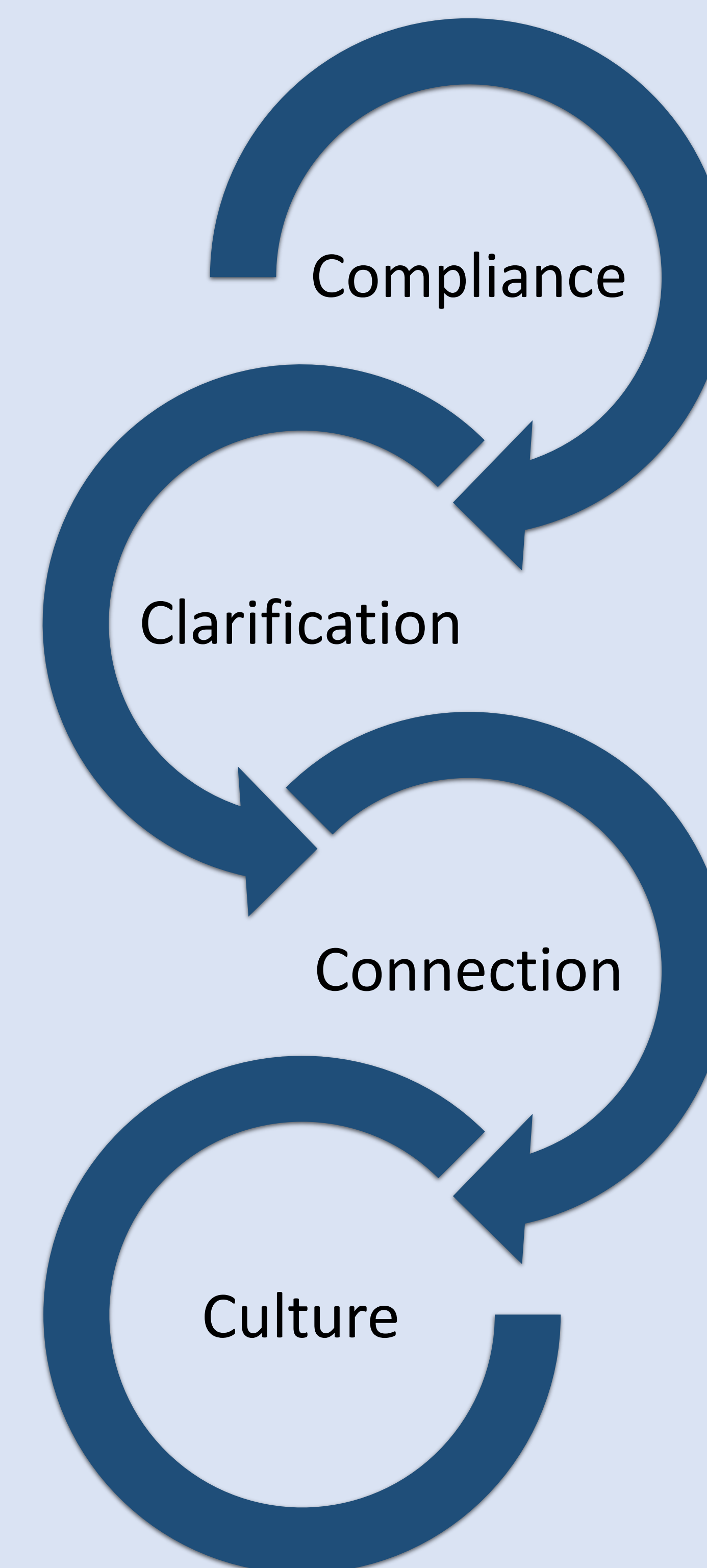


YOU ARE WELCOME HERE:

The Genesis & Evaluation of a New Employee Orientation Program within the Library

