

Active Onboarding for Managers

*Welcome, Educate, Assimilate
New Employees Over a Period of Time*

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What is Onboarding?



Onboarding is a comprehensive process of integrating employees into their new work environment.

It is the final, yet crucial stage of the recruitment process.

It is an extension of the first day and one of the most important steps in retention.

Onboarding a new employee can last up to at least 12 months.

First day at IKEA.....

FIRST IMPRESSIONS MATTER

Big mistake not being prepared!

Make sure a work space has been created or assigned and the workstation is functioning.

Use New Employee Onboarding Checklist for Managers to make sure all the details both large and small have been covered before your new employee arrives.



Why Bother with Onboarding?

Institutions whose leaders focus on building bonds with their employees in the first 90 days retain more employees during this period and tend to retain them longer overall

-George Bradt, co-author Onboarding: How to Get Your Employees up to Speed in Half the Time



Ninety percent of employees make their decision to stay at a company within the first six months.

-Aberdeen Group Onboarding Benchmark report
2006

Why Bother with Onboarding?



- Employee turnover cost **120-200%** of an employee's salary
- **1/3** of the workforce begins job hunting on the first day of their new job
- Engaged employees are **43%** more productive
- It takes **ONE YEAR** for a new hire to assimilate into the institution's culture and achieve full productivity
- New employees who complete a structured onboarding program are **69%** more likely to be with the organization after three years

Active Onboarding (vs. Orientation- Passive)

Onboarding is a process to welcome, educate, and assimilate new employees into an organization over a period of time. This Process builds the foundation for a work environment that promotes:



Performance

Productivity

Collaboration

A Sense of Community with an understanding of the institution's Mission & Values



Orientation is a process to welcome and discuss policies, benefits, handbooks, broad centralized training and the mission

ACTIVE ONBOARDING



Active Onboarding Key Components



DEPARTMENTAL LEVEL

- Integration in the University and departmental culture and norms
- Comprehensive understanding of the intersections of job responsibilities and mission, values, goals, and vision
- Expectations within specific roles
- Provide training on specific job responsibilities (internal and external training opportunities)
- Policy reinforcement
- Facilitate professional connections with colleagues to build interpersonal relationships and information networks
- Conduct regular “check-ins”/Provide formal and informal feedback

EMPLOYEE LEVEL

- Build relationships
- Participate in voluntary campus functions
- Seek feedback from supervisor
- Self-monitor personal contributions to institutional objectives

Develop the Onboarding Plan

- Write it out!
- Incorporate into recruitment
- Assign Point person(s)
- Review
 - Policies, Rules, and Regulations
 - Expectations and Goals
 - Activities and Actions (job responsibilities)
 - Culture
 - Engagement



"If you aim at
nothing, you will hit
it every time"

Author Unknown

Develop the Onboarding Plan

- What informing documents are available?
- What opportunities exist for internal and external training?
- Mentor and/or onboarding peer?
- Who will implement the process? And how?
- How will you support and encourage the new employee?
- What feedback mechanisms will you use? How will you apply feedback to the process?



What should be on a Supervisor Checklist?

- **DEPARTMENTAL INFORMATION**

Org Charts, Descriptions of unit or groups within your area, Departmental Strategic Goals

- **JOB EXPECTATIONS**

Job description, Individual goals, work plan, discuss probationary period if applicable, performance evaluation process, mentor or shadow someone assigned for 1-2 months, relevant timelines (projects, learning curve, university cycle)

- **POLICIES AND PROCEDURES**

Departmental Procedures, calling out of work procedure, how request vacation, Security IT Forms, overtime procedures

