



New Extension Employee Onboarding Guide for Supervisors

Please note, this is a suggested guideline (adapted from the University of Maine System Onboarding Checklist) to be used to promote successful onboarding of new Extension employees. A Guide for Employees mirrors this document and will be given to your new employee. Please feel free to customize this list according to your program's needs. Please reach out to the Extension Assistant Director of Employee Engagement, [Beth Hawkyard](#), if you have any questions on the process or resources offered.

2-4 Weeks Prior to First Day

Anticipate and Prepare for your new employee's arrival with these initial steps.

The new employee's supervisor is responsible for coordinating and delegating tasks to prepare for the new employee.

- Review materials available on [Plugged In specific to Supervisors](#) which include an overview of performance management, performance appraisals, supervisor responsibilities, and basic guidelines for new faculty and mentors.
- Ensure your new hire's appointment has been activated in MaineStreet
 - Copy of signed offer letter
 - Appointment entered (confirm with HR [Melissa Gray](#))
 - HR will communicate necessary onboarding steps with the new employee such as submitting the I9. An overview of the [self-service onboarding](#) can found in Confluence.
- Arrange the workspace and ensure tools are available
 - Order business cards and nameplate from [Angela Martin](#) (if appropriate)
 - Provide necessary office supplies (pens, paper, etc.)
- Contact the [Information Technology and Support Office](#) to secure a computer (*first check with Libby Hall administrative staff if there is one available*), set up necessary software, provide passwords, and set up office phone (*as necessary for campus / county office-based employees*)
- Order computer and any necessary technological tools early enough to be available on the first day

- Email um-computer-purchasing-group@maine.edu for all computer or software purchases.
- More information on the procedure can be found on Plugged In's [Technology Purchases](#) page.
- ☐ Arrange for key / building access with building manager (*as necessary*)
- ☐ Create an itinerary for the first week and communicate this to the new hire so they know what to expect when they arrive
- ☐ Arrange for someone in the department to be an informal “onboarding buddy” to the new hire – someone other than the supervisor to whom the new hire can go with questions
- ☐ Send a communication out to the team announcing the new hire, their start date, and any pertinent information so the new hire’s colleagues are ready to welcome the new hire
- ☐ Arrange coffee or lunch plans for the first day with the new hire (this gesture should be considered regardless of remote / hybrid schedule if possible). Check in with your PA or Michael Bailey (michael.a.bailey@maine.edu) for questions on funding if needed to source outside of personal donation.

First Day – First Week

Welcome activities and essential knowledge to share

Supervisor support of the new employee is vital. Be sure to welcome them to the community / area and ensure that they are making connections with colleagues. Expect to devote time early on - the excitement and need to get running with your new employee is understandable but we need to invest in their integration into the organization which leads to a greater probability of retention and satisfaction.

On campus / county-based office employees:

- ☐ Greet and show employee to their office space, where to put coats, lunch, etc.
- ☐ Go over agenda for the day so they know what to expect
- ☐ Tour of office building, shop, workplace
 - Review emergency action plan and safety features of location
- ☐ Introduce co-workers
- ☐ Show location of break room, kitchen, restrooms, mail box, printer/copier, etc.
- ☐ Provide building / office keys (as necessary)
 - Clarify - who closes the office, can the employee enter the building when it is closed with the keys that they own, do they need to lock up if they are the last people in the office, etc.
- ☐ Explain how to purchase parking permits and / or county office parking etiquette
 - Melissa Gray will provide a temporary parking permit (via welcome email) for those based at campus locations

- Employees can purchase permits, good for one year: [UM Parking/Parking Permit](#)

Remote / home-based office employees:

- Ensure the employee has the materials they need to work effectively in a remote / home setting
- Review the [UMS telecommuting policy](#)
- Discuss mutually agreed upon schedule and communication strategies
- If meeting colleagues in-person is not possible, ensure virtual introduction meetings are scheduled

