

Advancement Orientation & New-Hire Support

DU Advancement recognizes the importance of making a strong first impression with new team members. We strive to engage new employees from the moment they accept their position, to help ease the stress and uncertainty of starting a new job, to assimilate employees to their surroundings, and to educate and prepare them effectively. We accomplish this by managing the “Three A’s” (acquisition, accommodation, and acclimation) of onboarding.

Acquisition (a.k.a. “Pre-Boarding”)

The acquisition stage is the time between the employee’s acceptance of the job opportunity and his/her first day of work. This period can be extremely daunting for new employees as they strive to complete their previous role and prepare for their transition. DU strives to incorporate a reasonable (but not overwhelming) number of touch-points during this time. These touch-points may include:

- Processing the employee’s background check, and calling him/her to confirm the results.
- Emailing an offer letter and sending a hard copy (to be prepared by the Executive Director of Operations and signed by the Vice Chancellor).
- Assisting with relocation arrangements (if applicable).

Although the acquisition period often lasts only 2-4 weeks, Advancement strives to anticipate questions new employees are likely to have, and ease their anxiety by providing information in advance. New employees should have the opportunity to prepare for their first week the same way any employee might prepare for a busy or important week at work. To this end, the Operations & Organizational Development team will send a welcome email to the new employee that addresses the following questions:

- What does my schedule look like?
- Who will I be meeting with, and what will we discuss?
- Where will I need to go?
- What will I need to bring?
- How can I prepare?
- What can I take care of in advance?
- Where can I find more information?
- Are there any expectations of me before I arrive?

Accommodation / Preparation

For new employees to be successful, it is critical that they be given the appropriate tools from the beginning. Advancement strives to ensure all of these details are managed consistently and proactively for all new hires. Following are the typical responsibilities for new hire accommodation. Although these details may seem minute (or even obvious), managing the details before a hire is critical to making a strong first impression for new team members.

Hiring Manager:

- Send an announcement to the team, informing them of the hire and welcoming the new employee.
- Clean the new employee's office (including reviewing/removing old, unnecessary files and documents) and stock with commonly needed office supplies.
- Place a welcome note in the office from their team,
- Hold time on calendar for office tour/introductions, lunch, and a position review.
- Using the online Onboarding Questionnaire, notify the Operations & Organizational Development team of which introductory meetings, orientations, and training sessions the new employee should attend, as well as any standing or previously scheduled meetings s/he should be included in.

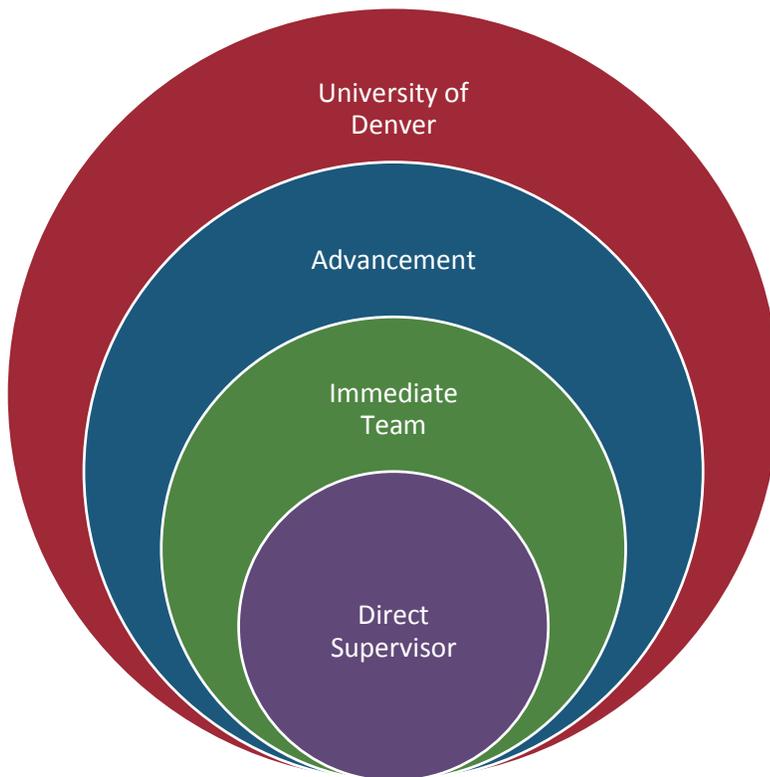
Operations & Organizational Development Team:

- Register employee for all campus-run orientations/training sessions.
- Create a new hire itinerary (to include all meetings requested by hiring manager) □ Coordinate the appropriate database (Banner) access.
- Order a nametag for the employee and a nameplate for his/her office.
- Order business cards for the new employee.
- Program his/her ID card for building access and create an alarm code.
- Prepare purchasing card application & cell phone allowance documents (if applicable).
- Craft and send pre-hire email to employee.
- Update office mailboxes, division phone list, and org chart.
- Conduct Advancement new hire orientation (described below)
- Set up and test necessary computer equipment in the new employee's office.
- Set up new telephone extension and voicemail.
- Add the new employee to all appropriate email lists.
- Add the new employee to the appropriate website contact pages.
- Add the new employee to BizHub one-touch scanning functions.

Acclimation

One of the most important aspects of successfully onboarding a new employee in DU Advancement is to help them acclimate themselves to a new, complex environment. Learning the “ins and outs” of a new office and a different culture is one of the most frequent responses to the job interview question, “What would be your greatest challenge in this role?” – so it is essential that we help to ease that challenge from the beginning.

There are several **levels of new hire education** that should be considered by the hiring manager:



At the **University level**, new employees should be introduced to the people, places, and programs of the University as well as its history and character.

At the **Advancement level**, new hires should learn who their colleagues are, how the organization is structured, and what the processes and policies are.

Within their **immediate team**, new employees need to understand the skills, abilities, and styles of their coworkers to learn how to partner with them well.

Finally, new employees need to understand the management style and expectations of their **direct supervisor** (as well as those of any dotted line managers s/he may have).

In order to meet these needs, hiring managers are encouraged to ask themselves:

- WHO does this employee need to know?
- WHAT will they need to learn about?
- WHEN do they need to be present (events, meetings, etc.)?
- WHERE are key places to be familiar with around the office/campus/ territory?
- HOW will the employee’s work get accomplished?

To simplify these needs, the Operations & Organizational Development department has identified a set of core meetings, trainings, and orientation sessions that are essential for all new Advancement employees. They include:

- DU orientation (includes 2 sessions: arriving at DU and thriving at DU)
- Advancement orientation (conducted by Operations & Organizational Development)
- Office tour and introductions
- Position & expectations review with the hiring manager
- Basic overview of systems, network, and software
- Lunch with the hiring manager
- DU campus tour and information session (conducted by Admissions)
- Budget, purchasing, and general operations overview
- Database training

The hiring manager may then customize the new employee's schedule by requesting additional job-specific training, introductory meetings with key colleagues/clients/stakeholders, program-specific orientations and trainings, and donor, alumni, or family introductions.

Advancement's orientation notebook includes the following information for new employees:

- Copy of new hire's itinerary
- Basic information (title, email address, telephone extension, banner ID)
- Copy of position description
- Mission, vision, values, and goals of DU and UA
- Strategic planning information for DU and UA
- Things to do (checklists for forms, trainings, etc.)
- Instructions for completing an Insights Discovery Profile
- General information (pay, leave, emergencies, hours of operation, dress code, etc.)
- Campus map and building floor plan
- Division organizational chart
- Division phone list