

New Hire Onboarding



! Indicates new or revised step

Who's involved

Primary Players

- HR Recruiter
- HR Talent Support Expert
- Onboarding Specialist
- Manager or School/Unit Designee

Supporting Roles

- HR Business Partner

Offer Acceptance

- > Candidate accepts offer

Pre-Boarding

- ! Talent Support Expert conducts background checks, manages immigration compliance, oversees applicable pre-employment testing or verifications, etc.
- ! Talent Support Expert partners with HR Business Partner and other experts as needed
- > Recruiter stays connected to the new hire as the Pre-Boarding process is initiated and through to Orientation

- ! Talent Support Expert launches new hire onboarding process. This triggers the electronic distribution of the checklists, welcome messages, and New Hire Interest Profile to appropriate party
- ! Talent Support Expert initiates, gathers, tracks, and ensures completion of all new hire documents, e.g. I-9, direct deposit, tax withholding, benefits enrollment, etc.

Orientation

- > Onboarding Specialist organizes orientation including logistics and tasks (planning, scheduling, and identifying manager responsibilities)
- > Onboarding Specialist conducts orientation
- > Onboarding Specialist runs New Hire Onboarding Survey results and conducts analysis to inform ongoing process improvement

Onboarding

- > Manager or School/Unit Designee conducts Department/School/Unit orientation (structure, mission, culture, goals, etc.)
- ! Manager or School/Unit Designee works with new hire to set initial performance goals/competencies in Workday
- ! Manager or School/Unit Designee receives aggregate and anonymous New Hire Onboarding Survey results for his/her department/unit/school indicating themes and patterns

Key Takeaways

The enhanced onboarding process:

- > Standardizes, streamlines and automates new hire onboarding program through new processes, tools, documents, and messages to provide a consistent new hire experience
- > Includes New Hire Interest Profile, guides for managers or School/Unit Designee to support check-in conversations, incorporates school/unit/department onboarding checklists which will improve the new hire experience
- > Clearly defines onboarding responsibilities up front
- > Uses New Hire Onboarding Survey data to make continuous improvements
- > Helps to reduce turnover through increased engagement that comes with an efficient process facilitating a smooth transition to UVA



This is a general representation of the new hire onboarding program. It is not reflective of each individual step in the process, nor does it illustrate the timing of each phase. HR recognizes that there will be some variance in the process and roles based on the department/school/unit. In addition, there is a separate orientation process for faculty that most faculty attend instead.

Contact the Ufirst Project with specific questions at ufirst@virginia.edu.

Ad Hoc Support



HR Business Partner stays engaged in the process, helps maintain momentum, supports otherwise as needed



Human Resources

Your HR Partners in Onboarding



HR Recruiter

Specialist who partners with managers or School/Unit Designee to source and select top talent to come to UVA; builds and maintains strong relationships with candidates to promote the value of working and building a career at UVA.



HR Talent Support Expert

Associate who is expert in various tasks that must be completed during the new hire process. Some of the onboarding activities he/she supports include:

- > Launching new checklists and New Hire Interest Profile for manager and new hire, and
- > Initiating, gathering, tracking, and ensuring completion of all new hire documents.



Onboarding Specialist

This specialist is responsible for the onboarding programs, processes, and tools, including managing the new hire orientations to ensure new hires are reinforced in their decision to become a member of the UVA team.



HR Business Partner

Experienced HR professional who provides a consistent source of strategic counsel to leadership on decisions that impact people. Ensures leadership gets the HR services they need, and holds HR network accountable for meeting service goals.

WHAT'S DIFFERENT?

An Improved and Consistent New Hire Experience

FROM

Inconsistent and sometimes fragmented new hire onboarding process

No formal and consistent, universal message to new hires

Higher than desired turnover in first year of employment

Limited resources to support the manager in effectively planning for and then connecting with new hire

No consistent way to use data collection and analysis for determining improvements

TO

New, purposeful changes:

- > Filled with practical knowledge, resources, and tools to set up the new hire for success
- > Provide quicker and smoother transition to UVA
- > Enable a faster path to productivity for new faculty, staff and team members
- > Create common expectations and clear responsibilities across the University
- > Create a positive early experience for new hires that confirms their choice to come to work at UVA
- > Provide a year-long new hire experience while offering helpful tips to managers or School/Unit Designee to enrich the new hire experience

A consistent approach to welcome and educate new hires regarding UVA's mission, vision, and values

Improved retention through enhanced tools and resources, consistent practices, and focused engagement and ongoing support

New and improved tools and resources, such as automated checklists for managers and the new hire, Onboarding Partner Program, New Hire Interest Profile, and Manager Meeting Guides with recommendations for discussions throughout the first year, and evaluation surveys

Ability to capture, track and monitor data to make continuous improvements