Welcome / Resource Overview

- Provide an overview of the [University of Maine System \(UMS\) Portal](#). This is a great place to start exploring university-wide resources. This is a single sign-on system, so employees can launch Gmail, Zoom, Google Drive, Marketplace, Concur, MaineStreet, UMS Academy, etc. all from here. Be sure to peruse the dropdown menus (MaineStreet, UM Quick Links, UMS Quick Links, etc.) under the launch pad to find many UMS resources linked here for easy access.
- Review [UMaine Cooperative Extension](#) and [Plugged In](#) websites
- Review [Extension's Mission & Vision in the Policy Manual](#)
- Review the job description to ensure all expectations are understood
- Discuss the [mentor program](#) and 1) the option to have a mentor and 2) selecting one from either their program or field of focus, or someone from their employee category. Ensure them that they may make the final selection for their mentor (*dependent on availability*).
- Explain whom the employee may go to with questions / concerns when supervisor is not present
- Explain procedure for handling in-person inquiries and requests (from the general public or fellow staff)
- Share employee's own work contact information:
 - Phone extension (*if applicable*)
 - Email address
- Explain the benefits of having a [UMaine Identification Card \(MaineCard\)](#) and how to get one from the Orono campus ([DTAV Community Center](#))
 - Identification, discounts and loadable payment method (Bear Bucks) for Orono campus Bear's Den and dining halls, Maine Bound Adventure Center, at Collins Center for the Arts, and more
 - Learn more ways to use your MaineCard on the [Black Bear Bucks](#) site
- Explain how to order Extension apparel:

- As a new full time or part time permanent employee, new employees may select 1 new apparel item up to \$25 value with the University of Maine Cooperative Extension logo up to one year from your date of hire. Contact [Angela Martin](#) prior to placing an order.
- Employees can view and purchase apparel styles available on the [online store](#).
- ☐ Enter time on MaineStreet
 - How to find vacation or sick hours earned
 - Procedure for requesting vacation or taking sick / personal days

Information Technology & Communications

- ☐ Discuss IT and Communication tips:
 - Computer – appropriate use and security (locking or logging off when away); treatment of confidential information
 - Provide an overview of computer / internet use policies
 - E-mail policies – use, etiquette, expectations, out of office notifications
 - Scheduled meetings and events – add new employee to ongoing or upcoming meetings / events
 - Access to Google shared drives
 - Orient and provide training on office equipment: computer/printer/scanner, etc. *(if applicable)*
 - Find IT Help Desk on MaineStreet
- ☐ Employee’s telephone and telephone procedures (dial 8 to call out, campus extensions using 1+last four digits) *(If applicable)*
- ☐ Voicemail procedures – greetings, expectations, out of office *(if applicable)*
- ☐ Preparation of standard email signature

Administrative Specialist, [Ella Glatter](#), will add staff to general Google Groups, such as Extension All Staff, as well as those based on their position type (Extension Professionals, Extension Faculty, etc.) and county / location specific (Extension in Cumberland, 4-H Camps and Learning Centers, etc.). Supervisors should double-check appropriate Group designations and suggest any others their staff should be included on.

Safety Overview

- ☐ Emergency procedures & evacuation routes, location of emergency exits and fire extinguishers *(if applicable for remote employees)*
- ☐ Accident reporting procedures and how to report Worker’s Compensation
- ☐ Work area/specific safety procedures, such as shops, labs, etc. *(if applicable)*
- ☐ Ergonomics products/services

- Encourage new employee to [Register for Campus Emergency Alerts](#) for Orono campus updates
- Discuss inclement weather policy as it relates to their location

Professionalism Overview

Provide an overview of office / department norms which may include (policies can be found in the [Policies & Procedures Manual](#) on Plugged In):

- Company property policies, professional and industry ethics, code of conduct policies, proprietary information policy
- Policy on cell phones / other technology and devices in the workplace
- Appropriate dress for public program events, lab safety, and more (*as necessary*)
- Department and/or supervisor expectations
- Preferences for communication with supervisor and colleagues –phone, email, one-on- one meetings
- Written/unwritten rules – (e.g., what does “on time” to a meeting look like, checking work email or working from home)
- Office culture and expectations – keeping office doors open/ closed, saying hello/goodbye, taking time to socialize with co-workers (*as applicable*)
- Expectations of position / job responsibilities
- Explain acceptable and unacceptable performance behaviors
- Acronyms & symbols related to campus and department

