



Department of Education Students Channel – Immediate Office

Purposes of Orientation

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| 1. To Reduce Startup Costs | Proper orientation can help the employee get "up to speed" much more quickly, thereby reducing the costs associated with learning the job. |
| 2. To Reduce Anxiety | Any employee, when put into a new, strange situation, will experience anxiety that can impede his or her ability to learn to do the job. Proper orientation helps to reduce anxiety that results from entering into an unknown situation, and helps provide guidelines for behaviour and conduct, so the employee doesn't have to experience the stress of guessing. |
| 3. To Reduce Employee Turnover | Employee turnover increases as employees feel they are not valued, or are put in positions where they can't possibly do their jobs. Orientation shows that the organization values the employee, and help provide tools necessary for succeeding in the job. |
| 4. To Save Time For Supervisor & Co-Workers | Simply put, the better the initial orientation, the less likely supervisors and co-workers will have to spend time teaching the employee. |
| 5. To Develop Realistic Job Expectations, Positive Attitudes and Job Satisfaction | It is important that employees learn early on what is expected of them, and what to expect from others, in addition to learning about the values and attitudes of the organization. While people can learn from experience, they will make many mistakes that are unnecessary and potentially damaging. |

Two Kinds of Orientation

| Overview Orientation | Job Specific Information |
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| <ul style="list-style-type: none"> ○ General info. on company, department, channel ○ Important policies and general procedures (non-job specific) ○ Safety and accident prevention issues ○ Employee and union issues (rights, responsibilities) ○ Physical facilities | <ul style="list-style-type: none"> ○ Function of the organization, and how the employee fits in ○ Job responsibilities, expectations, and duties ○ Policies, procedures, rules and regulations ○ Layout of workplace ○ Introduction to co-workers and other people in the broader organization. |
| | <ul style="list-style-type: none"> ○ Best conducted by the immediate supervisor, and/or manager, since much of the content will be specific to the individual. |



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Students Channel Coordinator - Orientation Checklist

| Time Frame | Before the New Employee Arrives | <input checked="" type="checkbox"/> |
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| | Prepare New Employee Checklist and include: Employee's Full Name, Social Security Number, Department, Phone, Date of Hire: | |
| | Announce new hires to Students Channel by e-mail or letter | |
| | Coordinate logistics with new employee's supervisor | |
| | Coordinate logistics with HR & Department of Education Orientation (Heather Haus – Training/Development) | |
| | Via Telephone with New Employee & Mailed Announcement <ul style="list-style-type: none"> ○ A welcome letter and job description ○ Confirmation of first day/work hours, dress code ○ When & where to arrive, who to ask for ○ Discuss and provide directions for parking arrangements ○ What to expect for the first few days ○ Orientation to people, job, office, department, and organization ○ What to expect regarding meals, breaks, and time for personal business ○ Initial work responsibilities ○ Recommended reading such as any publications created by Students Channel | |
| | Select current employee to assist/inform new employee of expectations | |
| | Select a “mentor” or “buddy” for the new employee | |
| | Assign 1st day/1st week checklist activities to appropriate staff | |
| | Provide workspace, office equipment, & supplies | |
| | Arrange for lunch with Channel members | |
| | Create an agenda for the day orientation | |
| | Prepare Overview of SFA & Students Channel | |
| | Prepare Students Channel Orientation Binder | |
| | Create a survey to provide feedback about orientation | |

| Time Frame | During New Employee's First Week | <input checked="" type="checkbox"/> |
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| | Ensure all paperwork has been collected | |
| | Send an e-mail questionnaire feedback form | |
| | Set up a brief meeting with the employee and the assigned buddy to review the first week's activities (if appropriate) | |
| | Arrange for new employee to meet with colleagues and support staff <ul style="list-style-type: none"> ○ Brief overview of their responsibilities and assignments ○ How they relate to or support the new staff member | |

| Time Frame | Within New Employee's First Month | <input checked="" type="checkbox"/> |
|------------|---|-------------------------------------|
| | Ensure new employee meets with supervisor on a regular basis to discuss job description, performance standards, expectations, work rules | |
| | Ensure that new employee has met key people and offices within the company | |
| | Ensure that there is significant “buddy” contact | |



