COVID–19 REMOTE ONBOARDING GUIDE FOR SUPERVISORS

Effective onboarding can enhance staff engagement, increase productivity and lead to higher rates of retention. As the University shifts to a remote work environment, it is important to determine what factors must be considered to ensure that new staff can integrate into our community successfully. The anxiety and thrill of commencing a new job can be compounded by the challenges of being in a remote work environment. New staff can struggle to connect with their colleagues and in finding fulfilment in their work if they feel too far removed.

This guide aims to provide supervisors with tools for remote onboarding to prepare new staff so that they can feel like a valued member of the team and are making contributions as early as possible in their employment. This guide is applicable to Professional and Academic staff and should be used in conjunction with your current Faculty/Department’s onboarding materials.

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<thead>
<tr>
<th>DETERMINING SUITABILITY FOR REMOTE WORK AND REMOTE ONBOARDING</th>
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<tbody>
<tr>
<td>Consider whether the position can be performed remotely. Can</td>
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<tr>
<td>the core role be undertaken in a remote working environment?</td>
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<tr>
<td>Can alterations or accommodations be made to enable the role</td>
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<td>to be performed in a remote environment?</td>
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<tr>
<td>If you wish to discuss this further, please contact your HR</td>
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<td>Business Partner.</td>
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<th>EARLY ENGAGEMENT</th>
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<tr>
<td>Staff engagement begins well before their first day on the job. Connecting with new staff within a couple of days after offer acceptance is key to making a good first impression and to prepare the staff member and team to ensure that the appropriate tools and resources are in place for the staff member to commence as planned. The discussion should include the viability of working from home by asking questions such as, does the staff member have:</td>
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<tr>
<td>• relevant IT equipment e.g. monitors, keyboard or mouse</td>
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<tr>
<td>• internet connection</td>
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<tr>
<td>• a phone that can be used for work</td>
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<tr>
<td>Alternative option: Cisco softphone set up on laptop</td>
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<tr>
<td>• access and ability to use video conferencing tools, in particular Zoom</td>
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<tr>
<td>Where staff incur reasonable out of pocket expenses working from home (e.g. additional broadband charges for data excess data usage) these can be claimed through an expenditure claim form.</td>
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<th>EQUIPMENT</th>
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<td>Once you have identified what equipment is required by the new staff member, you can organise these in advance so that they are ready to commence on their first day. Equipment may include:</td>
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<td>• Laptop</td>
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<td>You should notify eSolutions if there are any specific applications or hardware that is required for their role so that they can install this in advance (e.g. SAP or Callista)</td>
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<td>• Mobile Phone (if applicable)</td>
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<tr>
<td>• Monitors</td>
</tr>
<tr>
<td>• Keyboard</td>
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<tr>
<td>• Mouse</td>
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<tr>
<td>Staff must register their equipment (with the exception of their laptop)</td>
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<tr>
<td>It is important to first check whether the required equipment is available and accessible to the Faculty. In the event that the equipment is not available, you can submit an online order.</td>
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<tr>
<td>Please allow for a minimum of 3 business days for the equipment to be organised. New staff will need to collect their equipment from 700 Blackburn Road, Notting Hill.</td>
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### PRE-COMMENCEMENT

Reconnect with your new staff member just prior to their commencement to discuss the details of what to expect on their first day (i.e. start time, connectivity and login details, details of their first meeting).

Commencing remotely can also pose a challenge for new staff to connect with their team. Assigning a buddy to help the new staff member settle will assist in their successful integration into the team. A buddy can support the staff member to navigate through their new environment and help them through the onboarding process. Having a buddy allows the new staff member to have another contact point aside from the supervisor to seek support and ask questions.

### ACCESS

Ensure the staff member is provided with:

- Username - sent to their personal email prior to commencement
- Email and password - sent to their personal email prior to commencement
- Staff ID - check [ESS](#)
- Phone extension - on [MIDS - Divert desk phone](#) remotely to their mobile or home phone or set up [Cisco softphone](#)
- [M-Pass](#) - staff can request remotely via email
- [Okta](#) - verify-app authentication to access Monash sites remotely
- [VPN](#) - access to S Drive and Monash specific applications
- Access to [S Drive](#) - if applicable
- Access to [email](#)
- Access to [Intranet](#)
- Access to [my.monash](#)
- Access to [Google drive](#)

Additional information on [G Suite](#):

- Access to [MyResearch (Pure)](#) (Academic staff)
- Access to [Zoom](#) for meetings
- Access to [Hangouts](#) to connect with colleagues
- Access to [Workplace](#) - provide staff member with a list of Groups to join to connect with the relevant colleagues and broader Monash community

### INDUCTION PLAN

As with any induction, in person or remotely, the purpose is to ensure that a new staff member has the information they need to succeed, to build a sense of belonging and purpose, and to establish relationships with colleagues and stakeholders.

