



# IGNITING ENGAGEMENT FROM DAY ONE

TRANSFORMATIVE ONBOARDING STRATEGIES



AUBURN

## **04. EXCEPTIONAL AND ENGAGED FACULTY & STAFF**

**INVOLVED IN PERSONAL CAREER PROJECTION**

**JOB PROFICIENCY AND KNOWLEDGE**

**UNIVERSITY SYSTEMS • INFO TECH •  
COMPLIANCE • CAMPUS ADMINISTRATION •  
HUMAN RESOURCES • UNIVERSITY RESEARCH**



**AUBURN UNIVERSITY**  
Human Resources

**HR Conference  
2024**



# SESSION OBJECTIVES



Recognize the critical role of employee engagement in the onboarding process and its impact on job satisfaction, productivity, and retention.



Identify key drivers of engagement in onboarding, including building connections to the institution, fostering connections to colleagues, and providing meaningful work experiences.



Highlight the importance of personalizing the onboarding experience to meet the diverse needs of new hires.



Discuss ways to tailor onboarding strategies to different employee groups.



Explore innovative onboarding techniques to enhance engagement and learning experiences.

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**CREATING A NURTURING ENVIRONMENT WHERE  
NEW HIRES FEEL VALUED, SUPPORTED, AND  
EMPOWERED TO CONTRIBUTE FROM DAY ONE IS  
ESSENTIAL FOR FOSTERING THEIR SUCCESS AND  
INTEGRATION WITHIN AUBURN UNIVERSITY**





# WHAT IS ONBOARDING?



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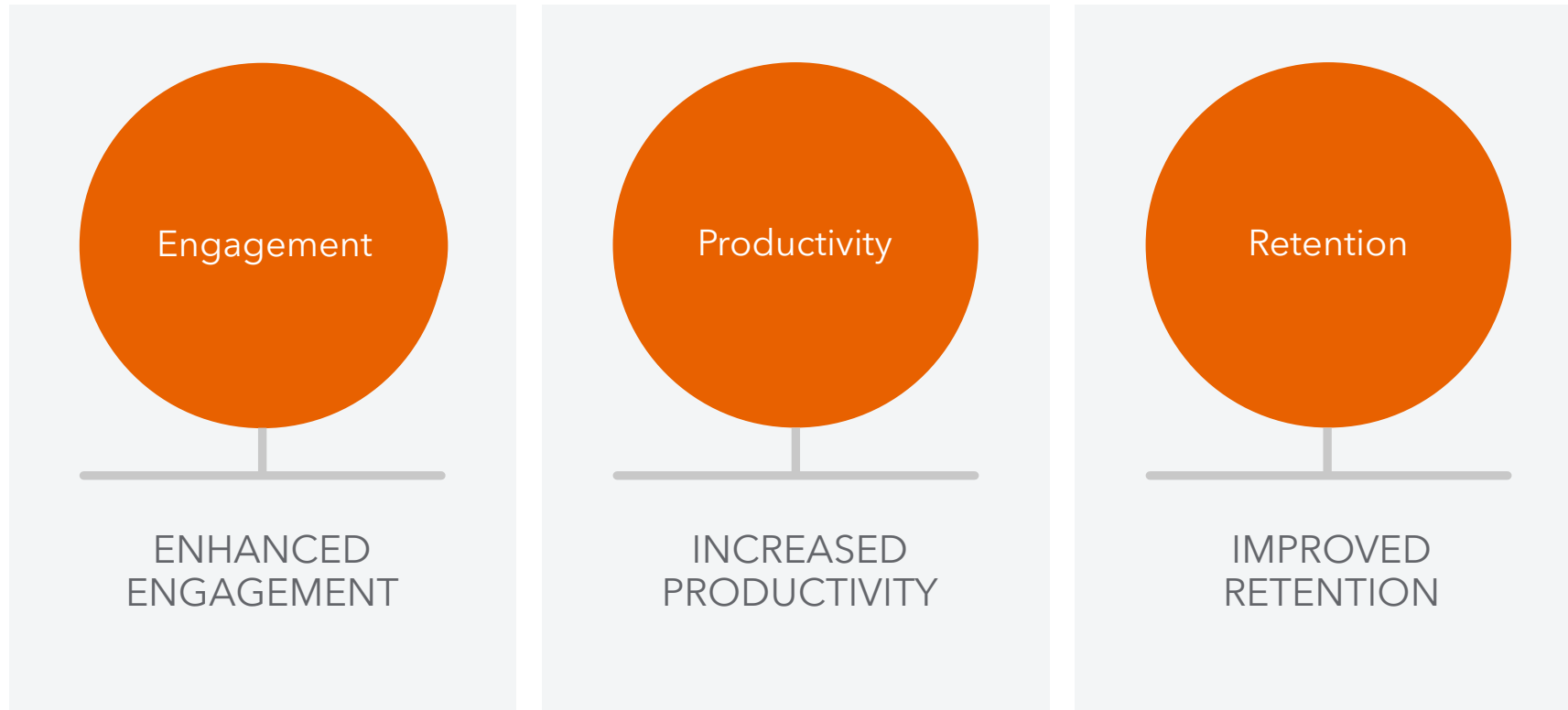


