



Guide to Onboarding at CCC

Learning & Organizational Development

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Introduction

Welcome to the Supervisor's Guide to Onboarding at CCC. This document provides a big-picture overview of onboarding and onboarding tasks. It specifically highlights the timeframe between a job offer and the end of an employee's first week. This document is a guide and should not be considered all-inclusive. It is maintained by the Learning & Organizational Development Program. If you have suggestions or corrections, please contact Julia Nicholson, Learning & Organizational Development Program Manager at julia.nicholson@clackamas.edu.

Purpose of Onboarding

Onboarding at Clackamas Community College is the process of acclimating new employees to the college by:

- providing clear expectations in their role,
- coordinating training and resources to complete their work,
- and supporting their connection and belonging at the college.

An effective onboarding process is crucial in setting up new employees for success in their role. Effective onboarding extends beyond new hire paperwork and HR-provided orientation information; it creates an environment where employees feel valued and supported from day one.

Research shows that a well-structured onboarding program has a significant impact on employee retention and productivity. For example, a positive onboarding experience can improve retention rates by 82%, while poor onboarding doubles the chances that new hires will look for other jobs soon after starting. Additionally, 69% of employees who go through strong onboarding processes are more likely to stay with a company for at least three years, compared to those who experience inadequate onboarding ([Oak Engage](#))([TechJury](#)).

The Role of the Supervisor in Onboarding

In a small organization like CCC, successful onboarding hinges on the active involvement and thoughtful planning of supervisors. While HR provides the initial framework and resources, supervisors are best positioned to set the tone for new hires by offering tailored support and clarity about job expectations.

Supervisors play a critical role in fostering early engagement, providing job-specific training, and integrating new employees into the team and culture. Without their proactive planning and involvement, onboarding can feel disjointed, and new hires may struggle to find their footing. By collaborating with HR, supervisors ensure that onboarding is a seamless, supportive experience that sets employees up for success.

(COMING SOON!) Resources & Supplemental Information

The following is a list of resources identified for future development. Once completed, they will be linked here and uploaded to the CCC Supervisors' Teams Site. If you have requests or ideas for additional resources, please email Julia.nicholson@clackamas.edu.

- Excel checklist/template for preboarding and onboarding planning
- Day one supervisor meeting agenda
- [Sample Welcome Packet](#) (developed by Julie Hugo in Customized Training & Development Services)
- Sample Welcome Email
- Sample First Week Onboarding Schedule

Preboarding: Prior to First Day

This section outlines the typical tasks that should be completed prior to an employee's first day. These tasks are completed by the supervisor and/or a delegated team member. Depending on the classification of the new employee, their role, or departmental operations, some tasks may not apply.

Communication

- ☐ Send a welcome email (or letter) to the employee. The email should include:
 - The employee's start date and time
 - Location information: parking information, campus map, building and office number
 - It can also be helpful to provide information on dining options on or around campus
 - Who will be meeting them at the start date/time
 - Contact information for a team member in case the employee runs into any problems on first day
 - What information they'd like to have on their nametag/business cards (Degree letters(PhD, MS, etc.), pronouns, preferred name, etc.)
- ☐ Send an email announcement to applicable email groups/stakeholders