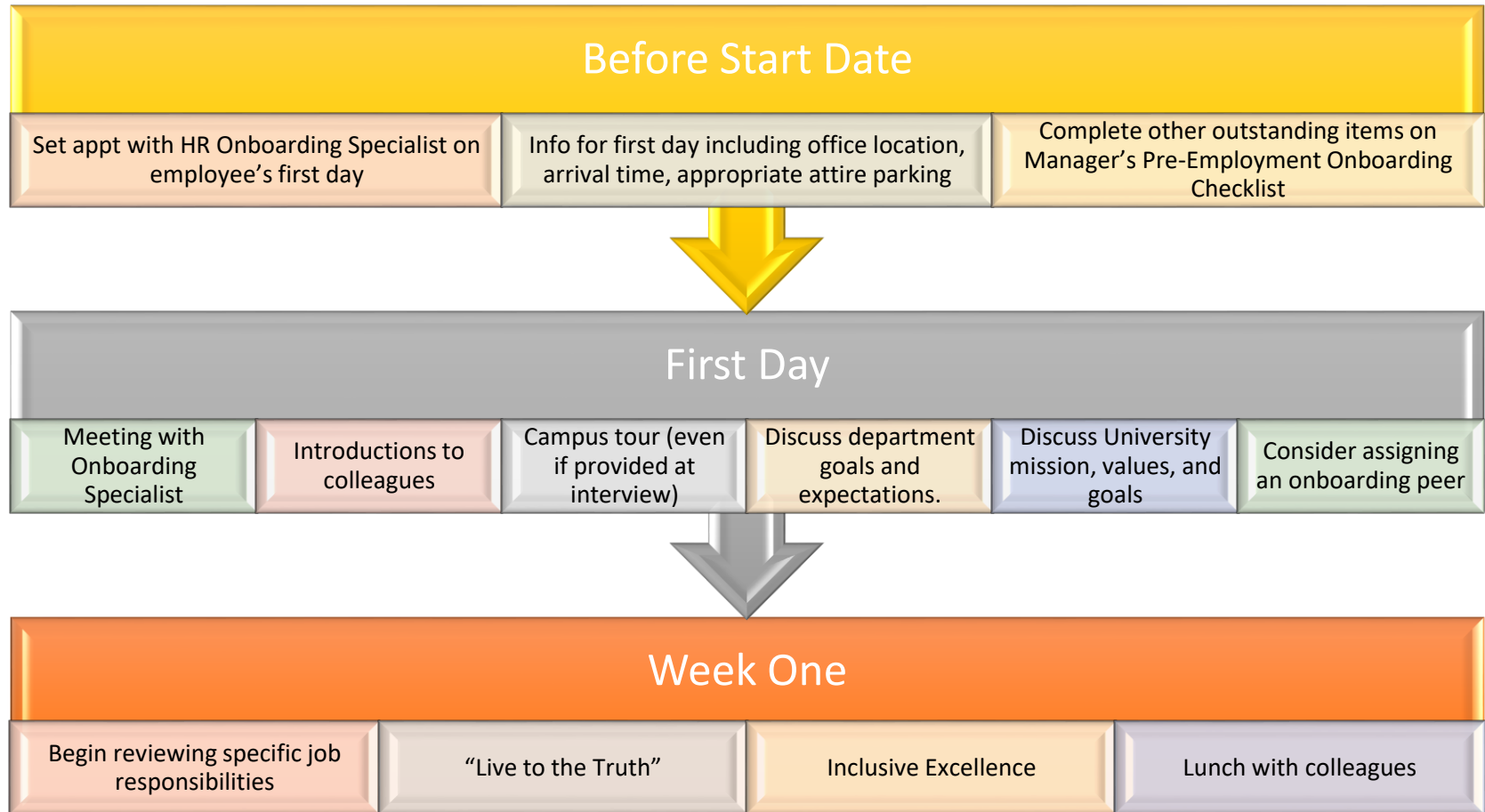
- **ADMINISTRATIVE/HOUSEKEEPING**

Seating chart, keys, locks, workstation set up, desk supplies, Name badge/employee ID, send a welcome message before the first day, departmental, parking, work hours orientation, lunch area, food sources, bathrooms, phone, voicemails, computer, fridge, Office tour, Building Emergency plan, supply cabinet, business cards, access to systems, document storage, list of acronyms