# ONBOARDING EXPLAINED

- **Definition:** Onboarding is more than just orientation and the completion of new hire paperwork; it is a strategic process to integrate new hires into the organizational culture and equip them for success
- **Key Goals:**
  - Accelerate time to productivity
  - Foster a sense of belonging and engagement
  - Align new hires with organizational goals and values



# BENEFITS OF EFFECTIVE ONBOARDING





# DEFINING EMPLOYEE ENGAGEMENT

- Employee engagement refers to the emotional commitment an employee has towards their organization and its goals.
  - Engaged employees are deeply invested in their work and demonstrate enthusiasm and dedication in their roles.
  
- Key aspects of employee engagement include:
  - Emotional Connection
  - Motivation and Initiative
  - Commitment
  - Positive Attitude
  - Sense of Belonging
  - Continuous Improvement
  - Advocacy

# ONBOARDING IMPACT ON PRODUCTIVITY

## COMMUNICATE EXPECTATIONS & GOALS

- Clearly communicate job responsibilities, performance expectations, and short-term goals.

## ACCESS TO RESOURCES

- Setting specific milestones creates a sense of achievement and progress for new hires.

## TRAINING AND DEVELOPMENT

- Provide comprehensive training on job-specific skills, tools, and processes.



# CONTRIBUTING TO EMPLOYEE RETENTION

**FIRST  
IMPRESSIONS  
MATTER**



**BUILDING  
RELATIONSHIPS**



**CULTURAL  
INTEGRATION**



**FEEDBACK &  
SUPPORT**

**90% OF NEW HIRES MAKE UP THEIR MINDS ABOUT WHETHER  
THEY WANT TO STAY AT A COMPANY LONG-TERM OR WORK  
ELSEWHERE WITHIN THEIR FIRST SIX MONTHS**

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# **PROVIDE EXAMPLES OF EFFECTIVE AND INEFFECTIVE ONBOARDING PRACTICES**



