Agenda or Objectives

- How and why the Onboarding Center came to be.
- Who we support and the services we provide.
- Lessons learned/tips on starting an onboarding program.
- Onboarding by the numbers.
NC State By the #s

- 37,556 Students
- 2,463 Faculty
- 6,985 Staff
- a gazillion student and temporary employees
- 12 colleges
- 17 administrative, research, advancement, student affairs divisions
- More than 500 departments
- Almost 2500 onboarding appointments last year
Poll Question

How many faculty/staff do you have at your institution?

- 1-500
- 501-1500
- 1501-5000
- 5000+
Poll Question

Do you have an established onboarding center/office?

- Yes
- No
- Have one in the works
- Hoping to have one eventually
Poll Question

Who provides your onboarding support/services now?

- Central HR
- Localized HR
- Supervisors
- Anyone who is available
- The new employee figures it out on their own
- Other
- Not sure
Onboarding Center (OBC) History

2012: Campus wide evaluation of onboarding tasks

- Focus Groups and Listening Tour
  - Recent Hires
  - Supervisors
  - Departmental HR Representatives
  - Central Human Resources
  - Campus Partners (Transportation, ID Card, Office of IT, many Others)

- Decentralized onboarding processes

- Done differently in over 500 departments
Onboarding Center (OBC) History

2013: Onboarding Center Opened

○ **Onboarding Center** opened to provide consistent experience for tasks that all employees needed to complete at the *university level* (Direct deposit, campus credentials, parking, tax forms, I-9, benefits information, ID Cards, etc.)
  ■ Required coordination with variety of campus partners to create collaborations and integrations.
  ■ Staff of 3 onboarding specialists, 1 office coordinator, and 1 manager

○ **Departments and Supervisors** continue to provide *unit specific onboarding tasks* (computer assignment, system access requests, job related equipment, keys, etc.)
  ■ OBC provides just-in-time resources to supervisors/departments when hiring new employees.
#1 Tip for starting an Onboarding Center/Process

Build strong relationships early and maintain them.

- Department HR Representatives & their supervisors
- College/Division HR Leads
- Office of Information Technology
- ID Card Manager
- Transportation Office Manager (parking)
- Identity Management System Manager
- Payroll
- IT Help Desk
- Benefits
- HR Information Management
- Office of Equity and Diversity
- Environmental Health & Safety
- University Police
- Dining Managers
- Motor Pool
- Campus Gym Managers
- Training database Managers
#2 Tip for starting an Onboarding Center/Process

Customer service was top priority (not compliance).

- Service to the new employees
- Service to the supervisors
- Service to the HR Representatives
- Service to campus partners
- Service to compliance owners

How can we provide a service to that makes compliance requirements as painless as possible for the customers?

Manage expectations of staff that service is #1 priority.

OBC staff evaluations have a high focus on service.
Who are our main customers?

**Employees**
- Staff
- Faculty
- Postdoc
- Temporary

**Departments**
- Department HR Representatives
- Supervisors
Services Provided

● Meeting with new employees (primarily 1:1 meetings, some group meetings)

● Orientations (group)
  ○ New Employee Orientation
  ○ Benefits Orientation

● Continued employee resource and engagement

● Resources for departments
Workflow Summary

1. Offer is made
2. Department initiates hire action
3. Employee Completes Background Check
4. Hire Action Finalized
5. Campus Credentials Created
   - Email to department & supervisor
6. Employee meets 1:1 with OBC
7. Employee meets with department
   - Employee attends orientations and enrolls in benefits
8. Employee notified of 30/60/90 day modules
9. 180 day survey
Meet With New Employees

1. Offer is made
2. Department initiates hire action
3. Employee completes background check
4. Hire action finalized
5. Campus credentials created
6. Employee meets 1:1 with OBC
7. Employee meets with department
8. Employee attends orientations and enrolls in benefits
9. Employee notified of 30/60/90 day modules
10. 180 day survey
Employees receive auto generated email to schedule time with OBC

*Sample Emails
One-On-One Meetings

What’s included?

