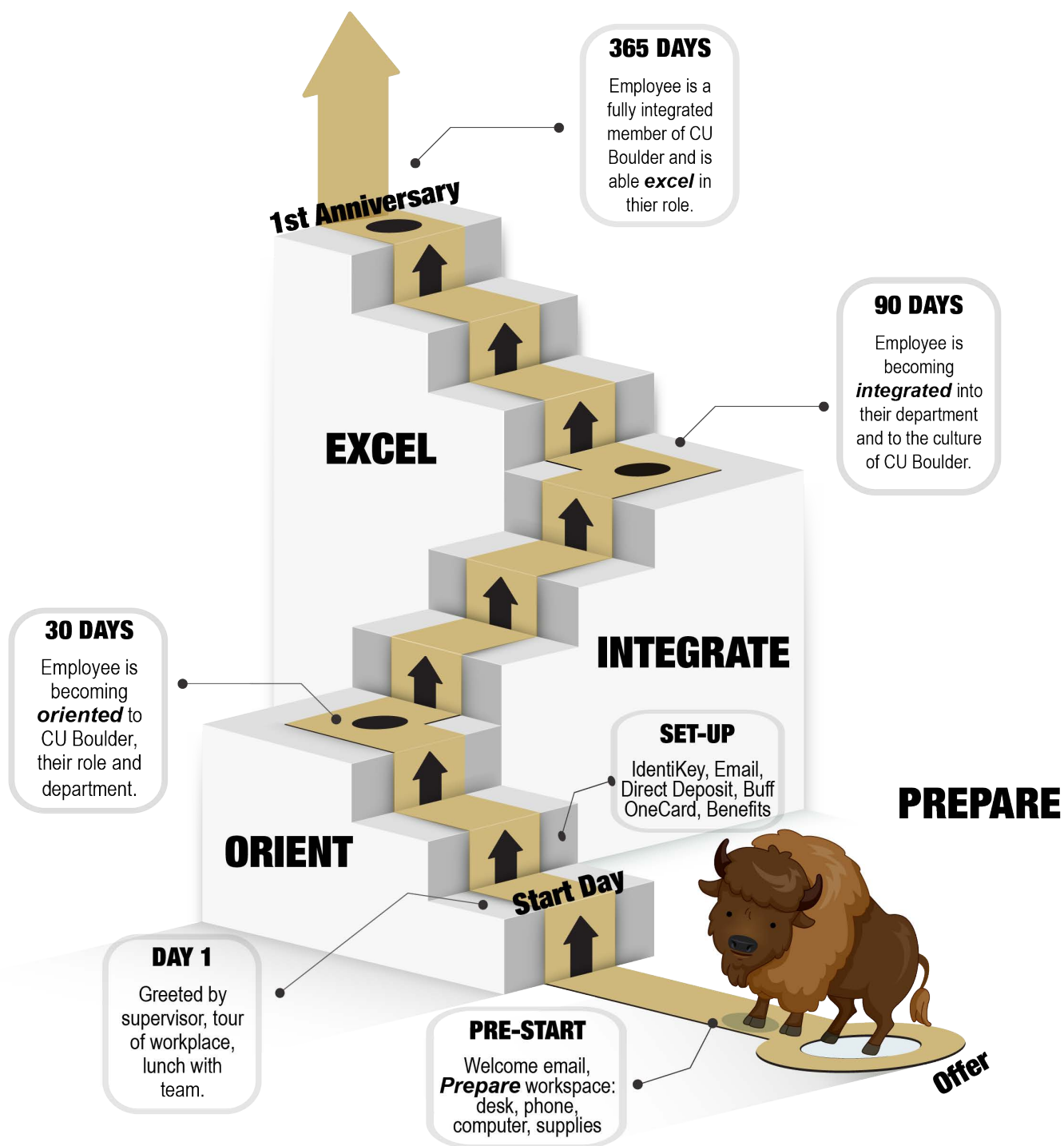


# Onboarding Ambassador Guide





Human Resources

UNIVERSITY OF COLORADO **BOULDER**

## **CU Boulder's Comprehensive Onboarding Program**

Sponsored by:

Kelly Fox, Senior Vice Chancellor and Chief Financial Officer

Katherine Erwin, Chief HR Officer

Informational booklet prepared by Christiane Harrison, Onboarding Manager, CU Boulder  
Department of Human Resources, 2018

### **Contact Information:**

Department of Human Resources  
3100 Marine St. Third Floor  
565 UCB  
Boulder, CO 80309  
**NewAtCU@colorado.edu**

Christiane (Chrissy) Harrison, Onboarding Manager  
303-492-2254 [Chrissy.Harrison@colorado.edu](mailto:Chrissy.Harrison@colorado.edu)

# Onboarding Ambassador Guide

This informational guide will help you in your role as Onboarding Ambassador. The guide will help you:

- Understand the definition and purpose of onboarding
- Understand the role of the Onboarding Ambassador
- Introduce onboarding resources and tools provided by HR

## **Definition of Onboarding**

Onboarding is the *process* by which new employees become *fully integrated members* of the organization.

## **Purpose of Onboarding**

The purpose of onboarding is to help new employees reach *higher levels of productivity faster*.

