Northern Illinois University

Employee Onboarding Initiative and the Employee Assistance Program

May 9, 2019
Background

2017 Process Reengineering effort for Brand Management

• Onboarding and Brand Education Working Group

Recommendations:

• **Improvement 1:** Transform orientation from a one-day event to a six-month-long process

• **Improvement 2:** Revamp the in-person orientation event that employees attend on their first day

• **Improvement 3:** Provide brand education opportunities for all employees
New Employee Survey

• Surveyed new employees on their orientation experience

• 75 responses

• 90% said they would use an onboarding portal and gave examples of information they would find helpful

• 86% said they would have liked receiving regular email communications for new employees during their first six months at NIU
Improvement 1: Transform orientation from a one-day event to a six-month-long process

Goals:
1. Foster better engagement and support of new employees.
2. Make employee onboarding an extension of the hiring process.
3. Empower departments to own part of the onboarding process by defining responsibilities and setting expectations.

Actions:
1. Create an employee onboarding website.
2. Create content to be shared with new employees through email and online.
Fall 2018: College of Health and Human Sciences and Intercollegiate Athletics

As of 5/1/19, 228 new employees have used the portal to complete employment paperwork

Average time to complete forms: under 10 minutes

Feedback from campus stakeholders – Chief Diversity Officer; Academic Diversity, Equity and Inclusion; General Counsel; and others
Onboarding Portal

Step-by-step completion of employment documents

✓ Personal Data Form
✓ Mandated Reporter Training
✓ Declaration of Status under the State Universities Retirement System
✓ Job Not Covered By Social Security - SSA FORM 1945
✓ Ethics Training
✓ Foreign National Tax Assessment Form
✓ Election of Payment Options for Salaried Employees
✓ Affirmative Action / Title IX Training Notification
✓ Voluntary Self-Identification of Veteran Status
✓ Voluntary Self-Identification of Disability
Welcome, Jennice!

You have completed 0 out of 10 steps.

Current progress: 0%

Your next step is Personal Data Form.
Step-by-Step Process

Total Steps: (please see below for instructions)

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Instructions

- Please review the Disclaimer.
- Please follow the link in the next step provided.
- Completed steps are checked.
- To make changes to your completed form(s) simply select the desired step. Steps that are checked are selectable.

Questions?

Your HR contact is Jill Secor.
Please call (815)753-6000.
Congratulations, all steps are complete! You will be hearing from your HR contact soon.

Total Steps: (please see below for instructions)

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Questions?
Your HR contact is Jill Seccor. Please call (815)753-6000.
Onboarding Website

Welcome to NIU

We’re glad you’re here!

You're joining a team of more than 3,000 people who work hard every day to make NIU a welcoming, supportive environment for our students and fellow employees.

This site will provide you with the information and resources you need to help you be successful and productive in your new position.

Have Questions?
Please let us know!
Human Resource Services
1516 West Lincoln Highway
DeKalb, IL 60115
815-753-0030
hr@niu.edu

Preview the website - niu.edu/employee-welcome
Onboarding Website

1. Before You Arrive
   Required paperwork, HR resources, NIU/DeKalb community

2. Your First Day
   Orientation and how to get there

3. Day Two and Beyond

4. Resources
   Training, compliance and assistance

5. Manager Resources
   Preparing for the First Day, First Day, First Week. First Month, Future Actions
Day Two and Beyond

Stay Connected –
O365, email, MyNIU

Stay Informed –
Announcements,
NIU Today,
Communication/Brand Standards

Stay Engaged –
Employee groups,
calendar/events,
social media

Stay Enriched –
Health/wellness,
professional development, perks

Stay Spirited –
Huskie Pride, Applaud a Colleague, Athletics
New employees will receive emails over their first six months of employment with helpful information that steers them back to website as a resource.

Topics –

- Welcome from the president
- Getting settled
- Make your insurance pick
- Title IX and Cybersecurity
- Employee Perks
- Ethics and Compliance
- Employee Assistance
- Employee Self-Service Portal
- Presidential Commissions
- Get involved
- Branding rules and resources
L.E.T.S (Leading Employees to Success) Program

As new employees are shown to be more satisfied when they have been a part of a comprehensive Onboarding experience the goals of this service include:

• Increasing employee retention and reducing hiring costs.

• Assisting in making Onboarding more than a one day event.
  • Spanning the probationary period and potentially continuing to up to 12 months from the date of hire.
  • Support Supervisors in the completion of their duties and responsibilities during Onboarding.
L.E.T.S (Leading Employees to Success) Services

• Enhance the online program by providing a direct contact person who is familiar with NIU and State of Illinois services, benefits and other resources and is available for questions, concerns, and to request services when necessary.
• Meets new employees on their first day – at orientation.
• Provides at least weekly personal contact (email, paper, in-person) with civil service probationary employee and their supervisor.
• Provide tips, connections, resources and other NIU/new employee related information.
L.E.T.S (Leading Employees to Success) Services

- Benefits enrollment reminder
- Required new employee training review
- EAP and Training Center Services
- Communication tips
- Advice on working with others
- Other topics as requested/required
Enhancing the Onboarding Experience

L.E.T.S (Leading Employees to Success) Services

• Communication and feedback guidance and support between employee and supervisor, if requested.
  • Referrals to EAP services/training, if necessary.

• Assistance with timely performance evaluation processes.

L.E.T.S. was initiated in April, 2019 with new Civil Service employees and will be expanded to include new Faculty and SPS employees within the next year.
**Short-Term Counseling and Referral:** We offer confidential assessment of personal and professional concerns, and short-term and solution-focused counseling to NIU employees, retirees, and their household members.

- **Crisis/Trauma Consultations/Debriefing:** We respond to campus and/or departmental crises through individual crisis intervention, individual or group debriefings.
The Training Center is a campus resource for access to all HR campus-wide trainings available at NIU.

- Source for individualized trainings which can be tailored to meet the needs of small and large work groups.

- Trainings offered include, but are not limited to:
  - Career and Education Development
  - Conflict Resolution
  - Effective Communication
  - Health and Wellness
  - Leadership Training
  - Positively NIU
  - Responding to Change
  - Team Building
  - Understanding Your Emotions
Coaching services are available for supervisors, administrators, department heads, Deans, and other campus leaders to identify needs and develop strategies with employees and teams who are experiencing personal and/or work-related problems.

Available to all staff and faculty the new Supervisor Training Program is a graduated training service focusing on the tenets of effective supervision. The program employs a combination of group and individual training, coaching and mentorship for supervisors in their leadership roles.
Advisement services are offered to Faculty and Staff who are seeking direction, support, coaching, and consultation as they explore career development and advanced education opportunities.

Wellness Events and Activities are provided throughout the year including brown bag luncheons, coffee hour support groups, and the annual Wellness Fair.

• Partnership with Campus Rec and Fit Program
• Grief and loss support groups
• New faculty open forum discussions
Next Steps

• Launch onboarding website June 1

• Build out pages for information specific to different employment classifications

• Revamp in-person orientation experience now that transactional information is covered online
Thank you!

Any questions?