First Week – First Month

University of Maine System (UMS) Resources

- Encourage new employee to read through the [UMaine Mission](#) and [UMaine Strategic Vision and Values](#)
- Show them how to find the [UMS Employee Manual](#). This website lists a wide range of resources including Administrative Practice Letters (APLs), a variety of policies (alcohol, drug, information privacy), facilities management, human resources, and so much more. Here are a few more key resources they may need in the first day / week of employment:
 - Human Resources [New Employee website](#)
 - [Faculty & Staff Resources](#)
 - [Employee Benefits Center website](#), [introductory video](#), contact: benefits@maine.edu
 - Payroll: payroll@maine.edu

- Note that information from the relevant employee union (if applicable) is in the appointment letter sent via email and the union contract, or employee handbook for non-reps, is available online at the [UMS Labor Relations website](#)
- Encourage them to explore the [UMS People Search Campus Directory](#)

Extension Resources

- Provide time for the new employee to read through the [Policies & Procedures Manual](#) on Plugged In
- Encourage new employee to explore the [Extension-specific Staff Directory](#) to get to know fellow colleagues by name and program area. The Communications & Marketing Team will reach out to add their profile.
- Review UMaine Extension's [Operational Chart - Leadership Team](#) and highlight staff or key areas they may become involved with (*out of date – stay tuned!*)
- For statewide organization updates and to keep folks up-to-date on University or state initiatives, encourage employees to join [Extension Connections](#), hosted by Dean Hannah Carter on the first Monday each month.
- Encourage they join the [Extension Exchange](#), an informal, online session hosted by Beth Hawkyard, Assistant Director of Employee Engagement, on the third Friday each month. This is a great way to connect with staff, learn what Extension colleagues are up to, and add resources to their toolkit.
- For nationwide resources, we encourage employees to explore [Extension Foundation](#) for tools such as the National Registry of Cooperative Extension Programs and Assets (NRCEPA) which enables Cooperative Extension professionals to register their projects, programs, or curriculum for nationwide collaboration among Cooperative Extension colleagues; or Connect which is a closed social media network for Cooperative Extension and other Land-grant University professionals, their community partners, and federal partners to disseminate information and resources, as well as finding subgroups to connect with (free to join).

New Employee Training

UMS Required Compliance training: from the mycampus launch pad, find the UMS Academy icon (blue apple with white Maine state in center, coming out of an open book).

- When employees first jump in, they'll see colorful boxes in a row under "Pathways". Select the blue box for the Compliance Pathway - this will lead them to 9 required modules.
 - These 9 modules cover basic safety; diversity, equity, and inclusion (DEI); emotional well-being; confidentiality and privacy; professional growth; and personal respect

- From searching all categories, employees will find a variety of courses (course design, website design, technology, Microsoft Suite programs, staff professional development - such as time management and other soft skills, etc. etc.) to enhance their current skills and knowledge.

Extension-specific training: [New Staff Orientation and Training link from Plugged In](#)

Angela Martin will contact new staff to register them for a series of trainings led by Assistant Director of Employee Engagement, Beth Hawkyard (Human Resources Things to Know, Providing the Ultimate Customer Service Experience) as well as an in-person, on main campus orientation.

Networking

Introduce the new employee to individuals in and outside of the department with whom they will need to work. Here are some suggested resources to provide:

- Provide a list of locations of other employees' offices
- Provide a list of contact information of commonly used vendors and contractors
- Provide a list of individuals who may serve as resources
- Groups / unofficial office clubs – connect new employees with the people who organize events such as running, walking, lunch clubs, after-hour social events, community service

Performance Management

- Explain how [Performance Management](#) and Assessment are performed within UMS
- For Professionals, discuss the [Professional Career Ladder](#) process and time frame
- For Faculty, discuss [appointments, reappointments, promotion, continuing contracts, etc.](#)

