

Orientation and Onboarding to Success

**CSU'S NEW HIRE
ORIENTATION PROGRAM**

AGENDA

- What is Orientation and Onboarding?
- Purpose of Orientation
- Before Orientation
- Orientation Day/Agenda
- Onboarding
- CSU Buddy Program
- Questions

WHAT IS ORIENTATION AND ONBOARDING?

Orientation: Process of formally introducing new hires to your organization and its culture, mission, vision, and values. Ideally, conducted on the first day or week of employment.

Onboarding: Process of integrating employees into their new work environment. It's an extension of the new hire orientation and one of the most important steps in retention.

BOTH ARE IMPORTANT

PURPOSE OF ORIENTATION

- Gives insight to culture, mission, vision, and values of CSU.
- Gives concise and accurate information regarding policies and processes.
- Discuss benefits and payroll practices.
- Reduces Anxiety.
- Develops realistic job expectations.
- Increases employee engagement.

****A thoughtful new employee orientation program can reduce turnover and save an organization thousands of dollars.****

STEPS TO A SUCCESSFUL ORIENTATION



BEFORE ORIENTATION...

- There **MUST** be early and clear communication with HR and hiring manager.
 - Hire Date
 - Orientation Date
- Timelines will be established for completion of recruiting tasks.
 - Background checks
 - New Hire Paperwork
 - PAFs
- This will ensure timely issuing of credentials prior to orientation.

HIRING PROCESS CHANGES

- All bi-weekly hires will have an effective start date that aligns with a bi-weekly pay period.
- Monthly hires will have an effective date that aligns with the beginning of a monthly pay period. There is some room for flexibility here.
- Entire hiring process (background cleared, PAF completed, new hire paperwork) must be completed before an employee can be assigned to a new hire orientation.

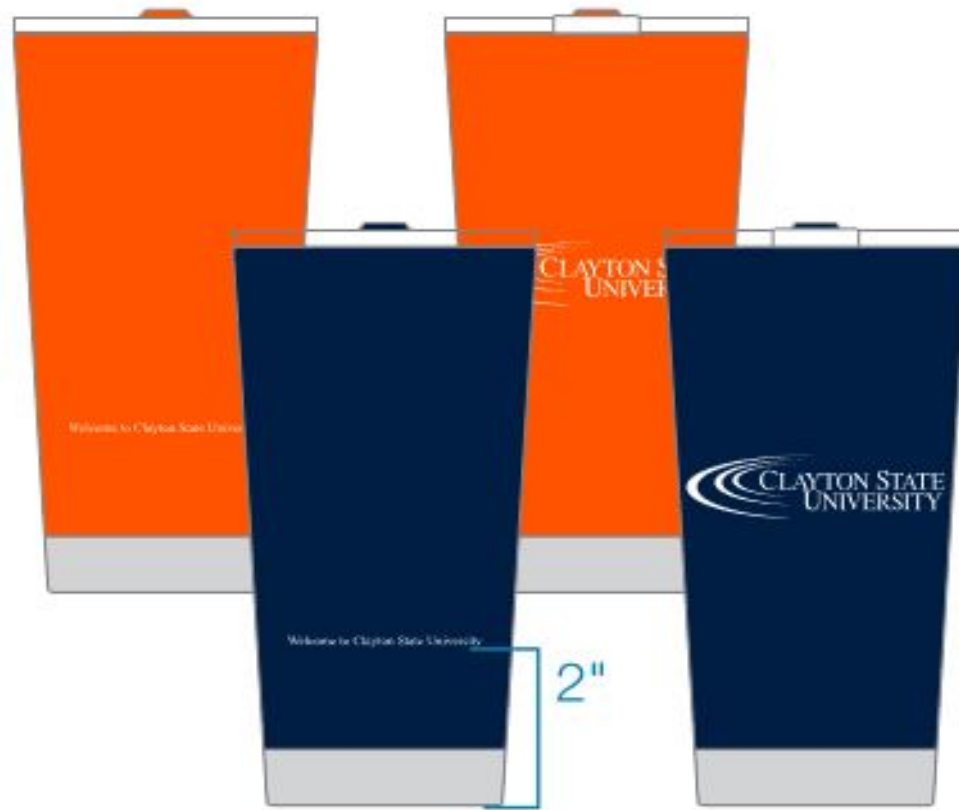
HIRING PROCESS CHANGES

- Human Resources will assign the “effective date” for all new hires going forward. Leave this field blank on submitted PAFs.
- Start date will be assigned upon completion of all hiring requirements.
- New Hire Orientation calendar will be publish to HR website this week with all applicable deadlines for 2019.
- CSU credentials will be requested by HR and provided to new hires prior to first day/orientation.

