

Onboarding Best Practices Roundtable

Reflecting on First Impressions:

↻ **Can you share a memorable first-day experience that made you feel welcomed and valued in a new role?**

↻ My team supervisor at OFM (Audrey, at the time) got our team together on my first day and we went to lunch to connect on a personal note. Loved that! It was nice to get out of the office setting and calmed the "newness nerves".

Reflecting on First Impressions:

↻ **What actions or gestures by colleagues or leaders have had a lasting positive impact on your integration into a new team?**

↻ **Meet & Greets**

We do a meet and greet with our leaders after the new employee has had an agency 101 experience. The meet and greet creates and opportunity for the new staff to put faces and names to the programs and services they have learned about it. The introduce themselves, provide information about how they will be intersecting and interacting with the new employee. Our Director always takes her time to talk about why she is SO EXCITED about the new employee being a part of the agency (what unique skills, backgrounds, etc. they bring to the agency) the impact that she hopes that they have. We are also going to add in leaders sharing how they talk about our agency with the community/friends and family to empower the new employee with language on how to talk with friends/family/colleagues about their new employment.

↻ hiring manager reaching out to the new employee before their first day to just do an informal get to know you, provide some context of what to expect, let them know that what the first day will be like and offer support.

Exploring Onboarding Checklists:

↩ **What elements of an onboarding checklist have been most helpful and why?**

↩ **Internal promotions**
Include a checklist for onboarding processes for internal promotions

↩ Ensure checklists encompass what is important for hiring supervisor to prepare the new employee beforehand. Then a meaningful checklist for the new employee that covers important steps for them to take over their first few months.

↩ **FAQ and contact sheet so EEs know who to reach out to.**

↩ We provide a training plan template that hiring managers can use to plan how they are going to help the new employee get up to speed, who are important people they need to meet with early on, what are priorities, expectations, and other resources

Exploring Onboarding Checklists:

↩ **How can we tailor our onboarding checklist to better serve the diverse needs of new employees?**

↩ **Ensuring it is accessible.**

↩ **Supervisor portion to fill in**

↩ **How to make it more of an interactive process. Using some kind of platform so EE and supervisor can interact both within it.**

Discussing Remote & Hybrid Work:

↩ **How has remote or hybrid work influenced your onboarding experience, and what practices would you recommend for a smooth transition?**

↩ **New employee lunch**

Arrange optional in-person lunches to welcome new hires.

Discussing Remote & Hybrid Work:

↩ **What strategies have you found effective for building connections and a sense of belonging in a remote or hybrid setting?**

↩ **Designated in-office days**

If in-office work is required, designate certain days as "in office" days to ensure that employees are getting a chance to be together

Diversity and Inclusion Insights:

↩ **Can you describe an onboarding experience where diversity and inclusion were well-addressed, and what made it stand out?**

Diversity & Inclusion Insights:

↩ **What are some ways we can ensure our onboarding process is inclusive and respectful of all backgrounds?**

Compliance & Paperwork Procedures:

↩ **What approaches to handling compliance and paperwork during onboarding have made the process easier for you?**

Compliance & Paperwork Procedures:

↩ **How can we streamline our paperwork process to make it more user-friendly while ensuring all compliance needs are met?**

Resources:

↩️ **Please share any resources here!**

📌 Upload docs, info graphics, templates, forms, checklists; whatever you think might be helpful for a team revamping their onboarding process.

↩️ **Shared by Olivia at Bellevue College**

B Human Resources ONBOARDING CHECKLIST FOR EMPLOYEES

Welcome to BC, we're thrilled to have you on board! This guide has all of the Bellevue College information you'll need as a new employee. It's interactive, so dive in, click and explore the resources available to you and find out what makes Bellevue College a great place to work.

Visit Bellevue College
Get to know us a little better

BC Today <i>Learn about Bellevue College news, press releases and more</i>	View Pay and Benefits <i>See online paystubs, benefits summary, withholding, etc. on ctcLink Self Service</i>
Events <i>See what's happening around Campus</i>	Time and Leave Reporting <i>Submit time, leave and vacation through ctcLink</i>
Jobs at Bellevue College <i>View opportunities at BC – share with your friends and family!</i>	Human Resources <i>Find information on recruitment, training, handbooks and more!</i>
Technology Service Desk <i>Get assistance with technology and submit tickets</i>	Policies and Procedures <i>Understand and learn BC policies and procedures</i>
General Request Center <i>Get assistance with non-technology issues</i>	25Live Room Scheduling <i>Reserve meeting rooms and other open spaces</i>

How YOU can be Successful at Bellevue College

- Create [NetID](#) account and password
- Activate [ctcLink](#) account. Visit [ctcLink Resources](#) for further information
- Complete the [Vaccination Attestation Form](#) using this link, by first day of employment. Do Not use the Immunization Attestation tile from your ctcLink Employee Self-Service
- Attend New Employee Orientation
- If you have been notified you are benefits eligible, be sure to complete benefits enrollment within 31 days of hire.
- Register for required and optional [trainings](#)
- Obtain [parking permit](#) or [subsidized bus and ORCA card](#)
- Review work schedule, breaks, meal periods
- Understand appropriate work attire
- Review [emergency procedures](#)
- Tour campus
- Obtain [ID badge](#)
- Sign up for [Rave Alerts](#)
- Review Bellevue College [directories](#)
- Receive and review job description and performance expectations with your supervisor
- Participate in Bellevue College events, committee, councils, etc.
- Review [Collective Bargaining Agreement and Handbooks](#)
- Ask questions

If you have questions or would like more information, please reach out to Human Resources at hr@bellevuecollege.edu or your supervisor.