• Unity ID and password change, Duo 2FA enrollment
• I-9 completion (Section 1 and/or Section 2)
• ID Card
• Parking permit
• Wolftime (clocking in/out, leave System)
• Direct Deposit
• Tax Forms
• Pay schedule and pay stubs
• Benefits/retirement enrollment process & deadline
• Updating personal information
• Mandatory Designation
• Disability, mobility and veteran status
• Patent Agreement
• Register for Data Security Training and Safety Checklist
• Get registered for NEO and Benefits Orientation

And more

Employees can start any day of the week/month and meet with OBC on their first day.

Generally done in person. About 27% choose Zoom appointments.

Complete action items together with an Onboarding Specialist.

Variety of comfort levels with technology

Checklist action items vary based on employee classification.

*Sample Checklist
Group Meetings

- Offered as needed based on volume
- Usually around 10 people (up to 20)
- Partner with campus departments who hire a lot of people at one time. Ex: House Officers in our College of Veterinary Medicine
- Not our preferred method
Department Meetings

- Department determines content (issue keys, system access, supervisor expectations, etc.).
- Department determines who meets with new employee
- OBC provides guidance and resources
- Job specific safety orientation

*Departmental Resources
New Employee and Benefits Orientations
New Employee Orientation

- Attendees include permanent faculty, staff, postdocs, and administrators. (30-60 per session)
- 3 times a month (2 in-person, 1 Zoom)
- 3 - 4.5 hours long
- In-person session includes a bus tour of campus and lunch at a dining hall.
- Content includes:
  - History and institutional message, resources
  - Diversity
  - Harassment
  - Safety/Police
- Campus partners help facilitate content
Faculty and Staff

- **Option 1**: Instructor Led
  - Every two weeks (alternating in-person and Zoom)
  - 3 hours long
  - Benefits consultant covers content

- **Option 2**: Self Guided
  *Online Benefits Information*

---

**Postdoc**
Offered two times a month via Zoom
Continued Resource and Employee Engagement
Continued Resource to Employees

- Employee Resources Website
- 30/60/90/180 Day Touch Points
- Employee Engagement
  - Campus Tours
  - NC State Trivia Events
30/60/90/180 Day Touch Points

30 Day Online Module
- Sustainability
- Wellness and Recreation
- Library Services
- IT Training and Software

60 Day Online Module
- Athletics tickets/events
- Arts NC State
- Wolfperks (local area discounts)
- Campus Smiles-On-site dental services
- Computer Lending Program
- Technology Payroll Deduction

90 Day Online Module
- Tuition Waiver
- Campus Enterprises (Dining, bookstores, golf course)
- Campus affinity groups
- Campus points of interest
- Family Resources
- Things to do around Raleigh

180 Day Survey
- Employee Entrance Experience Survey.
- Content shared with unit HR Leads two times a year.
Resource for Supervisors and Departmental HR Reps

*Departmental Resources
Tools and Resources

- Emails at time of hire
- Onboarding Guide (checklist)
- Tools
  - Welcome Sign
  - Sample Training Schedule
  - Assigning a Buddy
- Survey feedback (180 days)
- Consultations
Welcome to the Wolfpack!