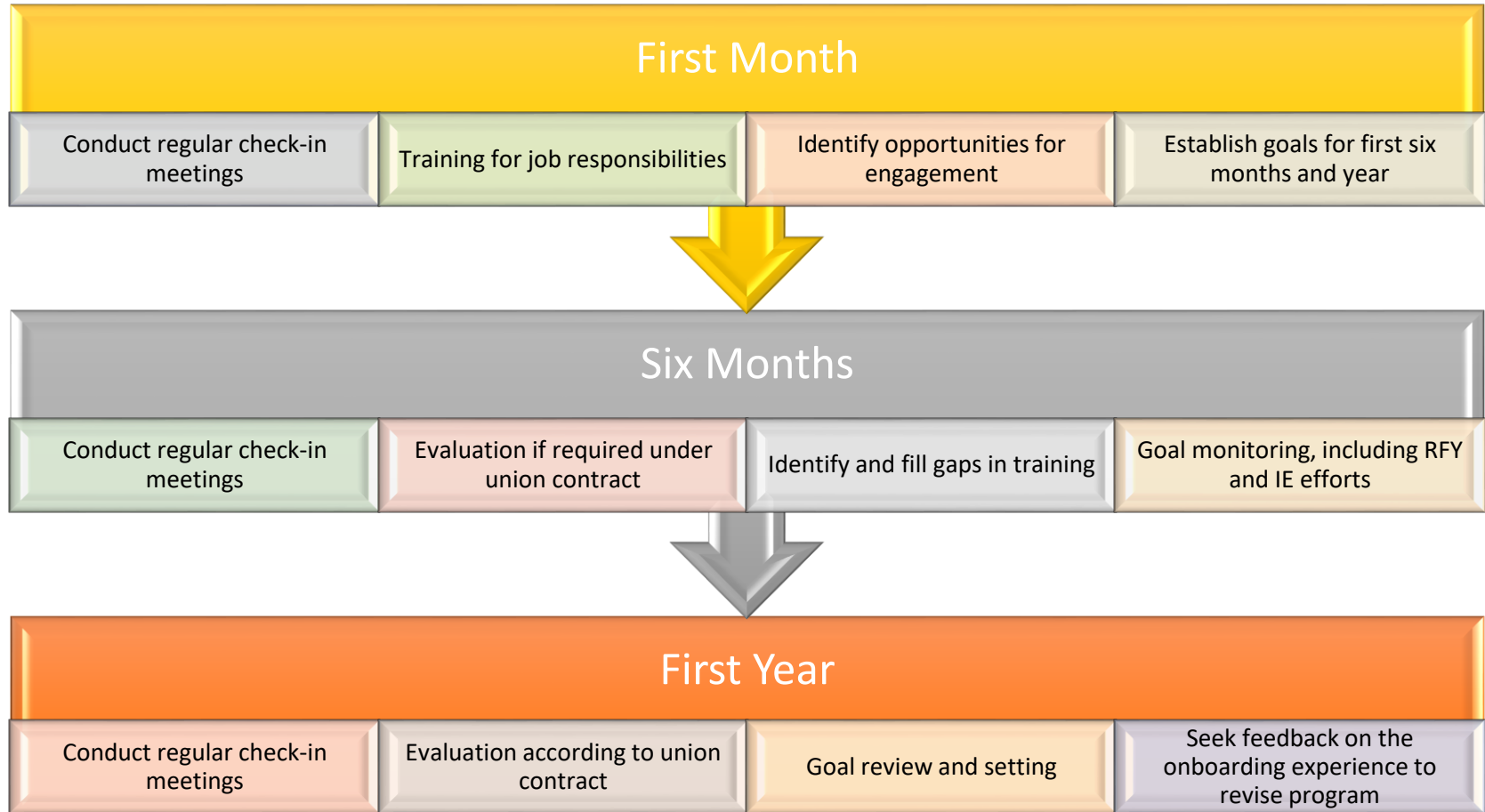


What the Timeline of an Onboarding Plan Might Look Like

Timeline



Timeline



The CHARGE



How to Start

- Explain how the employee fits into the department and the greater University (if available use org chart)
- Discuss how the position and department contribute to Student Success and Inclusive Excellence
- Involve the new hire in what's going on in the department, the University and provide training opportunities

Let's Put Our Heads Together





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State University

Resources - Being New at FSU Welcome to the "FRAMily"





PEOPLE

- Your supervisor is your primary resource at FSU.
- Discuss with your supervisor what is expected of you and what to expect of your department. Also, discuss work schedules and peak periods.

Co-workers, campus partners, committee members,
orientation group, Whittemore Library.....

Our “FRAMily” is our greatest resource!



Your FSU ID CARD

- Helps Identify You As Employee
- Building/Parking Lot Access
- Ram Cash Account
- Library Card
- Discounts at the Bookstore
- Discounted Movie Tickets – Game Room, McCarthy Center

ID Office is located in the rear of the McCarthy Center next to Campus Police. Ext. 4015



DINING SERVICES

Sodexo

- Faculty Staff Dining Room (McCarthy Center 3rd Floor)
- Commuter Café/Toasted (McCarthy Center 2nd Floor)
- Juice Bar (Athletic and Recreation Center)
- The Cyber Café (McCarthy Center 3rd Floor)
- Sandellas - North Hall
- Ram Cash with FSU Card
- Library Café (Red Hen)

<https://framingham.sodexomyway.com/dining-near-me/open-now>



OFFICE OF HUMAN RESOURCES

Dwight Hall (DH), Room 207 M-F 9 a.m. – 5 p.m. Ext. 4530

Summer hours - 8 a.m.- 4 p.m.

- Benefits and Workers' Compensation
- Employee/Labor Relations Issues
- Equal Opportunity Plan
- Workplace Accommodations
- Hiring and Employment Opportunities
- Retirement and Exiting Information
- Payroll
- Training/Professional Development Opportunities



Framingham
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Our Mission

Framingham State University prepares students for a:

- productive life, enhanced by learning and leadership that contributes to the culturally diverse world of the twenty-first century.