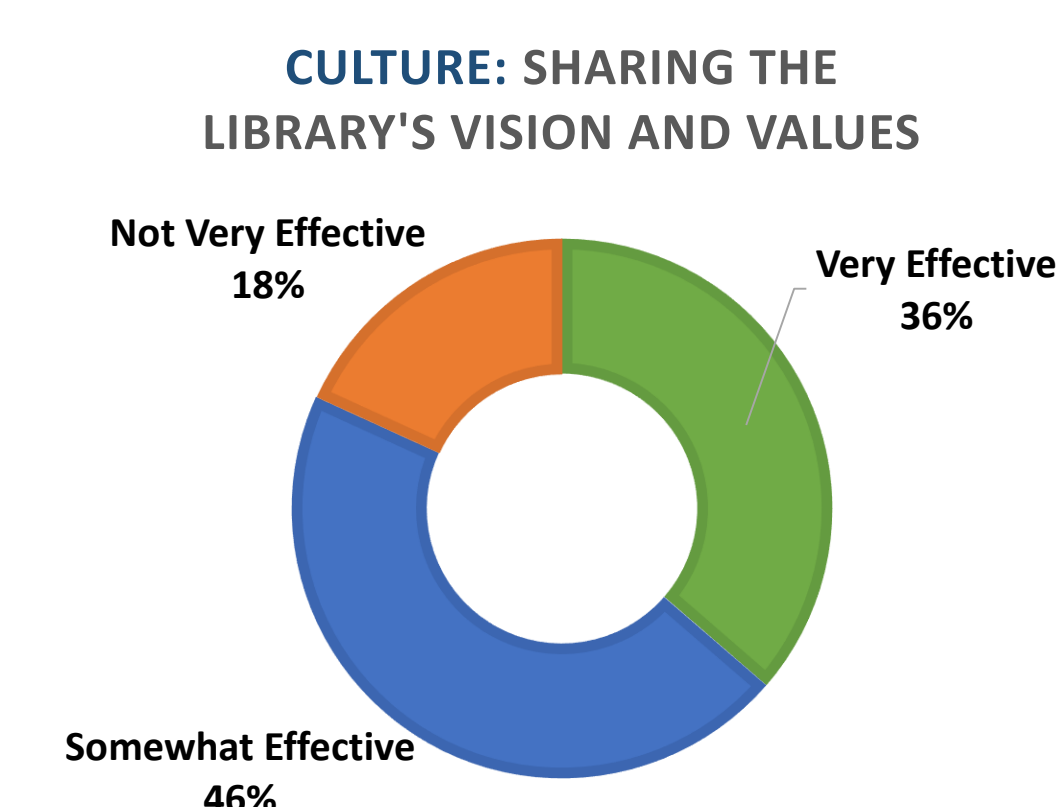
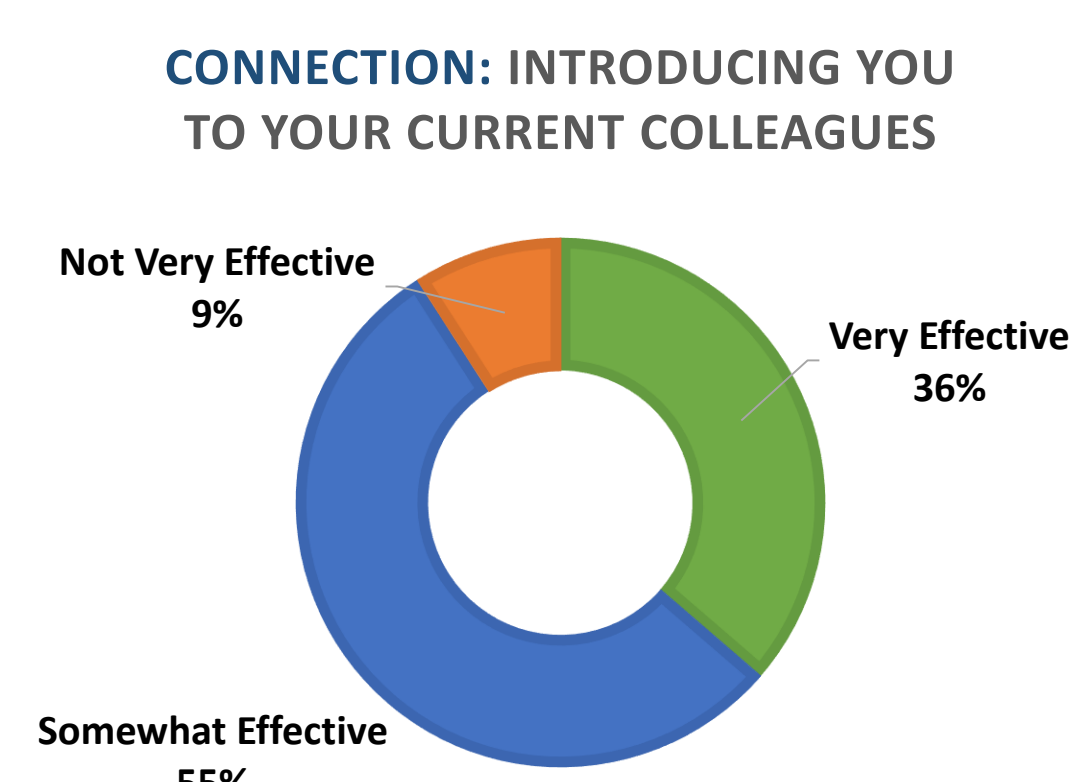