Access & Equipment

- ☐ Order necessary keys via [Campus Services service desk ticket](#) under the key request category (allow 7 days processing time).
 - Keys for exterior doors are no longer being issued. Instead, access will need to be granted on the staff member's ID card. To get ID card access, send an email to accesscontrol@clackamas.edu and let them know which building access needs to be granted.
- ☐ Order business cards and name badge via [CRM service desk ticket](#) under the creative services category. Input both "Name Badge" and "Business Cards" in the "Type of Job" field. **Orders typically occur once a month, so these may arrive after an employee's start date.*
- ☐ Once you receive an email notification from HR with the new employee's ID number and CCC email, complete the [New Employee Access Request](#) via the ITS Service Desk (allow 7 days processing time). In this form, you will:
 - Input relevant email distribution lists to add employee to (all employees should be added to their respective employee classification list – Admin, ACE, Associate Faculty, Full-Time Faculty, etc.)
 - Indicate which applications/software will be needed
 - All CCC laptops come with Microsoft Teams, Zoom, Adobe Reader, Papercut, and the full Microsoft Office suite
 - If additional software is needed, please indicate on the form. If the software has a licensing fee, the department is responsible for that charge (ie. Adobe Pro, Adobe Creative Cloud)
 - Indicate equipment needs (monitors, mouse, docking station, etc.) *Note: employees cannot pick up their equipment until their start date, including a CCC issued laptop. You will coordinate with ITS through the new employee access form to schedule pickup on the employee's first day of work.*
 - Standard equipment provided by ITS includes a laptop, 2 monitors, docking station, mouse/keyboard (please note that there is no guarantee that equipment will be new)

- If special equipment is needed, the department is responsible for the cost (ie. ergonomic keyboard, more than 2 standard size monitors)
- Indicate other access needs (Colleague, drive folders, shared email inboxes, etc.)

☐ Add new employee to any internally controlled systems (ie. departmental Teams site, internal tools or subscriptions, shared out of office calendars, etc.)

Workstation/Office Setup

☐ Ensure the space is clean – if cleaning is needed, submit a [Campus Services service desk ticket](#) under the custodial category.

☐ Stock with basic supplies (ie. pens, pencils, notebook, stapler, etc.) – CCC utilizes Office Depot(ODP) for supplies and new users can be added to the CCC account by emailing Accounts Payable. Purchase orders can then be completed through the Office Depot website.

☐ If additional/new office furniture is needed, costs are charged to department budgets. Campus Services recommends accessing one of the following via the [Campus Services service desk](#) – furniture category:

1. First, check out Surplus! CCC maintains a stock of furniture “extras” that are free.
2. If a new order is needed, work with Campus Services to order through our established vendors. This ensures college resources are going towards quality, long-lasting furniture.

☐ Consider nice touches (welcome sign, card signed by co-workers or team, college swag, etc.)

☐ Add employee’s name and contact information to department materials, signage, and/or websites:

- To update materials created by College Relations and Marketing (CRM), submit a [CRM Service Desk ticket](#) using the creative services category.
- To update a website, submit a [Website Service Desk](#) ticket.

Scheduling & Preparing Onboarding Plan

☐ Compile a welcome packet for the new employee with key information (e.g. job description, organization chart, contact list, etc.)

☐ Schedule time on your calendar to:

- Meet with the new employee on the first day of work, both at the beginning of the day and at the end of the day to debrief,
- Develop a training plan for the employee. If another employee will be doing the training, discuss in advance of the employee’s arrival.

Note: HR will invite new employees to all required synchronous trainings via Outlook.

New Employee's First Day

☐ New employee welcome: meet your new employee when they arrive (if you are unable to meet them, appoint another team member to step in). During this time, attend to basic human needs by:

- Allowing the employee to place and secure belongings at their new workstation/office
- Showing the employee around the building to highlight essentials like:
 - Bathrooms, water stations, kitchens and/or breakrooms
 - fire extinguishers and first aid supplies, nearest emergency exits for your office location
 - smoking areas and smoking policy, lactation areas

☐ Schedule time for employee to settle into their space and get their computer system up and running. During this time, the employee can:

- Pick up laptop from ITS Service Desk Window (Barlow 104)
- Assess their workstation/supplies
 - Create a list of additional supplies they would like
 - If they would like to move their desk, work with ITS. They will help ensure proper cable management and ethernet access.
- Ensure they have access to all needed computer systems (give them a list of things they need to try)
- Set up and test printer access
- If needed, submit a service desk ticket for an ergonomic assessment via the [Campus Services service desk](#) using the furniture category.

