

# Onboarding Journey Map

## For New Faculty and Staff

UBC Okanagan Campus

Updated November 2024



# How to use this resource

## About this resource

This Onboarding Journey Map resource was developed by the Employee Experience team at UBC Human Resources for hiring managers and administrators who are involved in the onboarding process at the local/departmental levels. We hope this master document will help you with integrating campus-wide orientations programming and resources into your local onboarding plans for new hires and understanding the range of orientation programming available.

## Sharing this resource

We will continue to update the contents in this resource as needed. The most up-to-date version of this resource can be found on the [Manager/Admin Onboarding page of the UBC HR website](#) (CWL required). You may edit and share this template, as relevant to your faculty/department, with the new hires and managers you support or with other HR practitioners and administrators.

## How to use this resource

In the 'Main Menu' slide, you will find a summary of orientations programming relevant to staff, faculty and/or student employees at UBC. Clicking into a menu item (left column) will navigate you to the respective information slide for that offering. You can navigate back to the main menu by clicking on the 'Main Menu' button on any information slide.

## Legend



Campus  
Location



Type of  
Offering



Modality of  
Learning



Estimated time  
for completion

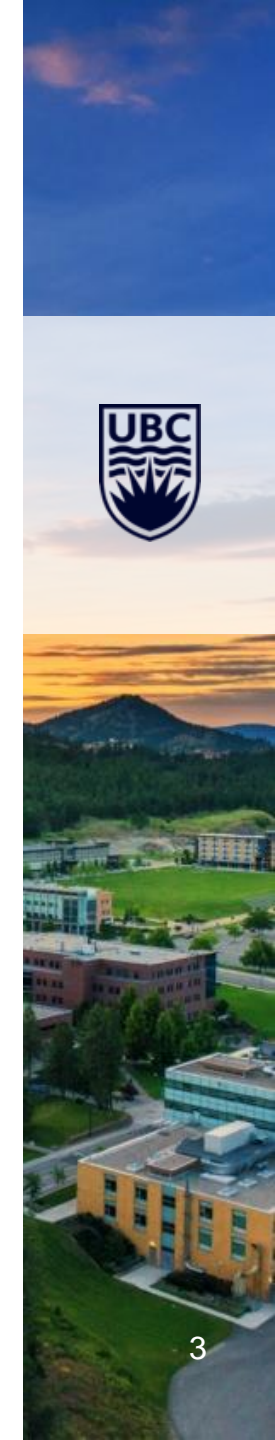


Frequency of  
Offering(s)



# Main Menu: Summary of Orientations Programming

Resource	Staff	Faculty	Student Workers
<a href="#">Welcome Email(s)</a>	X	X	X
<a href="#">Workday Onboarding</a>	X	X	X
<a href="#">IT Onboarding</a>	X	X	X
<a href="#">First Day Orientation and Office/Building Tour</a>	X	X	X
<a href="#">General Required Trainings</a>	X	X	X
<a href="#">Workday Systems Trainings</a>	X	X	X
<a href="#">New to UBC Okanagan Orientations Course</a>	X	X	
<a href="#">Welcome to UBC Orientation</a>	X		
<a href="#">Benefits@UBC Webinar (Live or On-Demand)</a>	X	X	
<a href="#">New Faculty Orientation</a>		X	
<a href="#">New Faculty Teaching Development Program</a>		X	
<a href="#">Faculty Peer Mentoring Program</a>		X	
<a href="#">Understanding Your Staff Pension Plan</a>	X		
<a href="#">Understanding Your Faculty Pension Plan</a>		X	



# ONBOARDING JOURNEY



# Welcome Email(s)

## Description

Close to a new hire's start date, the hiring manager and/or department will send a welcome email with information about their first day and other important details and resources to help them get prepared for their new role at UBC.

Within the first week, some new staff may also receive a welcome email from UBCO Human Resources about campus-wide orientations programming and resources if these apply to them.

## Primary owners / support contacts

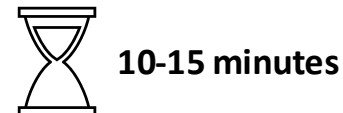
- Hiring manager and/or department administrator (departmental)
- [UBCO Human Resources](#) (campus-wide)

## Key content may include (departmental)

- ✓ First day information
- ✓ Access setup details: *UBC Card, CWL, FASmail*
- ✓ Workday onboarding and required trainings
- ✓ Faculty/department onboarding resources
- ✓ Collective agreements (if applicable)
- ✓ Payroll and benefits information/webpages
- ✓ Wayfinding and/or commute options

## Key content may include (campus-wide)

- ✓ General onboarding checklist
- ✓ Campus-wide orientations events and courses
- ✓ General Workday and benefits resources
- ✓ Support services relevant to new hires



# Workday Onboarding

## Description

A series of Workday Onboarding tasks are sent to new faculty, staff and student employees via Workday email notifications if they have not yet completed profile setup from a previous role at UBC. Any required tasks are to be completed within their first 3 days of employment.

