

Onboarding Journey Map For New Faculty and Staff

UBC Vancouver Campus

Updated October 2024



How to use this resource

About this resource

This Onboarding Journey Map resource was developed by the Employee Experience team in 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 [Onboarding page of the UBC HR Manager/Admin 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
Welcome Email(s)	X	X	X
Workday Onboarding	X	X	X
IT Onboarding	X	X	X
First Day Orientation and Office/Building Tour	X	X	X
General Required Trainings	X	X	X
Workday Systems Trainings	X	X	X
New to UBC Vancouver Orientations Course	X	X	
Welcome to UBC Orientation	X	X	
Faculty & Staff Campus Tour	X	X	
Benefits@UBC Webinar	X	X	
New to UBC Vancouver Connections Program	X	X	
Indigenous Learning Pathways	X	X	X
You@UBC: Navigating Your Development Journey	X		
New Faculty Teaching Orientation		X	
New Faculty Teaching Development Program		X	
New Faculty Research Orientation Program Sessions		X	
Understanding Your Staff Pension Plan	X		
Understanding Your Faculty Pension Plan		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, new staff and faculty may also receive a welcome email from UBC Human Resources about campus-wide orientations programming and resources *(for new hires with appointments of at least 6 months and at least 17.5 hours per week)*.

Primary owners / support contacts

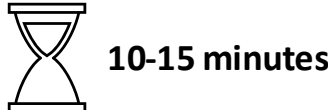
- Hiring manager and/or department administrator (departmental)
- [UBC Central HR orientations team](#) (campus-wide)

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](#)



UBC 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 contact their department IT team, if applicable, or submit an [IT Service Request](#) (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

- [UBC IT Support](#) (UBC 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
- ✓ Desktop support services
- ✓ Email, voice and internet 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)



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

- [Safety and Risk Services](#) (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)



Courses



Self-Directed



2-3 hours
Over 5-7 courses



On demand 24/7



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)



Vancouver
Okanagan

Courses

Self-Directed

1-3 hours
Over 2-6 courses

On demand 24/7



New to UBC Vancouver Orientation Course

Description

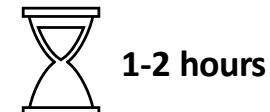
The New to UBC Vancouver Orientation Course is a self-directed resource and learning space filled with informative and interactive content curated specifically to support new faculty and staff as you navigate the university community during your first couple of months.

Primary owners / support contacts

- [UBC Central HR orientations team](#)

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 throughout the year to welcome and support new staff and faculty as they begin their journey at UBC. This interactive session will combine speakers and activities to learn more about UBC and our priorities, ways to be engaged in the campus community, and the opportunities available here for you.

We recommend attending within the first 3 months at UBC, but any current staff and faculty is welcome if they have not attended previously.

Primary owners / support contacts

- [UBC Central HR orientations team](#)

Key content may include

- ✓ Leadership keynote: Welcome
- ✓ Get to know your colleagues
- ✓ Why we work at UBC: Research + student focus
- ✓ Musqueam and UBC: Indigenous engagement
- ✓ Wellbeing moment
- ✓ Sustainability and climate action at UBC
- ✓ Workplace experiences panel and Q&A
- ✓ Information booths (in-person only)



Faculty & Staff Campus Tour

Description

This guided campus tour will be tailored to new faculty and staff joining UBC and is led by campus ambassadors from the UBC Welcome Centre. The tour goes through some points of interest on the UBC Vancouver Point Grey campus. Feel free to ask questions to the guides about amenities on campus for faculty and staff as well.

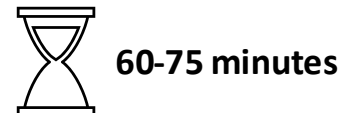
Primary owners / support contacts

- [UBC Central HR orientations team](#) (registration inquiries)
- [UBC Welcome Centre](#) (campus tour guides)

Key content may include

- ✓ Interesting facts about UBC
- ✓ Some key attractions and points of interest on the UBC Vancouver Point Grey Campus
- ✓ Ability to ask questions to the tour guides

These guided tours are scheduled after each in-person Welcome to UBC Orientation event. However, all current faculty and staff are welcome to join the tour even if they did not attend the orientation event.



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.

Primary owners / support contacts

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



Live Facilitated (Virtual)



75-90 minutes



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



New to UBC Vancouver Connections Program

Description

This is a self-directed, cohort-based program designed to support new faculty and staff who are in their first year of employment at UBC Vancouver with building new connections within the UBC community.

Based on intake survey responses about their role, interests and availability, participants are matched into small groups of people outside of their department who may be in a similar role.

Throughout the 6-month program, groups will be able to direct their own experiences. There will also be a community event for the entire cohort at the beginning and end of the program.