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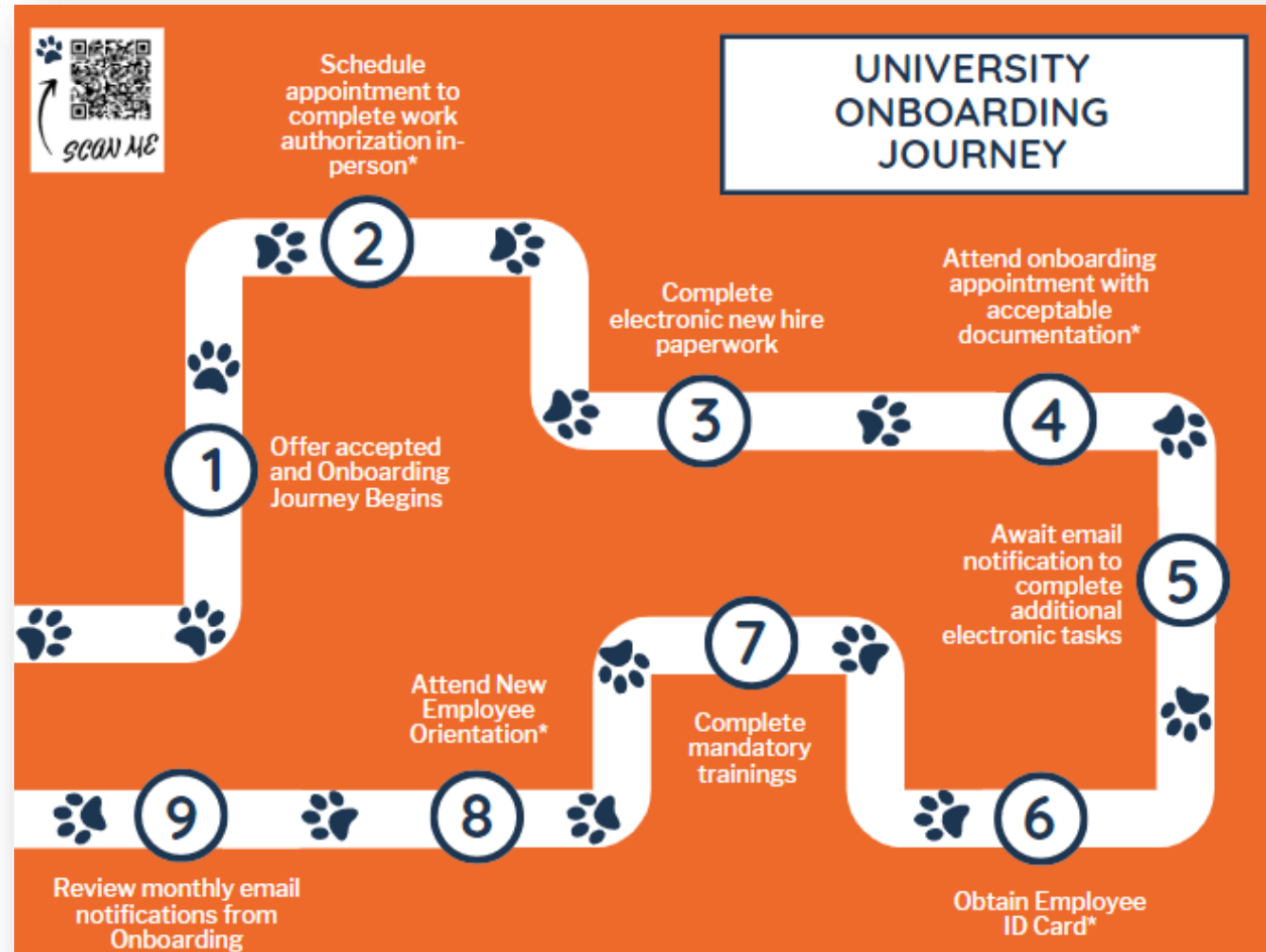