☐ Go over emergency preparedness information

- Emergency procedures for building: reviewing emergency exits, assembly points, and other key information from [College Safety](#)
- Setting up contacts in [RAVE](#) (CCC's emergency notification system)
- Overview of College Safety: unlocks, escorts, jumpstart your car, responding to non-emergency situations
 - Contact the on-duty officer at 503-594-6650 or ext. 6650 from any campus phone.
 - Encourage employee to add number to their cell phone

☐ Obtain CCC ID card (if you have not completed this via [the online form](#)).

- *Oregon City Campus:* Welcome desk in Wacheno Welcome Center
- *Harmony Campus:* Student Services Office
- *Wilsonville Campus:* Student Services Office

☐ Team welcome or activity: as scheduling allows, invite your team or coworkers who will be working with the employee frequently to a meeting to welcome and get to know the new employee.

☐ Supervisor meeting: in addition to welcoming your employee at the start of the day, plan to meet with them towards the end of the day. During this time, focus on relationship building and expectation setting.

New Employee's First Week

The following suggested activities build upon the first day, furthering connection and providing structure for the new employee's work experience. In general, the supervisor should plan to check in with the employee frequently to answer questions and provide additional direction.

- ☐ Complete required trainings in NEOGOV (~5 hours total) - these trainings are required for all employees. CCC must maintain compliance with state/federal law and other regulatory bodies by ensuring employees receive these trainings as a part of their onboarding.
- ☐ Conduct a more thorough tour of the work location/department, pointing out bulletin boards, mail drop points, meeting rooms, copy and fax areas, etc.
- ☐ Go on a campus tour (guided by a coworker or you can schedule a general student tour [here](#))
- ☐ Train on navigating college resources, systems, and departments:
 - College structure (CCC Directory) - in particular, highlight contacts that the employee will engage with frequently
 - Review myClackamas, CCC intranet, Service Desk, and other relevant systems
 - Overview of department knowledge storage (ie. Teams, I:// drive, etc.) and expectations for use:
 - Do you have naming conventions?
 - What documents should/should not be saved to this location?
 - What are frequently used files for their role?
- ☐ Begin to introduce the employee to partners across the college by setting up meetings or having the employee set up the meetings for themselves.
- ☐ Map out professional development needs and opportunities in the first 6-12 months.
 - Most professional development should be geared towards supporting the employee's proficiency in their role.
 - You can also explore college-provided professional development resources. An overview can be found [here](#).

Continuing Past the First Week

After the first week, supervisors should work with the employee to identify further onboarding opportunities. The following lists are starting points for your conversations with the employee.

College Involvement

- Encourage the employee to attend or volunteer at campus events
- Connect the employee with relevant [college committees](#) and/or shared governance councils
- Provide opportunities to work on projects that require cross-functional knowledge or exposure to new systems.

Job Proficiency

- Facilitate opportunities for cross-departmental collaboration or shadowing to broaden institutional knowledge.
- Deepen the employee's understanding of institutional processes such as budget management, reporting, or scheduling.
- Guide the employee through key software and platforms used by the department and across the institution.
- Assign responsibility for a specific process or project to build confidence and accountability in their role.

Performance Management

- Spend time reflecting on performance with the employee and providing coaching on needed skills
- Develop clear, shared metrics for success in the first year and continually check in on progress
- Gain feedback from the employee on what further training or resources may be needed as part of the onboarding process
- Enlist continual employee and stakeholder feedback on onboarding process, employee development and engagement

Team Integration

- Encourage the employee to join informal team activities, like lunches or gatherings
- Organize team-building exercises or activities to strengthen working relationships (contact julia.nicholson@clackamas.edu for resources, facilitation, or other support)
- Discuss how the new employee's role fits into the team's mission and current objectives/goals

This checklist is to be used as a guide and should not be considered all-inclusive. Please add any additional division/department specific items to this checklist.

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