## **Onboarding Outcomes**

- Faster time-to-productivity
- Increased employee retention rates
- Higher levels of job satisfaction
- Lowered levels of stress

# CU Boulder's Onboarding Philosophy

The purpose of onboarding is to move new employees to higher levels of productivity faster. Our campus onboarding philosophy is based on the research of Mark Stein and Lilith Christiansen<sup>1</sup> which encompasses the entire first year experience of a new employee.

***Onboarding is a process, not an event.***



The **four pillars** that support our onboarding philosophy are:

- Cultural Mastery
- Interpersonal Network Development
- Strategy Immersion and Direction
- Early Career Support



The **four phases** of onboarding a new employee will move through during the first year are:

- Prepare (pre-start/pre-boarding)
- Orient (becoming oriented to the campus, department, unit)
- Integrate (integration to the institution's community)
- Excel (achieving success in the new role)

## **Ambassador's Role in Onboarding**

- **Help newcomers feel welcome which leads to reduced stress**
- Help newcomers meet others in the department
- Help newcomers understand the departmental policies, procedures and culture
- Provide a touch point for questions newcomers may have

# Ownership for Onboarding at all Levels of the Institution

Successful onboarding at CU requires the involvement of **many departments** and individuals at all levels of the institution.

**CU System Administration** offices located in Denver are responsible for managing benefits, payroll and enterprise IT systems for all four campuses:

**Benefits**

Health

Dental

Vision

Retirement

**Payroll Services**

Direct Deposit

Pay Cards

W-4

W-2

International Tax Advisors

**IT Systems**

MyCUinfo portal

MyLeave

SkillSoft

**Boulder Campus Department of Human Resources** is responsible for providing onboarding support to departments and new employees through in-person trainings and online tools and information.

**College or Division** is responsible for providing guidance for college and division-specific policies and procedures and may provide an orientation to new employees.

**Department** is responsible for providing information about the department's policies, business processes and other information to help new employees understand their work environment and meet colleagues.

**Supervisor, Ambassador and Working Group/Team** are responsible for providing a welcoming environment and one-to-one coaching to the new employee to help them learn the expectations of the supervisor, on-the-job training, the culture of the department and to facilitate social integration.

**New Employee** is responsible for engaging in their own onboarding by asking questions, taking notes, completing trainings, and learning about their college/division so they may quickly become contributing members of the institution.

# Ambassador Role and Responsibilities

**The Onboarding Ambassador is a “buddy” who helps establish a sense of belonging for the newcomer**

## **Ambassador’s Role:**

The Onboarding Ambassador is a **co-worker who partners with the newcomer** during the first year of employment with CU Boulder. The ambassador provides guidance and support to help the new employee become successful in their new role.

As an existing member of the team, you know the culture of the department and what actions to take to become a successfully contributing member. You will be a source of information, advice and encouragement to the newcomer.

You will be someone the newcomer can trust. Part of your role is to **create a comfortable, more informal environment in which the newcomer can ask and receive information** about the department’s culture and norms, including those everyday procedures and policies, written and unwritten, that help to explain how things really work.

Your role is **not meant to be a substitute for the new employee’s supervisor**. While you may be able to help the newcomer work through discussion they would like to have with their supervisor, it is not your responsibility to have those discussions with the newcomer yourself.

Items such as work assignments, performance, time and attendance, career opportunities, conditions of employment and training must be discussions that are held between the employee and their supervisor. **If you receive specific questions about these areas, please direct the employee to their supervisor.**

## **Ambassador's Responsibilities:**

1. Welcome Newcomers
2. Be a source for information and resources
3. Provide constructive feedback
4. Be a neutral party to whom the newcomer will feel comfortable asking questions

### **1. Welcome Newcomers:**

- Greet the new employee on their first day (if possible).
- Be a “tour guide” and show the new employee around the facility:
  - Break room or common areas
  - Kitchen
  - Restrooms
  - Safety Items: fire extinguisher, first aid supplies
  - Supply rooms
- Take the new employee to pick up their Buff OneCard and Eco-Pass.
  - A free meal is loaded onto each new Buff OneCard
  - Suggestion: have lunch at the Center for Community dining hall with the new employee on their first day (load campus cash onto your Buff OneCard or work with your department to obtain a meal card from HDS to cover your meal charges)
- Spend the lunch hour with the new employee during their first week. Invite other co-workers to join you.

## 2. Be a Source for Information and Resources:

- Help the new employee understand resources available to them from the:
  - Department (intranet, website, manual)
  - Boulder Campus:
    - [www.colorado.edu/hr/new-employees](http://www.colorado.edu/hr/new-employees) (HR website with resources for new employees)
    - [www.colorado.edu](http://www.colorado.edu) (main campus website)
    - [help@colorado.edu](mailto:help@colorado.edu) (IT help desk)
  - Employee Services in Denver (benefits and payroll office)
    - [www.cu.edu/employee-services](http://www.cu.edu/employee-services)
  - Schedule regular check-in meetings, lunches, or walks to continue the discussions as the newcomer gets up to speed

## 3. Provide Constructive Feedback:

- Provide constructive **feedback, insights and information** that help support the newcomer's social integration into the department
- Help the newcomer **understand the unwritten norms** such as:
  - Keeping doors open/shut while working
  - Meeting attendance – what constitutes “on time”
  - Dress code guidelines (don't forget Spirit Fridays – a chance to wear CU gear and show your CU spirit <https://www.colorado.edu/today/2009/01/13/cu-begins-spring-semester-new-spirit-fridays-tradition>)
- **Check in daily** for the first week
  - Helping your new co-worker acclimate to the office culture goes a long way towards increased productivity, commitment and engagement.
- **Encourage** the new employee to ask questions



