



# CEO: Cougar Employee Onboarding: Connections on Campus

LEAP SPRING 2022

## **Team Members**

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## **Mentors**

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## EXECUTIVE SUMMARY

The CEO: Cougar Employee Onboarding: Connections on Campus team was tasked with partnering with Human Resources and the Professional Development office to establish a first-year experience support structure for employees by redesigning the onboarding process and connecting employees to the campus community through structured engagement, orientation, and mentorship.

To achieve this initiative the CEO team will be utilizing NEOED to streamline the hiring process by making new hire paperwork available to complete online and easily track where each new hire is on the onboarding process. With the NEOED onboarding portal it will give new employees a one-stop website to obtain resources. We recognize that the onboarding process is an ongoing effort for first year employees and employees transitioning between positions.

For this project, challenges and obstacles were identified and solutions were found in the following categories: Pre-Boarding Engagement, First Day Essentials, Trainings, Checklists, Desk/Work Area Setup, Software Equipment Setup, Mentorship, and Ongoing Training.

## PROBLEM/NEED

We recognize new hire orientation currently involves a one-time event that welcomes new employees. We need a restructured baseline understanding of the process, timeline, and follow-up in the way we connect the employee to our campus culture and community.

Some of the obstacles and challenges we are currently facing in these efforts are:

- Pre-Boarding Engagement
- First Day Essentials, Training, and Checklists
- Desk/Work Area Set-Up
- Software/Equipment Set-Up
- Mentorship
- Ongoing Training

Recognizing these obstacles will allow for a revitalized onboarding process that includes training, social introductions, mentorships, and focused resources to ensure the success of new employees.

## SOLUTION

The main objective of CEO: Cougar Employee Onboarding: Connections on Campus is to ensure new employees are seamlessly welcomed into College of the Canyons beginning the moment they accept their job offer. The revitalized onboarding process will look at key touch points the new employee has with current COC staff prior to their first day and continuing through their first year of employment. Detailed objectives listed will be supported by NEOED:

- Pre-Boarding Engagement
  - Streamline the hiring process by utilizing NEOED (or other HRIS onboarding software) making hiring paperwork available to complete online and easily track employee documents in the onboarding process. (Appendix A1)
  - Provide New Employee Professional Development Path (Appendix A2)
- First Day Essentials, Training, and Checklists
  - Establish a standardized process and toolkit for supervisors and the employee
    - Welcome Gift
    - Campus Acronym List (Appendix B1)
    - New Hire Checklist (Appendix B2)
    - New Hire Orientation
    - Mandated HR and Safety Trainings
    - Phone-a-friend List (Appendix B4)
    - Committee List (Appendix B5)
- Desk/Work Area Set-Up
  - Ensure the employee is set up for success by providing the tools necessary for their first day of work, which include office supplies.
- Software/Equipment Set-Up
  - Ensure access to vital software, links to programs/files/drives that are relevant to their job, email and network passwords
- Mentorship
  - Introduce a new employee mentorship program that provides a key contact in each department who can guide a new hire as they learn College of the Canyons' processes and procedures.
- Ongoing Training
  - Establish a pathway for all trainings required in the first year to ensure that new employees are not overwhelmed on their first day of work. This is to include and any refresher trainings that will occur over the first twelve months.
  - Provide resources and training for employees moving to different employment classifications including Classified to Administrator, Adjunct Faculty to Full Time Faculty, or transitioning between departments.

## TARGET MARKET ANALYSIS

In the initial meetings of our team, all of us had various thoughts about what we wished had been different or could have been improved in our onboarding process. Some of the observations of our own experiences included ambiguous expectations of the hiring process, inability to find key resources, lack of understanding of the “language” of COC (such as frequently used acronyms), and the length of time that it took to receive training or orientation.

