Onboarding New Hires

The following process offers a timeline and a list of tasks to help Facilities managers onboard new staff members. This outline standardizes the onboarding process across the organization; we expect it to be applied to all new hires. Given our diverse organization, we understand that units within Facilities will have their own department-specific onboarding tasks. The departmental onboarding steps are in addition to, not in place of these. Hiring managers are responsible for completing the process and may delegate some tasks.

Before the Employee Starts

Once the new employee accepts the job offer, the hiring manager should begin to plan and prepare for their start date. Complete all items as appropriate.

- Inform department staff and key clients of the employee’s arrival date.
- Prepare the workspace, confirm chair, desk, and desk phone in place; ensure space is clean and orderly.
- Contact the department Telephone Coordinator to set up a telephone, voice mail, and or Webex account. For more information, visit the OIT website.
- Contact FIT (fithelp@princeton.edu) to set up a computer and mobile devices. Contact FIT as early as possible and discuss the needs of the position so they can place the order for any new equipment, which may take up to a month to arrive. See the FIT Guideline and Procedure for new hire equipment purchases.
- Schedule an hour on the new hire’s first week schedule to meet with FIT to ensure the new hire has set up their Princeton password and Duo, and so we can set up their computers with email, OneDrive, printers, and any other technical set up needed.
- Check in with the new employee with a welcome email or call; provide any pertinent instructions and answer questions for the first day. Confirm New Hire Orientation with OHR and confirm employee knows when and where to go on their first day.
- Send out email introduction to the workgroup or department one business day before the new hire’s first day.

Set up systems access:

- University business applications, e.g., Prime, Cognos, purchasing, etc.
- Facilities-specific systems or access, e.g., FRC, SharePoint, Tigerspace, Maximo, etc.
- Departmental-specific systems or access, e.g., OCP SharePoint CM (or CPMS), etc.

First Day of Employment

An employee’s first day can be exciting and a bit awkward. Managers ought to do the following to help the new employee feel comfortable and ready to work. Complete all items as appropriate.
Have the new employee attend HR’s New Hire Orientation (NHO) within the first week.

Welcome the new employee upon arrival in Facilities and take them to lunch. (If the manager is unavailable, assign another staff member.)

Ensure the new hire completes the Form I-9 within the first three days of employment, typically at NHO or at the HR Service Center. This is a federal compliance requirement.

Introduce the new hire to the department head, other managers, direct coworkers, and direct reports.

Coordinate or provide a tour of the work area and building.

Provide keys to the office, desk, vehicles, supply closets, and other relevant areas.

Discuss the University Key Control Policy.

Review work schedule, essential services, holiday schedules, overtime and time off policies (with and without pay), and procedures for unscheduled absences and University closures.

Provide Facilities Core Values-branded ID holder and lanyard.

Arrange for Facilities uniform, Facilities-branded clothing, or other gear.

Have new hire update their Facilities Internal directory profile questionnaire.

Provide copies of (or links to):

- Facilities and Department staff list and organization charts
- Facilities Internal Directory including photos
- Campus map
- Job description, if not previously provided

**First Week of Employment**

During the first week of employment, the new employee should gain an understanding of their job responsibilities and goals. They should also be introduced to the University’s mission, and the role Facilities plays in supporting that mission. Try to touch base daily to provide guidance and answer any questions. Discuss all items as appropriate.

**Things to Discuss**

- Answer questions about the employee’s job description and responsibilities.
- Review employee’s salary and pay schedule.
- After the employee meets with FIT, help them request the purchase of any additional software (e.g., Adobe Creative Cloud, Microsoft Project, Microsoft Visio, etc.). They should also contact fithelp@princeton.edu to request access to file shares.
- Encourage the employee to enroll in the TigerAlert Program.
• Discuss department policy for scheduling time off.

• Introduce HR Self Service; time clocks, review Time Collection procedures for recording staff attendance, including holiday, vacation, sick, and personal time; review Absence Management for reporting time off and viewing absence balances.

• Discuss and order business cards, credit card, and review business expense policies. Facilities requires that all receipts be submitted and uploaded in Concur. University policy indicates receipts less than $50 do not need to be submitted; however due to the number of cards in Facilities, we require all receipts. When dining out, Facilities requires both the signature and itemized receipt copies.

• Discuss and schedule the employee for the next available Facilities Orientation session. (These are held quarterly.)

• Discuss the University and Facilities Essential Personnel Policies and status.

• Review the University’s mission and key initiatives.

• Review the Facilities mission, goals, and involvement in University initiatives.

• Introduce, discuss, and review the Facilities Core Values.