#### 4. Be a neutral party to whom the newcomer will feel comfortable asking questions:

- You will be a trusted advisor who can answer questions the employee may not feel comfortable asking their supervisor
- Provide information as you can and refer specific questions about work assignments, leave, etc. to the newcomer's supervisor
- By acting as a "buddy", you will help the new employee quickly become a productive, contributing member of your team

### What a New Employee Expects from an Onboarding Ambassador

- ✓ Guidance, support, encouragement, advice, and a **positive attitude**
- ✓ Guidance on best practices use of **communications** such as phone, email, meetings, etc.
- ✓ Help building **interpersonal network connections** with the team and other constituents across campus and/or externally
- ✓ **Confidentiality** – expectation that what is shared with you is kept confidential – except in the case where you may be obligated to report any suspected issues of discrimination and harassment protected under Title IX  
(<https://www.colorado.edu/institutionalequity/reporting-options>)
- ✓ Help understanding the culture of the department, college, division, campus – especially if this is the newcomer's first experience working in an institution of higher education
- ✓ Open and honest communication, especially if feedback is requested

## Tips for Onboarding Ambassadors

- Your experience is important to the new employee. **You don't have to have all of the answers** and don't worry about being perceived as the *expert*.
- Maintain **positivity** and exercise **patience**. The onboarding process takes time as does the development of new relationships.
- You don't have to cover everything right away and **you may need to present some information more than once** over the first few months. This is part of the development of the new employee in their role and is normal.
- Ask about their **preferred styles of communication**:
  - 1:1 meetings?
  - Email?
  - Formal, scheduled times to meet, or informal check-ins?
  - Is morning, lunch, or afternoon better?
- Respect that the newcomer may have a **different working style than yours**; let them develop in their own way.
- Sometimes, **listening** may be more valuable to the newcomer than giving advice.

# Helping New Employees Navigate Challenging Situations

The new employee may seek your advice and guidance when navigating new and challenging situations. Using your institutional knowledge and drawing from your own experience in the work environment, you can help the new employee navigate these situations.<sup>1</sup>

- **Refrain from drawing conclusions** and making judgements on the situation. Keep an open, inquisitive perspective as you guide the newcomer through some questions to help them solve their own problems and gain confidence.
- **Suggested Questions to ask the newcomer:**
  1. What do you want to achieve; what is your desired outcome?
  2. What part of this situation is the most challenging for you?
  3. What are your options? If you had your choice, what would you do?
  4. What criteria are you using?
  5. Are there other perspectives to consider?
  6. Do you have all of the information? How could you gather more information to help you in this situation?
  7. What if your course of action doesn't work? Are there alternative scenarios?
  8. What steps have you taken so far, what other ideas do you have?
  9. What if it doesn't work? What will you do?
  10. Who could support you in getting this accomplished? What support do you need?
  11. What will the consequences of this outcome be for you or others?
  12. What would the different outcomes get you; where would it lead?
  13. What does success look like?
  14. What will you do next and by when?
  15. Who else needs to know?

---

<sup>1</sup> Adapted from the US Department of Agriculture guide for Onboarding sponsors,  
<https://www.dm.usda.gov/obp/docs/SponsorGuide.pdf>

# Summary

By taking on the role of Onboarding Ambassador, you are helping the newest members of CU Boulder become productive, contributing, engaged employees, which helps the institution reach its strategic imperatives:

- 1. Shape Tomorrow's Leaders**
- 2. Be the Top University for Innovation**
- 3. Positively Impact Humanity**

<https://www.colorado.edu/chancellor/strategic-plan>

**Thank you for making the time to take on this important role!**

For additional assistance, or guidance as you embark on your journey as an Onboarding Ambassador, please contact the campus Onboarding Manager, Chrissy Harrison:

Christiane (Chrissy) Harrison  
Onboarding Manager  
Department of Human Resources  
University of Colorado Boulder  
3100 Marine St. Third Floor  
Boulder, CO 80309  
(303) 492-2254  
[Chrissy.Harrison@Colorado.edu](mailto:Chrissy.Harrison@Colorado.edu)

<https://www.colorado.edu/hr/new-employees>

The following pages contain information that will help you provide information about campus resources to your new co-workers.

# **CU Boulder HR: Resources for New Employees**

## **In-Person Training for New Employees**

- **New Employee Welcome Experience (NEW-X)**
  - Introduction to the CU Boulder Campus
- **CU Discover Lunch and Learn Series**
  - Monthly lunch & learn for new employees
- **Benefits Orientation**
  - Presented by Employee Services, the office in Denver that manages benefits for all four campuses

## **Online Resources for New Employees**

- **New Employee web page**  
[www.Colorado.edu/HR/new-employees](http://www.Colorado.edu/HR/new-employees)
  - Information on campus and CU system resources
  - Registration for new employee programs
  - New employee toolkit
- **Email communications**
  - Monthly emails to new employees with just-in-time information

# CU Boulder HR: In-Person Training for New Employees

## **New Employee Welcome Experience** (NEW-X)

- First event in a comprehensive, yearlong onboarding experience designed to help increase the understanding of CU Boulder's:
  - Governance and organizational structure
  - Values
  - Campus Initiatives
  - History
- Offered to new, permanent employees in their first 30-90 days of employment. (Call for guidance on rehires)
  - Staff, Faculty, Research Faculty, Post-Docs

### **NEW-X Course Description**

This daylong event will help new employees become oriented with the CU Boulder campus. The New Employee Welcome Experience (NEW-X) starts at Norlin Library in the historic heart of campus where participants will begin to develop their understanding of what it means to be a member of the CU Boulder community.