# TRANSFORMATIVE ONBOARDING

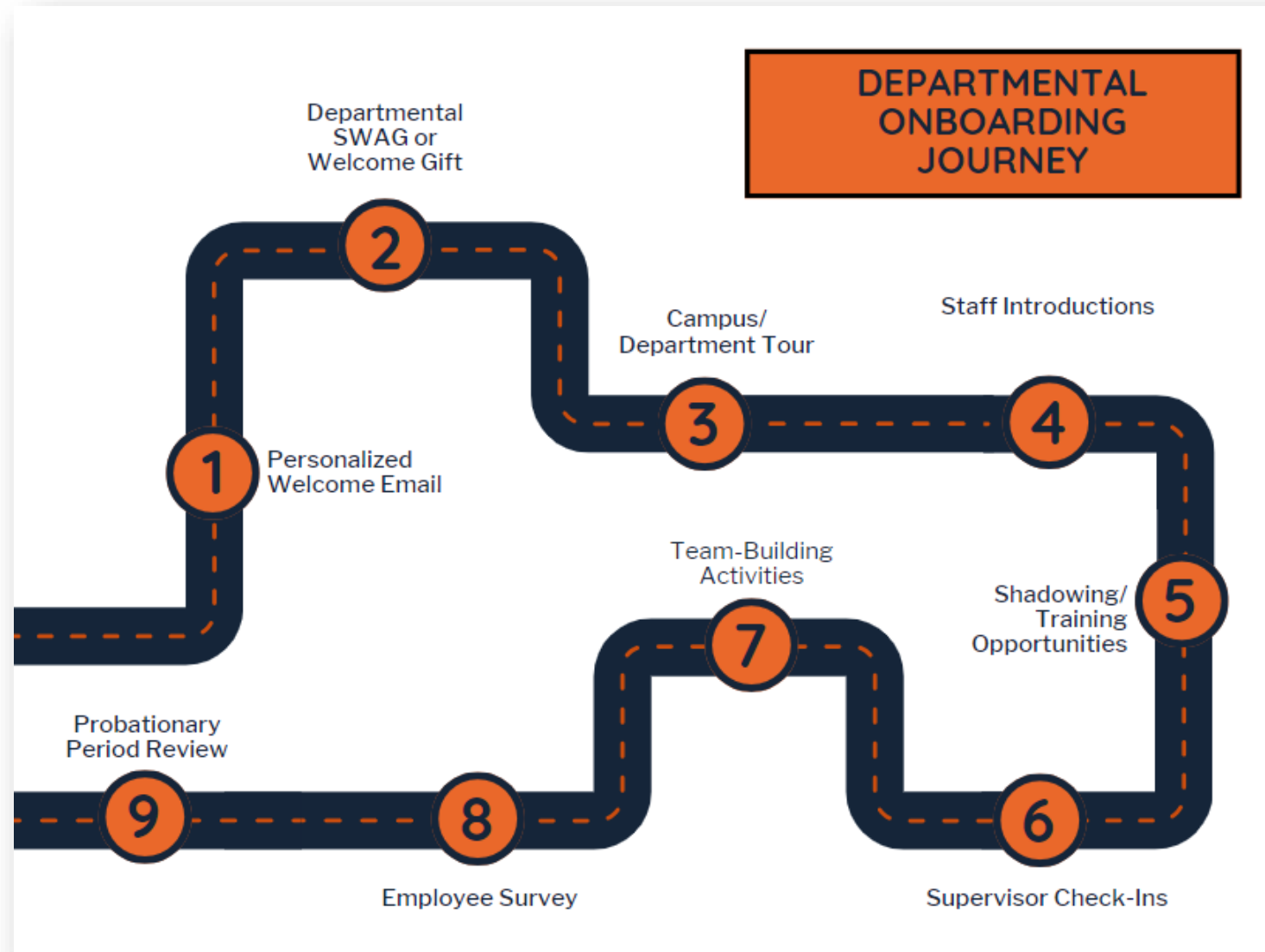


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# HIGHLIGHTING THE NEW HIRE JOURNEY