To obtain a better idea of the broader experiences, the team surveyed all administrative, classified, confidential and faculty employees. Our largest sampling of participants have been employed by the college for more than 5 years. Even though these employees are not “new” anymore, almost half of them claim that a few of the challenges that they encountered as new employees would have been alleviated by a better onboarding process. Although 1/3 of the surveyed participants have felt that they received adequate training in all areas of their job, an opportunity for improvement is evident in that, collectively, 52% of employees say that more than 25% of their job duties had to be “figured out on their own”, with 9% feeling that they had no help in 100% of their training. Of those responsible for training new employees, the notion is closely split that certain elements of training would best be performed by departments other than their own. (See Appendix D for Full Survey Results)

## MARKET DIMENSIONS

Primary Market = Local

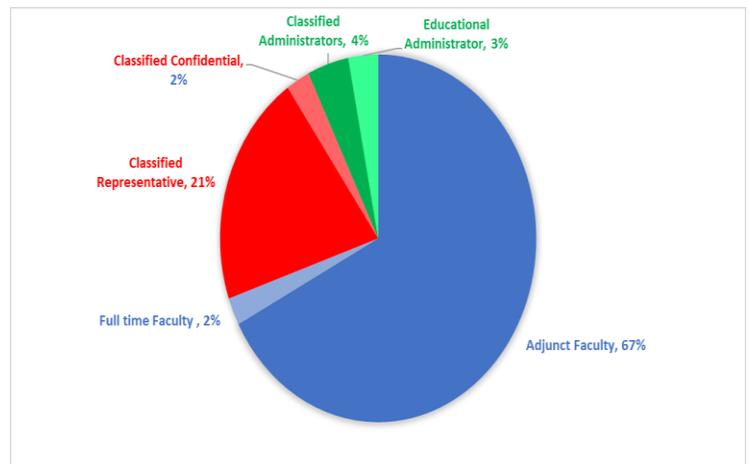
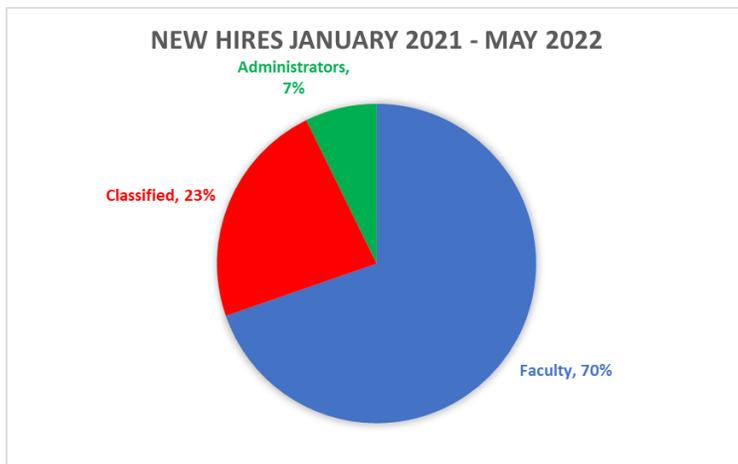
New hires (External and Internal) to College of the Canyons and their supervisors

242 Employees have been hired in the last 12 months

165 Employees have been external new hires, 68%

- 38 Classified, 23%
  - o 34 Classified Representative
  - o 4 Classified Confidential
- 115 Faculty, 70%
  - o 4 Full Time Faculty
  - o 111 Adjunct Faculty
- 12 Admin, 7%
  - o 7 Classified Administrators
  - o 5 Educational Administrators

### NEW HIRES JANUARY 2021- MAY 2022



77 employees have been internal transitioned hires ,32%

- 32 transitioned classifications, 42%
  - o Classified Administrator - Educational Administrator
  - o Classified Administrator – Classified Representative
  - o Adjunct Faculty – Full Time Faculty
  - o Classified Representative- Educational Administrator
- 45 Transitioned departments, 58%

Extended Market = Regional potential hires to College of the Canyons

## MARKET ENTRY GROWTH STRATEGIES

College of the Canyons has many resources to help all employees maintain a smooth professional development path from start to finish. However, since these resources are scattered or in various places, the first step would be to put all of them in one easy-to-use location for employees to reference. Secondly, we propose that the college begin a mentorship program comprised of various employees throughout the campus. This would give the employee a point person within various departments for questions that pertain to their work but are outside of their department's specialty.

