtaining Employee Badge and Office Keys
   H. Guide new employee to Support Service Bldg to acquire “A” parking tag if desired

III. Confirm how lunch time is handled. Suggestion: organize a department carry in lunch or offer to go out for lunch (Not paid by the University)

IV. Give the new employee time to check out work area, collect thoughts, check on supplies (Do they need other items?), etc.

V. The Ambassador or Supervisor should verify with the new employee that they can get into their computer, various computer systems, e-mail, have all needed department drives on computer, etc. (Contact IT if there are any problems or some systems unavailable or not loaded on computer for new employee)
VI. The Supervisor may review the following with new employee:
   A. Purpose and goals of the department
   B. Work Hours
   C. Dress Code
   D. Timecard Procedures/Overtime Regulations/Payroll deadlines (if applicable)
   E. Absent/Tardy Notification Procedures
   F. Request for Time Off Procedures
   G. Reporting accidents on the job; safety issues
   H. If applicable, cover appropriate “Right to Know” information (Hazardous Materials, Material Safety Data Sheets (MSDS), etc.)
   I. If applicable, performance evaluation process
   J. Probationary period
   K. Unfavorable work conditions (severe weather, bomb threats, building problems, etc.)
   L. Who to contact with respect to specific questions; i.e., Supervisor, Payroll, Benefits, Human Resources, etc.

VII. End the day by asking the new employee if they have any questions, feel comfortable with everything so far, confirm they know when and where to report the next day, etc.

VIII. Provide the new employee your name and work contact information and tell him/her to feel free to call/e-mail you if he/she needs assistance. Discuss and establish a plan for maintaining contact.

IX. Encourage the new employee to utilize the following resources if he/she needs assistance:
   A. New Employee Ambassador (YOU)
   B. Supervisor
   C. Human Resources

X. The Ambassador should contact the Supervisor to notify of any issues you encountered during your time with the new employee.
Onboarding Process – Ambassador Conducting 1st Week with New Employee

During the first week, the new employee is most likely not yet confident but should be more familiar with his or her role and the campus. He/she will be involved in reviewing documentation, participating in training, and meeting a lot of people.

I. The Supervisor may greet the new employee at the beginning of each shift
II. The Supervisor or Ambassador may complete the following with the new employee:
   A. Provide the new employee a copy of the Campus Telephone Directory
   B. Demonstrate how to operate the office phone
   C. Provide the new employee with the department phone numbers and their direct phone number, if applicable
   D. Provide new employee with Police Department phone numbers, explain the Alert Phone Number system, and any other appropriate phone numbers
   E. Explain phone usage expectations, assist with set up of voicemail and suggested voicemail greetings, etc.
   F. Explain IPFW acronyms (refer to Campus Telephone Directory)
   G. Explain the campus mail system/procedures
   H. Explain the campus bus and city discounted tickets, the areas the bus covers, and what is available in the general campus area (shopping/food/gas stations, etc.)
   I. If applicable, explain storing documents/files, reserving conference rooms, travel & expense reports
   J. Discuss the Organizational Chart (department and university)
   K. Confirm New Employee Orientation (NEO) date and time
   L. Provide additional department/university written material for new employee to review

III. If the new employee seems ready, provide them a job related project to work on and complete with the assistance of the Supervisor or Ambassador
IV. At the end of the week the Supervisor may meet to follow-up with the new employee.
The new employee should be feeling more comfortable now and ready to take on more responsibility. At this stage he/she may have questions like “why do we do things like that? or “who is the best person to contact for XYZ? Your role during this stage is to be available if needed.

I. The Supervisor may review the following with the new employee:
   A. Performance review process
   B. Follow-up with new employee on the department/university written material that was provided to them in the 1st week of employment and see if they have any questions
   C. Inquire if the new employee needs additional office supplies or equipment to function in the job; review supply ordering process again or visit supply area again
   D. Review computer systems/programs, GroupWise, OnePurdue, MyIPFW, IPFW website and any other appropriate computer programs/systems. Explain resources or activities available (campus activities, wellness programs, fitness center, policies/procedures, locating faculty/staff, etc.)
   E. Review Job Training Techniques/Tools to help train the new employee on their job

II. The Ambassador should contact the new employee near the end of the month to check in and see if any questions can be answered
The new employee should be settling in and making a contribution to the organization. Questions about culture might come up or the accepted way to do things around here. The new employee may have an idea for improving a task or process. Encouraging the new employee to share his/her suggestions is important at this stage.

I. The Ambassador should check in with the new employee periodically for the next three months to see if any questions can be answered, assistance provided and reinforce the professional relationship established.
New Hire Letter

Dear xxxx:

Welcome to Indiana University-Purdue University Fort Wayne! Congratulations on your new position at IPFW. Your employment with the university begins on Xxxx, 2013.

Enclosed are the forms that need to be completed and returned on your first date of employment.

- Federal Tax Form (W-4) and Indiana Tax Form (WH-4)
- Employee Information Form (Form 13)
- HR AAO Self-Identification Compliance Form
- Direct Deposit Application (attach a “voided check” or account verification from bank)
- Background Check Form (Employment is contingent upon a satisfactory background records check.)

Employment Eligibility Documents – The Immigration Reform and Control Act (IRCA) requires employers to verify an employee’s right to work in the United States. Prior to your first day of work, you must first complete Section 1 of the U.S. Citizenship and Immigration Services’ Form I-9, Employment Eligibility Verification. To access the electronic form, visit the IPFW Human Resources site at www.ipfw.edu/hr. Click the link titled, “Electronic I-9 for new hires/rehires,” login and complete Section 1 of the Form I-9. You will then be provided a list of acceptable documents. The required documents must be presented at Human Resources on your first day of employment.

Please return the completed paper forms to me in Human Resources, Kettler Hall, in the envelope provided.

The Parking and Emergency Information brochure is enclosed; this brochure will provide a campus map, information on “Open” parking, information on how to obtain an “A” parking permit, parking/traffic regulations, etc. Also enclosed is a one (1) day free parking tag for you to use on your first day of employment so that you may park in the designated “A” parking lots on campus.

The Purdue University Faculty and Staff Handbook, a convenient guide to useful information about the University and its policies, is available at the following link: http://www.purdue.edu/faculty_staff_handbook/

After you have begun employment a Benefits Administrator will contact you to schedule your Benefits Orientation. Detailed benefits information is available at the following website: http://www.purdue.edu/hr/Benefits/newEmployees.html

If you have any questions you may contact Human Resources at (260) 481-6840.

Sincerely,

Karen M. Forbess/Information and Classification Assistant in Human Resources/forbess@ipfw.edu