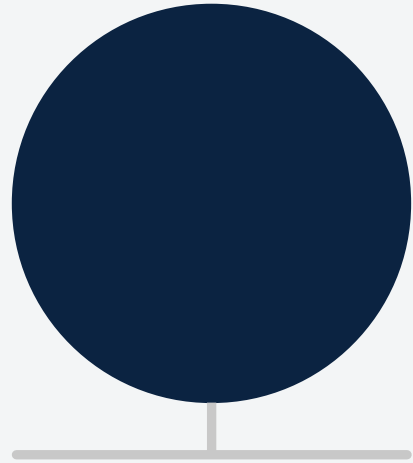


# HIGHLIGHTING THE NEW HIRE JOURNEY

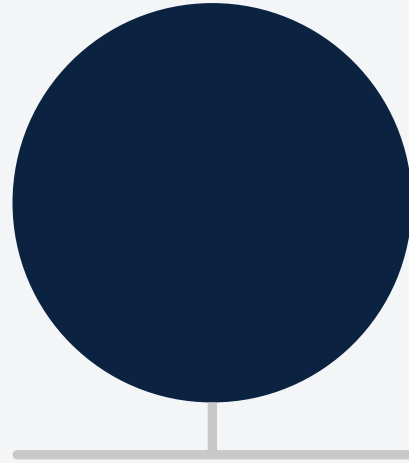




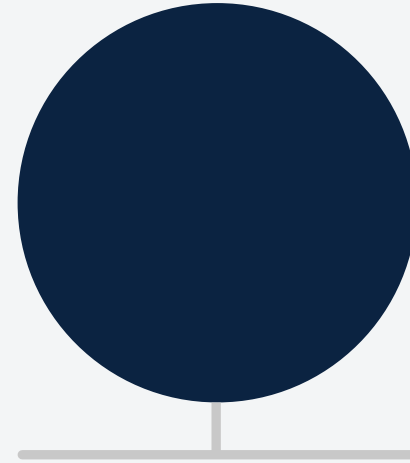
# TRANSFORMATIVE ONBOARDING



PERSONALIZATION



TECHNOLOGICAL  
INTEGRATION



ONGOING PROCESS

Refers to an approach that goes beyond traditional methods by focusing on creating a comprehensive and impactful experience for new employees.



# PERSONALIZATION THROUGH PRE-ONBOARDING PREPARATION

## WELCOME COMMUNICATION

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- Send a warm welcome email or letter before their start date, outlining what to expect on their first day and week.
  - Where to park?
  - What to wear?
  - Where to report?

## PREPARE THEIR WORKSPACE

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- Ensure their work area, resources, and equipment are ready and personalized (if possible) before they arrive.
  - Telephone
  - Name/Door Plate
  - Computer and Software
  - Facility Access

## PRE-ONBOARDING SURVEY

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- Utilize a pre-onboarding survey to collect important details to tailor the onboarding experience.
  - PeopleAdmin can help!


# WELCOME EMAIL



## Congratulations!

The AU Onboarding Center congratulates you on your new position with Auburn University! Included below are links pertaining to your employment. After reviewing them, please complete our Onboarding Visitation Survey so that we can address any remain questions, concerns, or curiosities you may still have during your Onboarding Center appointment!


[OUR WEBSITE](#)



## ORIENTATION

Get ready to learn more about Auburn University and to enroll into our amazing benefits! Your session will be provided in your welcome letter.


[Learn more here](#)



## BENEFITS

Review "Benefits at a Glance" and contact Benefits Manager Teresa Coker (cokerte@auburn.edu) with any questions! You will enroll during orientation.

[Learn more here](#)



## FACULTY RESOURCES

The Biggio Center offers faculty resources that will help you navigate your 1<sup>st</sup> year of teaching and learning at Auburn University.

[Learn more here](#)



## PARKING

All vehicles that park on the Auburn University campus must be registered with the Parking Services Office.

[Learn more here](#)



## FACULTY POLICES

Familiarize yourself with Auburn University's policies and learn more about the University Senate -the faculty governmental representation.

[Learn more here](#)



## AUBURN-OPELIKA

Check out the top 10 reasons to love the Auburn- Opelika area AND learn more about local places to eat, stay, explore, play, meet, and visit.

[Learn more here](#)



## QUESTIONNAIRE

What is your preferred title? Are you a foodie? Want to know more about the local nightlife? Let us know what you want to know!

[Complete here](#)



## Auburn University Department Onboarding Checklist for Supervisors

### Pre-Arrival

#### Contact the new hire with employment information:

- ☐ Send a welcome letter to new employee confirming position, title, salary, supervisor, when and where to report
- ☐ Call the new employee to confirm the start date, time, location, parking, and dress code

#### Prepare for the new hire's arrival:

- ☐ Assign a mail slot and door plate
- ☐ Prepare the work area
- ☐ Notify department staff of arrival date
- ☐ Create a department orientation schedule
- ☐ Schedule department staff to meet with new employee and discuss their role
- ☐ Confirm employee has been scheduled for a New Employee Orientation Session
- ☐ Notify Access Control of new hire and request appropriate building and office access (keys and sv card)

