Hiring:
The Onboarding Program for Human Resources Partners
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General Information:

The onboarding program is designed to 1) ensure that all new employees receive an appropriate welcome to Clemson and 2) provide information specific to Clemson’s culture, resources and expectations that will help new employees succeed at the University. Employees who participate in onboarding programs experience higher levels of productivity and engagement, which leads to improved retention rates. To maximize the benefit to the new employee, the onboarding program begins when a candidate accepts a position and continues through the first year of employment.

Summary:

The Human Resources (HR) partner is an integral part of the onboarding program. HR partners help supervisors welcome new employees to Clemson University and ensure that the University’s onboarding program is well integrated with the onboarding processes of the college or division. The purpose of this guide is to provide Human Resource partners an overview of the process, an understanding of their role in the program and information on the resources available to complete the onboarding program.

Key Notes:

The onboarding program runs the length of the new employee’s first 12 months of employment with the University and is broken down into two phases: Preboarding and Onboarding.

- **Preboarding**
  - Acceptance of offer until employee's first day

- **Onboarding**
  - Employee's first day through first 12 months of employment
User Instructions: The Onboarding Program for HR Partners

References:

Planning Stage/Review Forms:
   EPMS Form

Email Announcements:
   New Employee Announcement
   New Employee Orientation Agenda

Systems:
   Peoplesoft (CUBS)
   MyCle
   Tigers at Work

Checklists:
   Supervisor’s Onboarding Checklist
   New Employee Check-in Questions
   Employee Interest Sheet
   New Employee Interest Sheet
   HR Partners Onboarding Checklist

Toolkits:
   Probationary Period and Trial Status Toolkit
   Retirement Enrollment Toolkit

Policies:
   Employee Performance
   Probationary and Trial Status

Glossary:
   Glossary of Terms

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Onboarding Program Overview for HR Partners

1. Send welcome email
2. Create new hire record
3. Provide guidance
4. Coordinate departmental orientation
5. Provide continued support throughout the year
1. **Send Welcome Email**

1.1 Once the candidate has accepted a position, the HR partner sends the new employee a **New Employee Welcome** email. This email includes a link to the Form I-9 along with instructions for completing the I-9, scheduling an appointment with the HR partner, and bringing required identification documents. This email also contains information regarding the employee’s first day of work, including the arrival date and time, dress code and what to expect on the first day.

**Additional Information:** The new employee completes section 1 of the I-9 and brings the I-9, required identification documents and a copy of the signed offer letter to the HR partner. The I-9 should be completed at least 48 hours prior to the employee’s start date.

1.1.1 If the new employee is a U.S. citizen or permanent resident eligible to work, the HR partner creates a new-hire record in the Clemson University Business System (CUBS).

1.1.2 If the new employee is a foreign national eligible to work in the United States, the HR partner submits an International Hire Request form in CUBS. Once the request is approved, the HR partner enters the new-hire record in CUBS.

1.1.3 If the new employee is not eligible to work in the United States, the HR partner completes the International Hire form. When this is approved by the International Employment unit the new hire record may be entered in CUBS.

2. **Create New Hire Record**

2.1 The HR partner enters the new employee’s information into the Clemson University Business System (CUBS) after receiving eligibility confirmation from OHR. Entry into CUBS should take place prior to the new employee beginning work.

2.2 The HR partner enters the new employee into CUBS as either a Full-time Employee (FTE), a Temporary Grant Employee (TGP), Time-Limited Employee (TLP), Temporary Employee, or a Rehire based on the type of position requested when the position was posted during the request phase.

2.3 The employee’s EMPLID and X-ID are created when the new employee’s job information is entered into CUBS. The new employee’s username and email address will be generated overnight.

**Additional Information:** If the new employee has no previous employment history with the University, the HR partner will enter the employee’s personal and work information into CUBS as a new hire. If the employee has previously worked for the same department, the new information will be entered as a Rehire or as an Additional Job if previously employed by a different department. The HR partner verifies the personal information for the new employee. If changes need to be made to the employee’s
Onboarding Program for HR Partners

personal information, please contact the Office of Human Resources to update these changes. When the personal information has been verified, the new job information can be updated in CUBS.

2.4 The HR partner sends the hiring manager the Supervisor Onboarding Checklist.

2.5 The HR partner receives a CUBS-generated new employee data sheet. The HR partner sends this information to the hiring manager, business officer and other administrative personnel.

3. Provide Guidance

3.1 The HR partner guides the supervisor through the supervisor’s responsibilities in the preboarding process. Complete information on these steps is contained in Hiring: The Onboarding Program Supervisors.

3.1.1 Ensure the supervisor has set up the employee’s workstation, including the following:
- A clean desk or office area, and supplies
- A computer with printer access
- An office phone number
  - Contact ithelp@clemson.edu to request a new office phone number or reset an existing number.
- A long distance access code (if required for the job)
  - The code can be requested from ITHelp@clemson.edu.
- Access to the building
  - Contact your building security coordinator for assistance.
- Business cards and/or a name plate

3.1.2 Ensure the supervisor adds the new employee to all departmental email lists.

3.1.3 Assist the supervisor in choosing an appropriate Tiger Pal for the new employee and notifying the Tiger Pal.

2.1.3.1 The HR partner coordinates with the supervisor to maintain a list of current employees who have expressed interest in being a Tiger Pal and completed the Employee Interest Sheet. The HR partner receives the New Employee Interest Sheet from the Onboarding unit and may suggest appropriate matches.
A Tiger Pal is a team member who partners with a new or transferring employee during the first 6-12 months on the job. Tiger Pals offer information, resources and guidance regarding the day-to-day workings of the department and the University. They may also offer encouragement and advice as they introduce the new employee to the Clemson culture.