Proper employee onboarding does not only affect the new employee, but it also creates a sequence of repercussions which starts with the new employee's supervisor and team and then moves to other departments (IT, Purchasing, Fiscal, etc.). Currently, most employee onboarding is kept between HR, the new employee, and the employee supervisor. Executive cabinet members, Professional Development and key managers are also involved in brief training during the New Employee Orientation. To create a dynamic start, all stakeholders must participate to enjoy the benefits of maximum success that a strong onboarding process can provide.

## FINANCIAL PROJECTIONS

The CEO: Cougar Employee Onboarding: Connections on Campus onboarding program will be receiving funding from the Human Resource Department. With the onboarding program being housed in the Human Resource office, Vice President, Dr. Rian Medlin has graciously agreed to include the software needed for onboarding in their current contract with NEOED. The financial implication of this software has been quoted at \$35,287.

Additionally, funding will be required from an Unrestricted fund for employee onboarding materials. The materials will include 200 tote bags, 200 reusable aluminum water bottles, and 200 mouse pads. All materials will have the CEO: Cougar Employee Onboarding logo and the College of the Canyon's logo. See appendix for quote from Via Promotionals.

# APPENDIX

## APPENDIX A1: NEOED Onboarding Screenshot

The screenshot displays the NEOED dashboard for Bert Robles, VP, Information Systems, Business Applications. The dashboard is divided into several sections:

- Header:** NEOED logo, Dashboard tab, search bar for employees or positions, and user profile for Bert Robles.
- Left Sidebar:** Navigation menu with options: Dashboard (selected), Tasks, People, Performance, Training, Recruiting, Forms, and Reports.
- Dashboard Content:**
  - My Tasks:** Overview section showing overall status with 4 Overdue, 4 Due This Week, and 11 Due Later tasks. Below is a bar chart and a list of tasks, including "Providing Performance Feedback" (22% completed, due 10/07/18) and "Rating For Janet Karageozian's 2020 Annual Performance Review" (due 02/15/20).
  - People:** Section for direct reports, listing Luigi Naguit, Danielle Freeman (8 Overdue Tasks), Will Kirby (3 Overdue Tasks), Dan Gheesling (2 Overdue Tasks), and Janet Karageozian (1 Overdue Task).
  - Quick Actions:** List of actions including "Write a Journal entry" and "Browse Training Catalog".

Appendix A 1 - <https://www.softwareadvice.co.uk/software/341781/neoed>

APPENDIX A2: New Employee Professional Development Path



**Name:** \_\_\_\_\_ **Start Date:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Manager Name:** \_\_\_\_\_

**Pre-Boarding (For HR Use)**

At College of the Canyons, we are committed to your success from start to finish. Please answer the questions below so that we can have training prepared for you.

*Please mark the software applications that you would like to have review training provided to you on your first day:*

- Word    Excel    Microsoft Outlook    Microsoft Access  
 PowerPoint    Adobe DC    Zoom

*Do you have experience with Ellucian Colleague:*

- Yes    No

*Do you have experience with OnBase:*

- Yes    No

*Do you have experience with BoardDocs:*

- Yes    No

*The college uses the internet platforms listed below. Please mark the platform(s) that you are most comfortable using:*

- Chrome    Firefox    Microsoft Edge

*Do you need a 10-Key Calculator:*

- Yes    No

*Would you like an ergonomic assessment:*

- Yes    No

*Please list office supplies that you use regularly (Pen, Pencil, Post-It Notes, etc.):*

