



CRAFTING DEPARTMENTAL ONBOARDING EXPECTATIONS

A BLUEPRINT FOR NEW HIRE SUCCESS



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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



Highlight the importance of tailored onboarding expectations to foster a successful and welcoming environment for new hires.



Identify the key components of an effective onboarding plan.



Discover ways to facilitate integration activities that promote team bonding and cross-functional collaboration.



Explore feedback mechanisms and ways to analyze performance metrics to assess the effectiveness of onboarding practices.



Discuss continuous improvement techniques to adapt and refine onboarding processes over time.



OVERVIEW OF ONBOARDING EXPECTATIONS

UNIVERSITY LEVEL VERSUS DEPARTMENTAL LEVEL

- Welcome email
- Pre-onboarding survey
- New hire informational website
- New hire paperwork and Form/I9 Work Authorization
- *SWAG bag
- Faculty/Staff information sheet
- Overview of University policies (AA/EEO)
- Onboarding tasks (account activation, direct deposit, etc.)
- Campus map
- *Timekeeping Instructions
- *New employee orientation
- Post-onboarding survey
- Coffee and Conversation sessions
- 30/60/90/180 communications

- Welcome email/letter
- Confirm start date/time/location/parking/dress code
- Monitor PeopleAdmin onboarding progress
- Prepare work area
- Request technological systems and facility access
- Schedule of first week activities
- Review job responsibilities/expectations
- Departmental contact list
- Staff introductions
- Job-specific training
- *Probationary period review
- Continuous feedback

IMPORTANCE OF DEPARTMENTAL ONBOARDING EXPECTATIONS

CONSISTENCY AND STANDARDIZATION

- Setting clear onboarding expectations ensures that all new hires receive consistent information about what is expected of them, regardless of their specific role.

ALIGNMENT WITH INSTITUTIONAL GOALS

- Onboarding expectations should align with the overall mission, vision, and strategic objectives of the University and respective Division

COMPLIANCE AND LEGAL REQUIREMENTS

- Departments may have specific compliance or legal requirements that new hires need to be aware of and should be included during the onboarding process.





IMPORTANCE OF DEPARTMENTAL ONBOARDING EXPECTATIONS CONTINUED...

CLARITY OF ROLES AND RESPONSIBILITIES

- Ensure key stakeholders understand their roles and responsibilities in supporting new hires throughout the onboarding process.

SUPPORT FOR NEW EMPLOYEES

- Clearly defined onboarding expectations provide structure and support to new employees, reducing confusion and anxiety.

RETENTION AND ENGAGEMENT

- Effective onboarding contributes to higher employee retention rates and greater job satisfaction.



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UNDERSTANDING THE FOUNDATIONS OF SUCCESSFUL ONBOARDING

IMPORTANCE OF TAILORING ONBOARDING TO DEPARTMENTAL NEEDS

- Relevance and Context
 - Ensures that new hires receive information and training that is directly relevant to their specific job functions and departmental context
- Faster Integration
 - New hires can gain a deeper understanding of the department's goals, priorities and challenges. Allowing them to start contributing sooner and more effectively.
- Cultural Alignment
 - Each department may have its own subculture or ways of operating helping new hires understand and align with cultural nuances fosters belonging and cohesion.



IMPORTANCE OF TAILORING ONBOARDING TO DEPARTMENTAL NEEDS CONTINUED...



- Specialized Skills and Knowledge
 - Different departments may require specialized skills or knowledge.
- Departmental Goals and Objectives
 - Onboarding tailored to departmental needs can explicitly communicate the department's goals, objectives, and key performance indicators (KPIs)
- Adaptability and Flexibility
 - Tailored onboarding allows for flexibility in adapting the process to meet the specific requirements and dynamics of each department, enhancing its effectiveness.



