

Staff Onboarding Guidelines

Introduction

The Staff Onboarding Guidelines provide a structured framework for onboarding new employees at Western Kentucky University. The process ensures compliance, access to resources, and engagement during the first 90 days and beyond.

Onboarding Philosophy

Western Kentucky University is committed to creating a welcoming and supportive environment for new employees. Our onboarding process promotes clarity, engagement, and productivity by providing essential tools, resources, and guidance.

Roles and Responsibilities Overview

Responsible Party	Responsibilities
Human Resources	Send welcome email Manage I-9 and benefits enrollment Conduct orientation
Supervisor	Provide employment offer letter Confirm start date Ensure proper paperwork is completed Prepare workstation Provide training Conduct check-ins
Information Technology Services (ITS)	Create WKU accounts Send WKU Account Access Instructions
Payroll	Send direct deposit setup instructions

Onboarding Timeline

Phase 1: Pre-Arrival

Job Offer Acceptance - Before First Day of Employment

Responsible Party	Task	Details
Supervisor	Job Offer	<ul style="list-style-type: none"> Review schedule of common hire dates prior to job offer. Dates are Based on the Bi-weekly payroll schedule (first day of the pay period) Provide employment offer letter. View instructions and templates on the “Supervisor Onboarding Templates & Resources” section of HR’s onboarding website.
	Request a Background Check	https://app.wku.edu/forms/bcr/
	STOP	No additional actions until check is complete
	Submit EPAF request form	<ul style="list-style-type: none"> EPAF should be submitted one week prior to start date Attach employment offer letter to the EPAF request form
	Communicate logistics and welcome information to new hire	Include: <ul style="list-style-type: none"> Start date and time Dress code Location Parking details: <ul style="list-style-type: none"> How to purchase permit Where to park on first day Outline of first day Template available on HR’s onboarding website .
	Prepare workspace	Ensure workspace is clean and all assigned equipment and resources are present and ready
	Submit request(s) to ITS for special access as needed for position	Examples: Banner, Active Directory, Physical Access via Electronic Access Control: www.wku.edu/its/contact
Human Resources	Once background check is complete	<ul style="list-style-type: none"> Send First Advantage auto-email requesting I-9 information Send Welcome Email that includes I-9 details and link to new hire details page <ul style="list-style-type: none"> Include I-9, new hire forms, “New to WKU” page
	Send orientation invitation email	Ideally scheduled for first day of employment or very soon after

Phase 2: Orientation

First Week of Employment

Responsible Party	Task	Details
Supervisor	Ensure employee has met with HR	New hire documentation and orientation complete
	Ensure employee has access to pertinent University items	Parking pass, WKU ID card, necessary systems and physical access, keys
	Schedule headshot (if applicable)	Update department website
	Introduction to team	Assign mentor
	Introduction to Policies	<ul style="list-style-type: none"> • Discuss timekeeping if applicable • Review TopNet and leave reporting process • Reminder of New to WKU page • Review Standards of Conduct • Highlight Human Resources' Policy Page • Highlight WKU's Policy Page
Human Resources	Ensure completion of required forms and documentation	<ul style="list-style-type: none"> • I-9 Completion • Tax forms • EPAF applied following I-9 and tax form completion
	Provide new hire orientation	<ul style="list-style-type: none"> • Introduction to WKU • Benefits and retirement • Timekeeping and leave reporting • WKU policies • WKU resources
	Send Benefit and Retirement Introduction Email	<ul style="list-style-type: none"> • Benefit enrollment required within 30 days from benefit effective date (effective date is 1st day of month following start date) • Retirement decision within 30 days from start date
ITS	Create accounts	Completed on or before first day of employment
	Send IT welcome email	—
	Provide NetID setup link	—
Payroll	Send direct deposit setup instructions	—

Phase 3: Integration

First 30 Days of Employment

Responsible Party	Task	Details
Human Resources	Benefits follow-up	Follow up with employee regarding benefit and retirement deadlines if not complete
Supervisor	Role-specific training	Template available on HR's onboarding website .
	Clarify expectations and provide feedback	—
	Complete documentation for Probationary Period Policy	Internal documentation required at 30 and 60 days of employment. Template available on HR's onboarding website .
	Connect with Staff Senate	Connect the new employee with Staff Senate to learn about mentorship opportunities, etc.

Phase 4: Engagement

Through First Year

Responsible Party	Task	Details
Supervisor	Complete documentation for Probationary Period Policy	Submit final Probationary Period Workflow to HR before ninety (90) days
	Prepare for first standard performance review	Performance Development Reflection and Goal Setting .
	Ongoing check-ins and feedback	—

Resources

New to WKU Page	https://www.wku.edu/hr/careers/newtowku.php
Staff Onboarding	https://www.wku.edu/hr/staffonboarding.php
Employee Wellness & Benefits	https://www.wku.edu/hr/benefits/healthandwellness/index.php
ITS Quick Start Guide	https://www.wku.edu/its/employees/
Payroll Schedule	https://www.wku.edu/budget-finance/payroll/
Direct Deposit Instructions	Microsoft Word - Direct Deposit Allocation Instructions
Staff Senate	https://www.wku.edu/staffsenate/

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