### First Day

- ☐ Greet the employee - welcome by the supervisor
- ☐ Review the schedule of activities for the first week - give employee a copy
- ☐ Take the new employee on tour of department and introduce to co-workers
- ☐ Show new employee his or her work area
- ☐ Review work schedules - breaks/lunch/overtime
- ☐ Review job responsibilities
- ☐ Ensure new employee received information about New Employee Orientation
- ☐ Review dress code
- ☐ Give the employee information on computer access. User ID, Banner ID, and explain AUAccess. Explain how to create a password at: <http://auburn.edu/myaccount> (This will also activate the employee's mail)
- ☐ Review telephone: how to make internal and external calls and voicemail system
- ☐ Provide department phone list
- ☐ Provide department address
- ☐ Inform employee of his or her employee workgroup (Administrative Professional, University Staff)
- ☐ Inform employee of pay periods (monthly or biweekly), provide pay schedule

# DEPARTMENTAL ONBOARDING CHECKLIST

- ☐ If biweekly, explain Kronos and provide pay schedule
- ☐ Show employee how to register their car with parking services
- ☐ Show employee how to set up their direct deposit in Self-Service Banner
- ☐ Give information about regular meetings (staff, department)
- ☐ Ensure employee has made appointment to obtain an AU ID
- ☐ Take employee to pick up pre-ordered keys from Access Control

### Prior to New Employee Orientation

- ☐ Visit <http://www.auburn.edu/oit/2factor/> and work with the employee to set up DUO (2-Factor authentication.) This is required for access to online enrollment of benefits.

### Following New Employee Orientation

- ☐ Meet with new employee to answer any questions

### First Week of Employment

- ☐ Review safety and emergency procedures
- ☐ Review the departmental strategy, function, mission, vision, and culture
- ☐ Department Overview - department organizational structure and new employee's role in the department
- ☐ Have new employee meet with other supervisors in the department (have an appointment set up for a meeting)
- ☐ Ensure the employee understands the relationship between his/her job, the department and the institution
- ☐ Explain the employee's work relationship with others in the department
- ☐ Describe customer service expectations
- ☐ Explain applicable department policies, work rules, work schedules, and time away from work procedures
- ☐ Review the leave program: types of leave and how to request time off
- ☐ Emphasize that the first ninety days is his or her Probationary Period of Employment
- ☐ Point out where to find useful information: university and department websites
- ☐ Show employee how to order supplies and where department stores supplies
- ☐ Explain copy machines and printer functions
- ☐ Explain email, drives for storage, and who to contact for support

### During the First Month

- ☐ Meet regularly with the employee to answer questions that will help them become acclimated to the department and their responsibilities
- ☐ Establish performance goals and expectations with the new employee
- ☐ Begin the Performance Management Process with a Performance Review form. (Form available at [http://www.auburn.edu/administration/human\\_resources/forms/index.html](http://www.auburn.edu/administration/human_resources/forms/index.html))

### During the First 90 Days

- ☐ Obtain employee's feedback on their first 90 days
- ☐ Review the completion of 90 day probationary period
- ☐ Complete 90-day probationary period evaluations (through PeopleAdmin)
- ☐ Check on progress with Performance Management plan

# UNDERSTANDING THE DIVERSE NEEDS OF EMPLOYEES

- Recognizing Individual Backgrounds and Experiences

- Tailored support
- Fostering inclusivity
- Effective communication
- Increase engagement
- Skill utilization

\***Onboarding Tip** – Start by creating and maintaining employee profiles or bios

- Accommodating Different Learning Styles and Preferences

- Enhanced learning effectiveness
- Reduction in learning barriers
- Exhibits adaptability and flexibility

\***Onboarding Tip** – Develop personalized learning plans

- Recognize Varying Skill Levels in Technological Aptitude

- Introduce technological tools gradually throughout the onboarding process
  - Start with basic and essential functions
- Provide support resources such as manuals, guides, or step-by-step instructions

