

# **STUDENT AFFAIRS AND ACADEMIC SUPPORT NEW EMPLOYEE ONBOARDING**

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# PURPOSE

- Why was this project selected?

The Division of Student Affairs and Academic Support (SAAS) has recently transitioned into a shared services model, including all Human Resources initiatives.

This project was undertaken to centralize onboarding practices across the division.

- Why is this project important?

According to the Society for Human Resource Management (SHRM), 69% of employees are more likely to stay in their respective organization if they have a positive onboarding experience for at least 3 years.



# PURPOSE

- Key Goals/Intended Outcomes

Ensure that all new employees have a shared onboarding experience so that their social needs are met and they have a better understanding of the big picture of SAAS

Provide SAAS units, departments, and/or offices with recommended onboarding best practices, so that they feel empowered to deliver an exceptional onboarding experience

Improve employee satisfaction regarding their onboarding experience



# PEOPLE INVOLVED

## Project Sponsor

- Alicia Bervine

## Team Leader and Facilitator

- Lauren Brown

## Team Members

- Sammie Burt
- Diamond Strozier
- Dan Colascione
- Carrie Van Haren
- Zach Harris
- Heather Holt
- Rod Howell
- Logan Ingram

## 3 Input Sessions to hear from...

- Directors
- Hiring Managers/Supervisors
- New Employees



# PROJECT PATH

## Discovery

- Kickoff Meeting
- Team Members Conducted Input Sessions with Key Constituents

## Possibility

- Session 2
  - Reviewed and discussed input session feedback, highlighted key findings, generated value added & high-potential improvement actions

## Planning

- Session 3
  - Discussed proposed improvement ideas and reached consensus on a package of improvements



# KEY IMPROVEMENT #1 – OVERHAUL NEW EMPLOYEE ORIENTATION

Offer 4 orientations  
throughout the year,  
instead of 2

August – October

November – January

February – April

May – July

Revamp agenda

The USC & SAAS Big Picture

Meet & Greet with Senior  
Leadership Team

Scavenger Hunt of SAAS  
offices/departments

Staff Senate Overview

Breakout Sessions/Choose  
Your Own Adventure



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# KEY IMPROVEMENT #2 – PROVIDE MORE INTENTIONAL ONBOARDING SUPPORT TO NEW EMPLOYEES

## How to Provide That Intentional Support

SAAS Welcome/Intro Video

New Employee Guide

Partnership with Information Technology Team to develop interactive onboarding elements (i.e. modules)



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# KEY IMPROVEMENT #3 – PROVIDE MORE INTENTIONAL ONBOARDING SUPPORT TO SUPERVISORS

## How to Provide That Intentional Support

Specific onboarding workshop as part of the SAAS shared services training sessions

Repository of onboarding best practices

- #1 Recommendation from new employees: Offices/departments should provide some sort of swag

Provide opportunity for supervisor to meet with Director of PD to review/provide feedback on onboarding plans



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# KEY IMPROVEMENT #4 – PROVIDE MEANINGFUL CONNECTIONS TO NEW EMPLOYEES

## How to Provide Those Meaningful Connections

Identify "onboarding champions" in each SAAS unit

Create a Microsoft teams' group for new employees to communicate, ask questions, and have a space to initiate interoffice socializing



# RESULTS – HERE'S WHAT WE EXPECT...

New employees who will feel more confident in understanding the university, division, and their job

New employees who will have the ability to make connections early on and often

Supervisors who will feel more supported to deliver an exceptional onboarding experience



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# NEXT STEPS

## Key Improvement #1 – Overhaul New Employee Onboarding

- Determine dates for the new employee orientations
- Share expectations with key constituents

## Key Improvement #2 – Provide more intentional onboarding support to new employees

- Collaborate with SLT on SAAS welcome/intro video
- Work with Information Technology team on SAAS onboarding interactive materials

## Key Improvement #3 – Provide more intentional onboarding support to supervisors

- Create onboarding workshop, schedule, and execute workshop
- Determine platform for repository of onboarding best practices

## Key Improvement #4 – Provide meaningful connections to new employees

- Identify “onboarding champions” in each SAAS unit & provide training
- Create a Microsoft team’s group for new employees to connect



# REFLECTIONS – BIGGEST LEARNING FROM THE PROJECT

Representation  
of team  
members

Effective  
decision making

Confidence to  
apply strategies  
to other  
ideas/projects



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# THANK YOU!

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