KEAN

Onboarding Student Assistants: *A Supervisor's Guide*

Supervisors and employees who direct the work of Student Assistants have an important responsibility to ensure their new students' initial workplace experience is a positive one. Supervisors should plan an orientation and cover important topics on the student's first day of work, including discussing policies and procedures and position expectations. All Kean employees play an integral role in preparing Student Assistants' for the next step in their professional career…starting on their first day of work!

The following can be used as an onboarding checklist for your Student Assistant:

Before the Student's First Day:

- Send a welcome message to the student instructing them when and where they should report and who will greet them on their first day.
- Send a notification email to team members in the department to introduce the student so they are aware of their upcoming arrival.
- Prepare the student's workspace and ensure technology is working appropriately.

Upon the Student's Arrival to Your Office on Their First Day:

- Doublecheck with the student that they have visited HR to complete their I-9 form in person and that they have completed their online Workday onboarding (this includes required paperwork for HR and Payroll).
- Direct the Student Assistant to report to HR immediately to complete their I-9 form if they have not already done so. *A Student Assistant is not authorized to begin working unless they have completed this form.*

Department Introduction:

- Provide an overview of the work of the department or unit including the mission, objectives and recent accomplishments. Inform the Student Assistant about their role and how their work will connect with the overall mission.
- Share organizational charts if available, so the Student Assistant can get to know reporting structure and names of department employees.
- Review specific department rules and procedures including proper attire for the office, cell phone usage, attendance, punctuality and confidentiality rules.
- Provide a tour of the department/floor including desk/work spaces, restrooms, lunch and break areas, where to store personal belongings, office supply locations, etc.
- Review the appropriate use of equipment in the department including computers, telephones, fax, copier, etc.

- Introduce the new Student Assistant to other staff members.
- Set up access with OCIS for relevant computer network log-ins, departmental system drives and printers, etc.

Position Introduction:

- Review the position description and discuss training plans for those job duties. This may include safety training needed for physical tasks or using department equipment.
- Set up work schedules and breaks, in compliance with HR Guidelines.
- Discuss their schedule and procedures for clocking in and out for their assigned shifts and required break periods in Workday. Please use this training Guide, which has also been provided to the student: https://www.kean.edu/media/wd-clocking-out
- Review procedures for notifying the Supervisor of absence, lateness or requesting time off.

University Introduction:

- Review all relevant University policies and procedures.
- Provide the University's organizational chart link to the Student Assistant, so they can begin to familiarize themselves with the names and locations of important contacts: https://www.kean.edu/media/kean-organizational-chart
- Share pertinent Kean website links with the Student Assistant, including the Directory and pages related to information needed for their position.

Ongoing Responsibilities:

- Set up regular check-in meetings to ensure the student feels comfortable with their job assignments and is adjusting to their school/work life balance.
- Let the student know they are encouraged to ask as many questions as needed so they can learn their responsibilities and succeed in their new position.
- Address any issues that arise promptly.
- Whenever appropriate, include the student in discussions, meetings and decision making activities to help the student feel like a part of the team.
- Keep open lines of communication regarding the student's scheduling needs, including time off requests.
- Remember to treat Student Assistants as a valuable resource and expose them to a variety of opportunities to assist in their personal and professional development.