



Onboarding Academic Affairs Staff – Helpful Tips

Prior to Start Date

- **Workspace**
 - ✓ Clean the new employee's workspace (remove unnecessary files/items from area, wipe down desk and inside desk drawers, etc.)
 - ✓ Put new supplies on the desk (post-it notes, pens, file folders, etc.) for the new staff member's use on the first day

- **Phone**
 - ✓ Contact OTS to order a new phone for the employee and extension for the employee. If the employee will be using an existing phone and extension, inquire about having the name updated on the ID
 - ✓ Print the guide to [Setting up Voicemail](#) for the new employee

- **Computer**
 - ✓ Contact OTS to alert them that a new employee will be starting soon and ask what needs to be done to have computer in working order on first day
 - ✓ If available, try to provide the employee with a new mouse and keyboard. If this is not possible, thoroughly clean the existing keyboard and mouse

- **Department Communications**
 - ✓ Alert department members of new employee's start date
 - ✓ Designate someone who will work with employee during first week or month to acclimate him or her to the new position

- **Develop Training Schedule**
 - ✓ Review the employee's job responsibilities and determine what training/access will be needed (review the Training Guide Checklist for assistance)
 - ✓ Tentatively schedule needed training sessions

- **Other Considerations**
 - ✓ Assemble a "Welcome Kit" with Academic Affairs Onboarding resources (Common Resources, Guide to Academic Affairs, Towson Terminology 10), campus map, building map/directory, departmental phone directory/photo guide/job responsibility guide, job description/responsibilities, departmental policies on breaks/vacation/office coverage, any departmental training procedures, budget/access/copier codes, etc.
 - ✓ Possibly plan a coffee drop-in session with department/key department contacts and new person during first day or week

First Day

- **Communications**
 - ✓ Send an email to the department introducing the staff member, where the staff member previously worked, what the staff member's responsibilities will be, etc.

- **Overview**
 - ✓ Introduce employee to workspace and present employee with Welcome Kit and description of contents
 - ✓ Tour employee around the office and building
 - ✓ Show employee key resources (where coffee maker is, printer/copier/fax, supply closet, restrooms, etc.)
 - ✓ Discuss the department's functions, missions, and goals
 - ✓ Review job description, departmental procedures, training plans, and other pertinent information

First Week

- **Overview**
 - ✓ Strategize training needs and review university/department resources
 - ✓ Review drafted list of potential training dates new employee will need to attend to get access to certain programs/systems and make changes where appropriate
 - ✓ Incorporate employee into appropriate standing meetings
 - ✓ Allow employee time to process new information/tasks and provide ample opportunity for questions!

- **Other Considerations**
 - ✓ Contact key people outside of department who new employee will be working with to provide introductions
 - ✓ Possibly arrange for a campus tour (if employee is unfamiliar with campus)
 - ✓ Invite employee to lunch within department to make the employee feel welcome