

Program Personnel Onboarding Process Outline for New Employees

An interactive tool for new OSU Extension Employees to become familiar with roles, responsibilities, and resources which will be helpful during the first year with Ohio State University Extension.

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Introduction

Welcome to Ohio State University Extension! We are excited to have you as part of the team! The information which follows is designed to serve as your roadmap for your first year on the job and continue to serve as a resource for years to come. As always, if you have any questions regarding your role, responsibilities, or expectations, consult your supervisor.

Post Acceptance ~ Prior to Start

Congratulations on your decision to join Ohio State University Extension! Here's what you can expect in the days and weeks prior to your first day of employment:

- Receive correspondence from HR about completing BCI fingerprint check
- Receive correspondence from HR about attending Day 1 OSU orientation
- Receive correspondence from your supervisor regarding clear expectations for the first week

Supervisor Snapshot:

Make sure you communicate schedule expectations for at least the 1st 2 weeks!

Day 1 online

Today you will be spending part of the day in virtual OSU Orientation, in which you will cover the following topics:

- Ohio State values
- Benefits information-health plan, employee assistance, retirement
 - [OSU Benefits Options](#)
 - Health, retirement, dental, vision, life, disability
 - [Your Plan for Health](#) Information
- Diversity and inclusion
- Receive information including:
 - Getting connected to [OSU email](#)
 - Where to manage [personal information](#)

Week 1 in office

- A unit welcome (e.g. shared meal, small gathering)
- Tour your local office and receive important items
 - Personal workspace
 - Keys to building
 - Security codes (if applicable)
 - Copier codes (if applicable)
 - Parking and Facilities
 - Technology and Equipment Usage
 - Lunch/Breaks and Break room
 - Office Hours
- Order nametag- contact Dawnn Brown.1283@osu.edu
- Understand what to expect in the coming weeks
 - Review job description for your role
 - Highlight primary goals for the first few months
- Familiarize yourself with the basics of your computer system
- Meet and connect with colleagues in your office
 - Office policies, norms, and expectations
 - Learn office communication management
 - How to answer the phone & route calls (if you have to answer at any point)
 - How to address walk-ins
 - Discuss expectations of colleagues in the office and division of responsibilities
 - Locate resources (FAQ's list of how to address common inquiries)

- Communication of Schedules (Outlook Calendar Sharing or Other Methods)
- Emergency contact information, how to report an absence, etc.
- Get on appropriate email listservs
 - New employees are automatically added to the **all-Extension** and **Extension-misc** listservs
 - **4-H Professionals** (4HProfessionals@lists.osu.edu contact Sarah Longo.79@osu.edu)
 - **Community Development** (Contact David Civittolo.1@osu.edu for Outlook group if needed)
 - **FCS**
 - **FCS-Prof** is for everyone associated with FCS (program assistants, educators, support staff, etc.) (FCS-Prof@lists.service.ohio-state.edu)
 - **FCS-Educators** is for field specialists, program specialists, state specialists, and educators (FCS-Educators@lists.service.ohio-state.edu)
 - **FCS-PAT** is for field specialists, program specialists, state specialists, and FCS admin (FCS-PAT@lists.service.ohio-state.edu)
 - Contact for above listservs is Thallia Blight.3@osu.edu
 - **AGNR**
 - Contact Teresa Funk.67@osu.edu all-agnr@lists.osu.edu
 - Also, the ENLT Team listserv: enlt-team@lists.service.ohio-state.edu, which is geared toward members of the team, but sometimes it is used to reach out to a member of the team.
 - <http://u.osu.edu/agnr/home/> our webpage for OSUE ANR Team Members & internal folks that need to find info.
 - **SNAP-ED & EFNEP**
 - SNAP-Ed's list serv is for all SNAP-Ed related positions, (PA's, Coordinators, Directors, etc.) SNAP-Ed@lists.osu.edu
 - EFNEP (PA's, Coordinators, Directors, etc.) efnepstaff@lists.osu.edu
 - Contact varies per location and program
- Understand the funding situation of OSUE in relation to your unit
 - Where it comes from
 - Expectations (e.g. need to generate cost recovery vs. availability of funds)

WEEK 1 online

What an exciting opportunity to meet the team! Here are some items you can expect to accomplish during your first week:

- Complete [new staff survey](#) to get assigned a mentor and sign up for onboarding
- Make [benefits selections](#) (between now and your 31st day)
- Get assistance with university email or any other technology issues, contact the [Ohio State IT Service Desk](#), which offers support.