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| Time Frame | First Day of Work Agenda | <input checked="" type="checkbox"/> |
|----------------------|---|-------------------------------------|
| 8:30 – 8:45 | Welcome – Warm welcome and discuss the plan for the day <ul style="list-style-type: none"> • Show where rest rooms, refreshments, personnel belongings & break areas are located | |
| 8:45 – 9:30 | Tour the building and office & introduce new employee to other staff members | |
| 9:30 – 9:45 | Break | |
| 9:45 – 10:30 | Overview of Student Financial Assistance | |
| 10:30 – 12:00 | Overview of Students Channel | |
| 12:00 – 1:00 | Lunch | |
| As Scheduled | Introduce the new employee to the buddy (if appropriate) | |
| 1:00 – 2:30 | Present Job Specific Orientation - New employee and supervisor (and others as appropriate) for office orientation <ul style="list-style-type: none"> • Office goals, objectives, activities, relationship to rest of organization • Office organization • Office and culture • Confidentiality & Ethics • Working with supervisors, colleagues, assistants, and/or volunteers • Managing office conflicts • Accountability • Customer service philosophy • Review and discuss questions about job description and evaluation criteria | |
| 2:30 – 4:00 | Present Overview Orientation - Office's policies and procedures including: <ul style="list-style-type: none"> • Working hours (After hours and weekend office access) • Handling incoming and outgoing mail • Office resources (directories, dictionaries, manuals, computer program manuals, staff listing, etc.) • Travel and reimbursement • Telephone, e-mail, and Internet use • Overview of polices and procedures, including confidentiality and privacy issues • Hardware: turning on, backing up, printing, shutting down, etc. • Software: Word, Excel, or other programs needed by the position • Copy machines & Fax Machines • Office organization (files, supplies, etc.) • Staff meetings • Office dress code • Where to go for lunch, breaks • End-of-day routine: lights, telephones, doors, computer, etc. • Office safety issues • Meet with Channel Office Administration for keys, information on ordering office supplies, and building security badge | |
| On Own Time | Distribute Orientation Binder | |

| Time Frame | Students Channel Orientation Binder Checklist |  |
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| | <ul style="list-style-type: none"> • About SFA <ul style="list-style-type: none"> ○ PBO – A Performance Based Organization ○ Five Year Performance Plan ○ Modernization Blueprint • Students Channel Specific Information <ul style="list-style-type: none"> ○ Students Channel Roster & Organization Chart ○ Policies, Procedures, Legislation/Regulation ○ Student Channel – Specific Glossary – Terms & Acronyms ○ Primary Customers • Work Schedules <ul style="list-style-type: none"> ○ Duty Hours (Overtime, Credit Hours, Alternative Work Schedules) ○ Dismissal Information (Snow Days) ○ Time Sheets Procedures ○ Paychecks ○ Annual and Sick Leave ○ Leave Donation & Procedures • Lunch Time <ul style="list-style-type: none"> ○ Lunch Policies ○ Nearby Food Establishments • Location/Transportation <ul style="list-style-type: none"> ○ Location of ED facilities ○ SFA's New Location – Coming Soon ○ Getting To Work (Metro Rail, VRE Train, MARC Train, Transit Benefits, Carpools/Vanpools, Parking) ○ Government Travel • Technology <ul style="list-style-type: none"> ○ Obtaining a Computer and Phone ○ Setting Up Voicemail ○ Computer Basics (ED Web Page and Connected, SFA Intranet,SFA Web Page, Microsoft Outlook) • Communication <ul style="list-style-type: none"> ○ Telephone (Dialing, transferring calls, conference, 3-way, etc.) ○ Mail ○ Fax ○ E-Mail ○ Online Communication Resources ○ All-Staff/Staff Meetings • Awards & Recognition • SFA University <ul style="list-style-type: none"> ○ Learning Coupon ○ ED Training and Development Center • Miscellaneous <ul style="list-style-type: none"> ○ Security (ID Badges, Weekend Entry, Policies, Emergencies) ○ Fire Evacuation ○ Employee Services (ED Fitness Center, Health Care Services, Child Care) ○ ATM Locations ○ Facilities (Meeting/Conference Space) ○ Office Supplies ○ Customer Service ○ ED Job Vacancies ○ Ethics • Frequently Used Acronyms • Administrative Officers | |