Primary owners / support contacts

- [UBC Central HR orientations team](#)

Key content may include

- ✓ Two community networking events
- ✓ Online resource hub with information about campus places and activities of interest, such as food, nature, recreation, arts, and community

This is a self-directed program – once formed, groups will be able to direct their own experiences, including how often to meet, how they meet, and the types of activities they engage in together.



Vancouver



Program



Self-Directed
(with live facilitated in-person events)



4-10 hours
Over 6 months



Every 6 months



Indigenous Learning Pathways

Description

Indigenous Learning Pathways (ILP) is a multi-course online training program that features carefully curated spotlights of in-person and online resources for Indigenous-focused learning available at UBC.

ILP supports new employees to meaningfully and respectfully engage with Indigenous histories, knowledges, perspectives, and realities, in their role at UBC, and guides learners to better understand our collective roles and responsibilities as guests on Musqueam land.

Primary owners / support contacts

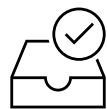
- [Indigenous Learning Pathways team](#) (content inquiries)
- [Workplace Learning Ecosystem](#) (WPL course inquiries, Workday)

Key content may include

- ✓ Beginning your learning journey – *cultural guiding principles and how to use these resources*
- ✓ Engaging in Indigenous knowledges and perspectives, and Indigenous-focused resources
- ✓ Truth before reconciliation – *impacts of colonization in post-secondary settings, resources to build foundational awareness for reconciliation*
- ✓ Land Acknowledgements at UBC



Vancouver



Courses



Self-Directed



4-8 hours



On demand 24/7



You@UBC: Navigating Your Development Journey

Description

This professional development-focused interactive session is designed to support new staff in exploring the staff professional development opportunities and resources available at UBC and developing goals and insights to support them in navigating their development journey.

We highly recommend attending 6 to 12 months into their new role at UBC, but any current staff member is welcome to attend.

Primary owners / support contacts

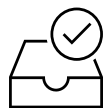
- [UBC Central HR orientations team](#) (registration inquiries)
- [Learning and Talent Development team](#) (programs and services)

Key content may include

- ✓ Mapping your career journey through reflection and discussion-based activities
- ✓ Overview of workplace learning and professional development programs and resources at UBC, and examples of how they are being used by staff
- ✓ Coaching conversations and services
- ✓ Information booths and networking



Vancouver



Event



Live Facilitated
(In-person)



2 to 2.5 hours



Every 4 months



New Faculty Teaching Orientation

Description

The New Faculty Teaching 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.

Key content may include

- ✓ Leadership keynote: Welcome
- ✓ Get to know your colleagues
- ✓ Teaching and learning at UBC
- ✓ UBC research and public scholars
- ✓ Wellbeing moment
- ✓ Faculty panel and Q&A
- ✓ Next steps: Continuing your journey

Primary owners / support contacts

- [Centre for Teaching, Learning and Technology \(CTLT\)](#)



Vancouver



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

New Faculty Research Orientation Program Sessions

Description

The Vice-President, Research and Innovation (VPRI) Research Orientation Program, held annually in the Fall, outlines the support provided by our portfolio units to UBC researchers and scholars throughout the research lifecycle.

This series of orientation sessions is aimed primarily at assistant, associate and full professors new to UBC's Vancouver campus and affiliated health research institutes in the last three years.

Faculty are encouraged to attend the sessions that are relevant to them.

Primary owners / support contacts

- [Office of the Vice-President, Research and Innovation \(VPRI\)](#)

Key content may include

- ✓ Research Finance and Research Services
- ✓ Support Programs to Advance Research Capacity
- ✓ Strategic Initiatives and Institutional Programs
- ✓ Research Prizes and Awards
- ✓ Entrepreneurship@UBC
- ✓ Innovation Partnerships
- ✓ Knowledge Exchange
- ✓ Indigenous Research Support Initiative
- ✓ University-Industry Liaison
- ✓ Advanced Research Computing
- ✓ Animal Care and Use Program



Vancouver



Event



Live Facilitated
(Virtual)



1 hour
(per session)



Every year in the Fall



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.

Primary owners / support contacts

- [UBC Staff Pension Administration Office](#)

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



Vancouver Okanagan



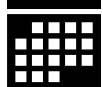
Event



Live Facilitated (Virtual)



75-90 minutes



Every 4-6 weeks



Understanding Your Faculty Pension Plan

Description

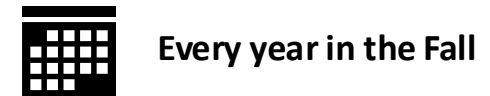
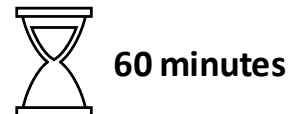
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Questions? Reach out to [UBC HR Orientations & Onboarding!](#)

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