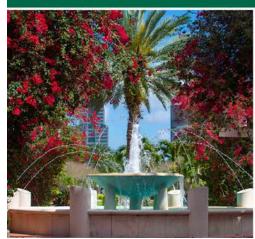UNIVERSITY of
SOUTH FLORIDA
ST. PETERSBURG CAMPUS

WELCOME TO USF ST. PETERSBURG CAMPUS

RESOURCES FOR SUPERVISORS

Student Success St. Petersburg campus Resources for Supervisors of New Employees

A Note for Supervisors

The below resources for onboarding plans are just templates and resources for you to make your own. Here are some other items to keep in mind as you are planning for your new employee!

Before their first day:
- USF has several [resources for onboarding](#) including the *Onboarding Guide for Managers* and the *Departmental New Employee Onboarding Checklist.* These are great resources that will allow you to get your new hire ready and prepared for their new position!
- Be sure to clean up their work area. If anything needs special maintenance or custodial attention, [here](#) are the instructions to submit a work order.
- You can order a name badge for your new employee (if applicable) through [MarkMaster](#) using the code 553182 and business cards (again, if applicable) [here](#).
- You can schedule a time to meet with [USF St. Petersburg campus IT here](#) to ensure that they can get your new employee set up with their computer first thing.
- To change the name on a campus phone, [fill out this form](#).
- Start creating 30-60-90 day plans to set up your new employee for success (see below for additional information)!

For their first day/week:
- To get a temporary parking pass, go to the Parking and Transportation Office with a copy of the offer letter and a photo ID. [Find out more information about the parking office here.](#)
- The new employee should have received information from HR regarding setting up their [net ID](#).
- Once their net ID is set up and they have a USF email address, you can [request a Bayboro account for them here](#). Please be aware, depending on IT availability, this may take up a majority of their first day.
- Central HR will reach out to the new employee within their first week regarding benefits and new employee orientation, but they can also read about [all of the great benefits that we offer here](#). The Benefits Summary document on the first page outlines a lot of the healthcare and supplemental voluntary plans available to full-time employees.
- USF also has a [New Employee Onboarding](#) webpage that includes things like employment policies and regulations, campus maps, the employee resource guide, and more!
- Discuss department/divisional expectations (dress code, leave policies, divisional committee work, etc.) and review the position description with the new employee.
- Set up meetings between your new staff member and the Vice Chancellor for Student Success, Regional Assistant Vice Chancellor for Student Success and Dean of Students, and the Regional Assistant Vice Chancellor of Student Success – Enrollment & Transitions so they can get to know our leadership team!
- Send out an announcement via the Executive Administrative Specialist for the Regional Vice Chancellor of Student Success to the entire division to welcome your new employee! Please include their job title, department, start date, contact information, a headshot (if they're comfortable) and a little information about them (their background, life outside of work, or anything else they want to include).

30-60-90 Day Plans

In this packet, you will find resources to help you create a 30-60-90 day plan for your new employee. You do not need to have three learning goals and three performance goals for each phase, in fact, you'll likely have more learning goals than performance goals in the 0-30 day Learning Phase and more performance goals than learning goals in the 60-90 day Executing Phase. These are just examples and templates for you to make your own. Only you know what exactly your employee will need to succeed in their new role. In general though, each phase includes all or most of the following tasks:

0-30 Days – Learning Phase
- Learning role responsibilities
- Learning how they fit into the team as a whole
- Meeting new people and building relationships
- Completing compliance and access trainings
- Learning the tools and resources available to them
- Learning their supervisor's expectations and communication style

30-60 Days – Aligning Phase
- Learning how their responsibilities contribute to your area, Student Success, and USF as a whole
- Building relationships with campus and community partners
  - As the supervisor, create a list of employees (or teams or community partners) that this position will likely have to work with frequently and set up some informational meet and greets for your new employee! While these can be awkward, they can be made less awkward by planning them over a lunch or having some pre-planned questions ready (see Example Informational Meeting Questions for some examples). Building strong relationships early in the position will help the employee to know where their resources are, help them to fit in, and overall aid them in succeeding in their position.
  - Consider assigning a "work buddy" to your new employee! Having a work buddy can increase employee engagement among new employees and creates someone that your new employee can go to with simple questions that they may not want to inundate their supervisor with.
- Learning the area's strategic plan and how they fit into it
- Taking on some initial responsibilities and identifying any gaps in knowledge

60-90 Days – Executing Phase
- Beginning to work independently and contributing to the team
- Start discussing their performance with them – setting expectations for future work
- Begin to work towards Key Performance Indicators (KPIs) and future goals

Please feel free to reach out to your Unit HR staff if you'd like some help in creating a 30-60-90 day onboarding plan for your new employee.

Performance Evaluations

As ongoing feedback, you will complete formal annual performance evaluations with your employees. However, informal feedback should be ongoing throughout the year to address triumphs and potential issues as they happen. The website also includes optional quarterly performance evaluation forms if you would like to include that as part of your feedback process.