Professional Development Opportunities

- Share the opportunity to use [Flexible Staff Development Funds](#) on conferences, workshops, books, and other resources that would improve their effectiveness on the job and include supervisor approval requirement
- Discuss UMaine Cooperative Extension committees and the employee's potential membership

Communications & Marketing, Technology, Web & Publications

- If the employee's position requires them to produce publications, update websites and more, connect them with the Communications and Marketing Team.
- Plugged In's [Communications & Marketing page](#) includes great resources in this area.
- Email extension.communications@maine.edu

Travel, Purchasing and Expenses

- ❑ Extension's [Operations's Unit](#) web page includes information on the left side bar such as Administration Operations (listing Office of the Dean staff and how they can support employees), Purchasing and Travel. If the position responsibilities include purchasing and travel the new employee will need to complete the appropriate credit card application. Training is offered by [Strategic Procurement](#) and frequent emails from them provide current purchasing information. Employees need to request access to MaineStreet, which they can do via their mycampus site, below the UM Quick Links.
- ❑ Travel policies and procedures
 - If the new staff requires the ability to reserve and drive an Extension vehicle, please contact Administrative Specialist, [Ella Glatter](#), for driver approval process instructions.

Health and Wellbeing Resources

- ❑ [UMS Wellness Program](#) for information on fitness and recreation, employee assistance program, health coaching and more.
- ❑ [Fitness Center Vouchers and Rec Center information](#) across the state
- ❑ Mindfulness online Tues/Thurs with Extension colleagues, led by [Leslie Forstadt](#)

The Supervisor's Role – Continued Support

One-on-one meetings, communication, consistent feedback and constant engagement will help the new employee feel integrated and supported in their new role, which leads to stronger teams and programs!

- ❑ Meet with the new employee at the end of each of the first several days to see how the day went
- ❑ Complete and review performance plan with employee within 30 days
- ❑ Schedule supervisor/employee check-ins after 30, 60, 90 days, and regular one-on-one meetings (bi-weekly is recommended, but this will depend on the position)
- ❑ Provide on-going feedback, personally engage with your new employee and recognize their contributions
- ❑ Around 90 days from the hire date, ask your new hire how their role aligns with what was described during the initial interview process. Also ask for the new hire to share their own feedback on improvements and share who / what has been helpful during their onboarding process.
- ❑ Professionals / Hourly:
 - The UMPSA and COLT contracts require that UMPSA and COLT employees be evaluated in writing prior to the completion of the initial six-month period of the appointment and

yearly thereafter. The current UMPSA contract specifies a six-month probationary period. For more details, refer to the current contract(s).

- Faculty:
 - Evaluations shall be scheduled to ensure that promotion, tenure, continuing contract status, and reappointment schedules and/or deadlines will be met. A faculty member will be reviewed annually. A peer committee will review the faculty packet and prepare the written evaluation. For more details, refer to the current contract(s).
- At one year, it is an excellent opportunity to thank, motivate, and congratulate the employee. An annual review is helpful for both supervisee and supervisor to process the first year of employment, and the successes achieved and challenges faced.
- Consider lunch, a gift, or other sign of appreciation and recognition to celebrate a successful first year! Check in with your PA or Michael Bailey (michael.a.bailey@maine.edu) for questions on funding if needed to source outside of personal donation.

Complete Resource Links Provided + Additional Links

- Plugged In resources specific to Supervisors: <https://extension.umaine.edu/plugged-in/hr/supervisors/>
- Melissa Gray: melissa.gray@maine.edu UMS HR
- HR directed, self-service onboarding in Confluence: <https://gojira.its.maine.edu/confluence/display/HumanRes/How-to+Articles+-+Employee+Self-Service+Onboarding>
- Angela Martin: angela.martin@maine.edu Uniforms, badges, new employee training schedule
- Information Technology and Support: <https://tdx.maine.edu/TDClient/2624/Portal/Home/?ID=1ee28f61-aea2-4452-8aa9-859961307402>; email help@maine.edu
- Ordering computer / tech equipment: um-computer-purchasing-group@maine.edu
- Process of ordering equipment: <https://extension.umaine.edu/plugged-in/purchasing/purchasing/technology-purchases/>
- UM Parking/Parking Permit: <https://umaine.edu/parking/>
- UMS Telecommuting Policy: <https://www.maine.edu/human-resources/remote-work/>
- UMS Employee Manual: <https://www.maine.edu/system-employee-manual/>
- Faculty & Staff Resources: <https://umaine.edu/facultystaff/>
- UMaine Cooperative Extension: <https://extension.umaine.edu/>
- Plugged In: <https://extension.umaine.edu/plugged-in/>

