



KENNESAW STATE
UNIVERSITY
HUMAN RESOURCES

The Complete Guide to Onboarding Newly Hired Student Assistants





The Complete Guide to Onboarding Newly hired Student Assistants

A 30-day checklist to help managers assist their newly hired student assistants through the first month of employment (and beyond!)

Everything you need to onboard is right here, including 4 helpful checklists.



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Phase 1: Pre-Arrival



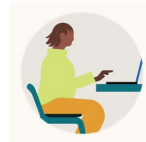
- Goal: Approval has been provided by Human Resources before the new student assistant may begin
- A new student assistant's first day can feel overwhelming. Your goal should be to make them comfortable and confident in their decision to work at KSU
- **Before** new student assistant's expected arrival:
 - Provide them with some FAQs (ask current student assistants for suggestions)
 - Answers any questions they may have
 - Explain when/where to arrive on their first day after receiving the Approved to Work email from HR (be sure to include details such as 2nd floor and left off the elevator with the address)
 - Define dress code and let them know what they should bring
 - Inform the team of their start date so they can help welcome them

Pre-Arrival Checklist



Preparations

- Confirm start date, time, location, and dress code
- Handle any paperwork that can be started before Day 1
- Ask leadership in your office to wear their name tags so that the new hire can learn who they are.



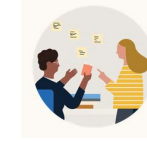
Workstation

- Assign workstation to new employee and make sure it is clean (if applicable)
- Identify tech needs and place requests for new technology and phone (if applicable)
- Create a welcome packet with instructions



Communications

- Provide high level info to share with the team (Name, Role, Desk location if applicable)
- Define a First Week agenda and share with new hire



Job-Dependent

- Request Door Access (if applicable)
- Order uniforms (if applicable)
- Order name tag (if applicable)
- [Learning Environment - Careers](#)

Contents of Welcome Packet:

- ✓ Welcome to the Department
- ✓ Mission, Vision and Values
- ✓ Job Description
- ✓ Organizational Charts
- ✓ Onboarding, Trainings and Meetings
- ✓ Work Schedule Changes and Substitutions
- ✓ Clocking in and out
- ✓ Breaks
- ✓ Sick Policy
- ✓ Contact – Phone/Email/Teams
- ✓ Professionalism & Communication
- ✓ Two Way Radio Use (if applicable)
- ✓ Contact – Phone/Email/Teams
- ✓ Dress Code & Personal Belongings
- ✓ Card Access and Keys
- ✓ Performance Expectations
- ✓ Customer Service Expectations
- ✓ Conflict Management
- ✓ Technology and Other Resources
- ✓ When Things Do Not Go as Trained
- ✓ Emergency Response Procedures
- ✓ Progressive Discipline
- ✓ Evaluations
- ✓ Employee Agreement

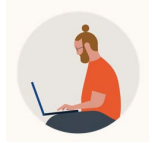
Phase 2: First Day on the Team



- Goal: Set a clear agenda for their first week and help the student assistant get acquainted with the team
 - The team may include fellow student assistants as well as managers in the department
- You may host a training day or period which will take up their entire first day at work
 - Trainings or team meetings at the beginning of a semester are a great opportunity to make sure your message is received by all your student assistants.
 - The message may be as simple as how to clock in and out where other groups may need to reinforce how the departments policies work, dress codes,
- Their second day at work (or first day on the team) is the time to introduce them to the team, cover basic information, and let them know how the rest of their week will look
- By the end of the day, your new hire should feel excited to begin but not overwhelmed
- Consider having lengthier conversations as a Follow up Friday meeting- this could be where you can recap their experiences and provide feedback.

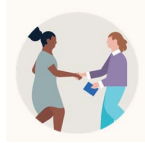
Onboard Phase 2

First Day Checklist



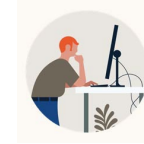
Basics

- Activate NetID and password and use it to set up the following:
 - KSUMail (Outlook)
 - Duo Authentication
 - OwlExpress
 - OneUSG
 - Event Management System (EMS)
 - OwlTrain



Introductions

- Make sure someone is available to greet new hire when they arrive to show them to their workstation
- Give them a tour of the office space, introducing them to the team as you go, being sure to share names, titles, and roles
- Be sure to include where restrooms, office supplies, break room are located.



Additional

- Download desktop apps for computer (if applicable)
 - Outlook
 - Teams
 - Microsoft Office
 - Job applicable software

Optional ideas:



Take them out to lunch with some of the team to help welcome them on their first day

Phase 3: First Week



- Goal: Make yourself available to them when they need you and use the buddy system



- Block off time with new hire to discuss management style and expectations, answer any questions, and review new hire checklist



- Provide insight into their role, discussing duties and expectations

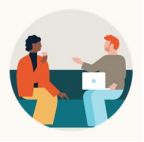


- Help them get to know you by sharing information about yourself



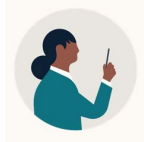
- Pair them with an office buddy who can help answer their questions, introduce them to other people in the office, and allow you to get some of your work done

First Week Checklist



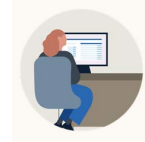
For Manager to Review in 1-on-1

- Review day-to-day job requirements
- Review job description, duties, goals, and expectations for this position
- Define your management style and how you prefer to work together
- Answer any outstanding questions



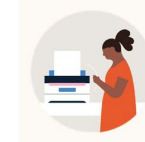
Tasks For Manager to Complete

- Send email to service@kennesaw.edu requesting access for the employee for the following if applicable to the position:
 - Department shared specific folders
 - Copier access
 - Scan folders
 - Department-specific email distribution lists
- Request Door Access for building, office, conference rooms, etc.



Tasks For New Hire to Complete

- Organize workstation and place any office supplies that are needed



Job-Dependent

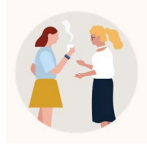
- Requires FERPA Training
 - Must be completed before working a full shift (1st day)

Phase 4: First Month

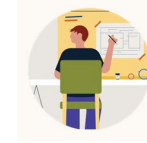
- Goal: Spread orientation out and use this time to give and receive feedback regularly
- Check in with the new hire on an ongoing basis (Follow up Fridays)
- Provide constant feedback to the new employee
- Put them in touch with helpful resources to continue their learning and development



First Month Checklist



For Manager to Review in 1-on-1



Tasks For New Hire to Complete

- Review the company's mission statement, brand, values, organizational structure, and goals
- Find out if there are any areas the new hire is struggling in and get them additional training in that area
- Schedule regular check-ins to review responsibilities and expectations (follow up Fridays- if possible)
- Explain performance review structure and how their success will be measured
- Set clear goals for new hire to complete before six-month review (not required)
- Necessary Trainings:
 - Any trainings that are in their "Lesson Plan" or "Assignments" tab on OwlTrain need to be completed