- ❑ Browse [OSU Extension Websites](#)
 - County Extension Websites are all *countyname.osu.edu*
- ❑ Access to [technology resources and support](#) (my.osu.edu, BuckeyePass/Duo, Institutional Data Policy, wireless, Microsoft 365, CarmenZoom)
- ❑ Familiarize yourself with the basics of your computer system – and get the appropriate access to shared drives (OneDrive, Teams, Skype) etc.
- ❑ Create [your email signature](#)

Week 2:

During your second week, you should meet with your supervisor to build knowledge of internal processes and performance expectations. This is also a great time to engage with your new team members. Also, continue to work on the onboarding items assigned to you in [Workday](#). As you move through the rest of your first week, the list below will serve as a good checklist of things to do, places to go, questions to ask, and information to find:

Week 2 in office

- ❑ Review philosophy of the program and employee specific role within
- ❑ Discuss office culture, informal rules, and norms with your supervisor
- ❑ Shadow/observe nearby program staff
- ❑ Understand Worktags/FDM info (Cost Center, Balancing Unit, Fund, etc.) and how and when to use them
- ❑ Review guidelines for using personal devices for work
- ❑ Work with supervisor to order your [business cards](#)
- ❑ Become familiar with your geographical area
 - Locate important offices/facilities (ie – camp, fairgrounds, community resources)
- ❑ Learn about your community
 - [Census](#) Stats (US Census Bureau, and Census of Agriculture)
 - County tour with colleagues or community members
- ❑ Social media management for office
 - Gain access to platform(s) Facebook, Twitter, etc.
- ❑ Become familiar with office procedures and practices
 - Work hours/overtime/flexible work
 - Emergency management plan
 - Shared appliances/office equipment
- ❑ Discuss [performance management process](#) for your role with your supervisor
- ❑ Read about the OSU Extension [Priorities](#)

Week 2 online

- Learn work processes related to:
 - [Travel](#)
 - Paid leave (sick & vacation) Workday- Absence
 - [Purchasing](#)
 - Timesheets Workday-Time
 - Get to know the [Operations Team](#) and the contact person in your [Area](#) for all your [Fiscal questions/job aids](#) and [Administrative questions/and job aids](#)
 - [Buckeye Learn](#) for Fiscal and Annual required trainings
 - [Administrative Resource Center](#) (ARC) a complete library of all available guides for Workday, OneDrive, Teams, etc.
 - Funding structure of Extension (Federal, State, County, and grants)
- Learn about your community
 - [Census](#) Stats (US Census Bureau, and Census of Agriculture)
 - County tour with colleagues or community members
- Social media management for office
 - Schedule/Participate in appropriate trainings (i.e. [Drupal training for website](#))
 - Review OSU/CFAES [social media guidelines](#)
- Discuss [performance management process](#) for your role with your supervisor
- Read about the OSU Extension [Priority Areas](#)

Weeks 3-4:

The first month will be filled with all sorts of tasks, events, opportunities, and meetings. Be sure to save time to check these items off your list of things to do:

Weeks 3-4 in office

- Personalize your work computer and bookmark important sites
- Obtain [University ID – BUCKID](#)
- Continue to add important tasks, events, & deadlines to your Outlook calendar
- Locate critical and familiarize with local program documents (ie – program calendar, newsletters, files)
- Strategies for what to keep track of and how to efficiently manage it
- Meet local stakeholders
 - Commissioners, volunteers, advisory committees, board members
 - Other important members of the community
- Explore professional ethics as an Extension professional with supervisor
 - What it means to be an [Extension Professional](#)
- Discussion with peers, mentors, and supervisor about informal rules and norms in OSUE

- Expectations related to [balance of professional & personal lives](#)
- Historical perspective on how prior programs were developed and delivered
- Connect with colleagues outside your office as opportunities are presented. Including:
 - State/area/regional level administrators and personnel,
 - Personnel in supporting units (i.e. Operations, Learning and Organizational Development (LOD), Extension Publications)
 - County personnel regardless of program focus