- Extension's Mission & Vision in the Policy Manual: <https://extension.umaine.edu/plugged-in/policies-guidelines/policies-procedures-manual/section-one-organization/1-1/>
- Hourly and Professional Mentoring Handbook: https://drive.google.com/file/d/1E9yGH-6L-kUAhrL2g_drdXBxZTIA8-TF/view?usp=sharing
- UMaine Identification Card (MaineCard): <https://umaine.edu/mainecard/>
- Black Bear Bucks: <https://umaine.edu/mainecard/black-bear-bucks/>
- Extension Apparel: <https://umecoop.itemorder.com/shop/sale/>
- UMaine Mission: <https://umaine.edu/about/mission-2/>
- UMaine Strategic Vision and Values: <https://umaine.edu/visionandvalues/>
- Human Resources New Employee website: <https://umaine.edu/hr/new-employee-information/>
 - Employee Benefits Center website: <https://www.maine.edu/human-resources/benefits/>
 - introductory video: https://www.youtube.com/watch?v=KJGSaHpIVJc_benefits@maine.edu
 - payroll@maine.edu
- UMS Labor Relations website for union contracts: <https://www.maine.edu/human-resources/labor-relations/>
- UMS People Search Campus Directory: <https://peoplesearch.maine.edu/>
- [Policies & Procedures Manual](#)
- Extension-specific Staff Directory: <https://extension.umaine.edu/people/>
- Operational Chart - Leadership Team: <https://extension.umaine.edu/plugged-in/wp-content/uploads/sites/54/2022/09/Operations-Chart-UMaine-Extension-Updated-March-2022.pdf> *Out dated - stay tuned!*
- Extension Exchange Series: <https://extension.umaine.edu/plugged-in/professional-development/extension-exchange/>
- Extension Connections: <https://extension.umaine.edu/about/dean/extension-connection/>
- Register for (Orono) Campus Emergency Alerts: <https://umaine.edu/emergency/umaine-txt-%20registration/>
- New Staff Orientation and Training link from Plugged In: <https://extension.umaine.edu/plugged-in/hr/new-staff/>
- Performance Management: <https://mycampus.maine.edu/group/mycampus/performance-management>
- Professional Career Ladder: <https://extension.umaine.edu/plugged-in/hr/extension-professional-employees/>
- Faculty [appointments, reappointments, promotion, continuing contracts, etc.](#)
- Flexible Staff Development Funds: <https://extension.umaine.edu/plugged-in/policies-guidelines/policies-procedures-manual/section-three-personnel/3-4/>

- Communications & Marketing page: <https://extension.umaine.edu/plugged-in/technology-marketing-communications/>
- Email extension.communications@maine.edu
- Operations's Unit: <https://extension.umaine.edu/plugged-in/purchasing/>
- Strategic Procurement: <https://sites.google.com/a/maine.edu/strategic-procurement/>
- UMS Wellness Program: <https://mycampus.maine.edu/group/mycampus/wellness/>
- Fitness Center Vouchers and Rec Center information across the state: <https://gojira.its.maine.edu/confluence/display/HumanRes/0790.10+Fitness+Center+Vouchers>
- Leslie Forstadt: leslie.forstadt@maine.edu [Mindfulness via Zoom](#)

Additional Links:

- UMaine Universities – links to each campus website: <https://www.maine.edu/universities/>
- UMaine Calendar: <https://calendar.umaine.edu/events/>
- Orono campus map: <https://umaine.edu/campus-map/>