



On-Line Onboarding for Perspective and New Employees



Project Summary

Turnover is costly. Making a good first impression is therefore crucial. Effective employee onboarding serves several purposes; it ensures that the employee feels welcome, comfortable, prepared, and supported and these feelings increase the new hire's ability to make an impact (be productive) within the organization, both immediately and over time. Lastly, a happy employee leads to job satisfaction and retention. Research shows that a well-designed onboarding program reduces costs, shortens the time it takes for an employee to be productive, and improves retention.

Onboarding is a more comprehensive approach that starts before orientation and can extend out as far as two years. It provides a more strategic plan for employee success than orientation alone.

Onboarding includes:

- a structured way to give new employees more information about the organization, as well as more opportunities to understand the culture, mission, and goals, and
- a mentor assignment and a system for interviews with co-workers, managers, and executives during the employee's first few months, all focused on strengthening the employee's bond to the organization and its people

The purpose of this project is to conduct research and benchmark best practices on the topic of onboarding and orientation and provide recommendations to the Ohio Department of Administrative Services, Human Resources Division that will include a website, checklists, links and a video.

Project Goals

The goal of the project provide recommendations for onboarding State of Ohio Employees that will take the state of Ohio to a higher level of effectiveness by improving and integrating the disconnected information and experiences and messages and unifying the messages that new employees are valued and welcomed.

Project Methodology

The methodology for conducting research was the use of internet research, review of best practice studies by the Aberdeen Group, noted researched organization that "helps businesses become Best-In-Class." The team also sought out coaching from sponsors with an interest in the subject and subject matter experts with onboarding knowledge, skills and experience.

Recognizing the vast diversity of State agencies and their use of this project deliverable and also considered the various comprehension levels of uses and their ability to access information, the team ensured that all products and recommendations were customizable.

Attached to this summary are:

- a mock-up of an onboarding website page that includes links to pertinent information new and perspective employees need to know,
- a welcome video featuring Governor Kasich

The intent of the design of the website and links were to compliment the Ohio.Gov website and make information available to both perspective state employees and current state employees.

Project Team

For more information about this project, contact team members:

NAME	AGENCY	TITLE	EMAIL	PHONE
Robert “Bob” Mc Corkle	Ohio Bureau of Workers’ Compensation	Training Manager, South /west Regional Training Manager	robert.m.1@bwc.state.oh.us	513.583.4583
Lilleana “Lillie” Cavanaugh	Ohio Latino Affairs Commission	Executive Director	lilleana.cavanaugh@ohio.gov	614-466-8333
Alicia Conley	Ohio Department of Development, Office of Personnel Services	Human Capital Management Administrator	alicia.conley@dodd.ohio.gov	614-466-1908
Sandra “Sandy” Hawthorne- Provo	Ohio Unemployment Compensation Review Commission	UCRC, Commission Secretary	sandra.hawthorne- provo@jfs.ohio.gov	614-644-7011