COLLABORATIVE FOR STUDENT ACHIEVEMENT
COLORADO STATE UNIVERSITY

NEW EMPLOYEE
ONBOARDING PROCESS

Welcome to the Team!

The Collaborative for Student Achievement is a dynamic organization that empowers students to explore and engage in their educational and personal purpose, within an inclusive community that supports learning and graduation. A continuum of services are offered including Orientation and Transition Programs, Key Living Learning Communities, Undeclared Advising, Health Professions Advising and Outreach and Support Programs.

We report to both Student Affairs and Academic Affairs, which is essential because our services are integral to both the academic and personal success of students. Additionally, Student Achievement delivers high quality programs resulting from a competent and motivated staff, strong collaborations within the department units and across campus, and an overall dedication to student services. We are excited to have you as a part of the team!

Gaye G. DiGregorio

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Executive Director

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THE COLLABORATIVE FOR STUDENT ACHIEVEMENT

OUR VISION

We inspire students to build a better world.

OUR MISSION

Empowering students to create and achieve
their personal and educational goals.

OUR GOALS

Positively impact retention and graduation by
providing innovative and intentional programs and services.

Enhance learning by engaging students
in curricular and co-curricular experiences.

Support successful student transitions to and through the University.

Provide opportunities for students and staff to create meaningful connections.

Foster a thriving, healthy, inclusive work environment that encourages growth.

Promote a welcoming and diverse environment in which students learn
about others with backgrounds and experiences different from their own.

THE COLLABORATIVE FOR STUDENT ACHIEVEMENT

OUR VALUES

Student Centered
Every student matters: they are the heart of our mission.

Innovation
We engage in leading-edge thinking and
explore creative approaches to our work.

Outstanding Service
We strive for excellence.

Collaboration
We value teamwork and strategic partnerships.

Integrity
We are honest, ethical and trustworthy.

Respect
We honor individual life stories. We treat everyone equitably and with dignity.

Inclusion
We promote a welcoming environment that fosters opportunities
and access for all individuals.

Learning
We encourage individuals to learn and apply knowledge.

Discourse
We support open communication and use feedback to explore change.

PRIOR TO THE FIRST DAY

	Person Responsible	Completed ✓
Supervisor and Operations Manager meet to discuss onboarding process and schedule for new employee	Supervisor/ Operations Manager	
Biographical information sent to employee	HR Specialist	
Initiate HR employment paperwork – email employee all forms (Include submission information, format and deadline)	HR Specialist	
Update organizational chart	HR Specialist	
Add to appropriate Collaborative and unit listservs	HR Specialist	
Make office name placard	Operations Manager	
Order office key (employee must have CSUID before key can be ordered)	Operations Manager	
Set up card reader access (employee must have CSUID before access can be granted)	Operations Manager	
Make name label for mailbox	Operations Manager	
Add name and email address to copiers/scanners	Operations Manager	
Setup office phone: activate, voicemail, long distance, caller ID (employee must have CSUID before phone service can be ordered)	Operations Manager	
Add the following meetings to employee's calendar: - Complete HR paperwork with HR Specialist - Computer set up with IT Director (1st and 2nd days) - Welcome meeting with Executive Director - Building tour, sign for keys, security, name tag and business cards with Operations Manager - Copier training, discuss ordering supplies, mail and phone set up with Operations Manager - AAR overview with HR Specialist - HR protocol for supervisors with Business Manager (if applicable) - Calendar overview with Customer Service Specialist - Unit overviews with Directors - KUALI overview with Accounting Tech (if applicable) - Budgets with Business Manager (if applicable) - Assessment with Executive Director and IT Director (if applicable) - New employee meet and greet 1 year anniversary lunch with Executive Director	Operations Manager / HR Specialist / Customer Service Specialist	
Prepare workspace: furniture, computer, phone, supplies	Operations Manager and Tech Staff	
Inform HR Specialist if any of the following are needed: - Time clock plus manger access - Kuali access - PCARD - TMS access (if they will need to approve hiring of employees) - Travel Card - Aries access - TEM profile (Travel System)	Supervisor	

Send offer letter to employee
    Templates are found on the *Office of the Provost & Executive Vice President* site at the following link. Scroll down to "Offer Letter Templates"
    https://provost.colostate.edu/faculty-administrative-professionals/
 	
Offer letter signed and returned by employee
    Original and electronic copy is kept by the HR Specialist
	Supervisor prepares and sends letters
	