• Review the Facilities organizational structure.

• Discuss and schedule Enterprise Car Share training and forms.

• Introduce the employee to the Facilities Insider, Facilities Mobile App, and Recycling On Campus App.

What to Provide the New Hire

• Introduction to the computer and software applications used by the department (i.e., SharePoint)

• Instructions for scheduling/using conference rooms

• Training for carts; provide a map of cart paths, Cart Operating Rules, and scheduling process.

• Department calendar and list of key meetings and events with expectations for involvement

• Schedule of meetings and introductions with people with whom the new hire works inside and outside the department, including key clients and collaborators or partners

• Links to important University and Facilities Policies, resources, and guidelines

• Standard operating procedures for the department such as where central files are located, instructions on how to get supplies, how to use interoffice mail, and University mail services

• A plan for on-the-job training

• Locations of where to eat on campus with payment policies (Many campus venues are “cashless.”)

• Information about how and when to disclose information about conflict of interest and reporting potentially illegal activities, based on University Policies and Procedures

First Month of Employment

The first month on the job sets the stage for the new employee’s growth and development. Collaboratively develop specific written and prioritized job goals and performance expectations, including time frames for completion; expectations should be specific, measurable, and attainable. Complete all items as appropriate.
Discuss the probationary period and agree on time frames for formal and informal evaluations of performance, e.g., 30, 60, 90 days, six months, annual review.

Collaboratively develop a plan for formal training.

Discuss the new employee’s impressions of the first month and ask for feedback and suggestions regarding the work and onboarding experience.

Explain how to find and schedule training through the Employee Learning Center and department procedures to obtain approval to attend.

Confirm the employee has completed the University’s mandatory online Preventing Sexual Harassment Training.

Confirm the employee has completed the online information security training. (They should receive a link shortly after receiving their netid.)

Review University protocols for using remote access and other computer-related resources (Ask FIThelp@princeton.edu). Some University systems require a VPN to access them. Confirm the new employee has completed all HR onboarding tasks; all onboarding tasks should be completed within 30 days of start date for all employees hired.

Introduce Performance Management and the Merit Increase Processes.

Introduce Webmaint; encourage the employee to learn how to put in a service request and check request status.

First Six Months of Employment
After six months on the job the new hire should begin to settle in with most of the administrative tasks related to onboarding completed. Complete, or confirm the new hire completes, all items as appropriate.

Attend a VP Townhall.

Attend a Facilities Orientation session.

Give feedback and suggestions regarding the onboarding experience.

Conduct a mid-year review to evaluate performance and discuss progress on performance goals. (This is required for SEIU members.)

New Managers
If the new employee is a manager, add these steps to your onboarding process:

Discuss the job goals, and performance of staff members including Probationary Period Policy.

Review Time Collection and Absence Management approvals.

Discuss Facilities commitment to the growth and development of employees and the timing and general procedures associated with the annual Performance Review Process and Merit Increase Process.

Discuss the importance of attending the New Manager Orientation. (this is by invitation, scheduled by HR.)
Introduce the employee to the Facilities Service Center staff; consider scheduling “shadowing” time with Facilities Service Center staff.

Recommend the manager attend the Performance Management class offered by the Employee Learning Center.

Direct the employee to Financial Responsibilities and Policies Training including the credit card policy and business expense policy.

Other Resources and Links (Please report broken links to faccomm@princeton.edu)

- Business Expense Policy
- Campus Map (Interactive)
- Campus Map (Printable)
- Conflict of Interest
- Credit Card Policy
- Employee Learning Center
- Enterprise Car Sharing Training and Forms
- Essential Personnel Policy (Facilities)
- Essential Personnel Policy (University)
- Facilities Core Values
- Facilities Insider Newsletter
- Facilities Internal Directory (Including Photos)
- Facilities Mobile App
- Facilities Org Charts
- Facilities SharePoint
- FIT Guidelines and Procedures for New Hires
- HR Client Services 609-258-3304 (For any employee questions relating to union contracts.)
- HR Talent Acquisitions Specialists 609-258-3302 (For any employee requests for an accessibility accommodation.)
- HR Self Service
- Merit Increase Processes
- OIT Website
- Performance Management
- Recycling on Campus App
- Remote Access
• Reporting Potentially Illegal Activities
• Rights, Rules, and Regulations (University)
• Service requests (how to)
• Telephone Coordinators (Knowledgebase Article)
• TigerAlert Notification System
• Tigerspace
• University and Facilities Policy Grid
• University Key Control Policy
• USCIS form I9 information
• Webmaint
• Where to Eat on Campus (Campus Dining Services)