



**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

# Recommendation



**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.

# Pilot



- **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

NIU Onboarding Portal



- ✓ 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

# Employment Forms



Welcome, Jennice!



You have completed 0 out of 10 steps.


0%

Current progress: 0%

Your next step is [Personal Data Form](#).

# Step-by-Step Process



 Total Steps: (please see below for instructions)

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

## 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.



# Employment Forms



You have completed 10 out of 10 steps.

100%

Current progress: 100%

✔ Congratulations, all steps are complete! You will be hearing from your HR contact soon.

☰ Total Steps: (please see below for instructions)

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	✔

## Instructions


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# Onboarding Website




 **NORTHERN ILLINOIS UNIVERSITY**  
**Employee Welcome**

A-Z Index | Directory | Calendar | Libraries | Make a Gift | Quick Links

Search NIU

Home | Before You Arrive | Your First Day | Day Two and Beyond | Resources | Manager Resources

## 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  
1515 West Lincoln Highway  
DeKalb, IL 60115  
815-753-8000  
[hr.niu.edu](http://hr.niu.edu)

**Preview the website - [niu.edu/employee-welcome](http://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

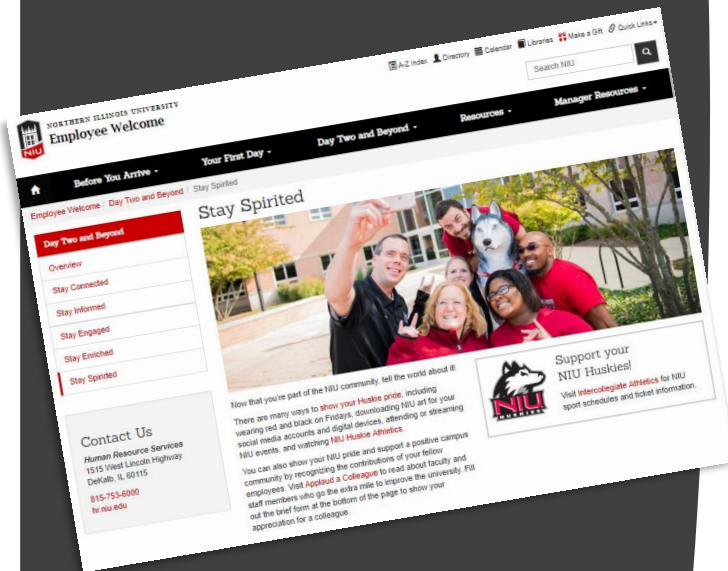
5

## 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

# Ongoing Engagement



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

# Enhancing the Onboarding Experience



## **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.

# Enhancing the Onboarding Experience



## 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.

# Enhancing the Onboarding Experience



## **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.*

# EAP & Training Center Services



*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.**

# EAP & Training Center Services



***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

# EAP & Training Center Services



***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.

# EAP & Training Center Services



***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?