

# Tips for Onboarding

## Welcoming Your StuPro Intern

Providing a quick orientation for your Student Professional is an important step to giving them the right start. The easiest way is by sharing information, such as your organizational chart, mission of your department, dress code and departmental policies. Make them feel welcome and a part of the team!

### Set your StuPro up for success by giving them:

- an introduction to your staff with an explanation of the various roles within the department
- the typical working hours including lunch breaks
- an introduction to the various pieces of office equipment and any special instructions
- protocol on answering the telephone and handling email correspondence
- the amount of personal telephone and internet use that will be allowed
- expected etiquette at business meetings
- their first work assignments, so they are not sitting idle at the end of the orientation
- An obvious, yet sometimes overlooked part of having interns work for you includes providing them with resources, including a workspace, chair, office supplies, computer, email account, telephone, and voice mail

## Training StuPros

Onboarding needs to extend beyond “on-the-job-training.” Mentors should include professional development opportunities in addition to cross-training. These additions allow your StuPro to gain a better understanding of your department, while becoming an important asset.

Interns need a clear sense of guidance and structure, and schedules, plans, and timelines are an important piece of the puzzle. Remember, if you want the job done correctly, take the time to explain assignments.

- identify the project’s purpose and describe how the project fits into the bigger picture
- explain the project’s deliverables with specific expectations and outcomes
- provide a deadline so the StuPro can budget time and meet expectations
- offer additional direction about how to complete the assignment, including any available resources

## Exceptional StuPro Mentors

Communication is key and exceptional mentors are available to answer questions and treat their StuPro interns with professionalism and respect. You may find staff meetings boring, but your intern will look forward to the opportunity to learn firsthand. Providing opportunities for your intern to observe and gain hands-on-experience will teach them about the organization and industry. Remember, your new intern wants to work and learn!

Mistakes happen and as a student, he or she may not have the business or professional skills that you are accustomed to. If your intern makes a mistake, speak with them one-on-one about how the situation could have been handled so that in the future they will know what an appropriate response would have been.