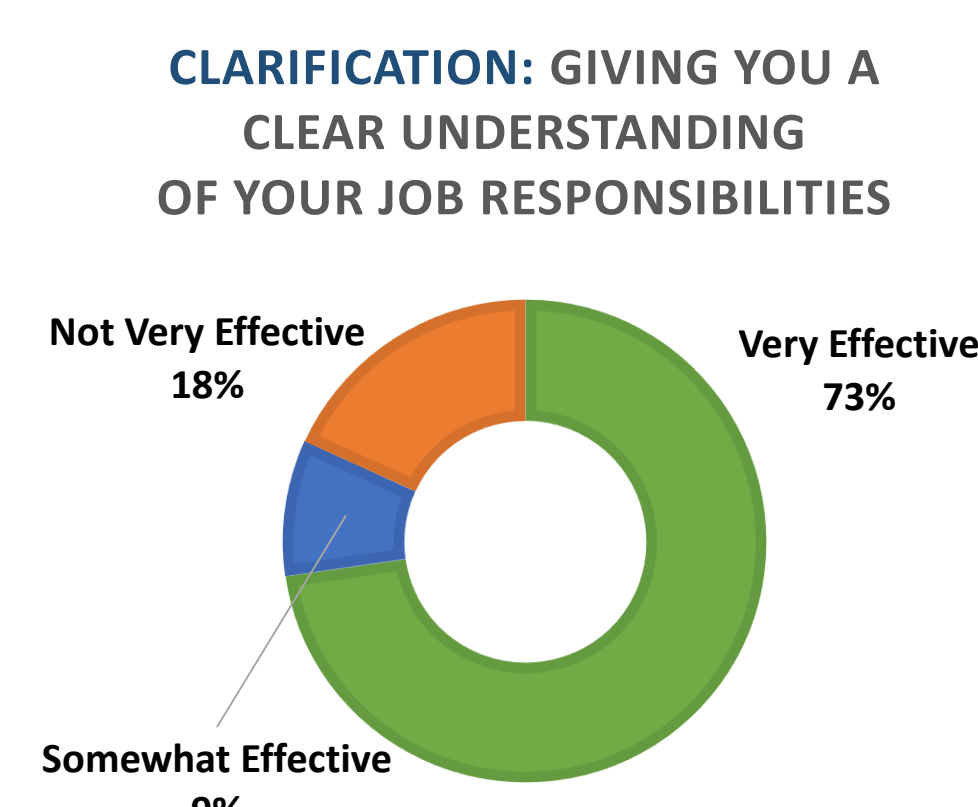
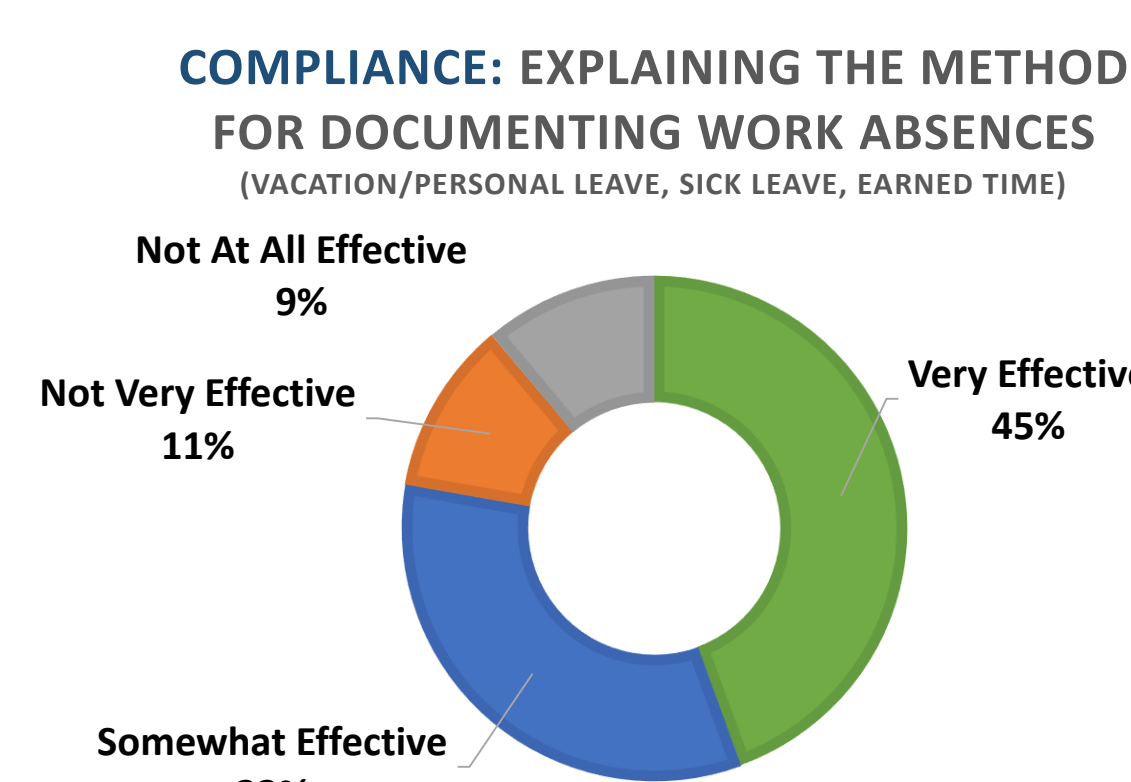
Rebecca French, Jennifer Keach, Elizabeth Price, Susan Thomas, and Michael Trocchia
James Madison University



