
Remote Onboarding Guide

It's important in these times to be even more prepared for a new hire onboarding onto your team. Below are some ways to help your new employee start their new position feeling welcomed and supported even when remote!

Organize a Plan – Create a To-Do List

Create a consistent onboarding process document with distinct sections. Think of your onboarding document as a lengthy to-do list for both you and the new hire. Keep in mind remote onboarding may have hiccups, so you may need to be flexible on the due dates. Ideas for your onboarding document:

- Things to accomplish before the remote hire begins work
 - Send a “Welcome to the team!” email
 - Create a tentative schedule for their first week.

- Items to cover during the first week
 - Review org charts
 - Provide helpful facts about CU System
 - Set time to provide an introduction to relevant tools and software
 - Login/password/security information for team specific tools.
 - Skillsoft Training via their employee portal and any relevant trainings they need to complete (add tentative due dates for training completions).
 - Provide a list of employees on your team and a list of HR contacts, their emails, and how best to get in touch with them (use SystemHR@cu.edu to email HR, etc.).
 - Set expectations for remote work schedule and communication expectations (i.e. Use of Microsoft teams, email, phone availability)

- Ongoing tasks
 - Set Daily/weekly check-ins with hiring manager/supervisor
 - Provide due dates for work assignments
 - Set up regular video chats and anything else you can think of to make your remote employee feel like a valued member of your team
 - Loop them into upcoming events
 - Hold a virtual team lunch or happy hour.

- Create a contact list: Make sure the new hire has contact information for the UIS Help Desk to address issues with their computer/logins/etc., human resource staff, department contact for internal department issues.

Organize Training – Break into Steps

Break down the training into small, distinct elements. After completing each step, assign the employee a series of activities that allow you assess his or her understanding of the task. Once the employee has mastered an item, move on to the next one.

- Develop a training manual that includes defined topics. Store your training manual and other materials, such as self-help articles, written policies and online training tools, somewhere easily accessible such as a shared drive or Sharepoint site. Some ideas to start with are listed below.
 - Due dates
 - Topics to learn
 - Task descriptions and expectations
 - An indication of how progress is evaluated
- As training advances, begin assigning more work with short deadlines so you can provide detailed feedback.
 - Provide feedback in a timely manner and prioritize reviewing their work.
 - Make sure your new hire knows where to save their work so everyone involved in the project has access to it.

Cultivate Culture

Hard to do remotely, but of utmost importance in retaining new employees and setting the course for their job experience. Communication is key! Set video conference time with your new hire. You can evaluate their reactions, allow them to ask questions, and connect names with faces.

- Start by setting up a video meeting that permits you to introduce the new hire(s) to your current employees. Be sure to incorporate “ice breaker” questions and fun conversation to make them feel at ease and portray the warm, friendly culture of CU Systems.
- Begin your day with a “Team Touchbase” video conferencing meeting to introduce your new hire to the team
- Video conference with them throughout the day.
 - Invite them to your meetings to observe when possible.
 - Encourage them to ask questions and share their ideas and opinions so they really begin to feel part of the team.
- Set up 1:1 video conferences with other members of the team
 - Have other team members teach the new employee about their role and how they intertwine with the new hire.
- Utilize Microsoft Teams chat feature
 - Send the new hire an instant message each morning just to say “Good morning! How are you doing?” or “How was your weekend?”
 - This seems silly, but as a new hire, especially being remote, this makes them feel connected and cared about as a human, not just an employee.