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## COC ACRONYMS LIST

<b>Acronym</b>	<b>Meaning</b>
ADJ	Adjunct Faculty (part-time faculty)
AFT	American Federation of Teachers - Part-Time faculty contract
AHR	Adults Hourlies (Short Term Employees)
ALLB	Aliso Lab
ALLH	Aliso Hall
AOC	Academy of the Canyons
ASG	Associated Student Government
ATEC	Applied Technologies Education Center
BaNC	Basic Needs Center
BONH	Bonelli Hall
BOT	Board of Trustees
BPO	Blanket Purchase Order
BYKH	Boykin Hall
CalWORKS	California Work Opportunity and Responsibility for Kids
CASL	Committee for Assessing Student Learning
CCC	Canyon Country Campus
CCCCO	California Community College Chancellor's Office
CHCS	Canyons Hall
CLA	Classified Administrators
CLC	Confidential
CLR	Classified Represented
COA	College Assistants
COC	College of the Canyons
COCA	College of the Canyons Faculty Association
CPC	College Policy Council
CPT	College Planning Team
CSEA	California School Employees Association
CSEA	Classified Employees Association
DSPS	Disabled Student Programs and Services
EC	Executive Cabinet
ECE	Early Childhood Education
ECED	Early Childhood Education
EDA	Educational Administrators
EDD	Economic Development Division
EEO	Equal Employment Opportunity
EOPS	Extended Opportunity Programs & Services
EPEK	East Physical Education
FACCC	Faculty Association of California Community Colleges
FS	
FTF	Full-time Faculty
FDN	Foundation
GLBR	General Ledger Budget Report



## New Hire Checklist

**Name:** \_\_\_\_\_ **Start Date:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Supervisor:** \_\_\_\_\_

Please note that the Employee's Supervisor is responsible for ensuring these items are completed. Submit completed form within 5 business days of employee's first day with the District.

### Pre-Boarding

- Welcome Email to Employee
- Confirm Start Date / Time
- IT to Contact to Discuss Technology Needs
- Send Useful Resources
- Invite to key meetings or events

### Two weeks before Employee's First Day – Initiate Requests for Appropriate Equipment, Keys and Access:

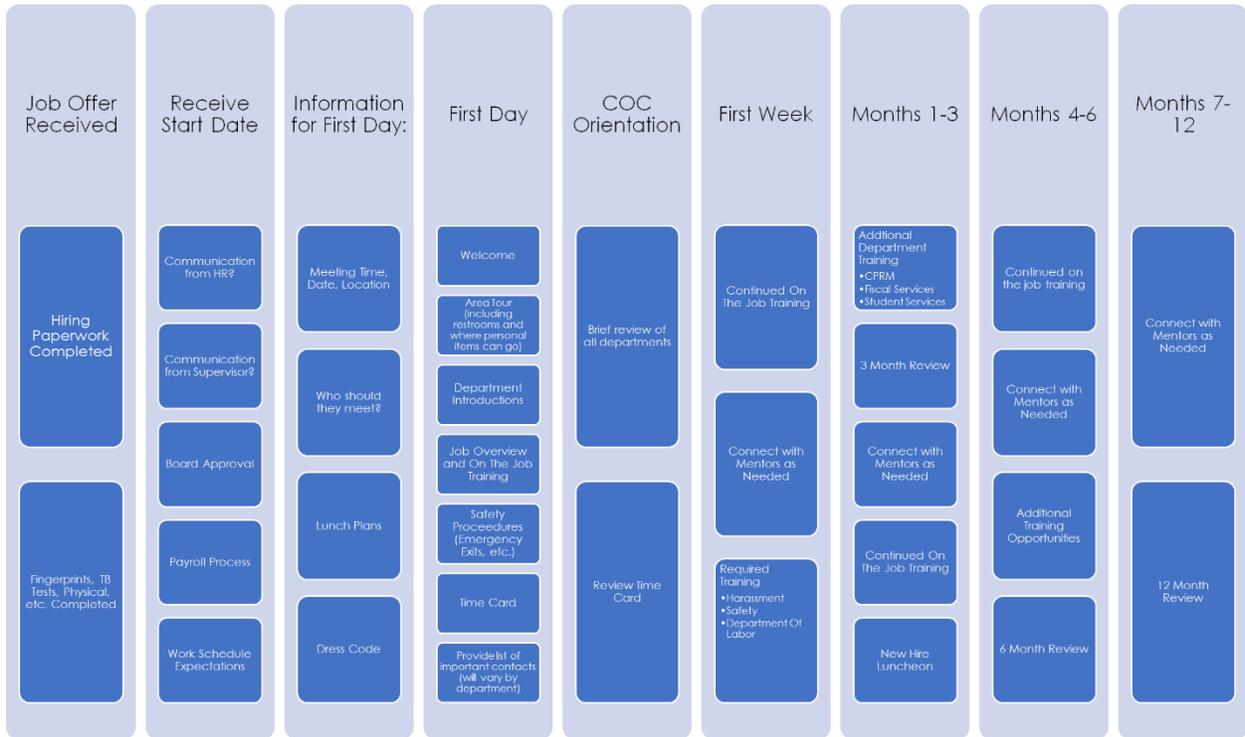
- Technology** Contact the Help Desk to ensure technology will be ready for the employee's first day
- Phone** Submit Facilities work order to setup phone and voicemail.
- Telephone Directory** Obtain copy from Switchboard.
- Keys** Submit Key Request Form to Facilities. Ensure desk keys are available.
- Cell Phone(If applicable)** - Submit Personnel Action Form – Monthly Cell Phone Service Allowance form.
- Email/Network Access** Submit IT Account Request Form.
- VPN Access** Submit VPN request form (laptop users only)
- Colleague/Informal Access** Submit MIS Access Request Form, if appropriate
- Purchase Requisition Approval** - Submit Request for Authorization of Datatel Purchase Request Approval form.
- OnBase Access** Email helpdesk for access to appropriate documents.
- BoardDocs Access** Coordinate with Special Assistant to Chancellor for BoardDocs access, if appropriate.
- Other Computer Software** - Examples: BoardDocs, OnBase, DocuSign, Iron Mountain, AssetWorks, etc.
- Office Supplies** Ensure desk is stocked and new hire is advised of location of extra supplies.
- Business Cards** Submit work order to Reprographics.
- Parking Permit** Obtain staff permit from Campus Safety.
- Employee ID Badge** Take photo and obtain badge from Office of Campus Life.
- Credit Card** Request credit card from Business Services, if appropriate.
- Name Plate** Print new office/desk name plate.