New to Supervising at USF?

Congratulations on becoming a supervisor! Check out the below resources available to supervisors:

- [Onboarding for Managers](#) - USF HR webpage with a multitude of resources available to managers for how to onboard their new employees
- [Managing at USF](#) – self-paced online GEMS training
- [Mangers section of the Employee Success Center](#) – full of trainings and professional development opportunities targeted for managers.
- [Attendance and Leave Guide for Supervisors](#)
- For supervisors of student employees – see Canvas trainings section of [Common Trainings and Forms for New Employees](#)

Types of Employment

Administration Appointments
Administration appointments are the most common type of full-time employment with Student Success. Common Student Success administration classifications include: student programs coordinator, assistant director, associate director, and director. If you are unsure of your appointment type or classification, please contact your unit HR staff as part of Resource Management. This type of employee typically does not need to submit a timesheet, is not eligible for overtime, is not covered by any Collective Bargaining Agreement (and, as such, is considered out-of-unit), and does not have a probationary period. They typically earn more vacation (aka annual) leave, but are not eligible for personal days. Please see the Employee Leave Guide for more information. This type of employee is typically eligible for the Employee Tuition Program as soon as day one of employment if desired.

Faculty Appointments
Student Success does not have many faculty appointments. Common Student Success faculty classifications include: psychologist. If you are unsure of your appointment type or classification, please contact your unit HR staff as part of Resource Management. Faculty appointments are a part of the United Faculty of Florida Collective Bargaining Agreements (and, as such, are considered in-unit). For more information on the Collective Bargaining Agreements, click here.

Staff Appointments
Common Student Success staff classifications include: administrative specialist, office manager, and student services program specialist. All staff with Student Success are full-time. If you are unsure of your appointment type or classification, please contact your unit HR staff as part of Resource Management. This type of employment typically needs to submit a timesheet each biweekly pay period, is eligible for overtime, has a designated 6 month (minimum) probationary period, and is covered by the AFSCME Collective Bargaining Agreement (and, as such, are considered in-unit). For more information on the Collective Bargaining Agreements, click here. Staff earn vacation (aka annual) leave in proportion to their years of service with USF and are eligible for personal days after a successful completion of their probationary period. Please see the Employee Leave Guide for more information. This type of employee is typically eligible for the Employee Tuition Program as soon as their probationary period has completed if desired.

Temporary Appointments
Temporary employment can include student and non-student employees. Student temporary employees are the most common type of employment in Student Success. Typically, temporary appointments with Student Success are part-time, hourly, required to submit a timesheet each biweekly pay period, are eligible for overtime (although student employees should never be working more than 29 hours per week), are not eligible for PTO or benefits (although can become benefits eligible if they frequently work more than 29 hours per week), and are required to have an end date for their employment.

Graduate Assistants (GAs) are a specific type of temporary appointment that is specific to graduate students who have a tuition waiver from their academic program. GAs are in-unit with the Graduate Assistants United Collective Bargaining Agreement and, as such, have access to certain benefits that other temporary appointments do not such as limited PTO and healthcare options. For more information on the Collective Bargaining Agreements, click here.

Non-student temporary appointments are not common in Student Success, but can occur. Non-student temporary employees have to follow the same processes as any other temporary appointments including

completing a biweekly timesheet, but are considered out-of-unit. Non-student temporary appointments include:

1. Recent graduates of USF (undergraduate or graduate)
2. Students who have not yet started at USF, but are anticipated to start at a later date (undergraduate or graduate)
3. Students taking an undetermined break from college (undergraduate and graduate)
4. Graduate or undergraduate students enrolled at any institution other than USF doing a paid internship with USF
5. Any other temporary new hire that does not meet the requirement for student employment.

Please contact your unit HR representative as part of Resource Management (stp-ssrm@usf.edu) for more information about non-student temporary appointments. These appointments typically have several more requirements than temporary student appointments and may require additional time to hire.

Common Trainings and Forms for New Employees:

You can view all GEMS trainings by going to MyUSF -> My Resources -> USF Employee Learning. Below are just some common trainings for new employees, but the specific ones that your new employee will take will be dependent on their position and what you would like for them to complete. Please note that GEMS courses take 24 hours after completion to show up in the employee's Training Summary.

