ONBOARDING CHECKLIST FOR STUDENT EMPLOYEE SUPERVISORS

New Employee Name: _____

Job Title: _____

Department: _____

Estimated Start Date: _____

WCU ID: _____

This checklist is not meant to limit the supervisor in the orientation of the new student employee, but rather to act as an outline of the minimum information that should be proactively completed before the new hire start date and the initial weeks following the date of appointment.

All items on the checklist are to be discussed with the new student employee by the employee's supervisor or designee. Completed checklists should be retained in the department.

TOPICS TO BE COVERED BEFORE THE FIRST DAY:

☐ **Communicate the need-to-know information** to your student employee(s) before their first day of employment:
   o Pay rate
   o Work Location
   o Scheduled shift time
   o Dress code
   o What to bring the first day

☐ **Request university-approved software/platforms** installed on applicable devices (SAP, Microsoft365, Ram Portal, OnBase, Teams, etc) HERE.

☐ Some student employment positions may require IS&T support. **Contact IS&T/ ServiceNow** to complete the following, if applicable:
   o Request any shared mailboxes.
   o Request network access (wireless, VPN access, etc).
   o Purchase new technology equipment (laptops, iPads, etc).

TOPICS TO BE COVERED THE FIRST DAY THROUGH FIRST WEEK OF START DATE:

Work Responsibilities and Assignments

☐ **Expectations**—Set expectations early to set your student employee up for success.

- o **Work Schedule**—Specify days, starting and ending times, and shift schedule. Explain any exceptions and reasons for them. Discuss call-out procedures, shift coverage protocols, and how employees can access their schedule.
- o **Dress**—Explain any dress requirements, i.e. specific apparel, acceptable casual Friday dress.
- o **Communication**—Discuss your preferred method of communication with your student employee.
    - ➢ Explain common ways individuals communicate within your team or department.
    - ➢ Assist with setting up Teams, Zoom, or other accounts.
    - ➢ Add them to the appropriate team channels.
- o **Answer questions**—This may be a student's first professional experience. Answering and anticipating any questions sets them up for success in this position and provides them with experience to be successful in future positions after graduation.

- ☐ **Job Duties**—Review the employee's job duties and responsibilities on their first day of work.

- ☐ **Work Assignments**—Assign specific work projects and assist in initial performance. Provide feedback and answer questions as they arise.

- ☐ **Contribution**—Discuss how their specific role contributes to the broader goals of the department and University.

- ☐ **Pay**—Explain how to access eTime, the pay schedule, and when and where pay statements/checks can be accessed. For questions, visit eTime Help or contact the Payroll Department at PAYROLL@wcupa.edu.

- ☐ **FERPA Training**—Ensure your student employee completes the FERPA training in D2L. Any questions about the FERPA training should be sent to FERPA@wcupa.edu.

- ☐ **Compliance Training in Vector Solutions**—Training modules are automatically assigned from PASSHE. New employees will receive automated email reminders to complete training. Refer questions to Eric Guiser at eguiser555@wcupa.edu.

- ☐ **Standards of Conduct**—Review acceptable and unacceptable performance and how such are handled (Misconduct Policy). More information and the policy can be found HERE.

- ☐ **Emergency Situations**—Review when and whom to contact when absence is necessary because of emergencies.

- ☐ **Workplace Accommodations** —Discuss whom to talk with regarding workplace accommodations. Students can request an accommodation through the Office of Educational Accessibility or contact oea@wcupa.edu.

Work Environment

- o **Tour**—Explain where common spaces like the bathroom, office lounge, and kitchen are located, and where to eat on/off campus. Introduce coworkers and explain their working relationships.

- o **Equipment**—Explain use of equipment, location, and how to obtain supplies. Use of equipment for personal reasons is prohibited.

- o **Telephone**—Explain how the telephone should be answered and departmental practices for telephone usage and personal calls. The ServiceNow website contains a useful instructional guide and additional training.

- o **Non-work Related Departmental Activities**—Include office functions; i.e. birthday celebrations, coffee and water clubs, recognizing colleagues.

- o **Customer Service**—Review customer service expectations and share guidelines for solving internal and external conflicts via telephone, e-mail, or face-to-face.

Workplace Safety

- o **Safety Procedures, Portable Fire Extinguishers, Manual Pull Stations**—Instruct employee on department specific safety procedures and equipment, locate fire safety equipment in relation to employee's work area and whom to contact in case of a fire. The Department of Public Safety has worked to develop a unique app that provides students, faculty and staff with added safety on the WCU campus. The app will send important safety alerts and provide instant access to campus safety resources. See WCU Safe.

- o **Emergency Evacuations, Emergency Exits and Designated Meeting Places** —Explain emergency evacuation procedures and stress the expectation that everyone will evacuate when the alarm sounds.

- o **Accident and Injuries**—Discuss accident reporting procedures and reporting on-the-job accidents. Instruct students to contact Wendy Wolfrum at wwolfrum@wcupa.edu in the event of a workplace accident or injury. See Employee's Report of Occupational Injury or Disease.

- o **WCU Alert**—Explain that employees are automatically subscribed to receive WCU announcements (on-campus emergencies, class cancellations, delayed openings, university closings, etc.) directly to their e-mail address. Sign up for text alerts here.

- o **Inclement Weather**—Explain that student employees are not obligated to work when the West Chester University locations are closed and/or classes are cancelled due to inclement weather. Explain where employees can obtain information concerning closure of the college or reduced schedule. See WCU Alert.

I have ensured the above checked items were addressed with this employee.

_____   _____

(Supervisor's Signature)   (Date)

I agree the above checked items have been explained to me and I've had the opportunity to discuss and ask questions for clarification.

_____   _____

(Student Employee's Signature)   (Date)