### Employee's First Day and Week – On-Boarding

- Set up campus, department, and workspace tours (include restrooms, emergency exits, copier, kitchen, etc.).
- Conduct introduction to team and key colleagues.
- Discuss job description, schedule, expected work hours, and payroll timing.
- Schedule regular check-in / status meetings.
- Discuss plan for training on key tasks and resources needed to perform essential functions.
- Set Expectations and discuss evaluation schedule
- Review emergency procedures, safety and security policies.
- Discuss time off policy and appropriate time off request process (my.canyons.edu).
- Provide holiday schedule.
- Review Request for Travel Authorization form and Business Travel policy, if appropriate.
- Obtain emergency notification information from employee.
- Explain incoming/outgoing mail procedures, including interoffice, USPS, FedEx, etc.

Checklist completed by Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDIX B3: Onboarding Timeline



APPENDIX B4: Phone a Friend List

TASK/ITEM	NAME	TITLE/DEPARTMENT	Contact
Budget Transfers	Minghui Zhang	Budget Coordinator, Business Services	(661) 362-3136
New Hire forms			
Grant and Categorical Funds	Carolyn Shaw	Business Service-Grant and Categorical Accounting	(661) 362-3482
PIO/Reprographics/Graphics	Lindsay Haendle	Administrative Assistant, District Communications	(661) 362-3415
	IT Help Desk		(661) 362-3953
	Purchasing		(661) 362-3476
Apply for grant funding	Amber Cole	Grant Development Office	
Classified Confidential Payroll (Paycheck)	Lisa Brual	Classified Confidential Payroll	(661) 362-5559
Human Resources	Miranda Zamudio	Administrative Assistant V, Human Resources	(661) 362-3423
Add Your Picture in MyCanyons	Send an email	Campus Life and Student Engagement	<a href="mailto:Campus.Life@canyons.edu">Campus.Life@canyons.edu</a>
Staff Badge	Complete Form	Campus Life and Student Engagement	<a href="https://intranet.canyons.edu/departments/campuslife/staffbadgerequest.php">https://intranet.canyons.edu/departments/campuslife/staffbadgerequest.php</a>
Classified Payroll	Susan Brown	Payroll Coordinator	(661) 362-3089
Classified Payroll Direct Deposit	Gail Ishimoto	Payroll Coordinator	(661) 362-3129
Graphics	Nick Pavik		(661) 362-3630
Valencia Communication Center (Mailroom)	BJ Lundgren Cathy Dieters		"0"
Canyon Country Communication Center (Mailroom)	Sally Chavez		661.362.3801
Public Information Office (PIO)	Lindsay Haendle	Administrative Assistant	(661) 362-3415
Update the Website	Stephen Burns		(661) 362-3067

