



TEXAS TECH  
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# TTU Supervisor's Guide to Welcoming New Staff Members

*"As a public research university, Texas Tech advances knowledge through innovative and creative teaching, research, and scholarship. The university is dedicated to student success by preparing learners to be ethical leaders for a diverse and globally competitive workforce. The university is committed to enhancing the cultural and economic development of the state, nation, and world."*

<http://www.ttu.edu/about/mission.php>

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*Our culture is built on strength, pride, and honor. Soon, your new staff member will become a part of this great culture at Texas Tech University. Very few people forget their first days throughout life. The first day of school, the first day of being a parent and the first day of a new job. Texas Tech University Human Resources has developed this guide to serve as a road map as you welcome your new staff member into our Red Raider family. We hope this will serve as a guidebook for the different steps within hiring a new employee. Whether you make numerous hires a year or rarely go through the process, you will be equipped with all the steps to make a wonderful first impression on your new staff member.*

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*“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.” - Maya Angelou*



# Pre-Arrival Checklist (Before Your New Staff Member's First Day)

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**Below are some things to think through as you prep for the arrival of your new staff member. A loose breakdown of what the first day to the first six months should look like along with personalized checklists.**

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1. Reflect on your first day in a new office. Remember the difficulty that came with trying to remember everyone's names and everything else that was being communicated to you. Your new staff member is likely extremely excited and equally nervous to join your organization.
2. Prepare and provide your new staff member with a Welcome Packet summarizing all the information you will share with them on the first day. Include your expectations memo, departmental resources, and action items to help with their transition.
3. Look to your current staff, discuss the potential of having a seasoned member mentor or guide your new staff member in their first few weeks.

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## **Engage Early to Welcome the New Staff Member**

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- Contact via email or phone to confirm the new staff member's start date, time, place, where to park, dress code, etc.
- Express your excitement for them to become a part of your staff
- Make yourself available for any questions your new staff member may have before they arrive
- Other:

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## **Technology Access**

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- Contact your departmental IT to set up all appropriate technology
  - Phone/computer/laptop/tablet
  - Group email accounts
- IT Help Central Contact information
  - 806-742-HELP//806-742-4357 // [ithelpcentral@ttu.edu](mailto:ithelpcentral@ttu.edu)
- Order keys
- Other:

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## **A Warm Welcome**

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- Announce the new staff member's arrival to the current staff via email
- Have everyone in the office sign a welcome card or note.
- Have new employee added to all internal email groups
- Other:

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## **Schedule**

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- Create a schedule for the staff member's first week
  - First-day assignments, meetings, first-week tasks, etc.
- Put a reminder on your calendar to mark their 1-year work anniversary
- Other:

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## **Work Environment**

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- Create a Welcome Information Packet including job description, expectations memo including but not limited to tardy/illness related call-in procedures, vacation requests, communication, etc., contact names/departments of staff members, frequent campus contacts, departmental copy machines, transportation information, and other sources
- Prepare employee's work area. Ensure it is clean, clutter free, and set up with basic supplies (e.g. scissors, pens, post-its, staple, trash/recycle cans)
- Identify mailbox location
- Other:

# First-Day Checklist

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## Socialization

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- Be available to greet and welcome your new staff member
  - Introduce the new employee to their coworkers
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## Technology Access & Related

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- Walk through Raiderlink, Cornerstone, etc. portal navigation
  - Order business cards, nameplate, and name tag (if applicable)
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## Schedule, Job Duties & Related

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- Review the Welcome Packet with your new staff member to discuss your expectations including tardy/sick call-in procedures, vacation requests, communication, etc. Verify that your expectations are clear to your new staff member and instruct them to thoroughly review the packet on their own
  - Review organizational charts
  - Describe how your staff's function fits into the department/unit/college and TTU.
  - Preview mission and vision statements and show them how their job fits into each of those.
  - Add all relevant reoccurring meetings to the new staff member's calendar
  - Other:
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## Policies & Procedures

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- Explain all relevant Operating Policies
- Provide clear expectations (please find a sample at the end of this document)
- Ensure that the new employee has successfully contacted:
  - Payroll & Tax Services 806-742-3211 // [webmaster.payroll@ttu.edu](mailto:webmaster.payroll@ttu.edu)
  - HR Benefits & Retirement 806-742-3851 // [hrs.employee.services@ttu.edu](mailto:hrs.employee.services@ttu.edu)
  - HR Talent Development 806-742-0530 // [hr.talentdevelopment@ttu.edu](mailto:hr.talentdevelopment@ttu.edu)
  - University ID Services 806-742-1457 // [raidercard@ttu.edu](mailto:raidercard@ttu.edu)
- Other:

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## Work Environment

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- Familiarize the employee with the office and identify breakrooms, copy machines, supply closets, restrooms and emergency exits
- Show non-exempt employees the appropriate measures to clock in/out
- Discuss transportation and parking and encourage the employee to reach out to Transportation and Parking Services to find the most suitable option for them
  - 806-742-7275 // parking@ttu.edu
- Other:

# First Weeks to Day 30 Checklist

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## Policies & Procedures

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- Discuss procedures for overtime (for non-exempt employees), sick leave accruals and usage, holidays, etc. and how to report this time
- Explain process for requesting leave (e.g. is it appropriate to text/email or do you need a phone call/in-person meeting?)
- Ensure that the new employee has completed ALL required compliance and departmental training
- Other departmental policies and procedures:

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## Performance Management

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- Encourage your new staff member to ask for feedback and voice questions
- Explain the annual performance review process and set goals
- Be honest and realistic with your expectations. You cannot expect a certain behavior if you are not giving specific expectations. Reference your expectation memo from the Welcome Packet
- Provide specific examples as to how their work impacts faculty, staff, and students
- Use open ended questions to promote conversation and questions
- Other:

# First Month to 6 Month Checklist

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## First Month Best Practices

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- Schedule frequent check-ins to provide feedback and receive input from your new staff member about their progress
- Thank or recognize the new employee for their work during this new transition
- Other:

## First Month Required Trainings to Complete

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- Verify that all required trainings have been completed within 30 days of employment:
  - Full-time and part-time employees:
    - **Benefits Orientation**
    - **New Employee Orientation** (This will include the following trainings)
      - EEO, Title IX, Clery Act and Ethical Conduct Training
      - Workplace Violence Prevention
      - Customer Service Overview
    - **Safety Awareness**
    - **Cyber Security Training**
  - If your new staff member will be a leader (supervisor/manager):
    - Leadership 1.0 Module 1, 2, 3
    - Leadership 2.0
  - Student Workers
    - EEO, Title IX, Clery Act and Ethical Conduct Online Training
    - Workplace Violence Prevention
    - Safety Awareness
    - Cyber Security Training
- All online trainings should be completed via Cornerstone at <https://ttu.csod.com/samldefault.aspx>
- Please contact HR Talent Development with any questions or concerns
  - [hr.talentdevelopment@ttu.edu](mailto:hr.talentdevelopment@ttu.edu) // 806-742-0530

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### **First Six Months**

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- Evaluation of staff performance is conducted as follows:
  - Newly hired employee – As soon as possible after the employee has completed 6 months of service
  - Current employee internal transfers or promotion – As soon as possible after the employee has completed 6 months of service
  - TTU OP 70.12 Performance Management
- Other:



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## Sample List of Expectation

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DEPARTMENT LETTERHEAD

TO: New Staff Member's Name

FROM: Supervisor's Name

SUBJECT: Expectations

DATE:

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This memorandum sets the general expectations for (Name of Department).

### **EXPECTATIONS:**

**Customer Service:** I expect that we will work together as a staff to greet each customer as they walk in our door and help them find what they need either in our department or other departments on campus. I expect that when a customer walks out our door that they feel that they have been serviced well and leave with the information they were seeking.

**Correspondence:** Much of what we do each day revolves around calls, emails and IM's. I expect we will be professional in all our correspondence with customers. In addition, my expectation of all of us is that if we are sending out major correspondences that we all proofread the material before it goes out. It is also my expectation that if we use any logos, etc. that we check to make sure it is in compliance with Marketing and Communications.

**Staffwork:** We are a small staff, so I expect that each of us will jump in to help make all the events we do run smoothly.

**Enthusiasm:** I want you to be happy in your job and my expectation is that you will want to come to work and be a major part of what we are doing together on behalf of those who work at Texas Tech. Let's strive to always look at the positive in people and our work in general.

**Students:** Texas Tech is dedicated to student success by preparing learners to be ethical leaders for a diverse and globally competitive workforce. Part of our role in this mission is to help our student assistants develop professionally. My expectation is that we will make our student assistants feel that they are valued members of our staff. I expect that we will demonstrate professionalism to them in all our interactions with them. If you ever

have an issue with a student assistant, please let me know so we can resolve the issue. Please keep me informed on work or special projects given to student assistants.

**Dress:** I expect for each employee to dress according to the departmental dress code which has been outlined by the Director and is located on the departmental share drive.

**OFFICE PROCEDURES:**

**Tardy/Absent:** The goal is for each of us to be here ready to assist our employees by 8 a.m. If you are going to be more than 5 minutes late, please text or call me and let me know. If you are going to be absent for an unplanned reason, please let know as soon as possible, preferably by 7:15 a.m. the morning of the absence.

**Vacation:** Normal vacation time and /or planned absences should be scheduled as far in advance as possible to allow for planning. Vacation requests should be made at least 2 weeks in advance. I do understand events happen with less planning at times, so we will work with each vacation request on a case by case basis.

**Communication:** I expect each of you to communicate openly and honestly with me and all the members of our department. I have an open-door attitude and want you to feel the freedom to talk to me about any issue you may have. If there is an issue, let's work it out together, early on, before it becomes more of a problem. I also welcome hearing from you about areas of professional growth you are interested in pursuing. I will encourage and support you within the bounds that I am able to do so.

\_\_\_\_\_  
Employee name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor name

\_\_\_\_\_  
Date