

Onboarding Best Practices and Tips

At Hope, we aspire to be an organization that is inclusive and welcoming. This spirit should begin with our new employees. Therefore, orientation of a new employee isn't one event and doesn't just take place on the employee's first day, but is an ongoing introduction and transition into the Hope community. Our desire is to put the new employee at ease, welcome them to the college, and help them to feel at home. Remember, not everyone is familiar with Hope or Holland!

Please consider these tips for welcoming a new employee here at Hope.

Before your employee begins:

- Send a welcome card signed by everyone in the department congratulating them on joining the team
- Make sure colleagues and other members of department/office are aware of new employee's name, job responsibilities and start date
- Provide them information for parking as they won't have their pass yet
- Let them know the time and location and who will greet them
- Provide them with a basic idea of what they can expect their first day, week, and month
- Give them an opportunity to inquire about the community and provide them information about local contacts if needed or desired.
- Create an agenda for the employees first week (does not have to be specific but will give the employee a general idea of what to expect)

Employee's First Day

- Meet them in an easy location, don't make them have to find you
- Consider taking them to lunch or coordinating a department lunch
- Provide them with some time to decompress and take in the new information provided
- Follow up with any needs regarding community/local information and contacts if needed
- Don't make them sit without anything to do
- Allow for job shadowing if possible/makes sense for role
- Discuss relevant office procedures; i.e., use of calendars/schedules, safety information, key pads, locking doors/files, etc.

Employee's First Week

- Make sure to check in regularly
- Inquire about the learning curve
 - Pace-too fast or too slow?
 - Down time-too much or too little?
 - Connections-are they understanding the pieces and how they connect or do they need additional information?
- Ensure they have met others outside of the department
- Provide opportunities and encourage attendance of campus events