Helpdesk (Computer)	Oliver Sumampong	Or, you can zoom with the Helpdesk: <a href="https://canyonsonline.zoom.us/my/canyonshelpdesk">https://canyonsonline.zoom.us/my/canyonshelpdesk</a>	(661) 362-3538
Zoom Help	Sean Irwin		(661) 362-5666
Campus Safety	Robert Sadeh		(661) 362-3516
Travel & Conference Paperwork	Sandra Thomas		
CalCard	Cecilia Bravo		
How to find a class?	Online Search	<a href="https://www.canyons.edu/studentservices/admissions/resources/classschedule.php">https://www.canyons.edu/studentservices/admissions/resources/classschedule.php</a>	
Key Request	Complete Form	<a href="https://tamis.canyons.edu/Key_Requisition_Form.pdf">https://tamis.canyons.edu/Key_Requisition_Form.pdf</a>	
OnBase Help			
Colleague Help			
How to submit a Supplemental Service Request			
Reserve a Conference Room			
Move Request		<a href="https://tamis.canyons.edu/COCFW/">https://tamis.canyons.edu/COCFW/</a>	
Work Orders		<a href="https://tamis.canyons.edu/COCFW/">https://tamis.canyons.edu/COCFW/</a>	
Field Trip Waivers			

**COC Physical Addresses:**

College of the Canyons  
26455 Rockwell Canyon Road  
Valencia, CA 91355

College of the Canyons  
Canyon Country Campus  
17200 Sierra Highway  
Santa Clarita, CA 91351-1622

**Shipping Address:**

College of the Canyons Warehouse  
25000 Valencia Blvd.  
Santa Clarita, CA 91355

**Emergency Numbers:**

Emergency - Dial 7 for Valencia Communication Center  
Emergency - Dial 6 for Canyon Country Communication Center  
Emergency – Dial 911 for Ambulance, Fire Department, Paramedic, Sheriff

## APPENDIX B5: Committee List

<b>Committee List</b>
Management Advisory Council Committee (MAC)
Center for Excellence in Teaching and Learning (CETL)
CASL-PR Committee Meeting
(IE) 2 Committee
Program Viability Committee Meeting
Education Alliance Meeting
CE Committee Meeting
College Planning Team (CPT)
EFMP Steering Committee
PAC-B Committee
Executive Cabinet
ATC Taskforce Meeting
College Policy Council (CPC)
Enrollment Management Committee
Curriculum Committee
Academic Senate Meeting
Accreditation Committee
Instructional Advisory Council Committee (IAC)
Curriculum Leadership Meetings

## APPENDIX C: Employee Welcome Gift

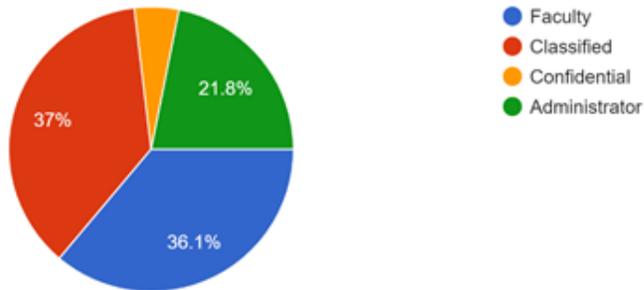
Item	Description	Unit Price	Qty	Other	Ext. Price
	<p><b>Non-Woven Shopping Tote Bag</b></p> <p>Item #: HJTHH-ITXJN</p> <p>Details: Royal Blue, Imprint: Full Color Heat Transfer Run Charge Per Piece</p> <p>Type: Order</p> <p>Date Needed: Sep 1, 2022</p>	\$3.13	200	 	\$626.00
	<p><b>Atrium 25 oz Aluminum Bottle</b></p> <p>Item #: OHVFB-MYSCF</p> <p>Details: Blue, Imprint: Digital (Seamless Full Wrap) print: Full-Color Digital Wrap</p> <p>Type: Order</p> <p>Date Needed: Sep 1, 2022</p>	\$5.97	200	 	\$1,194.00
	<p><b>Accent Mouse Pad with Antimicrobial Additive</b></p> <p>Item #: XORLH-OHOFR</p> <p>Details: Black, Imprint: HT (Above or Below) print: Full-Color Heat Transfer</p> <p>Type: Order</p> <p>Date Needed: Sep 1, 2022</p>	\$3.60	200	 	\$720.00
					\$2,540.00