### **The day includes:**

- Classroom and experiential learning
- Tours - walking and bus tours
- Lunch – sponsored by Elevations Credit Union
  - Retirement providers available to answer questions at lunch

***\*Benefits for all four CU campuses are managed by Employee Services, the CU System Administration office in Denver. This program is not a benefits orientation.***

# **New Employee Welcome Experience** – continued

## **Schedule:**

- Monthly on the second Thursday
- 8:30 a.m. – 4:30 p.m.
- Location: Begins at Norlin Library, ends at UMC
- **Full-day attendance** is requested

## **How to Register:**

- New, permanent employees who have begun work at CU Boulder may register through SkillSoft
  - For new employees who have not previously worked at CU Boulder (transfers from other campuses ok)
    - *For re-hires, please call for space availability*
- 1. Open SkillSoft from the MyCUinfo portal
- 2. Search for Instructor Led courses with the title *New Employee Welcome Experience*
  - a. Or use the following link –  
[https://universityofcolorado.skillport.com/skillportfe/custom/login/saml/login.action?courseaction=launch&assetid=ilt\\_a10094](https://universityofcolorado.skillport.com/skillportfe/custom/login/saml/login.action?courseaction=launch&assetid=ilt_a10094)
  - b. Click on the Boulder campus icon
  - c. Log into the MyCUinfo Portal using your IdentiKey and password (The SkillSoft registration page for the New Employee Welcome Experience should automatically open)
- 3. Click the +/- button next to the “Sessions” folder to view the upcoming session dates
- 4. Hover your mouse over the date in which you are interested and click the blue “Enroll” option to the right of the date

New employees will receive a confirmation email at their Colorado.edu email address

Contact information: [NewAtCU@Colorado.edu](mailto:NewAtCU@Colorado.edu)

Chrissy Harrison 303-492-2254 or Training Coordinator 303-735-7566

## **CU Discover Lunch & Learn Sessions**

- Held over the lunch hour
- The next component of the comprehensive, yearlong onboarding program
- Offered to new employees within their first 12-18 months at CU Boulder
- New employees will learn more about the values, mission, operations and initiatives of the CU Boulder campus
- Provides an opportunity for new employees to build relationships with other new employees

### **CU Discover Schedule:**

- Monthly on the third Friday
- 12:00-12:45 p.m.
- Location: East Campus, ARC Building, Room #620
- Participants may **bring their own** lunch to the sessions

### **How to Register:**

- <https://www.colorado.edu/hr/new-employees/cu-discover-series>
- Registration links are provided in the session calendar on the right side of the CU Discover web page. Hover over the title and the registration link will come up.

### **CU Discover Topics and Speakers:**

Topics and speakers will rotate throughout the calendar year

Topics may include:

- Making Excellence Inclusive
- Higher Ed – a Whole Different Animal
- Compliance and Ethics at CU Boulder
- Research and Innovation at CU Boulder
- Perks and Programs for Employees
- Tuition Benefit Overview
- CU Boulder Traditions and Regalia



# **Benefits Orientation: Employee Services**

Employee Services, the office in Denver that manages benefits for all four CU campuses provides an in-person benefits orientation twice monthly on the Boulder campus.

- New Employee Benefits Orientation (NEBO)
- Employees encouraged to attend in their first 30 days
- **90-minute sessions**
- Overview of CU health, dental, vision and retirement plans

## **NEBO Schedule:**

- 2<sup>nd</sup> and 4<sup>th</sup> Thursday of each month
- 9:00-10:30 a.m.
- Location: Administrative and Research Center (ARC)
  - 3100 Marine St. Boulder, CO 80309
  - Third Floor (HR)
  - Room 310

## **How to Register:**

- <https://www.cu.edu/employee-services/benefits/new-employee-benefits-orientations>
- Click on the registration link for the session desired

# CU Boulder HR: Online Resources for New Employees

## New Employee Web Page

[www.Colorado.edu/HR/new-employees](http://www.Colorado.edu/HR/new-employees)

- **Centralized information ‘hub’**
  - Getting Started at CU Boulder
  - Programs for New Employees
    - Registration for in-person training programs
  - Benefits
  - Employee Perks and Discount Programs
  - Employee Resources
    - OIEC, Calendars, Campus News, Safety, and more
  - Living in Boulder & Surrounding Areas
    - Buying, Renting, Childcare, Schools, Recreation

## New Employee Toolkit

- New Employee Checklist
- Welcome Information Packet
- Step-guide for Set-Up in MyCUinfo Portal
  - W-4, Direct Deposit, CU Alerts
- First Year At-a-Glance Guide
- SkillSoft Guide (training portal)

## Email Communications

- Pre-start welcome from OIT with ***instructions for claiming IdentiKey***
  - Employees are encouraged to activate IdentiKey prior to the first day of work
- Monthly emails to new employees with just-in-time information about campus events, initiatives, training sessions, etc.