THE DAY OF ORIENTATION...

- New hires greeted by “Welcome Team” that will show them to orientation location.
- New hires issued Laker Card.
- Each new hire receives a “Welcome to CSU” gift.
- New hires will participate in a comprehensive and interactive program throughout the day.

ORIENTATION GIFT – CSU TUMBLER



CSU ORIENTATION OUTLINE

- Check-In/Laker ID Issued 8:00 – 8:30 a.m.
- Welcome (HR Director) 8:30 – 8:40 a.m.
- Welcome (President) 8:40 – 8:45 a.m.
- Introductions and Icebreaker 8:45 – 9:00 a.m.
- CSU History and Traditions 9:00 – 9:15 a.m.
- Mission, Vision, and Values 9:15 – 9:30 a.m.
- Strategic Plan 2022 9:30 – 9:45 a.m.
- Diversity and Inclusion 9:45 – 10:00 a.m.
- Break 10:00 – 10:15 a.m.
- Benefits Overview 10:15 – 10:45 a.m.
- HR Policies/Procedures 10:45 – 11:30 a.m.
- Payroll Policies/Procedures 11:30 – 12:00 p.m.

CSU ORIENTATION OUTLINE

- Lunch 12:00 – 1:00 p.m.
- Campus Tour 1:00 – 2:00 p.m.
- Mandatory Training Review 2:00 – 2:15 p.m.
- ITS Policies/Procedures 2:15 – 2:45 p.m.
- Why I Love Working at CSU! 2:45 – 3:00 p.m.
- Conclusion *Employee Returns to Work Location to begin Onboarding.

Note: Program will be evaluated rigorously the first year and is funded through one-time resources. Feedback and revisions to program structure will be communicated when appropriate.

NEW HIRE ORIENTATION DATES:

- January 14, 2019
- January 28, 2019
- February 11, 2019
- February 25, 2019
- March 11, 2019
- March 25, 2019
- April 8, 2019
- April 22, 2019
- May 6, 2019
- May 20, 2019
- June 3, 2019
- June 17, 2019
- July 1, 2019
- July 15, 2019
- July 29, 2019
- August 12, 2019
- August 26, 2019
- September 9, 2019
- September 23, 2019
- October 7, 2019
- October 21, 2019
- November 4, 2019
- November 18, 2019
- December 2, 2019
- December 16, 2019

EMPLOYEE ONBOARDING BEST PRACTICES



BEST PRACTICES

- First Week
 - Workspace Orientation
 - Meet new team members
 - Review any toolkits for position
 - Sign up for any additional system/process trainings
- First 30 Days
 - Weekly Manager Check-ins
 - Training progress (what's working/what's not)
 - Get feedback
- First 60 days
 - Continue regular check-ins
 - Work to expand knowledge base
 - Revisit goals
- First 90 days
 - Interim progress review and performance feedback
 - Higher level tasks added
 - Implement cross-training if feasible.

Checklist to be provided by Human Resources

TO AVOID THIS...



WE WILL IMPLEMENT THIS...

CSU BUDDY PROGRAM

- To be implemented Spring of 2019.
- A “buddy” is a team member who partners with a new hire during their first 3 to 6 months on the job.
- Assigned by new hire manager and HR.
- Responsibilities:
 - Be a contact for general information.
 - Help new hire integrate with department and CSU.
 - Make introductions and help establish networks.
 - Establish a rapport and positive communication trends.
 - Follow up with new employee on a regular basis (lunch, brief chats, etc.)
- A “buddy” is not a mentor or manager.

A “WIN” FOR EVERYONE

Buddy Benefits	New Employee Benefits	CSU Benefits
Recognition as a strong performer	One-on-one assistance	Increased employee satisfaction and retention
Expanded network	Jump-start on networking	Increased employee communication
Opportunity to encourage and engage others	Single point-of-contact	Enhanced employee development
A fresh perspective	Knowledge of “how things really get done.”	Enhanced quality work processes
Enhanced leadership and communication skills	Smoother acclimation and onboarding period	Increased employee productivity

QUESTIONS?