HIRING: HR PARTNER’S GUIDE TO ONBOARDING

OVERVIEW:

Clemson University strives to attract, retain, reward, and develop top talent. The onboarding program supports this goal by welcoming new employees and providing information specific to Clemson’s culture, resources and expectations that helps ensure the employee’s long-term success at the University. Employees who participate in onboarding programs experience higher levels of productivity and engagement, which leads to improved retention rates. To maximize benefit to the new employee, Clemson’s onboarding program begins when a candidate accepts a position and continues through the first year of employment.

The Human Resource (HR) partner is an integral part of the onboarding process. HR partners help 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. This document outlines the HR partner’s role in the onboarding process, including an explanation of the steps he or she will take when onboarding new staff.

The onboarding program is divided into two phases: Preboarding and Onboarding.

Note that supervisors are encouraged to contact their HR partners to obtain professional advice on all aspects of the preboarding and onboarding processes, so it is important that you are familiar with every step of the onboarding program.
PROCESS:

The steps of the onboarding program are outlined below.

**Preboarding**

**Step 1: Send a welcome email.**
Once the candidate has accepted a position, the HR partner sends the new employee a [New Employee Welcome](#) email that includes a link to the Form I-9, instructions for completing the I-9 and scheduling an appointment with the HR partner, and a list of 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.

**Step 2: Create a new-hire record.**
The HR partner enters the new employee’s information into the Clemson University Business System (CUBS) and sends the hiring manager the [Supervisor Onboarding Checklist](#) and the CUBS-generated new employee data sheet.

**Step 3: Provide guidance.**
The HR partner guides the supervisor through the remaining preboarding steps, which include the following:

- Setting up the employee’s workstation
- Ensuring the employee is added to departmental lists
- Choosing an appropriate Tiger Pal
- Creating a schedule for the new employee’s first week
- Sending an announcement to the department regarding the start date and a brief description of the new employee’s role in the department

The HR partner may help the new employee complete the new-hire paperwork found on the [Tigers at Work](#) website and sign up for the New Faculty and Staff orientation and a session with a benefits counselor.
Step 4: Coordinate a departmental orientation.
The HR partner coordinates with the supervisor to conduct a departmental orientation that provides introductions to team members, an overview of the department’s role within the University, and information unique to the department. HR partners provide specific information regarding entering and tracking timesheets, submitting leave requests, pay check cycles, and, if applicable, a confidentiality statement.

The HR partner encourages the employee to attend the New Faculty and Staff orientation, schedule a benefits counseling session and acknowledge the Online Portable Fire Extinguisher Training, CU Drug and Alcohol Policy, Sexual Harassment Policy, and the Family Educational Rights and Privacy Act (FERPA) Tutorial within the first 15 days of employment.

Step 5: Provide continued support throughout the year.
The HR partner continues to provide assistance to the new employee and supervisor throughout the first year, including the following:

- Schedule training for the new employee
- Confirm that the employee has received a planning stage within the first 45 days of employment
- Provide the supervisor with a copy of the position description
- Notify the supervisor when the annual performance review is due
- Ensure the supervisor has conducted check-in meetings
- Coordinating the anniversary celebration with the supervisor and Office of Human Resources.
PROCEDURES:

For step-by-step instructions, please view the User Instructions:
   Hiring: The Onboarding Program—A Guide for HR Partners

For a quick summary of the steps, please view the Job Breakdown:
   Hiring: Onboarding for HR Partners

RELEVANT POLICIES:

   Employee Performance
   Probationary and Trial Status
   Alcohol and Controlled Substance Policy
   Drug & Alcohol Policy
   Harassment Policy
   Online Portable Fire Extinguisher Training
   Family Educational Rights and Privacy Act (FERPA) Tutorial
Hiring: HR Partner’s Guide to Onboarding

Related Documents:
- Planning Stage/Review Forms: EPMS Form
- Email Announcements: New Employee Announcement
- 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

Related Toolkits:
- Probationary Period and Trial Status Toolkit
- Retirement Enrollment Toolkit

Glossary:
- Glossary