Padlet Drive ↩️

Onboarding_Checklist_for_Employees.pdf

Human Resources ONBOARDING CHECKLIST FOR SUPERVISORS

Supervisor's Name:		Employee's Name:
Today's Date:	Start Date:	Department:

Human Resources:

(For student hires, complete new hire forms located in [MyBC / Forms / Employees \(Human Resources\)](#) instead)

- Send supporting documentation to HR with any remaining recruitment materials or applications
- Submit the signed Position Description Form to Human Resources within 30 days of hire

Account Activation


- Confirm that the new hire received a welcome notice from Human Resources; include their non-BC email prior to the first date of work. [The below information is included in the welcome note.](#) (Student employees hired outside of TAM do not receive this notice.)
- Direct employee to review below [policies](#) before set-up of BC NetID and ctcLink
 - # 4400 [Acceptable Use of State Resources](#)
 - # 5100 [Software Licensing Compliance](#)
 - # 5150 [Acceptable Use of Information Technology](#)
 - # 5250 [Information Security](#)
- Direct employee to set up [NetID online](#) using their ctcLink ID (this will create computer log-in rights, BC email, access to MyBC) Note: The ctcLink ID is included in the Human Resources welcome notice.
- Direct employee to activate [ctcLink](#) account (this will give access to Employee Self Service and applicable applications through Peoplesoft)
 - Faculty - Click on the [account activation instructions](#) and the [Gateway link](#) to get started.
 - Staff - Click on the [account activation instructions](#) and the [Gateway link](#) to get started.
- Direct employee to complete the [Vaccination Attestation Form](#) using this link, by first day of employment. Do not use the Immunization Attestation tile from your ctcLink Employee Self Service.

Request the Following using the Request Center:

- Prepare a "move-in" ready workspace
- Use the [Request Center](#), if changes to the workspace are needed
- Set up employee's [phone](#)
- Order [software / hardware](#) for new hire's specific role
- Use an existing employee's access as a model to request the correct [ctcLink access](#)
- Request [printer card](#)
- Submit key request and accesses through building key authority
- Order business cards & names plates via [Request Center / Printing Services](#), as needed
- Request a [Temporary Parking Permit](#) for employee's first day

Administrative Services:

- Add new employee's email to appropriate distribution lists and Team's channels
- Add new employee's phone number to team's directory
- Add new employee to regular team meetings and set up weekly one-on-ones with supervisor and mentor


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Onboarding_Checklist_for_Supervisors__7_2023_.pdf

Washington State Department of Commerce

New Employee Onboarding Toolkit

Hiring Manager Guide

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Onboarding_Toolkit_FINAL__1_.pdf

Ice Breaker Responses

⇒ **Best onboarding experience I had was such a warm welcoming and personal call from HR as well as such a smooth process with IT equipment, etc. I actually had email and access to things.**

⇒ In the best job I've ever had, my onboarding experience was super supportive. I knew I could go to my co-workers or leadership with any questions I had. It made me very comfortable and created an open communication environment from the start. In my worst job, I was given very little direction outside of the computer training I received and did not meet my HR manager for at least two months. There was little communication with management and most people did not enjoy working there. Vastly different experiences :)

⇒ **One of the best onboarding experiences was just recently at L&I, their onboarding including walking in the building and the safety person getting my parking pass and badge before I even met anyone in my department!**

⇒ I worked for a catering and events planning company in Emeryville called Paula Leduc. They had the most thorough training and development program. The NEO for all staff really level set, so if you were working in the office, you received the same initial training as someone in the warehouse, serving events. Very clear and concise training manuals and training checklists. I still think about that experience today when I think of how to revamp the onboarding experience at SHR.

⇒ **HR Rep met me at the door and said, "Welcome home." I use it now**

⇒ **My worst experience with onboarding was being teamed up with someone who didn't love their job and they were responsible for training me.**

⇒ **Good onboarding -- Communication and a schedule that really demonstrates that there was thought and**

consideration about me vs, feeling like I had to try to figure out where I fit, and find things all on my own.

⇒ **OFM IT does provide VIP service to new employees!**

⇒ **A gift basket with swag, office plant, and a card from my new supervisor and colleagues welcoming me to the team.**

⇒ My WORST job and onboarding experience were one and the same. I had worked for a year as a contractor doing a communications refit for an aircraft carrier, and while that was hard work, it was good. The bad part was when the contract changed to stripping the deck of the same carrier. The machines were loud and spat BBs at the deck to strip it, but those BBs came out and hit the operators, too. There were no managers directing us to where we needed to work, no training on the machines, nothing. I did not last long.

⇒ **worst onboarding. I showed up on my first day and they had forgotten to let the front desk know I was starting that day. I finally get in the office and had no desk, computer, phone. sat at the table in the middle of the common area for the first week. This was in an HR shop.**

⇒ **My BEST onboarding experience was with my current team - lunch in a park, talking about how we wanted to be successful together.**

⇒ **I was onboarded during full COVID remote work and had a great experience, mainly thanks to @Crystal Koplán Mungarro WSIB (she/her)!**

⇒ **In my last company, during orientation at the Tacoma Convention Center, the CEO introduced himself and greeted each table. 300 avg new hires.**

⇒ **In my past (pre-state employment) life, I was the HR manager and also personally did all onboarding of new hires. I LOVED making it a positive experience and bringing together new hires from multiple areas so they could mingle and get to know each other during the process. Was very rewarding, not just for them, but for me as leadership.**

↩ We do a great job of hiring for passion, so the FEELING that most people shared, was the affirmation that connected with our mission in profound ways.. (Seeing the impact of I200 on state spend with our certified firms, and how we are slowly building it back up --- Hearing a leader say we are a part of helping folks build generational wealth)..