Key Components of an Effective Onboarding Plan





KEY COMPONENTS OF AN EFFECTIVE ONBOARDING PLAN

1. Pre-Arrival Checklist/Preparation

2. First Day Welcome Package

3. Departmental Orientation

4. Review of Job Expectations

5. On-the-Job Training

6. Review of Policies and Procedures



KEY COMPONENTS OF AN EFFECTIVE ONBOARDING PLAN

7. Mentorship/Supervisor Support

8. Regular Check-Ins and Feedback

9. Team Integration

10. Evaluation and Continuous Improvement (Probationary Period Review)

11. Career Pathing

12. Social Engagement



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 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 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 AUAC how to create a password at: <http://auburn.edu/myaccount> (This will also activate the email)
- ☐ 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 Professional, etc.)
- ☐ Inform employee of pay periods (monthly or biweekly), provide pay schedule

- ☐ 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)

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



**PROVIDE EXAMPLES OF ONBOARDING
ACTIVITIES THAT YOUR DEPARTMENT
CURRENTLY ENGAGES IN.**





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CRAFTING A BLUEPRINT FOR NEW HIRE SUCCESS

CREATING A STRUCTURED PLAN

- Define Objectives and Goals
- Map out the Onboarding Process
- Identify key Stakeholders and Responsibilities
- Gather Information
- Develop Onboarding Materials
- Establish a Timeline
- Leverage Technology
- Evaluate the Process





DEFINING ONBOARDING EXPECTATIONS

ROLE CLARITY

**TRAINING AND
DEVELOPMENT**

**TIMELINE AND
MILESTONES**

**RESOURCES
AND SUPPORT**

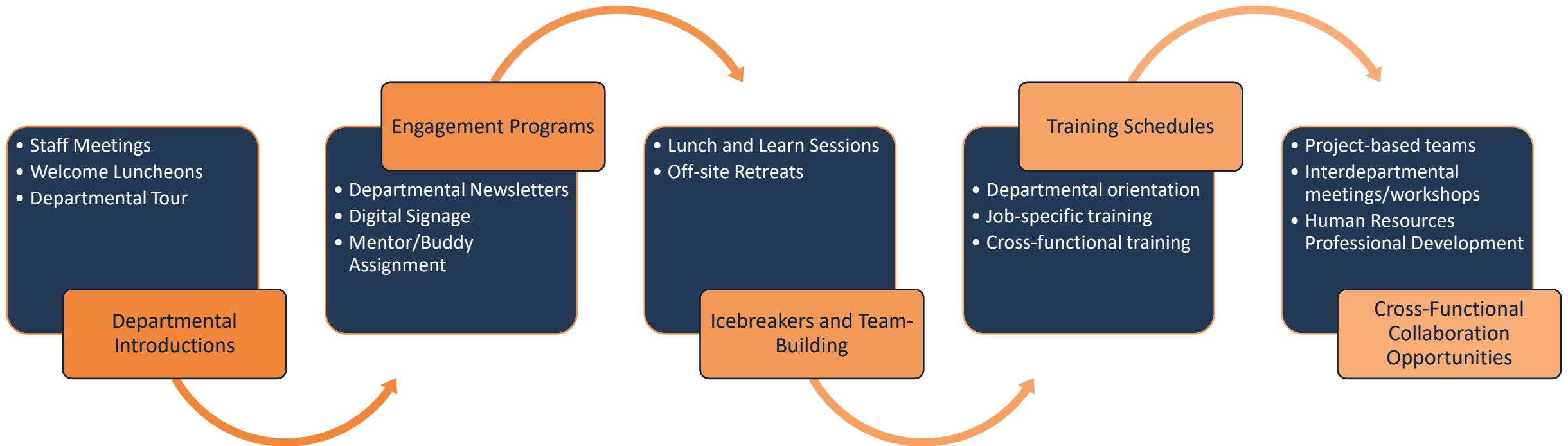
**CULTURAL AND
ORGANIZATIONAL
NORMS**

**INTEGRATION
AND
NETWORKING**

**EXPECTATIONS FOR
COMMUNICATION**

**PERFORMANCE
FEEDBACK**

FACILITATING INTEGRATION EXPECTATIONS





FOSTERING BELONGING, PURPOSE, AND MOTIVATION

CREATING A SENSE OF BELONGING

- Cultivate inclusivity and diversity
- Encourage collaboration
- Recognition and appreciation
- Clear communication channels
- Provide institutional support resources

INSTILLING PURPOSE AND MOTIVATION

- Communicate organizational mission and values
 - Strategic plan
 - The Creed
 - Departmental mission and values