# **CU Boulder HR: Online Resources for Supervisors and Departments**

## **Managers/Supervisors and PPL Web Pages**

<https://www.colorado.edu/hr/managers-and-supervisors>

<https://www.colorado.edu/hr/payroll-personnel-liaisons>

- **Best Practices Guidance for Onboarding New Employees**
  - CU Boulder's Onboarding Philosophy
  - What to Expect from HR
  - Your Role and Responsibilities
  - Links to Information for New Employees

## **Onboarding Toolkit**

- Onboarding Checklist for Supervisors
- First Week Itinerary Template
- Department Reference Guide Template
- Welcome Email Templates
  - Classified
  - University Staff

## **Email Communications**

- Pre-start onboarding email with onboarding toolkit attached
- Monthly emails with information about employee learning programs such as CU Discover, NEW-X and more!

# Examples of Onboarding Tools

## Onboarding Checklist for Supervisors

**Don't recreate the wheel!** Use this template to help you remember all the things you need to do for new employee – customizable



Use this onboarding checklist with the new employee over the 1<sup>st</sup> year of service  
Departments may modify this checklist to meet department-specific needs

### BEFORE YOUR EMPLOYEE'S FIRST DAY

#### Communicate with your new employee

- ☐ Send a personal welcome letter/note/email
- ☐ Connect with the new hire regarding the first day logistics (what time to arrive/work schedule, where to park/transportation, what to wear, eating options, etc.)
- ☐ Communicate itinerary for first day or first week ([1<sup>st</sup> Week Itinerary Template](#))
- ☐ Provide guidance about getting to campus - campus map, bus, parking, local places to eat

#### Anticipate and Prepare for the new employee's arrival

- ☐ Create an itinerary for the first week and communicate this with the new hire so they know what to expect when they arrive
- ☐ Order computer and any technological tools as far in advance as possible
- ☐ Arrange for phone setup (can take up to two weeks)
- ☐ Arrange for your departmental IT or Dedicated Desktop Support professional to meet with the new hire on the first day to ensure email accounts and any necessary software are up and running
- ☐ Arrange the workspace and ensure all supplies are available:
  - ☐ Order nameplate
  - ☐ Obtain information for business cards, order cards
  - ☐ Provide necessary office supplies (pens, paper, etc.)
  - ☐ Obtain information for uniforms or required gear
- ☐ Arrange for Key/ Building Access – with department Key Liaison
- ☐ Prepare parking permit application form if applicable – with department Parking Liaison

#### Communicate with your department

- ☐ Send an email to the team/department announcing the new hire, their start date, and any pertinent information so the new hire's colleagues are ready to welcome the new hire



Use this onboarding checklist with the new employee over the 1<sup>st</sup> year of service  
Departments may modify this checklist to meet department-specific needs

### FIRST DAY/WEEK

#### Welcome

- ☐ Greet and show employee to their office space, where to put coats, lunch, etc.
- ☐ Go over agenda for the day so they know what to expect
- ☐ Tour of office building, shop, workplace
  - ☐ Meet co-workers (official or unofficial welcome)
  - ☐ Show location of break room, kitchen, restrooms, mail box, printer/copier, etc.
- ☐ Buff OneCard – it's helpful to have someone take the new hire in person to get their card. Every new employee receives a free meal pre-loaded on their card.
- ☐ Keys – work with department Key Liaison to either request keys or building access on Buff OneCard. If the new hire must pick up key from Access Services, it's also helpful to have another employee go with the new hire to get the key.
- ☐ Explain whom the employee may go to with questions/concerns to when supervisor is not present
- ☐ Share employee's own work contact information – phone, email, employee ID number

#### Information Technology

- ☐ Arrange for IT professional to meet with the new employee for the following:
  - ☐ Computer – appropriate use and security
  - ☐ Identikey Activation: Once the hire is approved in HCM, the IdentiKey is provisioned within 24 hours. New employees will receive an email from OIT with instructions on how to claim IdentiKey.
  - ☐ Portal: MyCUinfo (access to pay advice, benefits, training, systems, etc.)
  - ☐ IT Help Desk, 5-HELP, [help@colorado.edu](mailto:help@colorado.edu)
  - ☐ Computer/internet use policies
  - ☐ Email lists – add new employee
  - ☐ Office printer/copier use codes
  - ☐ Introduction to department Intranet
  - ☐ Introduction to VPN
  - ☐ Access to shared drives
- ☐ Supervisor to go over the following topics:
  - ☐ E-mail policies – use, etiquette, expectations, out of office notifications
  - ☐ Scheduled meetings and events – add new employee to ongoing or upcoming meetings/events
  - ☐ Share your "Favorites" website information as it makes sense for the position (myCUinfo portal, [www.colorado.edu](http://www.colorado.edu), etc.)

# 1<sup>st</sup> Week Itinerary Template

**Show your new employee you've been planning for their arrival!**

Coordinate with the appropriate parties, add your own specific information to the highlighted area and email a copy to your new employee before their first day.