	HR Specialist	

Send welcome email to employee • Confirm start date and time • 1st day/week schedule and expectations (hiring paperwork reminder, contact information for electronic submission, bring hard copies to first day) • Dress code • Where to park, transportation options (Max) • Parking services: https://pts.colostate.edu/ • Where to meet • Fort Collins Visitor's Information: https://www.visitftcollins.com/ • Fort Collins Chamber of Commerce (local housing information): https://fortcollinschamber.com/ • CSU prospective employees information: http://www.hrs.colostate.edu/prospective-employees/index.html • CSU Benefits link: http://www.hrs.colostate.edu/benefits/ • Commitment to Campus link: http://www.facultyandstaff.colostate.edu/commitment-to-campus.aspx • Supervisor information and an additional contact person for the department • Suggestions on where to eat and visit during first few days • Provide local school information and childcare options if applicable • Campus map	Supervisor	
Develop a training schedule	Supervisor, Director	
Schedule lunch with unit on employee's first day	Supervisor	
Email new hire announcement to: • Collaborative for Student Achievement • Division of Student Affairs • Campus Partners	Supervisor	
Supervisor identifies both internal and external mentors	Supervisor	
Update staff phone list, staff email list, and Student Achievement online directory	Customer Service and Communication Specialist	
Decorate office	Customer Service and Communication Specialist	

Technology preparation • Prepare computer, iPAD, and other technology • Provision domain account, website access, Lighthouse access, add to Outlook distribution lists and groups, adjust file permissions where necessary • https://docs.google.com/spreadsheets/d/1I5Bq7ua2rrKjP8NO-QcLNOp25F6ofm1RBtiIHRGPoHE/edit?usp=sharing	Tech Staff	
Setup eID at https://eid.colostate.edu/eIDCreate/login.aspx (employee must have a CSUID and be hired in the HR system first)	Employee	

THE FIRST DAY

	Person Responsible	Completed ✓

Welcome meeting with Executive Director
    • Department infrastructure and culture   • Mission, Vision and Values
    • Principles of Community   • Organization chart   • Annual Report
	Executive Director	

Hiring Paperwork: meet with HR Specialist if paperwork is not yet complete	HR Specialist	
HR Specialist offers employee choice of welcome gifts	HR Specialist	
Department tour, building and office security	Operations Manager	

Set up computer: • Desktop   • iPad   •Laptop
    • Login
    • Remote Desktop
    • Outlook account (email and calendar, access to meeting rooms)
    • Microsoft Office applications
    • Microsoft Teams
    • Adobe PDF
    • KUALI access
    • O: Drive access
    • Personal drive
    • SAN access
	Tech Staff	

Position overview and review of position description	Supervisor	
Collaborative for Student Achievement Onboarding Process Manual: Located in the employees onboarding folder and on the Staff Resources page under Onboarding New Employees Human Resources Manual (review leave policies, privileges and benefits): http://hrs.colostate.edu/policies/hrs-manual.html Review Commitment to Campus Benefits: https://commitmenttocampus.colostate.edu/ University flexible work schedule policy: https://provost.colostate.edu/work-life-resources/leave-time-off-and-flexible-work-arrangements/	Supervisor	

THE FIRST WEEK

	Person Responsible	Completed ✓
Check in with IT Director to make sure computer is working properly and IT needs are met	IT Director	
Calendar training on conference rooms and Jotform requests	Customer Service and Communication Specialist	
AAR overview, pay schedule and Time Clock Plus	HR Specialist	
Review leave request protocol	HR Specialist	
Office supplies, storage, mail, copier and printer training	Operations Manager	
Order business cards and nametag	Operations Manager	
Update website with new staff bio	Customer Service and Communications Specialist	
A birthday announcement will be sent to all professional staff on your birthday. Please email Okee Hana if you would like to be removed from this.	Support Services Specialist	
PCard training	Accounting Tech	
Review Staff Resources page on Collaborative for Student Achievement website	Supervisor	
Teambuilding	Supervisor	
Meet with members of the unit to learn about position/program	Supervisor	
Discuss unit culture	Supervisor	
Reading • Collaborative for Student Achievement Annual Report • Collaborative for Student Achievement website • Collaborative for Student Achievement Vision, Mission, Goals	Supervisor	
Obtain a RamCard at the RamCard Office (Lory Student Center, Room 271) Before a RamCard can be issued, an active employment status must appear in the CSU Employee section of ARIESweb and the employee must have an eID.	Employee	
Conflict of Interest Form (coi.colostate.edu). Log onto the COI website and complete the form. Form will be sent to Director for approval.	Employee	
Phone set up (instructions emailed to employee)	Employee	

WITHIN THE FIRST 30 DAYS

	Person Responsible	Completed ✓
KUALI training	HR Specialist, Accounting Technician, and Business Manager	
Budget manager role	Business Manager	
Supervisor Check-In Meeting • Do you have materials and equipment needed to do your job? • At work, do you have the opportunity to do what you do best every day? • Do you know what is expected of you at work? • In the last 7 days, do you feel you received recognition or praise for good work? • Do people at work seem to care about you as a person? • Do you feel that someone at work encourages your development? • At work, do your opinions count? • Does the mission of the department make you feel like your work is important?	Supervisor	
Files on the O: drive	Supervisor	
Set work performance plan/goals for the year Discuss program assessment	Employee/Supervisor	
Work plans/professional development plans Include regional and national networking opportunities	Supervisor	
Inclusive excellence	Supervisor	
Attend Division of Student Affairs Director's meeting to be introduced	Supervisor	
Meetings with campus partners	Supervisor, Employee	
Attend required New Employee Orientation (employee will be notified by CSU HR via email of upcoming training dates)	Employee	
Benefit enrollment (required) – all online, employee receives an email from Human Resources to prompt this	Employee	
Sign up for Office of Admission's Tour (All CSU faculty and staff can tour campus and see it through a student's eyes via free tours offered through Admissions. Call Admissions at 970-491-4636, identify yourself as a CSU employee, and make a reservation. Tuesdays, Wednesdays, and Thursdays are the preferred days to visit.)	Employee	
Register for a stadium tour hosted by the Alumni Center: https://advancing.colostate.edu/STADIUMTOUR	Employee	
Sexual Harassment Awareness Training (required) http://www.oeo.colostate.edu/sexual-harassment-awareness-training Employee receives an email from the Office of Equal Opportunity to prompt this	Employee	
Alcohol EDU (recommended) https://health.colostate.edu/alcoholedu-faqs/	Employee	

