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