COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Organizational Development and DEI

New Staff Orientation (NSO)

Manager's Guide

CCRI New Staff Orientation and Onboarding Program

The New Staff Orientation and Onboarding (NSO) program is a structured process that helps new CCRI staff employees become acclimated to their roles, the college culture, and their responsibilities. It's essential for setting a positive tone from the first day and ensuring that new hires have the resources and support they need to be successful. This outline provides details of each component of the program, including executing an onboarding plan for the first day up to the first year.

Outline

Onboarding Journey	This process starts on the new hire's first day until their 1st year.
Welcome Message:	The new staff member will receive a welcome message from President Costigan along with a welcome video to CCRI via email.
Virtual – Orientation and Onboarding	o Comevo is an onboarding tool that allows us to create a learning path for new employees to learn about different aspects of the college, access trainings, IT processes and ways to navigate the institution from day 1 to year 1. o This tool will be managed by OD. The new staff member will leverage Comevo to complete their onboarding, in partnership with their manager o An email will be sent to the new employee and their manager, providing an overview of how to leverage the tool during their onboarding experience. o **Managers:** are asked to leverage the manager's guide for supporting the new hire's onboarding, including goal setting, and providing feedback.
In-person Learning and Networking Sessions:	o New hires will be engaged as a co-hort to participate in the in-person sessions. A co-hort is created based on their start date. o Sessions will be provided to give new hires a deeper dive into some departments, to help ensure successful onboarding and support within their tenure. o The department will provide a short overview about the department and how employees can leverage and/or partner to understand processes and navigate the institution. o The new employee will receive an invitation to attend the session within their welcome message, and then a follow up meeting invitation o Each department will be asked to attend and identify a rep to provide the overview.

Fall Semester Session Dates and Key Partners

In-person Sessions will be held on Wednesdays at the Knight Campus from 12:00 – 2:00. Location TBD	o **November 15th** o **December 20th** o **January 24th** o **February 28th** o **April 3rd** o **May 8th** o **June 12th or 26th**

Department	Overview Content	Dept Rep	Duration
Campus Police	Campus Safety Procedures	TBD	10 minutes
Governance Overview	Overview and engagement for success	Naglaa Gaafar Rego	10 minutes
HR & TA	Overview and information about how to leverage the office and requests	Carlin Weirick	15 minutes
OD and DEI	Overview and information about how to partner with the office	Raekwon Grace	15 minutes
Professional Development	Overview and engagement for success	Andréa Ray	15 minutes
IT	System navigation and IT requests	Michael Hudspeth	10 minutes
Purchasing	Travel, P-Card and Expenses	TBD	10 minutes
Student Life	Overview and partnership	TBD	10 minutes
Title IX and ADA and Bias Incidents	Overview and information about how to leverage the office	Kara DiPaola	10 minutes

Onboarding & Checklist

Orientation Check List	
Welcome new hire to CCRI and acclimatize them to the new role. Managers will work to ensure the new colleague is set up for success by following the check list and onboarding activities below.	☐ Office Space ☐ Equipment (desktop, laptop, phone) ☐ IT Requests ☐ Confirm office line ☐ Order business cards ☐ Secure parking pass ☐ Get ID badge ☐ Campus tour ☐ Team and helpful contact sheet ☐ Dept Org chart

New Staff Employee - Onboarding Plan			
Time	**Focus**	**Details**	**Owner**
Pre-Start	Welcome and Setup	• Welcome Email: Send a warm welcome email to the new employee, including information on their start date, time, and location. • Paperwork: Share necessary forms and documents (e.g., tax forms, employment contracts) for the new employee to complete before their start date. • Equipment and Workspace: Ensure that the employee's workspace, computer, and any necessary tools or equipment are set up and ready for their arrival.	HR and Manager

First Day	Welcome and Navigation	- Welcome and Introduction: Greet the new employee and introduce them to their senior leader, team members and key colleagues. - College Orientation: Provide an overview of the company's history, mission, values, and culture. - Office Tour: Give a tour of the workplace, including key departments, restrooms, cafeteria, and other facilities. - IT Setup: Assist with setting up email, computer login, and any necessary software tools. - HR and Payroll: Review company policies, benefits, and payroll procedures.	HR and Manager
First Week	Introductions and Goal Setting	- Role Overview: Provide a detailed explanation of the employee's job responsibilities, goals, and expectations. - Training and Development: Outline any training programs, courses, or resources available to help the employee excel in their role. - Meet the Team: Schedule one-on-one meetings with team members to facilitate introductions and build working relationships. - Set Objectives: Collaboratively set clear performance goals and objectives for the employee's first 30, 60, and 90 days.	Manager
First Month	Training, Check-ins, and Engagement	- Ongoing Training: Continue with training and skill development programs as needed. - Check-Ins: Conduct regular check-in meetings to monitor progress and address any concerns or questions. - Feedback: Provide constructive feedback to help the employee improve and succeed in their role. - Social Integration: Encourage participation in team events, lunches, and other social activities to build camaraderie.	Manager and New Employee
First 90 Days	Performance Check-in and Feedback	Performance Evaluation: Conduct a formal performance review to assess the employee's progress and address any performance issues.	Manager and New Employee

		• Long-Term Goals: Discuss the employee's long-term career goals and create a plan for advancement within the company. • Additional Training: Identify any ongoing training and development opportunities for the employee.	
Beyond 90 Days	Retention check-in	• Regular Performance Reviews: Continue to conduct periodic performance reviews to provide feedback, coaching and support. • Career Development: Discuss opportunities and pathways for career advancement, promotions, or lateral moves within the company. • Employee Engagement: Maintain open lines of communication and encourage the employee to share feedback and ideas for improvement. • Social Integration: Encourage participation in team events, lunches, and other social activities to build camaraderie.	Manager and New Employee
First Year	Annual Performance Evaluation	• Performance reviews are an important component of the supervisor/staff employment relationship. • It is a process where managers provide formal feedback on how the employee performed in role over the past year, and then provides a rating. • The manger prepares a document that includes examples about their success and identify opportunities for improvement. • A meeting is then held to offer an opportunity to discuss past performance and to set goals and expectations for the upcoming year.	Manager and New Employee

First Week Agenda (Sample)

Content	Presenter & Details	Time
Welcome	Meet the team greeting	
Manager Meeting	• Meet with manager to review CCRI strategic plan, mission, guiding principles and 90-onboarding plan • Onboarding welcome material *(at discretion of manager)*	

Engagement, Team & Key Stakeholder Meetings	• Meeting List *(to be completed by manager)* – who are the key partners this new employee will need to work with to do well in their role?
	
	• HR Activity (*Led by manager in partnership with HR*)
	  ○ Review org charts for the division and team. (*Take time to help the new employee see where they fit within the team*).
	  ○ CCRI Inclusive Excellence work – review the DEI site on the initiatives at the college and opportunities to learn about the framework and how they can become a champion of the inclusive practices
	  ○ Share information about current events/initiatives happening at the college
	  ○ Campus navigation
	  ○ Benefits enrollment (information and deadlines)
		30 min

Key Resources & Material	Resources to leverage and partners to know and schedule time during onboarding *(where applicable)* • Help Desk • Banner • Marketing • Facilities requests • Room booking • IT • Campus security officer – Captain Tim Poulin tjpoulin@ccri.edu	30 min

| | Campus Leads Flanagan (Lincoln) – <u>Bobby Gondola</u> Liston (Providence) – <u>Maddie Burke</u> Newport – <u>Amy Kempe</u> | |