

NEW EMPLOYEES ONBOARDING (NEO) SOLUTION

PURPOSE & OUTCOMES

OVERALL PURPOSE

- Complete required compliance activities
- Orient new employee to UCR services
- Enable employee day 1 effectiveness
- Registration for mandatory trainings and benefits session
- Warm welcome & reception for new hire
- Provide Convenience

EMPLOYEE OUTCOME

- Access to necessary non-department (campus) specific systems (ex: R'space)
- Access to necessary resources and tools
- Knowledge of reporting location
- Registered in appropriate courses and sessions
- New employee feels welcome

UNIVERSITY OUTCOME

- Non-compliance risk is minimized
- Consistent service and experience is delivered
- New employee is launched to the university work environment
- Dept. efforts and time for procedural activities are minimized
- University's values & mission are communicated (video)

APPROVED SOLUTION

- 3 New Employees Onboarding Centers
 - a. R'SSC (BAS)
 - b. Harvest (CNAS)
 - c. Citrus (UNEX)
- Agreement on the "Onboarding Day" services
- Agreement on "One Process, One Tool, One Technology"
- Agreement on process and service consistency and integrity across the three onboarding centers

ONBOARDING SERVICES

COMPLIANCE

- Verify documents/identity/work permit
- Establish non-permanent resident in tax system
- Roll fingers for the criminal background check
- Register for mandatory training
- Obtain wet signatures

INFORMATION

- Distribute information on other campus/UC programs & services
- Inform about visitor information kiosk
- Inform about Public Safety
- Inform about Public Transportation
- Inform about UCR Vision and Mission Welcome (5 min video)
- Provide UCR Organizational Chart
- Provide Map
- Inform about UCR R'Card Photo ID
- Inform about Wi-Fi Access
- Inform about Business Cards

CONVENIENCE

- Check in Packet (Majority of it will be done via DocuSign)
- Provide Net ID, e-mail, link to campus systems (R'space etc.)
- Provide logistical information and requirements about benefits
- Issue Parking Permit
- Schedule for New Hire Orientation
- Schedule for Benefits session

ONBOARDING FUNCTIONS AT THE DEPARTMENT LEVEL

- Clearances Verification
- Certifications & Licenses Verifications
- Asset Delivery & Office Keys
- Building Access Card/ID
- Unit/campus orientation
- * The above is not the exhaustive list of onboarding functions in the department

ILLUSTRATIVE VIEW OF ONBOARDING ACTIVITIES

PRE-BOARDING ACTIVITIES

- Generate NetID
- Send DocuSign packet
- Complete Template Based Hire in UCPath
- Establish start date (day 1 of work)
- Schedule onboarding session
- Perform background check (Hire Right - if needed)

NEW EMPLOYEE ONBOARDING CENTERS ACTIVITIES

- Welcome new hire
- Verify I-9
- Register in Glacier
- Obtain wet signature(s) on Oath and NDA

- Release NetID, e-mail

DEPARTMENT ACTIVITIES

- Welcome new hire
- Introduce to org unit
- Issue assets
- Setup work space
- Register org/dept and/or role specific training (ex: lab training)

EMPLOYEE ACTIVITIES

- Select Benefits
- Complete W4
- Complete patent Agreement
- Enroll in direct deposit
- Verify personal data
- Attend HR Benefits session
- Attend campus orientation session
- Attend departmental orientation session (if available)

PAIN POINTS AND ISSUES

COMPLIANCE

- The new PPSM21 policy requires criminal background check to be completed prior to first day of work. This may add delays to first day of work and needs process review and redesign to mitigate delays.
- 36% of employees were not aware of training requirements
- ~60% of the employees report not receiving a copy of their signed documents
- ~24% of employees do not fully understand the reason signing i-9, NDA, oath and patent forms

ACHIEVING PRODUCTIVITY

- 45% of supervisors said employees could not access campus systems quickly (NetID, email, etc.)
- 24% of employees did not get a net ID quickly
- 27% of employees reported difficulty logging into campus systems during their first week
- 28% of supervisors and 23% of employees were unsure who to contact for assistance during onboarding

EXPERIENCE AND CONVENIENCE

- New employees have reported that the location was locked and the staff was unprepared to receive them
- The customer service element varies between various organizations
- 25% of employees were not satisfied with their first week at UCR.
- 25% of employees were not told where to obtain parking pass, ID badge, etc.
- There is a lack of information about ergonomics assessment

Data Integrity

- Employees have reported inaccuracies with their personal data such as male vs. female in the system of records
- Supervisors have reported inaccuracies with organizational data such as title code, account codes, FAU etc.

Training Support

- Supervisors have varying level of understanding of the onboarding process.
- New employees are presented with so much information during onboarding that they frequently struggle to complete the process.

Benefits and Orientation

- Pertinent tactical information regarding benefits are sometimes lost in onboarding
- Enrollment in benefits class is limited
- Benefits programs are complex and additional support is required
- New hires report that they received inaccurate information regarding benefits (out of date) which caused delays in enrollment.
- New hires report that they struggle with understanding their benefits and how to enroll.
- Lack of opportunities for new hires to join orientation session