The supervisor assigns a Tiger Pal based on the new employee’s interests (as defined in the New Employee’s Interest Sheet) and the interests of the employees in the new employee’s areas. Tiger Pals should demonstrate the skills listed below and complete an Employee Interest Sheet.

To become a Tiger Pal, current employees should demonstrate the following characteristics:
- High performance level
- Willingness and ability to be accessible to the new employee
- Skill or knowledge of the new employee’s job
- Pride in Clemson and the department
- Peer of the new employee
- Good communication and interpersonal skills

3.1.4 Assist the supervisor in creating a first-week schedule for the employee and work with the Tiger Pal to welcome the employee on the first day. The Tiger Pal may be asked to help introduce the new employee to the team and/or conduct the departmental orientation.

3.1.5 Encourage the supervisor to send an email to the department announcing the arrival of the new employee. This should include the start date and a brief description of the new employee’s role in the department.
- See New Employee Announcement for a sample email.

3.1.6 If the start date is more than two weeks from the acceptance of the offer, encourage the supervisor to maintain contact with the new employee.

3.2 The HR partner is available to answer questions from the new employee regarding new-hire paperwork, parking permits, etc.

Additional Information: The Onboarding unit sends an email welcoming the new employee to Clemson and providing information for accessing the Tigers at Work website. Employees access this website to complete the new-hire paperwork and sign up for the New Faculty and Staff orientation and a benefits counseling session. New-hire paperwork includes the Form I-9, Form W-4, Direct Deposit form, Parking...
Permit form and TigerOne Card request. The employee finalizes the I-9 by bringing identification documents to the Onboarding unit in the Administrative Services Building at least 48 hours prior to the employee’s hire date. The W-4 will need to be completed by the new employee on or after the hire date provided in CUBS.

4. Coordinate departmental orientation

4.1 The onboarding phase begins with the employee’s first day. The HR partner assists the supervisor and Tiger Pal in welcoming the new employee.

4.1.1 The supervisor meets with the employee to discuss work schedules, breaks, overtime, the reporting structure, time and leave reporting, and an overview of the job’s duties and expectations. The supervisor may assist the employee in obtaining a TigerOne Card from the TigerOne Card Services office or advise the new employee to obtain the TigerOne Card during the New Faculty and Staff orientation session.

4.2 The HR partner works with the supervisor to provide a departmental orientation for the new employee. This can occur on the employee’s first day of work and should include introductions to the team members, an overview of the department’s role within the University, and information unique to the department. For more information regarding departmental orientation, please see Suggestions for Departmental Orientation.

4.2.1 The HR partner also provides the new employee with information regarding:

- Entering and tracking timesheets
- Submitting leave requests
- Pay check cycle
- Confidentiality statement (if the position requires this)

4.3 The HR partner encourages the employee to attend the New Faculty and Staff orientation session. Employees sign up via the Tigers at Work site.

Additional Information: New Employee Orientations are held in the Administrative Services Building on the 1st and 3rd Tuesday of every month. Additional sessions are offered at the beginning of each semester.

- Orientations are from 8 a.m. to 3 p.m. For information on the specific items included in a New Faculty and Staff Orientation session, please see the New Faculty and Staff Orientation Agenda.
During the New Faculty and Staff Orientation, employees will obtain a TigerOne Card if they did not do so on their first day.

4.4 The HR partner encourages the employee to attend a benefits counseling session. Employees sign up via the Tigers at Work site.

- More information on benefits-eligible employees can be found on the Prospective Employee Toolkit.

4.5 The HR partner encourages the employee to complete the Online Portable Fire Extinguisher Training and acknowledge the CU Drug and Alcohol Policy, Sexual Harassment Policy, and the Family Educational Rights and Privacy Act (FERPA) Tutorial.

### 5. Provide Continued Support Throughout the Year.

5.1 Throughout the employee’s first year, the HR partner continues to provide assistance to both the new employee and the supervisor. The HR partner schedules the new employee for training, confirms that a planning stage has been created and notifies the supervisor when the annual performance review is due.

**Additional Information:**

- Within the first 45 days of employment, the supervisor provides the employee with a planning stage, which should include goals and performance expectations based on the position description. The supervisor also provides the employee with a copy of the position description.
- The supervisor schedules any appropriate training with the departmental training manager and provides the employee with a schedule of necessary training.
- The supervisor schedules periodic check-ins with the new employee. These take place over the employee’s first 12 months of employment and should include at least two check-ins.

5.2 The HR partner receives a reminder email from the Employee Relations unit regarding the employee’s performance review. The HR partner sends this reminder to the supervisor. When the supervisor completes the review, the original copy is returned to the HR partner to be entered in CUBS.

5.3 The onboarding process concludes with an anniversary celebration, which is organized by OHR in conjunction with the supervisor.