



The American University of Kurdistan New Employee Orientation Policy

Policy Number: HR012
Effective Date: November 13, 2022

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I. INTRODUCTION

- a. **Authority:** The Board of Trustees (herein referred to as “Board”) at The American University of Kurdistan (herein referred to as “AUK” or “University”) is authorized to establish rules and regulations to govern and operate the University and its programs.
- b. **Purpose:** The purpose of this policy is to ensure that all new employees receive a positive start to their career at AUK and feel prepared and comfortable in their new working environment. The orientation also informs employees about the University's policies, strategic plan, mission, vision, and the resources available to them to assure their success. In addition, the orientation program provides information about living in Duhok, and Kurdistan in general.
- c. **Scope:** This policy applies to all newly hired full-time faculty and staff. It does not apply to student employees.

II. ROLES AND RESPONSIBILITIES

- a. **Responsible Executive:** Vice President for Administration and Finance
- b. **Responsible Administrator:** Director of HR
- c. **Responsible Office:** Office of HR
- d. **Policy Contact:** Director of HR

III. POLICY STATEMENT

AUK, generally, and the Office of Human Resources, specifically, strive to help employees feel welcome in their new positions. The faster they acclimate to the environment; the sooner they will be able to actively contribute to the mission of the University.

In addition to the initial orientation sponsored by the OHR, the direct supervisor of the employee will help the employee to learn about their position and explain all departmental policies, procedures, and operational processes that they will need to understand and execute.

IV. POLICY PRINCIPLES

Onboarding is the process by which new employees acclimate to the social campus climate and learn of the performance-related aspects of their positions. They learn the attitudes, knowledge, skills, and behaviors required of them. To help assess the onboarding and be able to improve the program, a New Employee Survey will be implemented to allow employees to rate the process and collect data for the purpose of continual improvement. The survey is in **Appendix 1**.

VI. POLICY RESPONSIBILITY

After a successful recruitment process and accepting a job offer, the candidate participates in the onboarding process. The OHR is responsible for this onboarding process. A Checklist ensures that all important topics have been covered. The checklist is available in **Appendix 2**.

PROCEDURES

A. Pre-Onboarding Process

- It is the responsibility of Human Resources to guarantee that the Country Entry Visa and Flight Tickets are finalized and that the employee receives an electronic copy. (Expat Employee)
- Employee's Transportation and Accommodation will be set up by HR and procurement (Expat Employee).
- A Temporary accommodation of 5 nights at a hotel in the city will be arranged prior to employee's arrival (Expat Employee).
- One of AUK's Drivers will be assigned for the first day transportation service (Expat Employee).
- By the employee's first day on the job, a welcome email will be sent to the newly hired employee and all AUK community introducing the new members and their job responsibilities.

B. Onboarding Process

1- Day 1:

- Welcome by Human Resources, agenda of the day
- Finalizing their employment file including employee personal information form, information about the payment process
- Meeting with IT team for creating an AUK ID card, AUK email and getting a Laptop/Desktop
- Setting up office/desk/service area
- Meeting with President and Provost of AUK as appropriate to the employment role
- Meeting with direct supervisor
- Meeting with colleagues
- Tour of department and building
- Receipt of Employment Contract and important links to policies and procedures; employee will have time to review their contract and get back to HR for any concerns or observations
- Welcoming event for the new employees

2- Day 2 and First Week:

- Visit to the Governmental Residence Office for a Residence Card (as applicable)
- Completion of paperwork for opening a bank account
- Assistance with identifying housing/apartment
- Setting up daily transportation to work

VII. POLICY HISTORY

- a. **Approved by:** Board of Trustees
- b. **Adopted:** November 13, 2022

APPENDIX 1: RESOURCES FOR EMPLOYEES

A. Emergency Contacts in Duhok



AMBULANCE: [122](#)



FIREFIGHTING: [115](#)



POLICE: [104](#)



TRAFFIC POLICE: [188](#)



ASAYISH: [106](#)

B. Additional Resources on Discovering the City and the Region:



DUHOK GOOGLE MAP

<https://www.google.com/maps/place/Duhok/@36.8544595,42.9248687,12z/data=!3m1!4b1!4m5!3m4!1s0x40088dc9f9b9c571:0xf62e38c72158c89b!8m2!3d36.8632107!4d42.9884805?hl=en>



ABOUT DUHOK PROVINCE
<http://duhokprovince.com/>



ABOUT KURDISTAN REGION (KRG)
<https://gov.krd/english/>

Appendix 2

New Employee Onboarding Survey

New Employee Department _____ Date _____

	1 Disagree	2 Somewhat Disagree	3 Neutral	4 Somewhat Agree	5 Agree
The onboarding process was engaging and useful.					
The agenda for the employee onboarding was effective and provided me with the necessary information.					
I have a better understanding of AUK's organization and facilities.					
I have a good understanding of AUK's mission and vision.					
I know where to find payroll information.					
I know how to contact IT for technology issues.					
The recruitment process met my expectations.					
Identify the three most useful agenda items of the new employee orientation.					
What recommendations do you have for the onboarding process?					