Managers and administrators can view a new hire's onboarding completion status in Workday by running the '[Onboarding Status Summary – Distributed](#)' report (CWL required).

## Primary owners / support contacts

- [Integrated Service Centre](#) (Workday, payroll and IT support)
- [UBC Benefits team](#) (Benefits inquiries)

## Key content may include

- ✓ Direct deposit setup
  - ✓ Edit contact information
  - ✓ Edit personal information
  - ✓ Edit government IDs
  - ✓ Add work/study permit (if applicable)
  - ✓ Benefits elections (if eligible for benefits)
  - ✓ Federal and provincial tax elections
- [How to change your direct deposit in Workday](#)
  - [How to fill out tax elections forms in Workday](#)



Vancouver  
Okanagan



Task



Self-Directed



20-30 minutes



Once when hired



# UBCO IT Onboarding

### Description

Prior to and during the first weeks of new hire onboarding, UBC IT supports department administrators to ensure new hires are set up with required email and IT access, software and hardware.

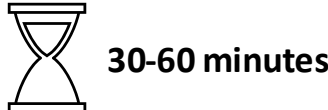
It is recommended for hiring managers or department administrators to submit the [Employee IT Onboarding Form](#) (CWL required) at least two weeks prior to the new hire's start date to ensure setup can be completed before their first day at work.

### Primary owners / support contacts

- [UBCO IT Support](#) (UBCO accounts, access and services)
- Department administrator (department accounts and access)

### Key content may include

- ✓ [Faculty & Staff Email \(FASmail\)](#)
- ✓ [Campus-wide Login \(CWL\)](#)
- ✓ [Multi-factor authentication \(MFA\)](#)
- ✓ Academic systems
- ✓ Business and administrative systems
- ✓ Audio-visual and creative services
- ✓ Collaboration tools
- ✓ Computers and printers
- ✓ Internet and voice services
- ✓ Web publishing and hosting
- ✓ [See full list of IT services](#)



# First Day Orientation & Office/Building Tour

## Description

The hiring manager and/or department administrator will meet with the new hire to provide an overview of work expectations and essential information regarding relevant resources, supports and contacts. They will also support with workstation and IT setup, if applicable.

On their first day working in-person, a guided office/building tour will be completed with the new hire to introduce them to their colleagues, office/building amenities and building safety information.

## Primary owners / support contacts

- Hiring manager and/or department administrator
- Onboarding colleague/mentor (if applicable)

## Key content may include (with manager/supervisor)

- ✓ Role and team overview
- ✓ Work arrangements and expectations
- ✓ First week onboarding/training plan
- ✓ Team or job-specific tools/applications used
- ✓ Workstation & IT setup (if not done by dept.)
- ✓ Office/building tour (if not done by dept.)

## Key content may include (with dept. administrator)

- ✓ Faculty/department high-level org chart
- ✓ Key departmental resources and contacts
- ✓ Workstation & IT setup (if not done by manager)
- ✓ Office/building tour (if not done by manager)



Vancouver  
Okanagan



Meeting



Live Facilitated  
(In-person/Virtual)



30-60 minutes



Once when hired





# General Required Trainings

## Description

These required trainings will cover general workplace safety, security and conduct information that all UBC employees must be aware of. Managers and supervisors will also be required to take training on safety supervision and supporting mental health in the workplace.

Managers and supervisors can check if any employees are not up to date on required training by running the [‘Completion of Required Training for Onboarding - Distributed’](#) report (CWL required) and selecting your Supervisory Organization from *'My Organizations'*.

## Primary owners / support contacts

- [Health, Safety and Environment](#) (mandatory training requirements)
- [Workplace Learning Ecosystem](#) (WPL course inquiries, Workday)

## Key content may include (all employees)

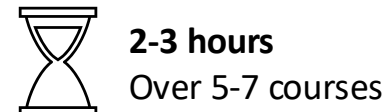
- ✓ New worker safety orientation
- ✓ Workplace bullying and harassment prevention
- ✓ Workplace violence prevention
- ✓ Privacy and information security (two-parts)

## Key content may include (managers/supervisors)

- ✓ Safety supervision
- ✓ Supporting mental health in the workplace

## Key content may include (job-specific)

- ✓ Safety training for hybrid work (if applicable)
- ✓ Working in a lab (if applicable)
- ✓ Working in an industrial setting (if applicable)



# Workday Systems Trainings

## Description

Workday training courses focus on how to complete tasks and processes in Workday, and the foundations of how Workday functions as a system. Courses may include video tutorials, visual walkthroughs of Workday steps, and recommended resources in the Workday Knowledge Base.