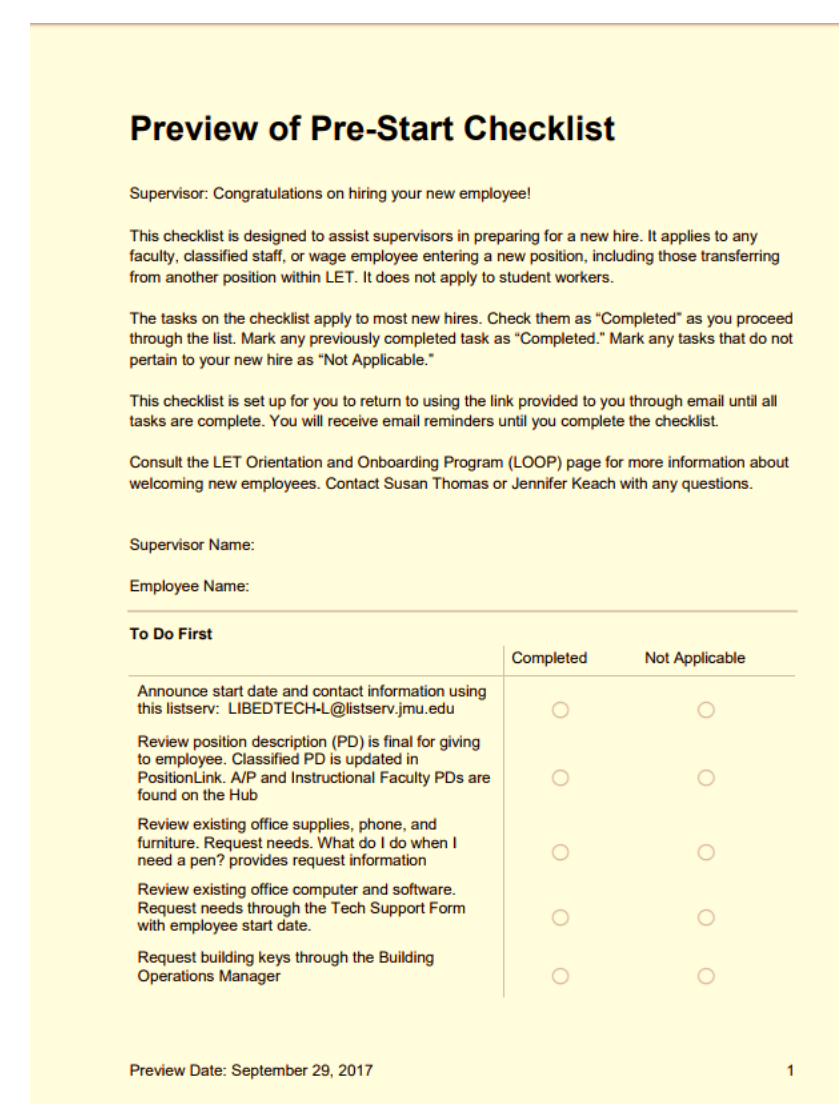
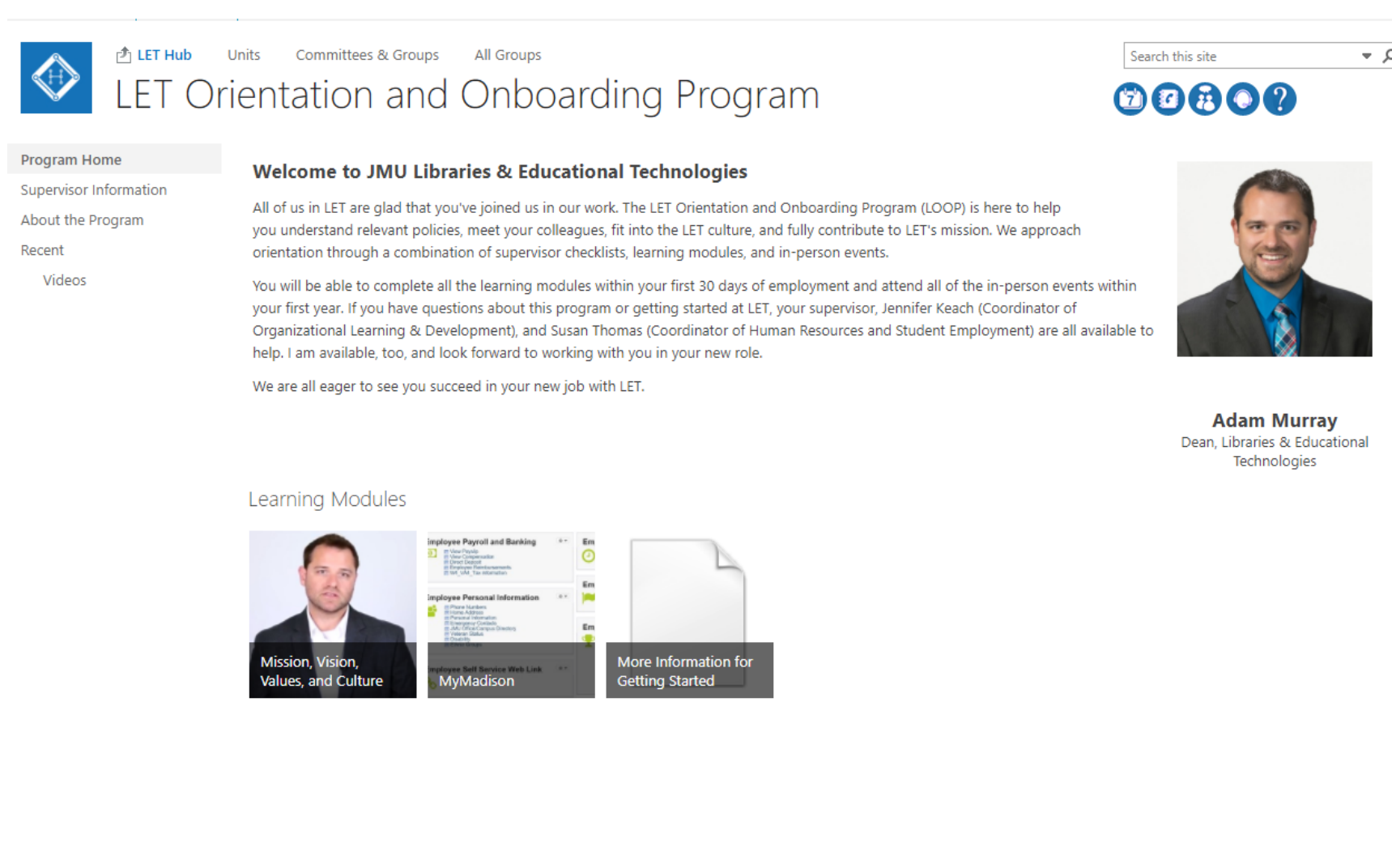
WHERE WE WERE