Weeks 3-4 online

- DON'T FORGET: Make [benefits selections](#) (between 1st and 31st day)
 - Review [Additional Benefits](#) too, which includes a variety of employee discounts
 - [Employee Assistance Program](#)
 - [Your Plan for Health](#)
- Review and understand [OSUE 14 Core Competencies](#)
- Knowledge of [branding usage & templates](#). You can learn more about The Ohio State University's [brand philosophy and guidelines](#) and the [CFAES brand overview](#)
- Connect with your mentor
- Learn about opportunities with the [Ohio JCEP](#) professional association
 - Learn about [OJCEP Membership](#) and how to join
- Learn about opportunities with area [Professional Association](#)
 - [ANREP](#), [NACAA](#), [NACDEP](#), [NAE4-HYDP](#), [NEAFCS](#), [NAEPSDP](#)
- Understand [reporting](#) in OSUE
 - What's needed for the federal report and why it's important
 - Providing summaries to supervisor
 - Using OSU's current electronic reporting system
- Explore the technology tools available to you to use in your work, e.g.
 - [OCIO – Software Request](#)
 - URL shortening at [go.osu.edu](#)
 - [Zoom](#)
 - [Qualtrics](#)
 - Request upgrade to publish survey-contact Debby [Lewis.205@osu.edu](#)
 - [Buckeyelearn](#)
- Explore and learn digital (online/social) content delivery opportunities
 - Gain access to office web platform
 - Participate in related training(s)
- Review [university policies](#) related to:

- [Sexual misconduct](#)
- [Workplace violence](#)
- [Employment disputes](#) (inner office or clientele complaints that require going above your supervisor)
- [Activities and programs with minors](#)
- [Balance of professional & personal lives](#)
- Locate/explore important resources & understand how they can assist you: Review and file for future use.
 - [eXtension](#)
 - [OhioLine](#)
 - Personnel Directory ([OSU Find People](#) & [Extension directory](#))
 - [OSU Library](#)
- [Policy on accepting gifts](#)

Months 2-3

Months 2-3 in office

- Basic overview of the scope, focus, and philosophy of programming in OSUE
 - Program area
 - Develop an understanding of the work your colleagues do
 - Gain understanding to help you promote yourself and the organization
- In-depth review of your program area
 - Participate in trainings targeted to the program you are working in
- Continue meeting important members of the community/county
- Discuss and identify personal [performance goals](#) for the first year
- Work with your supervisor to create an individual professional development and growth plan
 - Use results from self-assessment as a starting point
- Become familiar with [OSUE Volunteer policies](#) and the role they play in all aspects of OSUE
 - Importance of and significance across all program areas
 - [Risk management policies](#) (safety, insurance, liability, injuries)

Months 2-3 online

By now, you have probably established a little bit of a day-to-day routine and become familiar with some colleagues who may be a good resource to you in your new role. Below you will find additional tasks to work on throughout your second and third months:

- Set up your [Ask extension ID](#)

- Use as a resource for now
- ☐ Review the [County Stewardship Plan of Work](#) and consider what roles/duties would best match your skills and what you would like to volunteer for. These are reviewed annually.
- ☐ Consider participating in a course or training to advance your teaching methods & skills. Here are a few suggestions:
 - [Udemy](#)
 - [Institute for Teaching and Learning](#)
 - [LinkedIn Learning](#)
 - [ACEL](#)
- ☐ Become familiar with [OSUE Volunteer policies](#) and the role they play in all aspects of OSUE
 - Importance of and significance across all program areas
 - [Risk management policies](#) (safety, insurance, liability, injuries)
- ☐ [Accessibility](#)
- ☐ [Program Planning, Development, & Evaluation](#)
 - Conducting a needs assessment
 - Review information on planning and developing curriculum
 - Learn how to effectively market your program to your target audiences or diverse audiences
 - Learn how to conduct an effective evaluation of the program and your instruction of the program
 - Use of [EEET's](#)
 - Participate in any trainings/workshops to enhance these skills
- ☐ Complete the [CITI training](#) & [Conflict of Interest form](#) for participating in research

Ongoing

You are quickly approaching half a year with OSU Extension! Wow! Let's continue the list of items to complete on this new career journey:

- ☐ Continue connecting with colleagues outside your office as opportunities are presented
- ☐ Learn how to effectively communicate the value of the work you do
- ☐ Learn how to effectively work with advisory committees
- ☐ Continue developing skills via recorded webinars and live professional development opportunities with LOD
 - [ACEL to Extension](#)
 - Diversity, Equity, and Inclusion
- ☐ Check-in with yourself and your mentor on managing [life/work](#) balance
- ☐ Gain exposure to career advancement options in OSUE

- Review [Promotion and Tenure](#) procedure
- Continue participating in workshops/sessions for professional development
 - Determine areas of need based upon earlier conversation with supervisor to identify professional development goals
- Participate in trainings to develop/enhance skills related to core competencies and functions of your role