Start Right – Success Program for New Employees
Mohawk Valley Community College

The Start Right program is comprised of a supervisory-led orientation program and special sessions at the August and January Institutes. The intent is to ensure that all new employees feel welcome, understand what is expected from them, feel supported, comfortable and excited about their new position at Mohawk Valley Community College.

Start Right Program Philosophy

While nearly every position requires special elements with regard to their orientation, a number of information items and actions are essential for all new employees to get started in the most positive and productive manner possible. The following principles guide the design and implementation of this program by making each new employee feel like they are:

- welcomed to the College,
- part of a team and belong to a thriving learning community,
- with an emotionally intelligent supervisor that supports and cares about them and their success,
- provided with the tools and resources to fulfill their core job responsibilities,
- comfortable and confident in their position from their very first day on the job, and
- off to a productive and meaningful start to their career at MVCC.

Philosophy in Action

For the Start Right Program to significantly shape the organizational culture, each supervisor must understand and fully adhere to the philosophy, guiding principles, and outline to ensure that each component is completed appropriately and in a timely manner.

7-14 Days Prior to 1ˢᵗ Day – Supervisor preparations for arrival (if at all possible)

- ❑ Reserve time on your calendar to reflect and prepare for your new employee so you can feel confident in guiding the first day.
- ❑ Develop itinerary for first week of activity. Strongly consider breaking things up into 30-60 minute periods throughout the first day and the first week and utilize other staff to lead different segments (i.e., someone else to do the tour, etc.) – making it easier to comprehend and meet colleagues.
- ❑ Secure items for "welcome kit."
- ❑ Secure access* for all necessary hardware and software (if needed) – open accounts for network, email, SIRS, BANNER, etc. (*Access may only be processed after required paperwork is completed and entered by Human Resources.)
- ❑ Request key(s) for office and/or position.

- ❑ Schedule a time to meet with Human Resources to complete required paperwork. This appointment may be scheduled prior to the first day or on the first day.
- ❑ Print out the job description.
- ❑ Print out MVCC's Mission, Vision and Core Values statements.
- ❑ Set up workspace, materials and/or equipment as appropriate to job responsibilities.
- ❑ Identify a primary resource person/mentor in a similar role at the College and talk to this person about serving in that role for the new employee and advise this resource person/mentor that your new hire will be contacting them. Make arrangements with the resource person/mentor's supervisor as appropriate.
- ❑ Draft a notice introduction to the College or work with marketing and communications to do so.
- ❑ Order nametag as well as business cards and/or nameplate, if appropriate.
- ❑ Consider creating a small reference sheet of important phone numbers and contacts that are key for the particular position.
- ❑ Reserve time on your calendar during the second week to continue orientation.
- ❑ Reserve additional time to check in and review various topics on a weekly basis for the first two months on the job.

Day 1 (all positions)

Remember that this is more about engagement and support than just running through content on a checklist – you are setting the tone from this point forward.

- ❑ Keep it light by allowing the new employee time in the office to get acclimated.
- ❑ Make introductions – within the department and key office personnel.
- ❑ Provide the standard "welcome kit" and add any pieces you'd like.
- ❑ Review itinerary you have planned for their first week.
- ❑ Review MVCC's Mission, Vision, and Core Values statements and discuss how their position contributes to carry out the College's Mission, Vision, and Core Values.
- ❑ Remind new employee to obtain parking decal and photo identification (HR provides information with required paperwork).
- ❑ Show where bathrooms are, explain food service options, bookstore and various office locations on campus.
- ❑ Review your expectations and solicit their expectations.
- ❑ Review the professional expectations:
  - ❑ Work hours, breaks, lunches, timesheets reporting absences and requesting time off, overtime requests and overload, ajar period
  - ❑ Parking
  - ❑ Work Attire
  - ❑ Communication expectations - phone and email etiquette, personal telephone calls, social media, professionalism
  - ❑ Review confidentiality and Family Educational Rights and Privacy Act (FERPA)

- ❑ Stress the importance of civility in the workplace
- ❑ Work area organization and maintenance
- ❑ Other professional expectations of importance