The University is:

- an important educational and cultural center in the MetroWest Region of Massachusetts.
- committed to excellence, access, and service.

A Framingham State University education:

- cultivates thoughtful, responsible local and global citizens
- prepares students for careers, and positions them for success.



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FSU Today & Our VISION For the FUTURE

Framingham State University places priority on:

- teaching, advising, and helping students succeed.

FSU believes:

- combining an outstanding education with career-focused skills acquired through professional programs helps our graduates stand out in the workforce.

Faculty, staff and students at FSU are part of a:

- diverse, caring, friendly, and engaged community.



CORE Values

- **Academic Excellence**: strive to inspire a culture informed by the joy and work of learning, in which curiosity, discovery, innovation, and excellence are the driving forces in everything we do.
- **Ethical Citizenship**: seek to foster a culture of ethics, integrity and respect, such that it creates the fertile ground that motivates our work and work ethic.
- **Personal and Professional Growth**: create a nurturing culture where all thrive and are supported in their own paths toward lifelong growth and leadership in personal and professional ways.
- **Global Stewardship**: endeavor to advance global understanding, empathy and stewardship for people and the environment, embracing diversity and a sense of community in both local and global settings.
- **Public Purpose and Commitment**: strive to construct a community that is committed to public purpose, informed action and service.
- **Inclusive and Collaborative Community**: seek to encourage a supportive, diverse, collaborative and cohesive environment in which we learn from each other through informed, clear, and open communication.



University-wide Strategic Goals (2017-2022)

Focused on (3) three overarching goals:

- **Academic Distinction and Student Success**
- **Inclusive Excellence and Organizational Effectiveness**
- **Reputation, Relationships, and Resources**

Individual divisions and departments set specific objectives in support of these goals.



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Academic Distinction and Student Success

Goal 1: Provide a **high-quality, highly relevant education**, rooted in the arts and sciences, that is transformative, distinctive, and responsive to evolving student, workforce, and societal needs

Goal 2: Prepare students to be **ethical and engaged citizens** committed to public purpose, inspired to serve, and eager to play leadership roles in their communities, workplaces and the wider world

Goal 3: Provide **student services and support systems** that promote achievement of educational, personal, and career goal



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Inclusive Excellence and Organizational Effectiveness

Goal 1: Be a **vibrant and inclusive community** that attracts and retains students, staff, and faculty who embrace the University's core values and will enrich campus life with their presence and engagement

Goal 2: Foster a climate and **provide necessary tools and support** to ensure that every member of the campus community has the opportunity to thrive and succeed

Goal 3: Provide the **physical, technological, and administrative infrastructure** necessary to create a work environment that promotes excellence, encourages innovation, facilitates collaboration, and supports achievement of strategic goals



Practicing and striving for excellence in institutional inclusion efforts.

Goal 1:

Collective commitment to promoting equity, advocating social justice, and making excellence inclusive

Goal 2:

Improve attraction, retention and progress of underrepresented faculty, staff and students

Goal 3:

Strengthen Community Partnerships

Goal 4:

Develop and implement a comprehensive, integrated, university-wide system of accountability and assessment for Inclusive Excellence



What does it mean to “Live to the Truth”?

- Historically - First Principal Cyrus Peirce and Principal Bagnall
- *Live to the Truth* guides our institution in practice and endeavor and translates that FSU seeks students and employees who share in the quest for truth and commitment to living it fully.



- Founded:** . 1839
- Status:** . Public, four-year coeducational (undergraduate and graduate)
- Campus:** . 73 acres, traditional New England campus
- Degrees:** . BA, BS, BSEd, MA, MS, MEd, MBA, MSN
- Programs:** . 26 undergraduate and 25 graduate degree programs in arts, humanities, sciences, social sciences and professional fields



STUDENTS

- **Enrollment, Fall 2017**
Undergraduate: 4,126
Graduate: 1,565 Total: 5,691
- **Degrees Awarded, AY2017**
Bachelor's: 1010
Master's: 455
- **New Student Enrollment, Fall 2017**
Freshman: 764
Transfers: 423
- **Student to Faculty Ratio, Fall 2017**
14:1
- **Day Division Faculty, Fall 2017**
Full-time faculty: 197
Part-time faculty: 137
- **Six Year Baccalaureate Graduation Rate**
Fall 2011-2017 = 54%
- **Fall to Fall First-Time, Full-Time Retention Rate:**
Fall 16-17: 76%
- **Retention after 1st year - 74%**
Graduate within six years - 56%

FACULTY AND STAFF

- **Faculty (330), 89% with terminal degrees**
Faculty - Full time (208)
Part-time (282)
- **Staff – Full time (340)**
Part time (175)