

CAIFE Project Update New Employee Onboarding



Our Team

- Debbie Astone (Executive Sponsor)
- Tom Gaffery (Facilitator)
- Carmen Chapman (Public Health)
- Filomena Fagundes (Technology Services)
- Lor-Rae Raus (Human Resources)
- Diane Volpp (Faculty Affairs)

Project Timeline

- CAIFE Kickoff (Jan 2015)
- Process Mapping (*Feb 2015*)
- Measure Development (*Feb 2015*)
- Solution Development (*Feb 2015*)
- Innovation Workshop (*Mar 2015*)
- Solution Development (*Mar 2015*)
- Karen Kusler Work Session (*Apr 2015*)
- President's Showcase (*May 2015*)
- Kaizens (Jun 2015)
- Cabinet Presentation (*Jun 2015*)

Our Scope & Definition

Onboarding, in addition to paperwork for state & federal compliance, provides new employees with the tools to adjust to campus life, including workplace culture & performance expectations.

Our project focuses on the first day experience of new employees.

Objective: First Day Experience

- Parking - pass and information
- Technology - Email / Login / Network / Security
- Building Access – Keys and Keyless
- ID - Bulldog Card
- Paperwork - Payroll / Benefits
- Background – Livescan fingerprinting
- Phone / Directory / Desk

Current State

- Offer to employee –
 - HR gets SSN and DOB
 - PS updated with data
- Department requests email, network, PS, etc
- Department requests directory, keys, phone, etc
- HR sets date for paperwork
- Employee picks up keys, Bulldog Card, and Parking pass
- Employee makes appointment for Live Scan

Current State – Training/Information

- Blackboard training
- Book orders
- Syllabus
- Job training (if available)
- PS training

Pain Points

- On their first day, new employees:
 - Complete 18 forms; signing their name 15 times
 - Receive 11 pages of handouts
 - Visit 6-8 offices in multiple buildings
 - Interact with at least a dozen people
 - And this excludes benefits orientation!
- Department practices are inconsistent and uninformed in onboarding.
- State Controller's system complicates the process.

Kaizens

- Small changes that lead to ongoing improvement of a larger function.
 - These can be steps taken by a project team, an independent team, or an office.
 - Formal or informal.
 - People may not even know one has happened.

Kaizens already in progress

- Confidential Information through eRecruit
 - Newly hired providing SSN and DOB
- Identity Management
- eMail / Library using PS to setup new employees
- Parking permit issuance
- Keys/Access

Proposed Future Kaizens

- Bulldog card – remote or picture submission
- Campus introduction – Tour, Mission, Vision, Strategic Plan
- Tools website for all employees (safety, benefits, training, Lead, organizations, events, EAP, etc)
- Payroll paperwork streamlined
- Benefits enrollment – information, training, paper

Recommendations

1. First Day in one location.
2. Standard processes between HR and Faculty Affairs.
3. Automate, eliminate, reduce paper forms.
4. Transition first-day information packets online.
5. Remove upfront payment of payroll deduction parking.
6. Create an online manager's checklist for first year.
7. Colocation of HR, Faculty Affairs & Auxiliaries.
8. CO to reduce redundancies across campuses.
9. Connect with revised employee separation process.

Timeline

Fall 2015:

- Keys – Lean project wrapping up
- eMail, Library – already started
- eRecruit requesting SSN and DOB

Near future – begin fall 2015:

- Bulldog Card process
- LPR Parking

Future – Fall 2016 and beyond

- Website overhaul

Measures of Success

- 80% of email address, Bulldog card, parking, and keys issued on or before first day
 - 100% by end of the second day.
- Automated approvals (PeopleSoft) used for Bulldog card, parking, library, and email setup.
- New employee touches 50% fewer papers
- 100% compliance with State & Federal laws

Next Steps

- Leverage existing staff & resources
- Partner with new AVPs for HR & Faculty Affairs
- Keep CAIFE team together
 - Spin off smaller kaizen workgroups
 - Add relevant members
- Develop synergies with Learning & Wellness and TILT/CSALT

Questions?



Thank You!