GEMS Trainings (self-paced):
New Employee Orientation (includes New Employee Compliance, VAWA, Preventing Sexual Harassment on Campus, Kognito, IT Security Awareness, CSA, Title IX for Responsible Employees)
PCard Holder Training - once completed contact stp-ssrm@usf.edu for the PCard request form
Essential Personnel Training
Essential Personnel Training for Supervisors
FERPA Compliance Training (required for Banner access)
Interviewer/Recruitment Training
Employee's Guide to Flexible Work

Canvas Trainings (self-paced):
Student Employment Resources (required for all supervisors of student employees) – once completed contact stp-ssrm@usf.edu or see the SSRM forms website for the most up-to-date version of the *Student Success Student Employment Standards of Procedure*

Division of Student Success Available Trainings (in-person or live online):
QPR Suicide Prevention
Report Support
Safe Zone
Diversity and Inclusion
EMS Training – contact stp-events@usf.edu
Strengths Assessment – contact stp-careercenter@usf.edu
DISC

Flexible Work Agreement:
If your employee is eligible for flexible work, the employee and the supervisor need to complete a Flexible Work Agreement in GEMS. Flexible Work Agreements can be made for a specific time frame or up to one year so if it is an ongoing opportunity, the Flexible Work Agreement will need to be completed on an annual basis. Please see here for full information on USF's flexible work policies and instructions on how to access the Flexible Work Agreement form in GEMS.

- Not sure if a position could be remote? The link above lists out some questions to consider. Additionally, this training is available to supervisors to help guide decisions around creating hybrid work opportunities for your employees.

Other:
eDisclosure is a system that enables employees to meet their annual Florida Code of Ethics for Public Officers and Employees (FCOE) disclosure and acknowledgement of responsibilities. Please ensure employees complete this within the first week of employment. The link includes more information and training videos.

Example Contact List

Name	Department	Contact Information	How We Work Together
Lauren Levy	Resource Management	lwoolwine@usf.edu	Unit HR rep; leave coordinator
USF Benefits	Benefits (central HR)	benefits@usf.edu	Benefits questions

Example Informational Meeting Questions

1. What does your area do?
2. What are your main responsibilities?
3. How do you usually work with this team/this position?
4. What kinds of problems do you deal with?
5. What kinds of decisions do you make?
6. How does your position/team fit within the organization?
7. Do you have any recommendations for me as someone who is starting new with USF?
8. Is there anyone else you can think of that I should meet from your area?
9. What do you like most about working with your area/with USF?
10. Do you have a preferred communication style?
11. Do you have any particularly busy times of year?
12. What is your favorite kind of music/TV show/movie?

0-30 Day Onboarding Plan – Learning Phase

Priorities	- Understanding key aspects of your area - Building relationships and trust within your area - Figuring out how your unique talents fit within your area and how you can work best with your supervisor and coworkers - Understand the tools and recourses available to you - Understand how your area partners and works with other areas at USF - Compliance and access trainings (see Common Trainings for New Employees list for ideas) - Review role vision and responsibilities - Learning software, team, and personnel
Learning	**Goals:** - Learning Goal 1 (for example, learn a software) - Learning Goal 2 (for example, learn a process) - Learning Goal 3 (for example, learn the team's organizational structure) **Output:** - Include any metrics or output goals (if any)
Performance	**Goals:** - Performance Goal 1 (for example, compliance and access trainings) - Performance Goal 2 (for example, understanding KPIs) - Performance Goal 3 (for example, completing a first project) **Output:** - Include any metrics or output goals (if any)

30-60 Day Onboarding Plan – Aligning Phase

Priorities	- Review role vision and responsibilities and how that relates to the department/USF's vision and goals - Build relationships and trust with closely partnered departments and personnel (for example, create informational interviews between departments, attend social events such as Wake Up Wednesday, etc.) - Develop a strategy for how to fulfill responsibilities/meet deadlines - Review area's strategic plan and understand how your role fits into that strategic plan - Create weekly 1-on-1's with supervisor - Meet with supervisor to identify any knowledge gaps and create plans to fill any of these gaps - Begin to take on some long-term responsibilities - Ask supervisor for feedback on completed work - Shadow coworkers
Learning	**Goals:** - Learning Goal 1 (for example, learn how to work with other areas) - Learning Goal 2 (for example, learn about how the Division works together) - Learning Goal 3 (for example, learn the department's strategic goals) **Output:** - Include any metrics or output goals (if any)
Performance	**Goals:** - Performance Goal 1 (for example, completing a first project) - Performance Goal 2 (for example, developing organizational systems for completing tasks) - Performance Goal 3 (for example, starting to take on long-term projects) **Output:** - Include any metrics or output goals (if any)

60-90 Day Onboarding Plan – Executing Phase

Priorities	- Begin working independently - Should have a strong understanding of their role and how it fits into their area and Student Success as a whole - Begin working towards KPIs and other goals - Participate in weekly meetings - Complete a 90 day review of performance with manager - Continue to collaborate to fill any knowledge gaps - Proactively offer solutions or suggestions
Learning	**Goals:** - Learning Goal 1 (for example, complete LinkedIn Learnings to fill knowledge gaps) - Learning Goal 2 - Learning Goal 3 **Output:** - Include any metrics or output goals (if any)
Performance	**Goals:** - Performance Goal 1 (for example, independently work with students) - Performance Goal 2 - Performance Goal 3 **Output:** - Include any metrics or output goals (if any)