[Position Title or New Employee's Name] Onboarding Schedule				
Date	Time	Training Session/Task	Location	Notes
12/14/2015	8:00 am	Arrive at [Building Name/ Acronym for name] [Street Address] Boulder, CO 80309	[Floor, office # or specific location] e.g. 3 <sup>rd</sup> Floor Reception area]	[Name and Title of person who will meet new hire] will meet you in [specific area, e.g. the reception area] and show you to your office and go over agenda for the day. [You will receive a New Hire Checklist; any additional documents]
	8:30 – 9:30 am	Tour of Department and Meet staff (brief hello to each)	[specific location, e.g. ARC 3 <sup>rd</sup> Floor]	[Name of supervisor or person who will be responsible] will walk you around meet the staff and show key features of the floor
	9:00-11:30 am	Meet with [name of supervisor]	[office number] [name of supervisor]'s Office	Review New Hire checklist, Work Contact information, and best way to ask questions...
	11:30 am-1:00 pm	Obtain BuffOne Card/EcoPass	BuffOne Card Office, C4C	[name of co-worker and title] will take you to the BuffOne Card Office. Items to bring: Photo ID
		Lunch with [Supervisor or co-workers' names and titles]	Center for Community (C4C)	[Names of co-workers] will take you to the Center for Community (C4C). A free meal is pre-loaded on your BuffOne Card!
	1:00 – 2:00 pm	Meet with [IT Person or other designated person, title] to set up computer and email access	[office number] [office description e.g. Your Office]	[Name of IT person] will meet you in your office.
	2:00 – 3:00 pm	Meet with [name and title] for department overview	[office number] [office description]	
	3:00 – 4:30 pm	Office Time: Spend time getting settled	[office number] [office description]	Get a feel for your office space & make a list of questions you have.

# Department Reference Guide Template

**The “A-Z” Guide for your department!**  
Campus-wide information is already included.  
Customize for your department-specific information.

Add your own department specifics such as:

- Location of break rooms, cleaning supplies, office supplies
- Contact person for name plates or business cards
- Professional association membership information
- Office and building maintenance resources
- And more!

<div><p>Enter Department Name Here - <b>Department Reference Guide</b></p><p>Division/College Address Line 1 Address Line 2 Building Boulder, CO Zip Code Main Phone Number <a href="http://www.colorado.edu/hr">http://www.colorado.edu/hr</a></p><p>Building name</p><p>Building details. Be sure to include the address, general location, and any pertinent building details.</p><p><b>Benefits</b></p><p>You have 30 days to sign up for medical and dental insurance and other benefits. Please review benefits options at <a href="http://www.cu.edu/employee-services">http://www.cu.edu/employee-services</a>. It is important to visit this page to learn about medical, dental, and vision benefits as well as retirement plans, payroll &amp; tax information and other perks of employment.</p><ul style="list-style-type: none"><li>• Benefits are administered by Employee Services located at the System Administration offices in Denver. To speak with a benefits counselor, please call (303) 860-4200 or toll-free 1-855-216-7740, option 3 or email <a href="mailto:benefits@cu.edu">benefits@cu.edu</a></li></ul><p><b>Break Room</b></p><p>Break room info. Enter the details of your break room(s) here – be sure to include the room number and description of the location.</p><p><b>Buff OneCard</b></p><p>CU-Boulder employees are provided a Buff OneCard which acts as your employee ID card and in some cases, will also act as your building key. Your Buff OneCard will allow</p></div>	<div><p><b>Business Cards &amp; Nameplate</b></p><p>Work with enter the name and email address of the person in your office who orders supplies to request new or additional business cards and/or name plate.</p><p><b>Campus Maps</b></p><p><a href="http://www.colorado.edu/campusmap">http://www.colorado.edu/campusmap</a></p><p>You may also find hard copies of the campus map at the Parking Services Office located at 1050 Regent Dr., 502 UCB, Boulder, CO 80309 303-492-7384</p><p><b>Cleaning Supplies</b></p><p>Enter your office's cleaning supply info here, e.g. where the vacuum and other cleaning supplies are located (room number, office number, etc.)</p><p><b>Complimentary Head/Shoulder Portraits</b></p><p>Do you need to dress up your C.V. or your website, bio sheet, or professional organization portrait? Strategic Relations (University Communications) offers complimentary photographs for university faculty and staff. Call (303) 492-3119 to make an appointment. The studio sessions are held on the second Wednesday of each month from 9:00 a.m. to noon, and on the last Tuesday from noon to 3:00 p.m. The studio is located in the ARC building on East Campus in the Strategic Relations office on the 5<sup>th</sup> floor.</p><p><b>Computer/System Problems – Request IT Help</b></p><p>Visit <a href="https://desktopsupport.colorado.edu/servicerequest/index.php/site/login">https://desktopsupport.colorado.edu/servicerequest/index.php/site/login</a> or use the icon on your desktop if available. Log in with your IdentiKey and password. Fill out a ticket for your service request.</p><p><small>if your department contracts with CRT's dedicated desktop support, please use the above language and</small></p></div>
---	---

# Welcome Letter Email Template

Your new employee is eager for contact between the time they sign the offer and the official start date. **Keep the enthusiasm high by sending a personalized welcome email!**



Click here to enter a date.

Dear Enter appointee name here:

Welcome to CU-Boulder! We are thrilled you made the decision to Be Boulder and become a member of our campus community.

Today, with our sights set on becoming the standard for the great comprehensive public research universities of the new century, we strive to serve the people of Colorado and to engage with the world through excellence in our teaching, research, creative work, and service. The University faculty and staff are diverse, talented, and passionate people who share this vision and mission.

Be Boulder invites us all to move beyond how others may define our community, and provides a framework to showcase our value. It is a call to action and an inspiration for our students, faculty and staff about who we are, and who we can become.

