MORGAN STATE UNIVERSITY
OFFICE OF HUMAN RESOURCES

The Process of Onboarding a New Employee

The process of introducing a new employee to the MSU campus sets the stage for what can be a long-term, mutually beneficial relationship. Setting a new employee up for success is the main goal of the onboarding process. An employee should know what is expected of them in their first 60 days. These expectations should be realistic and encourage growth in technical aspects of the position as well as relationship building.

This onboarding guide should be used in conjunction with the **MSU Supervisor Onboarding Checklist**.

Pre-Hire Stage

The pre-hire stage is initiated once a candidate has been selected for a position. This multi-step process involves multiple departments and can take anywhere from 3-6 weeks to complete based on a variety of factors.

“Behind the Scenes”	
Hiring Manager	**OHR – Talent and Total Rewards Team**
Recommends the candidate for hire in MEMS	Background check is initiated
Once background check clears – • For regular employees: Hiring proposal is submitted in MEMS • For contractual employees: initiate EPAF	Regular employees: Hiring proposal goes through process of (8) approvals in MEMS
	Offer letter is drafted – • Exempt employees: sent to the President’s office for signature • Non-exempt employees: sent to AVP/CHRO for signature
	Offer letter is sent to candidate via DocuSign for signature
	New hire packet is sent to candidate to complete via DocuSign
Hiring manager prepares and executes Onboarding Checklist	Upon completion, OHR is notified
	Candidate and hiring manager receives new hire Orientation (NHO) email confirming start date

Did you know…
The Office of Human Resources offers MEMS training & Contractual Workshops?
Visit our website, www.morgan.edu/hr, or reach out to us at OHR@morgan.edu to learn more!

Stage 2 – First day & Introductory period

New Hire Orientation (NHO)

Regular employees

- NHO is held bi-weekly on the new employee’s first day and start of a pay period (Wednesday).
- Participation is essential and mandatory. NHO is a full-day, in person program.
- NHO Program agenda:
  - Arrivals, check in, and employment verification (i-9)
  - Introductions, refreshments, and welcome video
  - History of MSU
  - Police & Public Safety
  - Sexual Harassment Prevention Training
  - Lunch
  - University Information Technology

- HR Essentials
- University Business Auxiliary Services
- Administrative segment (paperwork, BearCard, retirement counseling, etc.).
- Campus Tour
- AFSCME Union Briefing (non-exempt employees)

- It is the responsibility of the hiring manager to provide guidance on when, where and who to report to at the conclusion of NHO or the next day.

Contractual employees (including adjunct faculty)

- NHO is held on a quarterly basis. Participants and supervisors will receive an email with details on when and how to join.
- Employee participation is essential and mandatory.
- Contractual NHO will be an abbreviated version of the Regular employee NHO, and will be offered virtually (approx. 4 hours)
- Contractual NHO agenda:
  - Welcome address
  - Police & Public Safety
  - Sexual Harassment Prevention
  - University Information Technology
  - HR Essentials

Day 2 – Department Onboarding

Supervisors/Managers should set aside time to orient your new employee to the department. Plan for at least 1-2 hours to meet with the new employee and complete the following:

- **Introduce your new employee to the team -** provide a warm welcome and let your new employee know who they will be working alongside with. Encourage team members to meet with the new employee to explain their roles within the department and offer support/guidance on best practices.
- **Helping them to settle in –** show your new employee to their workspace and provide any equipment they may need to carry out essential duties. Allow some time for them to set up, log in, and get acquainted with any software/platforms they will be using in their role.
- **Review any relevant procedures and protocols that are specific to your department –** This is a good opportunity to discuss work schedules, call out/time off procedures, uniform dress code, organizational chart and/or any other information that may be relevant specific to your department. This includes reviewing any department specific overtime protocols.
- **Establish performance expectations –** Review the employee's job description and provide an overview of some tasks they will be working on. Be sure to review the parameters concerning the employee's probationary period and create an attainable list of objectives for them to meet within that period. Employees should also be aware of the performance management process and encouraged to actively engage during check ins.

Stage 3 – Check ins, probation, and performance

This is an opportunity for you to reinforce your investment in your team's success.

30-day check in

- Review **MSU Supervisor Onboarding Checklist** and note any outstanding items.
- Review discuss progress on initial assignments/projects
- What has been going well? What are the highlights of your experiences so far?

- How has the job met or not met the employee's expectations?
- Provide any guidance, resources or tools that may help support the new employee with their assigned tasks.

60-day check in

- Discuss any follow-up actions from the 30-day check-in.
- Ask the employee to share some of their successes and what's going well.
- What do they want learn and improve?
- Which coworkers have been especially helpful to you? How have coworkers been supportive of your success?
- On which aspects of the job performance would they like more feedback?
- Follow up with an email summarizing key points from your meeting.

90-day check in

- Discuss any follow-up actions from the 60-day check-in.
- In what areas would more training be helpful for the employee?
- Encourage their suggestions & feedback; show that their ideas, input and contributions are valued.
- Does the employee have any concerns about the job that you can address?
- Follow up with an email summarizing key points from your meeting.

Mid-Year (6 month) check in

- The Mid-Year check in is **optional** and the form can be found under *Supervisor Resources* on the OHR website.
- The purpose of the Mid-Year check in form is to encourage the dialogue between supervisors and employees regarding performance expectations.
- These conversations help employees identify knowledge gaps, revisit their development goals, and take action towards improvement in a timely manner if needed.
- The actionable feedback provided during the mid-year check in helps to encourage and support employees to stay on track and succeed at work.
- If an employee is performing **below standards**, the mid-year check in is highly encouraged. This provides an opportunity to set clear and measurable goals, and discuss tools/resources that may help them be more successful in their role.
- If an employee is **meeting standards**, taking the time to check in can help them stay on track and stay motivated.
- If an employee is **above satisfactory**, documenting their performance can help support their professional growth and recognize their efforts and achievements.
- **For non-exempt employees,** this marks the end of the probationary period and supervisors/managers are expected to complete an evaluation form certifying the status as passed, extended, or rejected (with appropriate and applicable documentation justifying the basis for their determination).
    - A notification will be sent via email from OHR to the supervisor approximately 30 days prior to the employee's probation end date.
    - The probation evaluation form is initiated and completed via DocuSign
    - Supervisors/Managers should work with their HR Partner if the determination has been made to extend the probationary period or reject on probation.