New Employee Orientation

A Case Study

► **Process Improved:** New Employee Orientation

► **Unit(s):** Division of Information Technology (DoIT)

► **Customers of the Process and Their Needs:** Recently hired permanent DoIT employees needed a more meaningful orientation to their new work environment.

► **Problem/Opportunity Statement:** The DoIT 2002 Staff Climate Survey revealed that newer employees were not completely satisfied with the orientation they received as it mainly focused on an introduction to benefits without an introduction to the work environment. Based on their feedback, the Human Resources office and Professional & Technical Education groups developed a revised New Employee Orientation.

► **Changes Made:**

  - Inclusion of management to provide department/group descriptions
  - Creation of a task-oriented organization chart
  - Focus on how the employee's job fits into the big picture
  - Creation and addition of a “What is DoIT” video to show at the end of each NEON; features several DoIT employees and walks through a typical first day
  - Creation of a Personnel Action Form (PAF)

► **Results:**

  - The presence of the managers allowed new employees to become familiar with the roles of the various departments/groups in DoIT and the faces that represent them. This is the most appreciated part of the NEON presentation.
  - New employees were able to identify the focus of each department/group instead of simply knowing their official title.
  - The big picture explanation helps new employees see how their job and DoIT fits within the University, UW System and State government.
  - New employees receive a visual introduction to their new workspace ranging from the explanation of the multiple locations of DoIT, to current employees explaining why they like working for DoIT.
  - The Personnel Action Form allows a “one-stop-shopping” experience when managers or support staff set up access to logons, accounts, e-mail and other preliminary services for new employees.
Lesson Learned:

- Providing a more comprehensive orientation helps new employees feel more comfortable, sooner.
- Participants appreciated the various forms of sharing information including discussion, instructor-led and video.
- A better overall picture of the mission of DoIT helps new employees see opportunities for collaboration among their group and others.

Next Steps: Continue to collect feedback on each class to ensure the class remains meaningful and relevant to current needs.

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