**We welcome you to Be Boulder.**

The purpose of this letter is to help you get started as a new member of our campus community.

## Prepare for your First Day

Communicate with your department liaison or supervisor; make sure you understand:

- What time to arrive
- Where to report when you first arrive
- Dress-code expectations
- What to bring on your first day
- Your supervisor's phone number

Review benefits information: <https://www.cu.edu/node/44747>

- Benefits and Payroll for all four campuses of the University of Colorado are managed by the Employee Services group at
- Benefits enrollment will be o
- Benefits counselors are ava 303-860-4200 or [employees](#)
- In-person benefits counseling 303-860-4200 to schedule - list. Many questions can be counselor before scheduling

## Explore the Campus

We encourage you to explore the campus

- Visit the extensive campus website: [www.colorado.edu](http://www.colorado.edu)
- Visit campus in person <http://www.colorado.edu/visit/>
- Take a virtual tour from the comfort of your home <http://www.youvisit.com/tour/colorado?loc=trail1.0.1.1&pl=y>

## Here are some ways for you to get to know our department

Enter specific department information that will help the new hire ease into their first day (i.e., parking, kitchen amenities, appropriate dress, nearby restaurants, etc.).

If you have any questions, please do not hesitate to ask. We look forward to working with you!

Sincerely,

Enter name

Department of Enter department name here



Enter department contact information



# New Employee Checklist (for Employees)

## Help New Employees become productive quickly!


Provide this to the new employee before their first day – send via email and use throughout the first year when you have check-in meetings.

 Human Resources UNIVERSITY OF COLORADO BOULDER	9/27/2016	 Human Resources UNIVERSITY OF COLORADO BOULDER	9/27/2016
<b><u>New Employee Checklist for CU Boulder</u></b>		<b><u>YOUR FIRST 30 DAYS – ORIENTATION TO YOUR NEW ROLE, YOUR DEPARTMENT, AND THE CU BOULDER CAMPUS</u></b>	
<b><u>BEFORE YOUR FIRST DAY - PREPARE</u></b>		<b><u>NEW EMPLOYEE SET-UP ACTIONS</u></b>	
<b><u>FIRST WEEK</u></b>		<b><u>FIRST WEEK</u></b>	
<ul style="list-style-type: none"><li><input type="checkbox"/> Communicate with your department liaison or supervisor; make sure you understand:<ul style="list-style-type: none"><li>• What time to arrive</li><li>• Where to report when you first arrive</li><li>• Dress-code expectations</li><li>• What to bring on your first day</li><li>• Your supervisor's phone number</li></ul></li><li><input type="checkbox"/> Bring original documents for proof of authorization to work<ul style="list-style-type: none"><li>• For a list of acceptable documents, please review this web page: <a href="https://www.uscis.gov/i-9-central/acceptable-documents">https://www.uscis.gov/i-9-central/acceptable-documents</a></li></ul></li><li><input type="checkbox"/> Review benefits information so you are informed and ready to enroll when you start work:<ul style="list-style-type: none"><li>• Benefits and Payroll for all four campuses of the University of Colorado are managed by the Employee Services group at the Systems Administration offices in Denver</li><li>• Benefits enrollment will be completed online through your MyCUinfo portal once you have started work.</li><li>• Your benefits eligibility begins on your official start date.</li><li>• Benefits counselors are available by phone 8 a.m. to 5 p.m. Monday through Friday 303-860-4200 or <a href="mailto:employeeservices@cu.edu">employeeservices@cu.edu</a></li><li>• In-person benefits counseling sessions are available on the Boulder Campus by appointment only. Call 303-860-4200 to schedule – <i>please note, these appointments fill up quickly and typically have a waiting list. Many questions can be answered by phone, so please consider calling to speak with a benefits counselor before scheduling an in-person appointment</i></li></ul></li><li><input type="checkbox"/> Explore the Campus:</li></ul>		<ul style="list-style-type: none"><li><input type="checkbox"/> Complete the I-9 form with your department I-9 partner or visit the Campus HR office to fill out the form. *Be sure to bring original documents for authorization to work.<ul style="list-style-type: none"><li>o Campus HR Office: 3100 Marine St. Boulder, CO 80309 Third Floor</li><li>o 303-492-8475</li></ul></li><li><input type="checkbox"/> Claim and activate your IdentKey <a href="http://www.colorado.edu/oit/tutorial/identkey-primary-account-activation">http://www.colorado.edu/oit/tutorial/identkey-primary-account-activation</a> Call the Office of Information Technology for help at 5-HELP from any campus phone (303-735-4357)</li><li><input type="checkbox"/> Obtain your Buff OneCard and Eco-Pass Card – bring a photo ID <a href="http://www.colorado.edu/buffonecard/faculty-staff">http://www.colorado.edu/buffonecard/faculty-staff</a></li><li><input type="checkbox"/> Complete your W-4 online through your MyCUinfo Portal <a href="https://my.cu.edu/index.html">https://my.cu.edu/index.html</a></li><li><input type="checkbox"/> Complete your Direct Deposit through your MyCUinfo Portal <a href="https://my.cu.edu/index.html">https://my.cu.edu/index.html</a></li><li><input type="checkbox"/> Review your Personal Information in your MyCUinfo Portal and enter Emergency Contact information <a href="https://my.cu.edu/index.html">https://my.cu.edu/index.html</a></li><li><input type="checkbox"/> Enroll in Campus Alerts <a href="http://alerts.colorado.edu/">http://alerts.colorado.edu/</a></li><li><input type="checkbox"/> Work with your department to gain access to your email account. Call 5-HELP from any campus phone for assistance. Your call will be routed to the Office of Information Technology.</li><li><input type="checkbox"/> Gain access to your building – work with your department's Key Liaison for appropriate access via key or key-card permission on your Buff OneCard.</li><li><input type="checkbox"/> If applicable – obtain your work uniform, materials, and other department property for your new role.</li></ul>	
<b><u>FIRST 30 DAYS</u></b>		<b><u>FIRST 30 DAYS</u></b>	
<ul style="list-style-type: none"><li><input type="checkbox"/> Enroll in or waive your health, vision, dental, and retirement benefits through your MyCUinfo Portal <a href="https://my.cu.edu/index.html">https://my.cu.edu/index.html</a><ul style="list-style-type: none"><li>• Your benefits eligibility begins on your official start date.</li><li>• Benefits and Payroll for all four campuses of the University of Colorado are managed by the Employee Services group at the Systems Administration offices</li></ul></li></ul>		<ul style="list-style-type: none"><li><input type="checkbox"/> Enroll in or waive your health, vision, dental, and retirement benefits through your MyCUinfo Portal <a href="https://my.cu.edu/index.html">https://my.cu.edu/index.html</a><ul style="list-style-type: none"><li>• Your benefits eligibility begins on your official start date.</li><li>• Benefits and Payroll for all four campuses of the University of Colorado are managed by the Employee Services group at the Systems Administration offices</li></ul></li></ul>	