ASSESSING AND IMPROVING ONBOARDING PRACTICES

ESTABLISH FEEDBACK MECHANISMS

- Surveys and Feedback Sessions
- Exit Interviews

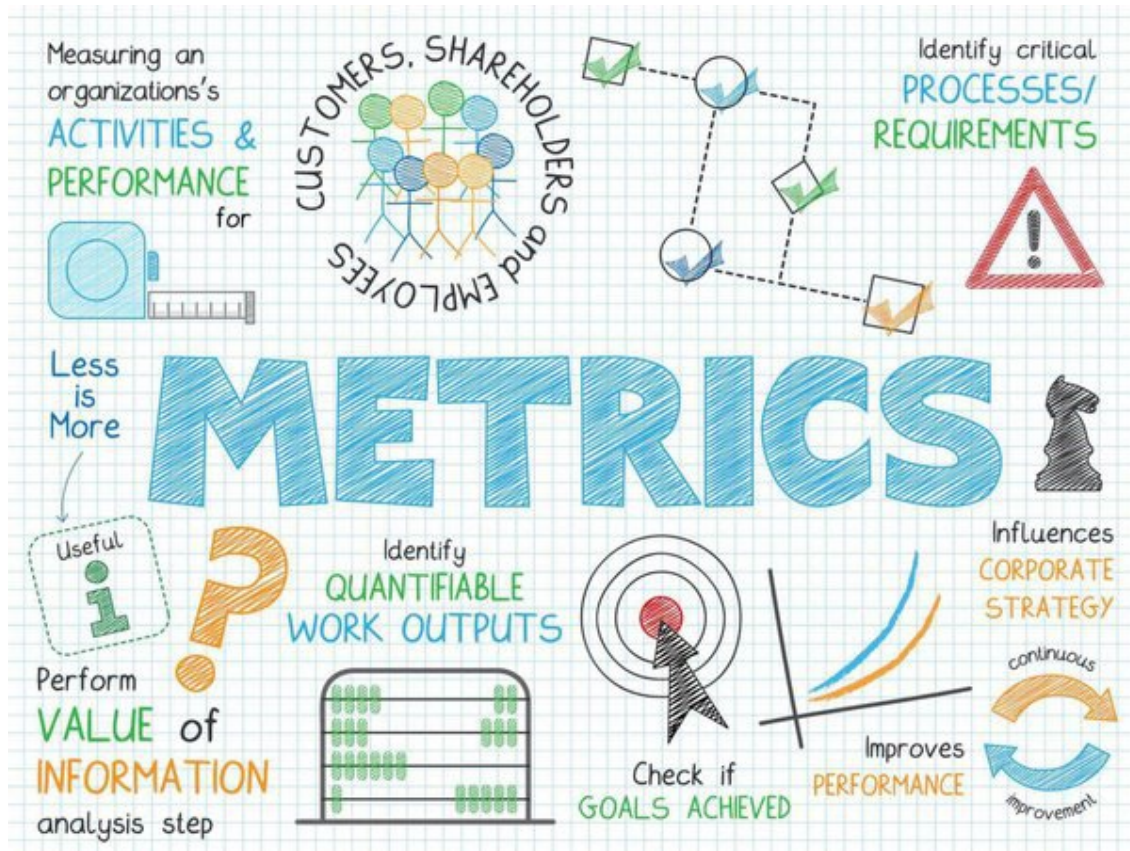
IMPLEMENTING CONTINUOUS IMPROVEMENT TECHNIQUES

- Identify Areas for Improvement
- Continuous Refinement of Processes
- Stay Updated with Best Practices and Trends
 - HR104V Onboarding: Making Connections and Bridging the Gaps



ASSESSING AND IMPROVING ONBOARDING PRACTICES CONTINUED...

ANALYZING PERFORMANCE METRICS



- Time to Productivity
- Probationary Period Extensions/Terminations
- Employee Retention Rates
- Employee Satisfaction Statistics



**SUGGEST ACTIVITIES THAT YOU PLAN TO
INCORPORATE WITHIN YOUR DEPARTMENT TO
ENHANCE THE ONBOARDING PROCESS.**





THANK YOU!

QUESTIONS AND ANSWERS



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