It is highly recommended for new hires to complete Workday Basics and Workday Essentials trainings to learn how to submit absence requests, enter hours, view documents, update personal information, and more.

## Primary owners / support contacts

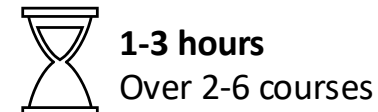
- [Integrated Service Centre](#) (Workday support)
- [Workday Knowledge Base](#) (step-by-step guides)

## Key content may include (all employees)

- ✓ [Workday Basics](#)
- ✓ Workday Essentials for [managers](#), [salaried staff](#), [hourly staff](#), [faculty](#) or [student workers](#)

## Key content may include (job-specific)

- ✓ Workday Finance Foundations (if applicable)
- ✓ Workday Expense Reporting (if applicable)
- ✓ Workday for Budget Owners (if applicable)
- ✓ Workday Reporting (if applicable)



# New to UBC Okanagan Orientation Course

## Description

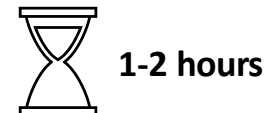
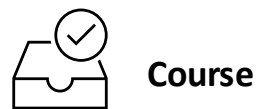
The New to UBC Okanagan Orientation Course is a self-directed resource and learning space filled with informative and interactive content curated specifically to support new faculty and staff as you navigate the university community during your first couple of months. This course is also open to current faculty and staff.

## Primary owners / support contacts

- [UBCO Workplace Learning & Engagement](#)

## Key content may include

- ✓ About UBC and organizational structure
- ✓ Benefits and Pension plan overview
- ✓ Getting to and around campus
- ✓ Tools for remote and hybrid work
- ✓ Employment agreements and key policies
- ✓ Research, teaching and workplace learning and development resources
- ✓ Strategic plan and guiding frameworks
- ✓ Equity and inclusion at UBC
- ✓ Workplace health and wellbeing at UBC
- ✓ Indigenous engagement at UBC
- ✓ Sustainability at UBC
- ✓ Campus culture (food, recreation, arts, networks)



# Welcome to UBC Orientation

### Description

The Welcome to UBC Orientation event is hosted 3-4 times in the year to welcome and support new staff as they begin their journey at UBC. This interactive session will combine speakers and activities for new staff to learn more about UBC and our priorities, ways to be engaged in the campus community, and the opportunities available here for you.

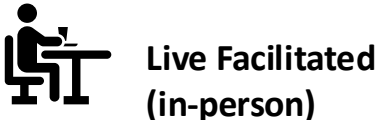
*We highly recommend attending within the first few months at UBC.*

### Primary owners / support contacts

- [UBCO Workplace Learning & Engagement](#)

### Key content may include

- ✓ Leadership keynote: Welcome
- ✓ Get to know your colleagues
- ✓ Wellbeing moment
- ✓ Benefits overview
- ✓ Workplace experiences panel and Q&A
- ✓ Information booths



# Benefits@UBC Webinar (Live or On-Demand)

## Description

The Benefits@UBC webinar is hosted live throughout the year (and a recording is available on-demand) to help new faculty and staff to better understand the wide range of benefits available to them. Learn which benefits you are eligible for, how to access them, and how to coordinate claims with your spouse and/or dependents, if applicable. This event/course is also open to current faculty and staff.

## Primary owners / support contacts

- [UBC Central HR orientations team](#) (registration inquiries)
- [UBC Benefits team](#) (Benefits inquiries)
- [Workplace Health & Wellbeing](#) (Wellbeing and EFAP inquiries)

## Key content may include

- ✓ Benefits eligibility and costs
- ✓ Extended Health and Dental Care
- ✓ Benefits while travelling out of province/country
- ✓ Health and/or Personal Spending Accounts
- ✓ Coordinating claims with spouse/dependents
- ✓ Employee & Family Assistance Program (EFAP)
- ✓ Group Life Insurance
- ✓ Sickness and Disability Benefits
- ✓ Tuition waiver benefits and professional development funding



Vancouver  
Okanagan



Event/  
Courses



Live Facilitated  
(Virtual)



75-90 minutes



Every 6 weeks  
(recording available  
on-demand 24/7)



# New Faculty Orientation

## Description

The New Faculty Orientation is hosted annually in August, before the new academic year, to welcome and support new instructors as they navigate their roles and responsibilities at UBC.