*Appendix C 1 Via Promotionals New Employee Items*

## APPENDIX D: Data from Employee Survey

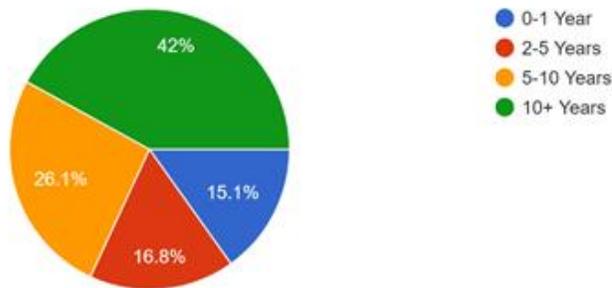
What is your current employment status at College of the Canyons?

119 responses



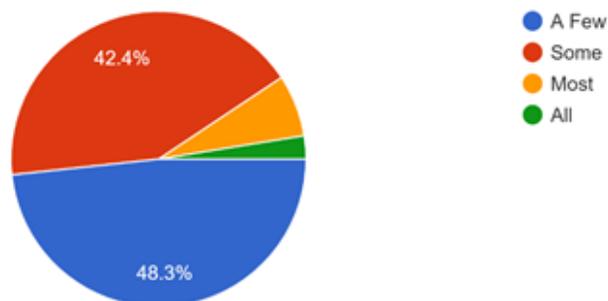
How long have you been employed with College of the Canyons?

119 responses



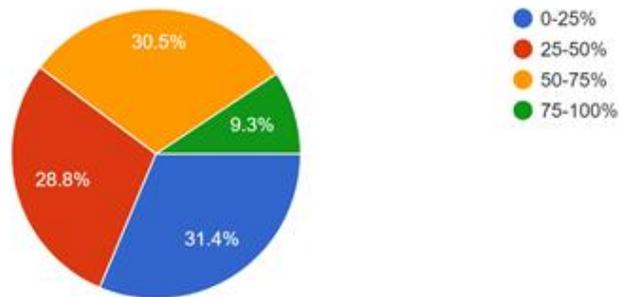
How many challenges have you faced as a new employee that could have been alleviated by a better onboarding process?

118 responses



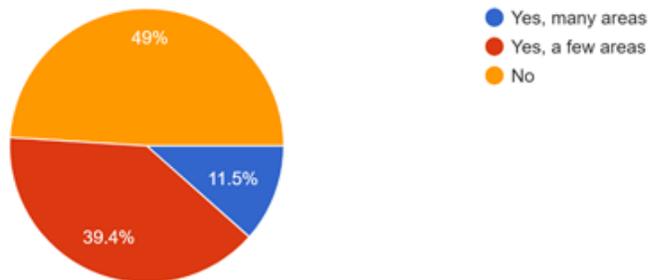
How much of your job did you feel you needed to "figure out yourself?"

118 responses



If you train new employees in your current role, are there areas of the training that you provide which would be better suited for another department?

104 responses



## ACKNOWLEDGEMENTS

The CEO: Cougar Employee Onboarding: Connections on Campus team would like to give special thanks to Dr. Van Hook for creating this fantastic program that has allowed us to all grow professionally over the past month. With each session we took away skills that can and will be utilized with our colleagues. We would also like to express our sincere gratitude to our mentors Dr. Rian Medlin and Leslie Carr for their guidance and support. We greatly appreciate the time you took these past few weeks to support us during our project.