Apply principles of a standard induction in this remote context. Utilise your Faculty/Department/School/Area’s existing induction materials, ensuring that a soft copy of the induction plan is provided to the staff member. Introductory meetings that would have been organised with relevant key stakeholders should still proceed via video conferencing. If they are going to make an impact, it is important that they know who is involved and start forming those connections.

Your Recruitment Consultant will also be connecting with the new staff member on their first day to check in on them and assist with any additional queries.

### INDUCTION MATERIALS

Convert induction materials to virtual friendly versions. Additional resources for remote onboarding include:

- Complete the [COVID-19 Working from Home Registration](#) (Professional staff)
- Provide staff member with a link to Faculty key contacts and team key contacts
- [Monash @ Home](#)
- [IT Remote Access](#)
- [Workplace](#) - regular COVID-19 updates
- [COVID-19 Academic Q&A](#)
- [COVID-19 HR Resources](#)
- [Monash COVID-19 updates](#)

### REGULAR CHECK-INS

Schedule regular check-ins (ideally daily to begin with) and ensure that the staff member understands that this is an open forum where they can raise any questions or concerns.

Use rich real-time media such as Zoom to allow more personal communication, learn each other’s nonverbal idiosyncrasies; body language, gestures and alternative voices (tone, inflection, volume, timing). The better you know them the better you can support them.
It can be difficult to know a new staff member's personality archetype and how they like to work. Don't be afraid to ask the question and get them involved in their own management plan i.e. preferred method of contact, frequency of check ins.

Click [here](#) for more information on managing remote teams.

**TEAM CATCH-UPS**

Whilst working remotely, staff may lose the opportunity to connect with their peers leading to a feeling of isolation. Ensure that the new staff member is included in all pre-organised team meetings and groups, such as Hangouts and Workplace.

- Organise a virtual welcome with the team rather than going straight into work discussions
- Establish weekly team check ins to collaborate and celebrate wins
- Establish 'water cooler' moments to support informal team connections (eg. virtual lunch catch ups, team bonding activities)

**TRAINING**

**Role Specific Training**

The remote environment can also be more challenging to effectively provide job specific training and set the new starter up for success as they aren’t able to simply turn around to ask a colleague about a program they need to use or where they can access certain information.

Organise and schedule adequate time to complete virtual training as part of their induction plan and allocate these training sessions into their calendars.

When conducting the training via video conferencing tools, share your screen and talk them through the steps you are taking. Any written resources relevant to the training should be shared with the staff member prior to the training so that they can follow along.

**Mandatory Training**

All mandatory training still applies for new starters. You must ensure that this is completed in their MyDevelopment. Include this in the Induction Plan, and ensure that you also show the staff member how they can access their MyDevelopment.

**MyPlan**

MyPlan is essential to growing and developing staff at Monash. Even in these difficult circumstances we want to ensure that all staff are completing MyPlan with their specific goals for their first 12 months at the University. Schedule a meeting with the applicant in weeks 1 or 2 to go through what MyPlan is and why we use it. Also give the staff member some suggestions on where you would like to see them succeed.

**ADDITIONAL RESOURCES**

- eSolutions internet
  - IT Services for Research
  - IT Services for Education
  - IT Services for Administration
  - IT Services for Staff Productivity
- eSolutions Service Desk
- IT Training Courses
- Employee Assistance Program is available 24/7 to all Monash staff on 1300 360 364.
- Monash Health & Wellbeing Services
- Desk exercises
- Monash Active Bodies Online

**OTHER INFORMATION**

- For OHS matters, contact the helpline on (03) 990 51016 or ohshelpline@monash.edu
- If you have questions relating to this guide, contact Access HR on (03) 990 20400 or hr@monash.edu
- The Department of Health & Human Services - 1300 651 160