

Hiring, Onboarding, and Training FAQs during COVID-19

Is TAMU still hiring student employees?

Texas A&M University is still hiring student employees. Student employee positions including graduate assistants are excluded from the new hiring authorization process. For information about President Young's announcement regarding the new hiring authorization process, see [here](#).

What is the best way to conduct job interviews?

Staff, faculty, and students have access to Zoom through TAMU, where they can hold virtual interviews. Phone interviews are also acceptable. The benefits of a virtual interview are that interviewers can put a face to a name, and get as close to an in-person interview experience as possible. Have them dress for the virtual interview as they would for an in-person one. If the interview process is usually done by committee, conduct the virtual interviews in the same fashion.

Are onboarding/hiring appointments still being conducted at this time?

The HR unit that supports your department is your first point of contact for all HR or Payroll-related inquiries, including hiring and onboarding. Reach out to your [departmental HR Contact](#) before contacting HROE, as they may have procedures specific to your department and/or may be able to assist you in a timelier manner.

How should I train my new student employee?

1. Be extremely organized. Ensure all your internal processes are in order before you begin training, and have as much employee access, equipment, software, and email account set up ahead of time.
2. Make virtual face-to-face introductions. Zoom or Teams phone calls with the most pertinent staff members can be scheduled for the new hire in their first week. They can be introduced to additional staff each week. You can even create a photo directory, and include a link to your office's organizational chart so that the new hire has something to reference. This will help the new employee put faces to the names they will be seeing in Teams chats and emails, and will allow them to feel more comfortable asking questions and initiating conversations with their co-workers during the training process.
3. Encourage digital engagement. If a new hire is being trained by another employee, they should be able to engage on Zoom or Teams, and have trainers share their screens while training. Keep the training sessions focused on the task at hand and as engaging as possible.
4. Be open to feedback and change. Ask for feedback from the new hire during the training and onboarding process, so that this process can be made more efficient if it is needed in the future.
5. Be patient. For most, this is a new process and there will be bumps along the way. Remember that communication will not always be immediate.