Identified needs for a program in 2014 through dedicated task force that undertook:

- Root cause analysis
- Focus groups
- Surveys



WHERE WE ARE



IN THE LOOP:

The LET Orientation and Onboarding Program (LOOP) includes an online program with Qualtrics checklists and learning modules and program information in SharePoint. Launched August 2017. First-year evaluation planned for Summer 2018.

SUPERVISOR CHECKLISTS:

To support the supervisor before the employee starts and during the first weeks.

IN-PERSON CHECK-INS:

First two weeks: Dean, associate dean, and HR coordinator each introduce themselves to new employee.

First month: LOOP coordinators check in with both supervisor and new employee.

VIDEO-BASED LEARNING MODULES:

New employee watches videos and completes tasks/activities to reinforce their learning.

Example action: "Discuss with your supervisor our mission and vision and how it connects to your job."

BEST PRACTICES

COMPLIANCE: New employee will understand relevant policies related to job performance and benefits

CLARIFICATION: New employee will be able to perform job-related tasks

CONNECTION: New employee will develop working relationships with colleagues

CULTURE: New employee will report feeling acculturated to LET's values and norms

Components of a successful program

- A smooth first day experience
- Meetings with key people (dean, associate deans, human resources personnel)
- Tours to meet colleagues and to familiarize new employee with physical spaces
- A mentor or orientation buddy

Other best practices

- Understand needs (of the organization, of supervisors, of new employees)
- Have clear desired outcomes for the program
- Use technology to facilitate onboarding, but not at the expense of face-to-face interactions
- Get support from administration
- Involve the rest of the organization
- Clarify who owns each part of the program
- Monitor and evaluate the program

References

Bauer, T. N. (2010). *Onboarding new employees: Maximizing success*. SHRM Foundation. Retrieved from <https://www.shrm.org/foundation/ourwork/initiatives/resources-from-past-initiatives/Documents/Onboarding%20New%20Employees.pdf>

Stevens, D. (2017, May 25). *The essentials of employee onboarding* [Webinar].

WHAT PEOPLE ARE SAYING

Mission Vision Values video introduces key players (dean, etc.).
It's not cheesy or corporate-y; gives real examples and shows what you're talking about.

Felt pretty well absorbed into the organization within the first few weeks.

Prioritize creating one or more in-person events for new employees to attend as a cohort.

