

# Staff Orientation Onboarding & First Year Experience

Finance & Administration  
Manager's Forum  
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SUFFOLK  
UNIVERSITY  
BOSTON

# Project Goals

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Benefits of a comprehensive onboarding & orientation experience:

- Employee: foundation to be productive and engaged
- Organization: lower turnover rates/retention and higher levels of job satisfaction; ensure employees at Suffolk University have the information and resources to succeed in their roles and minimize downtime

# Research

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## The Approach to Orienting a New Employee:

- Momentum: build on new employee's excitement
- Integration: more aspirational goal – doing what it takes to make the new employee a fully functioning member of the team
- Active Assimilation: create opportunities for the new employee to learn the culture, organization and strategic priorities

Source: Byford, M., Watkins, M. & Triantogiannis, L. (May/June 2017).  
*Harvard Business Review*, Onboarding Isn't Enough, v95(3), p78-86.

# Research

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A Thoughtful and Comprehensive Program Sends a Message to New Employee:

*We value you and carefully thought through our responsibility to ensure a you succeed in your new role in our organization.*

Source: Caldwell, C. & Peters, R. *Journal of Management Development*, 2018, Vol.37 Issue 1, p27-39.  
*New Employee Onboarding – Psychological Contracts & Ethical Perspectives*

# Internal Feedback

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Process: Two Focus Groups were enlisted to provide information about their experience. New Hires (within 6 months) & their Managers

Purpose: Evaluating the experience through the eyes of a new employee and their manager

# Internal Feedback

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## New Employees - themes emerged:

- Meet with other new employees
- University welcome & campus tour
- Benefits & perks overview
- Systems access
- Road Map – role relates to organization & workgroup
- Procedure manual
- Mentor or “Buddy”
- Overview of department goals, projects & roles
- How to get involved on campus – events, programs etc.

# Internal Feedback

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## Managers - Themes emerged:

- Role Clarity - Manager vs HR Responsibility
- Systems Access
- University Welcome
- Policy Overview
- Workday
- Road Map
- Guidance for managers of new employees

# Internal Feedback

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## Common Themes:

- University Welcome
- Policy Overview
- Organization & Workgroup

# Program Overview

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Drivers for a Positive New Employee Experience:

- Make the first day a celebration
- First year experience
- Build positive connections & community
- University history, mission & strategic plan

# Orientation & Onboarding

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- Prior to First Day
  - Communication from manager & Workday onboarding
- First Day
  - Information & Resources, Understanding the department & work group,
- Monthly meetings with cohort
  - Short Presentations & Activities with a Theme:
    - Understanding Suffolk's history & mission; Strategic Plan
    - Student Experience
    - Understanding the “business” of the University
    - Diversity, Access & Inclusion
    - Learning & Development

# Orientation & Onboarding

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## HR

- Before the First Day:
  - Systems access
  - Critical policies
  - Benefits
  - Checklist for manager
- First Day:
  - Thorough Introduction
  - Welcome letter with resources & information
  - Suffolk branded thumb/flash drive with website link; Suffolk Swag
- First Month:
  - Benefits
  - Tour of campus
  - Compliance training
- First 90 days: survey & feedback to refine
- First Year:
  - Monthly meetings with cohort of new employees

## Managers

- Before the First Day:
  - Checklist & prepare personalized roadmap
  - Schedule meetings with key contacts
- First Day:
  - Department welcome
  - Mentor/Buddy: “Curiosity Captain”
  - Resources & information
- First Week:
  - Department goals & activity
  - Office procedures
  - Review of position description
  - Assignments
- First Year :
  - Coaching and support of learning and development

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Questions?



# Did You Know?

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- **Suffolk's LinkedIn Learning Platform**
  - Resource for skill and professional development for Students, Faculty & Staff
- **Employee Activities Council (EAC)**
  - employee-run group organizes, plans, and hosts faculty and staff events every year that build camaraderie among the entire Suffolk community
- **Employee Resource Groups (ERGs)**
  - Opportunities to connect with those who have similar interests/affinity

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*Thank you!*