# SkillSoft Quick Start Guide

**Step-by-step guide!** Help new employees use SkillSoft to register for required trainings and NEW-X.



University of Colorado  
Boulder | Colorado Springs | Denver | Anschutz Medical Campus  
EMPLOYEE SERVICES

Skillsoft: Quick Reference


### Launching Custom and Standard Online Courses

Navigation Shortcut: Campus portal (<https://my.cu.edu>)> NavBar> CU Resources> Training> Start Skillsoft

**To launch a CU custom course:**


1. Select your campus from home page buttons or the Library.
2. Select the category and locate the course title.
3. To view course details, click the course title, or **Details** from dropdown.

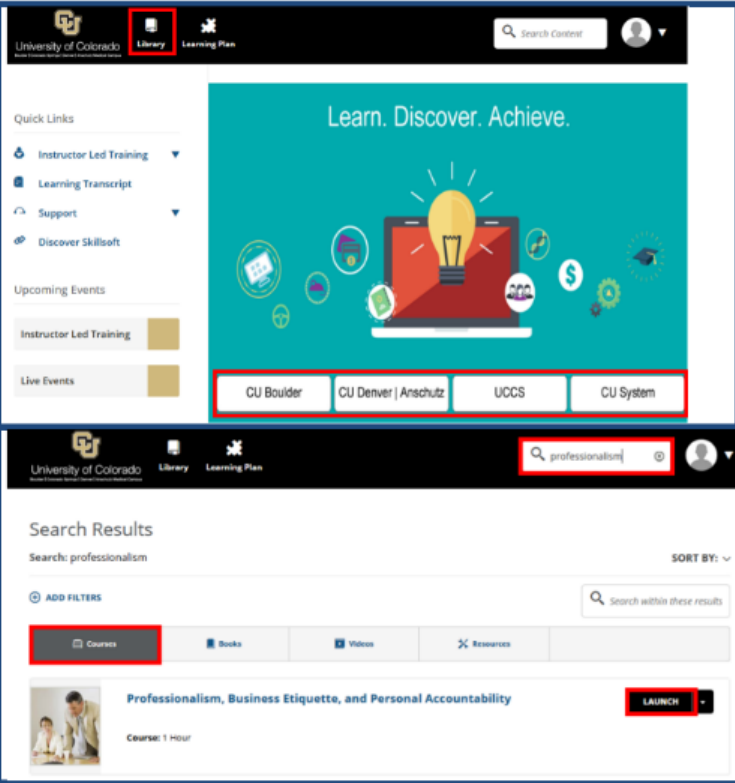
To take the course click **Launch**.



The screenshot shows a course titled "CU: IT Confidentiality Agreement" with a duration of 20 minutes. A red box highlights the course title, and another red box highlights the "Details" button in the dropdown menu. The "LAUNCH" button is also visible.

**To launch a Skillsoft standard course:**

1. Type a keyword in the **Search Content** box.
2. Click the magnifying glass  or press **Enter**.
3. Click the **Courses** tab.
4. Select **Launch**.



The screenshot shows the Skillsoft search interface. The search bar contains the keyword "professionalism". The "Courses" tab is selected in the filters. The search results show a course titled "Professionalism, Business Etiquette, and Personal Accountability" with a duration of 1 hour. A red box highlights the "LAUNCH" button.

<sup>1</sup> [\*Successful Onboarding: Strategies to Unlock Hidden Value within Your Organization\*](#) McGraw-Hill publishing 2010. The book was developed around the principles of [\*The Onboarding Margin\*](#)<sup>TM</sup>, a concept and set of frameworks developed by Kaiser Consultants over the course of several years of best practice research and client work in the space.