Is there a checklist for employees to follow to let them know what they've done?
Or a certificate they can print to show their supervisors when they finish modules?

Could be problematic for wage employees. Some units have high turnover within the academic year.
An employee may only work a year, are some of the tasks really necessary?

20 modules seems overwhelming. Information will get lost.
Perhaps identify 5-6 core modules recommended for every employee.
Let supervisors choose others as needed.

WHAT'S NEXT



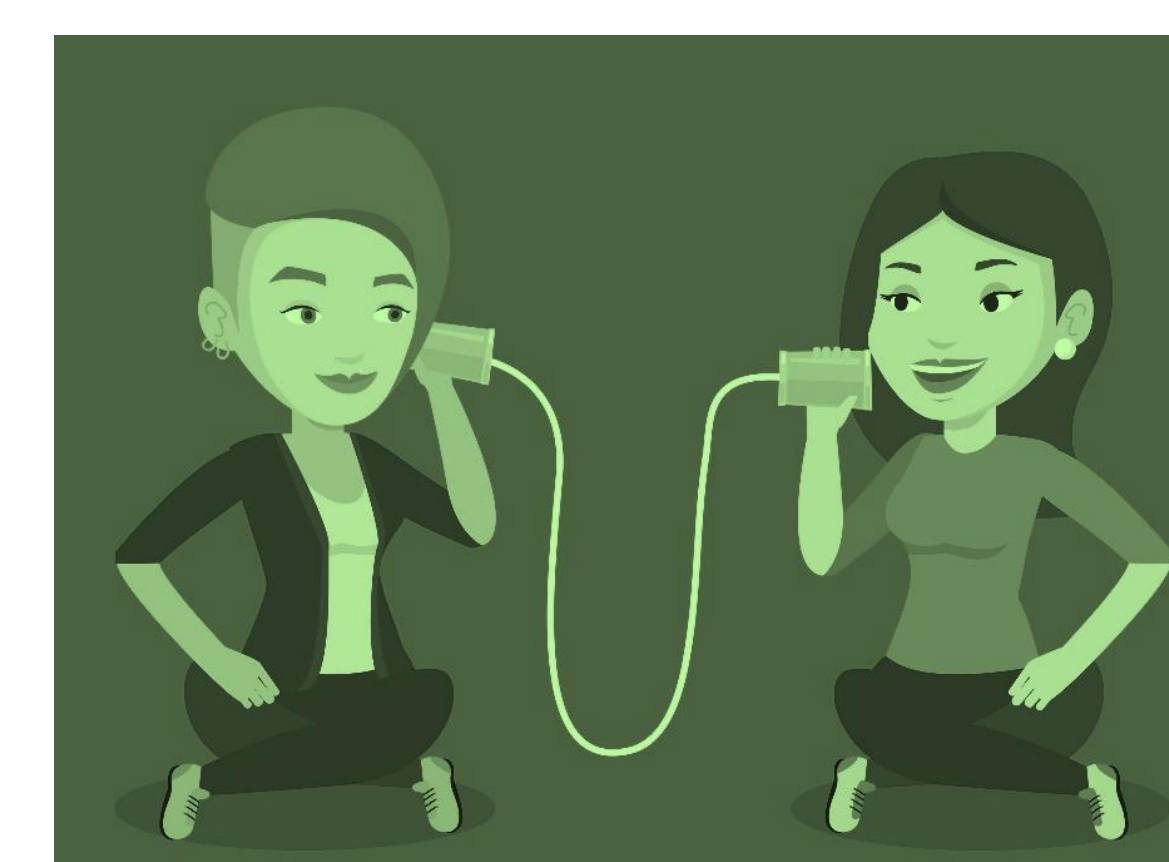
CONNECTIONS: Plan one or more in-person activities to bring newest employees together.



LINGO: Be cognizant of reliance on acronyms; proactively strive for clarification in meetings; collaboratively develop guide to local jargon



SPACES: Schedule physical tours and create online resources to aid navigation within libraries and on campus.



ORIENTATION BUDDIES: Write job description for assigned buddy to help with first few weeks (differs from formal mentor).