

# All-Aboard the FSU Train: Are Your New Employees Getting Left Behind?



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# The Charge

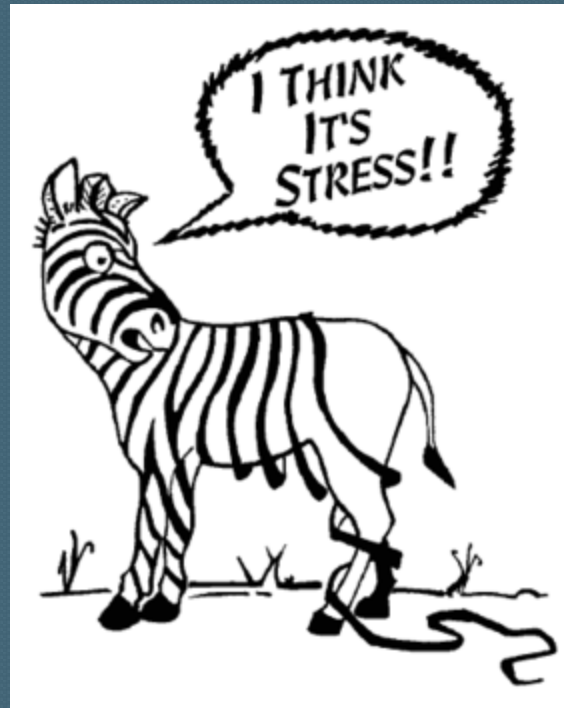
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- Every Department
- Structured onboarding program for all new full-time employees
- Integrate focus on how the position and department contribute to Re-imagining the First Year and Inclusive Excellence
- Implement by July 1, 2017

# But There's Too Much Going on Right Now

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- I know, right. That's literally what everyone says all of the time.



# Intended Outcomes

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Reduce  
Turnover

Increase Job  
Satisfaction

**STUDENT SUCCESS**

Improve Job  
Performance

Integrate Employee into  
University Culture

Increase Employee Knowledge  
Base

# Which, for you, means...

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- Employees who are fully productive sooner
- Employees who are performing at higher levels
- Less time spent in search processes and more time with work getting done
- Confident, self-motivated employees

# Passive v. Active Onboarding

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## • Passive Onboarding

- HR
  - Hire Paperwork
  - Benefits Administration
  - Policy Dissemination
  - Broad Centralized Trainings

## • Active Onboarding

- Department Level
  - Integration in the University and departmental culture and norms
  - Comprehensive understanding of the intersections of job responsibilities and mission, values, goals, and organizational norms
  - Professional expectations within specific roles
  - 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
  - Build relationships
  - Participate in voluntary campus functions
  - Seek feedback from supervisor
  - Self monitor personal contributions to institutional objectives

# Timeline

## Before Start Date

Set appt with HR Onboarding Specialist on employee's first day

Info for first day including office location, arrival time, appropriate attire parking

Complete other outstanding items on Manager's Pre-Employment Onboarding Checklist

## First Day

Meeting with Onboarding Specialist

Introductions to colleagues

Campus tour (even if provided at interview)

Discuss department goals and expectations.

Discuss University mission, values, and goals

Consider assigning an onboarding peer

## Week One

Begin reviewing specific job responsibilities

Reimagining the First Year

Inclusive Excellence

Lunch with colleagues



# Timeline

## First Month

Conduct regular check-in meetings

Training for job responsibilities

Identify opportunities for engagement

Establish goals for first six months and year

## Six Months

Conduct regular check-in meetings

Evaluation if required under union contract

Identify and fill gaps in training

Goal monitoring, including RFY and IE efforts

## First Year

Conduct regular check-in meetings

Evaluation according to union contract

Goal review and setting

Seek feedback on the onboarding experience to revise program



# Initial Prep

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- Meet with members of your department to discuss how each department member and the department overall contributes to the first-year student experience
- Have a similar conversation about Inclusive Excellence
- Ensure across the board understanding of University mission, values, and goals and your role in supporting them.
- Research onboarding models to build one that works for your department.

# Develop the Onboarding Plan

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

# Develop the Onboarding Plan

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- 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?

# Let's Put Our Heads Together

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