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. Studies show that employees who participate in onboarding programs experience higher levels of productivity and engagement, which lead to improved retention rates. To maximize benefit to the new employee, Clemson’s onboarding program begins when an employee accepts a position and continues through the first year of employment.

Many people are involved in the onboarding process, but none is as important to the successful integration of the new employee to Clemson University as is the supervisor. This document outlines the supervisor’s key role in the onboarding process, including a step-by-step explanation of the process of onboarding new staff.

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

At all steps in the onboarding program, Human Resources support is available. Supervisors are encouraged to contact their Human Resources (HR) partner or the Office of Human Resources to obtain professional advice on all aspects of preboarding and onboarding.
PROCESS:

The steps of the onboarding program are outlined below.

**Preboarding**

**Step 1: Allocate resources for the new employee.**
When a candidate has accepted an offer of employment, the supervisor prepares for the employee’s first day of work by setting up the employee’s workstation, adding the employee to any departmental listservs, determining an appropriate Tiger Pal, and creating a schedule for the employee’s first week.

**Step 2: Send a departmental welcome announcement.**
Prior to the employee’s first day, the supervisor sends an announcement to the department regarding the start date and a brief description of the new employee’s role in the department.

If the employee will not be starting for a significant length of time after accepting the offer, the supervisor should maintain contact and answer any questions that may arise.

**Onboarding**

**Step 3: Welcome the new employee.**
The supervisor welcomes the new employee on the first day of work and provides information on the work schedule, reporting structure, time and leave reporting, and job expectations. Also, the supervisor introduces the new employee to departmental team members, the division’s HR partner and the Tiger Pal who will be welcoming and encouraging the new employee throughout the first year of employment.
Step 4: Encourage or coordinate orientations.
Within the first 15 days of employment, the supervisor encourages the employee to attend the orientations described below:

- A departmental orientation (conducted by the supervisor and/or HR partner) that provides introductions, an overview of the department’s role within the University and information unique to the department.
- A University orientation session, where the new employee will have the opportunity to obtain a TigerOne Card (Clemson ID) and learn more about Clemson University and the Clemson culture.
- A benefits counseling session for eligible employees to determine an appropriate benefits package.

Also within the first 15 days of employment, the supervisor encourages the employee to 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.

Step 5: Review the position description (PD) and planning stage.
Within the first 45 days of employment, the supervisor will provide the employee with a planning stage that includes goals and performance expectations based on the position description. The supervisor and employee together review the position description, and the supervisor sends a copy of the PD to the division’s HR partner. The supervisor informs the employee of training needs and schedules any required training.

Step 6: Conduct check-ins.
After the first 45 days, the supervisor periodically checks in with the employee to discuss questions, performance progress and expectations, and the employee’s experience with the Tiger Pal. The supervisor is asked to conduct at least two check-ins during the employee’s first year, but OHR recommends that the supervisor and employee meet regularly.
Step 7: Conduct a performance review of the first year of employment. The supervisor completes a performance review prior to the completion of the employee’s year at Clemson. The onboarding process concludes with an anniversary celebration coordinated by the supervisor and the Office of Human Resources.

PROCEDURES:

For step-by-step instructions, please view the User Instructions:
Hiring: The Onboarding Program for Supervisors

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

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
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

RELATED TOOLKITS:

Probationary Period and Trial Status Toolkit
Retirement Enrollment Toolkit

GLOSSARY:
Glossary