Q: What is the Onboarding Process?

A: The onboarding process involves both the **Pre-boarding** and **Welcome Process**. The **Pre-boarding** process encompasses all of the steps needed to successfully complete the new hire set-up process. It includes the identification and configuration of space needs, completion of the background check/new hire paperwork, set up of the computer/phones, payroll and badge processing. It also includes **The Welcome Process** which involves integrating and acclimating your new employee into the UCOP organization, culture, and your

Q: Once the final candidate has been identified, how long does the Onboarding Process take?

A: Pre-boarding can be completed in 10 or more days. The completion of the background and creation of the offer letter/welcome email typically take between 1- 2 weeks. The actual configuration of the space, computer, network and phone are typically completed within 1-3 business days prior to the new hire's start date, depending upon the date the requests were made. The payroll and badge appointments are completed on the new hires' first day.

The Welcome Phase starts from day 1 and extends for 90 days. The onboarding checklist and buddy guidelines will be emailed to hiring managers from the HR Assistant once the recruiting onboarding process is activated. Upon receiving these documents, the managers will include buddy selection on the onboarding form. The HRA will add the name of the buddy to the new hire Smartsheet for tracking and follow up. HRBP's will follow up after 1st 30-60-90 days.

Q: What is the Onboarding Needs Form?

A: It is a form sent by Human Resources to be completed by the Hiring Department once a background check has been initiated. It provides Human Resources with the needed information to complete the Onboarding requests for the new hire.

Q: What is the Manager's Checklist for Successful Onboarding?

A: This is a checklist of activities for the manager to guide their new hire through in order to help them integrate into UCOP's Culture and their new role. It contains activities, tools and resources for the employee's first day all the way up to their first 90 days. Following this checklist supports our workforce plan initiative and helps managers create an environment that keeps employees, motivated, engaged and productive. The complete checklist is available here:

[Manager's Checklist for Successful Onboarding (Remote)](#)
[Manager's Checklist for Successful Onboarding (Onsite)](#)

Q: What does the Hiring Department do as part of the Onboarding Process?

A: The Hiring Department determines the space needs, provides Human Resources with the Finalist(s) information for the Background Check, completes the Onboarding Needs Form, negotiates the Verbal Offer and Start Date, and provides their Human Resources representative with the details for the Offer Letter.

Q: What does Human Resources do as part of the Onboarding Process?

A: For **Pre-Boarding** Human Resources informs Building Services of the hiring need, creates and sends the Offer Letter/Welcome Email to the candidate, submits the Onboarding needs through the IT Service Hub, and sets up the Payroll and Badge appointments. On the new hire's first day, Human Resources escorts the new hire to their Payroll and Badge appointments and then to the department.

For **The Welcome Phase** of the Onboarding Process Human Resources can serve as an advisor to managers and Onboarding Buddies who are seeking advice on how to successfully onboard their new employees.

Q: Who are the Service Providers and what do they do as part of the Onboarding Process?

A: There are five service providers involved in the Onboarding process:

- BASC-Building Services is responsible for identifying and configuring space.
- ITS Computers generates the Network ID and provides/configures the computer with network drives and printers.
- ITS Phones provides/configures the phone with phone number, voicemail set up/password and display name.
- BASC-Work Management Center processes the new hire's badge request.
- Payroll completes the new hire paperwork and sends Time Reporting and Personal Data Confirmation (iDoc) to the new hire.

Q: Who do I contact for Onboarding information, questions or problems?

A: Please contact your [Human Resource Business Partner](#).