At Risk training (recommended) https://safety.colostate.edu/at-risk-training/	Employee	
Tell Someone (recommended) http://supportandsafety.colostate.edu/tell-someone	Employee	
All employees who supervise must take the required trainings for the Supervisor Development Program: https://training.colostate.edu/supervisor/	Employee	
Student Achievement and University Information • University calendar and holidays: http://catalog.colostate.edu/general-catalog/calendar/ • Safety and emergency procedures: "Staff Resources" on Collaborative for Student Achievement website • CSU training website: https://training.colostate.edu/ • University closings: (970) 491-7669 • Payroll (http://www.hrs.colostate.edu/current-employees/payroll.html) • University Online Directory (http://search.colostate.edu/search-directory.aspx) • AAR Portal (https://aar.is.colostate.edu/) • Benefits (complete within first 30 days) (http://www.hrs.colostate.edu/benefits/index.html) • Commitment to Campus Program (http://www.facultyandstaff.colostate.edu/commitment-to-campus.aspx) • Student Success: Reaching New Heights (http://magazine.colostate.edu/issues/spring-2017/) • Employee Assistance Program (http://www.ombudsandeap.colostate.edu/) • Ergonomics worksite consultation (http://www.ehs.colostate.edu/WErgo/Eval/EvaluationDetails.aspx) • Employee Study Privilege (http://www.hrs.colostate.edu/benefits/study-privilege.html)	Employee	

WITHIN THE FIRST 2 TO 4 MONTHS

	Person Responsible	Completed ✓
Hiring authority and search committee member training (if applicable)	Employee	
Assessment and program review (for Directors, Associate Directors and Assistant Directors)	Executive Director and IT Director	
DSA purpose, mission, vision and goals University Strategic Plan	Supervisor	

AT 6 MONTHS

	Person Responsible	Completed ✓
Six month supervisor check in (Sling Shots and Bungee Cords) • Do you have materials and equipment needed to do your job? • At work, do you have the opportunity to do what you do best every day? • Do you know what is expected of you at work? • In the last 7 days, do you feel you received recognition or praise for good work? • Do people at work seem to care about you as a person? • Do you feel that someone at work encourages your development? • At work, do your opinions count? • Does the mission of the department make you feel like your work is important? • In this last year, do you feel you've had opportunities at work to learn and grow?	Supervisor	
Set-up additional social gatherings to continue to get to know people – lunch or coffee breaks	Supervisor	
Re-orientation/check-in/exploring additional campus resources	Supervisor	
Are additional training opportunities needed? • Tools? • Equipment? • Contacts?	Supervisor	
Seek out feedback from employee on their onboarding experience -- what questions does the new employee still have?	Supervisor will get feedback to HR Specialist	
Make sure the employee has access to and understand the processes for Pcard, travel card, cell phones and vehicles (if applicable)	Supervisor	

AT 1 YEAR

	Person Responsible	Completed ✓
Meet with Executive Director and Supervisor	Scheduled by Operations Manager or STUACH Meeting Scheduler	
• Identify a professional development plan -what are they interested in. • Goal setting session • Find out if they are starting to be comfortable with their duties – what are they still uncomfortable with? • Have discussions about how the employee can grow and support the department • Encourage the employee to learn about other departments – who are the key players they should reach out to? • Encourage them to network with others on campus • Re-orient with benefits (study credit, etc.) • Celebrate milestones • Re-evaluate job description • Have the employee give feedback about the department/division – better way to do things/processes • Encourage the employee to think about giving back – volunteer involvement (ram welcome, fall cleanup, etc.)	Supervisor	

General/Professional Development		
Office Needs: accessories vs necessary work items	Supervisor	
Visit outside offices and units	Supervisor	
Attend/shadow Ram Orientation	Supervisor	
Attend an Admission's Visit Day	Supervisor	
Attend campus-wide advisor training	Supervisor	
Attend Ram Welcome	Supervisor	
Ethics training	Supervisor	
Access training	Supervisor	
Assessment training	Supervisor	
Budget Training: provide copy of General Budget Handbook	Supervisor	
Professional Development Institute	Supervisor	
Training & Organizational Development classes (https://training.colostate.edu/)	Supervisor	
Diversity Institute	Supervisor	
Strengths Quest/Myers Briggs as determined by unit	Supervisor	