# ACHIEVING CONTINUOUS ENGAGEMENT

## FEEDBACK AND SUPPORT

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- Provide regular feedback sessions and check-ins
  - Receive guidance
  - Address challenges
  - Refine approaches

## CELEBRATE MILESTONES

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- Acknowledge and celebrate milestones
  - Completing training modules
  - Achieving key learning milestones
  - Carrying out initial projects

## OPEN COMMUNICATION CHANNELS

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- Allow new hires to:
  - Ask questions
  - Share concerns
  - Provide input

# TAILORING ONBOARDING TO DIFFERENT EMPLOYEE GROUPS

## EMPLOYEE GROUPS

- Students
- Experienced Professionals
  - University Staff
  - Administrative Professionals
  - Faculty
- Temporary/Contingent
- Part-Time
- Remote Workers
- Foreign Nationals



# ONBOARDING BY EMPLOYEE GROUP

## STRATEGIES TO ENSURE EFFECTIVENESS



### STUDENTS

**\*Unique needs -**  
Students must balance academic, professional and personal obligations

Create an online learning platform (i.e. Canvas) with modules that cover department-specific policies, systems, procedures, trainings, and job specific content.

Provide self-paced learning opportunities.



### EXPERIENCED PROFESSIONALS

**\*Unique needs -**  
Professionals have a variety of experiences to account for

Provide opportunities for specialized training and cross collaboration with a colleague in a similar role.

Account for differences in learning curves and technological aptitude.



### TEMPORARY/ PART-TIME/ CONTINGENT

**\*Unique needs -**  
Limited time employees must integrate into the unit quickly

Ensure prompt access to university and departmental systems. Assign a buddy or mentor to support training.

Provide a clear understanding of short-term goals and expectations.



### REMOTE

**\*Unique needs -**  
Remote employees may find it challenging to build connections and remain engaged.

Conduct virtual trainings and regular check-ins. Provide updates on what is happening within the department and ways that the remote employee's work is contributing to departmental success.



### FOREIGN NATIONALS

**\*Unique needs -**  
Foreign national employees must navigate through cultural differences

Adapt training materials to accommodate various languages. Connect with OIP for additional resources to support their acclimation.

Assign a buddy or mentor.

# CREATING A TRANSFORMATIVE EXPERIENCE

## STRATEGIES FOR TRANSFORMATIVE ONBOARDING

- Implementing innovative onboarding techniques
  - Gamification
  - Multimedia Content
- Leveraging technology for enhanced onboarding
  - PeopleAdmin
  - Artificial Intelligence (Co-Pilot)
  - Online Learning Platforms (ElevatED/LinkedIn Learning/Canvas)
- Promoting a culture of continuous engagement
  - Ongoing feedback and check-ins
  - Employee resource groups, mentors, support networks



# ALIGNING WITH UNIVERSITY-LEVEL ONBOARDING PRACTICES

## KEY STEPS TO ENSURE CONSISTENCY AND EFFECTIVENESS ACROSS THE INSTITUTION

- Ensure that departmental processes align with university-level onboarding
  - Familiarize yourself with overarching onboarding processes (PeopleAdmin workflows, checklists, and communications)
  - Collaborate with the Onboarding Center to develop resources or checklists to enhance departmental onboarding activities
  - Understand the new hire onboarding journey including vital checkpoints in the process
  - Create departmental roadmaps for each employee type you may hire
  - Identify areas of overlap or voids in onboarding processes that can either be streamlined or integrated to enhance efficiency
    - Orientation information
    - New hire resources
    - Departmental contacts

# MEASUREMENT OF SUCCESS

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Continuous evaluation of the onboarding process allows for adjustments and improvements based on feedback from both new hires and their managers, ensuring it remains effective and relevant.





**SUGGEST STEPS THAT YOUR DEPARTMENT CAN  
TAKE TO EFFECTIVELY ENGAGE NEW EMPLOYEES  
THROUGHOUT THE ONBOARDING PROCESS.**



# THANK YOU!

QUESTIONS AND ANSWERS