- ❑ Review the tools and resources:
  - ❑ Keys
  - ❑ Telephone and voicemail
  - ❑ Copier
  - ❑ Computer, printer
  - ❑ Supplies
  - ❑ Software such as BANNER, Argos, Microsoft Products, OnBase, Degreeworks, SIRS, etc.
  - ❑ Provide instructions on how to gain access to software/systems and utilize
  - ❑ Provide introductions to key team members in external offices or office members with whom the person will work with most
  - ❑ Provide access to the Employee Directory
  - ❑ Other professional expectations of importance

- ❑ Review safety measures and/or procedures:
  - ❑ Storage of personal items
  - ❑ Departmental safety
  - ❑ Public safety resources
  - ❑ Health office resources reporting workplace injuries
  - ❑ Evacuation plans
  - ❑ Fire extinguishers
  - ❑ Automated External Defibrillator (AED)
  - ❑ Areas of refuge
  - ❑ NYAlert in SIRS
  - ❑ Behavioral Evaluation Response Team (BERT)
  - ❑ Other safety measures and/or procedures

Day 1 (optional depending on position)

- ❑ Provide a training schedule for at least one week with different colleagues, as appropriate.
- ❑ Review cultural leadership orientation, questions and identify first three (3) people.
- ❑ For union positions, provide the appropriate collective bargaining agreement (CBA).
- ❑ Arrange and communicate training time(s) for any technology-based tools essential to the new employee's job.
- ❑ Procedure and process for internal and external off-site work location(s) (internal: Educational Opportunity Center - EOC, external: Defense Finance and Accounting Services - DFAS, etc.).

- ❑ For faculty:
  - ❑ Provide texts, course outlines, sample syllabi, standard PowerPoint files, and campus and classrooms map, etc.
  - ❑ Review Blackboard resources, etc.
  - ❑ Tour academic labs, if appropriate
  - ❑ Review New Faculty Institute (all four years) programming. Make sure teaching schedules and calendars are synchronized to maximize their attendance.

Days 2-5 (all positions)

- ❑ Review the mission, goals, and performance metrics (if appropriate) for the Division, Department, or Office and outline how the new employee's role complements those of other team members or fulfills an important aspect of the area's mission.
- ❑ Introduce the new employee to someone who performs the same or similar role, a "go-to" colleague who serves as a resource person/mentor.
- ❑ Provide a list of commonly used MVCC terms and acronyms - Argos, CWCC, ATD, etc. that they may encounter in their position
- ❑ Provide information about any upcoming institutes or trainings that they should or might consider attending as part of a larger conversation about employee enrichment and recognition. Review where training information is available.
- ❑ Provide a campus tour and meetings with offices they will work with collaboratively.
- ❑ Review the College's two campuses – Rome, Utica and other sites as applicable.
- ❑ Schedule a time for the employee to get their picture taken by Sharon Zohne in marketing and communications studio.
- ❑ Review the structure of the organization and their primary team.

Days 2-5 (optional depending on position)

- ❑ Review finance procedures e.g. signatures and authorizations, budget codes, and processes, and travel and mileage if appropriate.
- ❑ Review budget process and procedures
- ❑ Explain and review required paperwork – travel requests, etc.
- ❑ Review MVCC's website.
- ❑ Explain the governance system at MVCC by reviewing the College Senate, Councils, and Workgroup websites with the new employee.
- ❑ Provide an overview and/or information on the Center for Corporate & Community Education (CCED), along with contact information for additional questions.
- ❑ Provide an overview and/or information on the MVCC Foundation, along with contact information for additional questions.

Months 1-6

- ❑ New employee meets regularly (as appropriate) with supervisor to review Start Right information (to minimize overload) and assess progress, barriers, comfort level with responsibilities and provides feedback.
- ❑ New employees meets with the President for twenty (20) minute personal conversation.
- ❑ Supervisor encourages attendance at August or January Institute workshops (during first year):
    - ○ MVCC – past, present, and future/values lunch with Cabinet
    - ○ MVCC – strengths for new employees
    - ○ MVCC – the emotionally intelligent workplace
- ❑ Review time off requests and procedures, essential periods for College and department operational needs, etc. (this varies based on union affiliation; contact HR if you have any questions based on the bargaining unit)
- ❑ New supervisors should review official human resource files for of his/her employees (files will be made available in the Office of Human Resources per your request)
- ❑ New supervisors should meet with human resources staff regarding CBAs, promotion, career/continuing appointment processes, etc.

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