onboarding.ncsu.edu
<table>
<thead>
<tr>
<th>Before Hire Date</th>
<th>On First Day</th>
<th>First 30 Days</th>
<th>30/60/90</th>
<th>180 Day+</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department or Supervisor</strong></td>
<td><strong>New Employee</strong></td>
<td><strong>Onboarding Center (OBC)</strong></td>
<td><strong>Campus Partners</strong></td>
<td><strong>Support from OBC</strong></td>
</tr>
<tr>
<td>Enter hire action (kick off background check)</td>
<td>Meet with new employee to start department-specific new hire checklist (assign computer, system access, keys, etc.)</td>
<td>Meet with the Onboarding Center to complete university new hire paperwork</td>
<td>*HRIM *Identity Management *Background Check</td>
<td>Collaboration with OBC</td>
</tr>
<tr>
<td>Support from OBC</td>
<td>Meet with department representative to complete department-specific new hire checklist</td>
<td>Meet with department representative to complete department-specific new hire checklist</td>
<td>*Parking *ID Card Office *Payroll</td>
<td></td>
</tr>
<tr>
<td>Schedule meeting with OBC</td>
<td>Attend group NEO and Benefits orientation</td>
<td>Complete safety and data orientations</td>
<td>*Office</td>
<td>Support from OBC</td>
</tr>
<tr>
<td>Sign offer letter and complete background check release</td>
<td>Review optional 30/60/90 day online NEO modules</td>
<td>Manage process of sending 30/60/90 day NEO modules</td>
<td>*Libraries *Wellness *IT training *Campus Perks</td>
<td>Continued Employee Engagement, (campus tours, newsletters, articles)</td>
</tr>
</tbody>
</table>

**It Takes a Village**

- It takes a village of support from the Onboarding Center (OBC), Campus Partners, and other team members to ensure a smooth onboarding experience.

**Notes:**
- Collaboration with OBC is key to ensuring new employees feel supported and integrated.
- Support from OBC includes personalized checklists, orientation sessions, and ongoing engagement activities.
- Campus Partners provide essential resources like office equipment and ID cards.
- The 30/60/90 day timeline highlights key milestones for integrating new employees into the organization.

**Support from OBC**
- Continued Employee Engagement is crucial for retaining new employees and fostering a positive long-term experience.
Onboarding By the Numbers
Onboarding Center Appointments

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>OBC Appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>1071</td>
</tr>
<tr>
<td>2014-15</td>
<td>1540</td>
</tr>
<tr>
<td>2015-16</td>
<td>1709</td>
</tr>
<tr>
<td>2016-17</td>
<td>1779</td>
</tr>
<tr>
<td>2017-18</td>
<td>2082</td>
</tr>
<tr>
<td>2018-19</td>
<td>2118</td>
</tr>
<tr>
<td>2019-20</td>
<td>1699</td>
</tr>
<tr>
<td>2020-21</td>
<td>1469</td>
</tr>
<tr>
<td>2021-22</td>
<td>2493</td>
</tr>
<tr>
<td>2022-23</td>
<td>2466</td>
</tr>
</tbody>
</table>
% of Eligible Employees Who Meet with Onboarding

- **SHRA**
  - 13-14: 95%
  - 15-16: 98%
  - 17-18: 99%
  - 19-20: 95%
  - 21-22: 94%

- **EHRA**
  - 13-14: 89%
  - 15-16: 83%
  - 17-18: 81%
  - 19-20: 89%
  - 21-22: 85%

- **Temp**
  - 13-14: 50%
  - 15-16: 67%
  - 17-18: 81%
  - 19-20: 89%
  - 21-22: 83%

- **Post Doc**
  - 13-14: 70%
  - 15-16: 81%
  - 17-18: 83%
  - 19-20: 93%
  - 21-22: 90%

- **Total**
  - 13-14: 96%
  - 15-16: 98%
  - 17-18: 98%
  - 19-20: 98%
  - 21-22: 97%
OBC Impact

Increase in the number of hire actions approved PRIOR to the new employee’s start date. (46% to 81% overall)

Without it, employees are UNABLE to: Get campus credentials, access campus systems (email, class rosters), log into their computer, enroll in benefits, get an ID card, get a parking permit, or Clock in/out.
Takeaways/Calls to Action

We hope you will leave with an understanding of:

✔ How NC State approached the creation of the Onboarding Center

✔ Ways to support supervisors and HR Representatives involved in the onboarding process

✔ How we leveraged technology to create consistent processes

✔ The importance of strategic campus partnerships
Submit questions to our presenters using the Chat.
Thank You

Please complete your event evaluation

Sponsored by PageUp