The orientation provides an opportunity for new faculty to learn about the academic culture, policies, and practices of the institution, as well as the resources available to support their teaching, research, and service. This is also a great opportunity to connect with new colleagues.

## Primary owners / support contacts

- [UBCO Vice-President Academic & Provost Office](#)

## Key content may include

- ✓ Leadership keynote: Welcome
- ✓ Teaching and learning at UBCO
- ✓ Overview of Provost Office support services
- ✓ Overview of AVP Students support services
- ✓ Indigenous services at UBCO
- ✓ Wellbeing moment
- ✓ Faculty panel and Q&A
- ✓ Get to know your colleagues
- ✓ Next steps: Continuing your journey



Okanagan



Event



Live Facilitated  
(In-person)



2.5 to 3 hours



Every year in August



# New Faculty Teaching Development Program

## Description

The Teaching Development Program (TDP) for new faculty supports instructors at the UBC Vancouver and Okanagan campuses in their professional growth. The TDP is designed for new UBC instructors who teach credit courses. It is ideal for individuals who are excited to grow and connect with other educators at UBC in a supportive space.

This flexible program, which can be completed in 1 or 2 semester(s), includes online and in-person elements. It provides multiple pathways to completion in order to accommodate early career instructors.

## Primary owners / support contacts

- [CTLT Teaching Development Program](#)

## Key content may include

- ✓ Program launch and closing events
- ✓ Instructional Skills Workshop
- ✓ Land Acknowledgements at UBC
- ✓ Pedagogical workshops in areas of their choosing
- ✓ Collaborative learning, including reflective discussions, artifact transformation activity, and sharing approaches to teaching
- ✓ Online resource hub with resources to support teaching and learning at UBC

*This is a flexible program to help learners to balance their work and personal commitments while still being able to engage fully in the program.*



Vancouver  
Okanagan



Program



Self-Directed  
(with live virtual or  
in-person sessions)



15-20 hours  
Over 8 months



Every year in August



# Faculty Peer Mentoring Program

## Description

The purpose of the Faculty Peer Mentoring Program is to provide support and resources for **tenure-track faculty** through “cluster peer mentoring” and CTL-facilitated opportunities for professional and scholarly advancement in participants’ faculty roles.

Through the monthly workshops, this program connects faculty across academic programs, fosters reflection and discussion around effective, learner-centred teaching practices, and builds effective mentoring strategies.

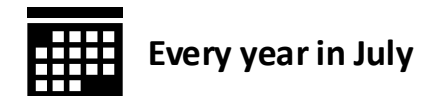
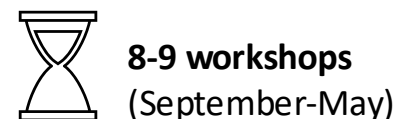
## Primary owners / support contacts

- [UBCO Centre for Teaching and Learning](#)

## Key content may include

- ✓ Monthly workshops such as mentoring skills & effective conversations, formulating professional & teaching-related goals and exploring teaching identity)
- ✓ Mentoring clusters (4-5 members)
- ✓ Additional resources through the Canvas site (professional action plan template)

*This program is intended to supplement any existing interdepartmental mentoring programs.*





# Understanding Your Staff Pension Plan

## Description

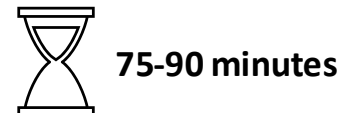
Understanding Your Staff Pension Plan is an informative workshop designed for UBC Staff Pension Plan members at any point in their career. This workshop is intended to help members learn more about their Plan, pensions in general, and related retirement considerations. This event is also open to current staff.

## Primary owners / support contacts

- [UBC Staff Pension Administration Office](#)
- [Pension seminars for staff](#)

## Key content may include

- ✓ Pensions and retirement considerations
- ✓ About the UBC Staff Pension Plan
- ✓ Eligibility and contributions
- ✓ Investment options
- ✓ Plan governance and administration
- ✓ Pension plan benefits
- ✓ Leaving UBC, retirement, and other life events



# Understanding Your Faculty Pension Plan

## Description

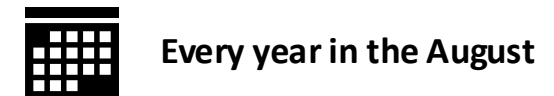
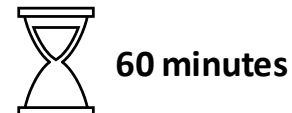
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- ✓ Leaving UBC, retirement, and other life events

## Primary owners / support contacts

- [UBC Faculty Pension Administration Office](#)
- [Pension seminars for faculty](#)





THE UNIVERSITY OF BRITISH COLUMBIA

Questions? Reach out to [UBCO Workplace Learning and Engagement!](#)

