

8-Step Process Implementation/Improvement Plan (PIIP)
Electronic Form

Richland College employees use the **8-Step Process Implementation/Improvement Plan (PIIP)** to document implementation of new processes/programs and improvement of existing processes/programs.

PLEASE NOTE: Input information in the grey highlighted areas. Boxes expand as you type.

PIIP# **59** (to be assigned by IR/E)

PIIP Process Name: **New Employee Orientation/Employee Onboarding**

Responsible Party: Bill Dial & Debra Lockhart

Part 1

Anticipated Completion Date: 12/31/07

Step 1. State implementation/improvement need and identify its related Strategic Planning Priority:

After reviewing the current New Employment Orientation program Human Resources felt it necessary to evaluate all aspects of NEO in order to ensure employee success through a comprehensive onboarding process. This improvement of the NEO/Onboarding process aligns with Strategic Planning Priority # 3—Enable all employees to succeed, and Strategic Planning Priority # 4—Ensure institutional effectiveness. Research has indicated that an employee who can quickly assimilate into the organizations culture and have a shortened “learning curve” as it relates to performing essential job functions are more likely to have a successful employment experience.

Check Status: In Progress Complete

Step 2. List owner(s) of new process/program or improvement:

Debra Lockhart, Roy Bond, Pat Bollin, Bill Dial

Check Status: In Progress Complete

Step 3. Identify root cause leading to this process implementation/improvement:

After conversing with several new employees as well as experiencing some of the inadequacies of the current NEO process a committee was formed to begin brainstorming on how to better serve Richland’s new employees. The actual root causes were vicarious experiences from current employees on the lengthy wait times for needed job tools such as computer access, keys to offices, etc. In addition, it was discovered that employees are no longer given campus tours during the orientation process, etc., it was decided to review the NEO process.

Check Status: In Progress Complete

Step 4. Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:

A focus group has been assembled in order to survey recent/new employees of Richland College. They were asked various questions on a survey that was compiled by TOLI and Institutional Research. At the present time this focus group has been assembled and we are awaiting the results of the survey.

Check Status: In Progress Complete

NOTE: After you complete Part 1, e-mail one copy of this form to (1) your dean or supervisor and (2) Gloria Washington, Department of Institutional Research/Effectiveness.

Date Submitted: **July 2007**

Date Updated:

Date Completed: **April 2008**

Part 2

PIIP# 59 (to be assigned by IR/E)

PIIP Process Name: **New Employee Orientation/Employee Onboarding**

Step 5. Describe implementation/pilot approach:

Upon completion of the review of the New Employment Orientation (NEO) focus group feedback it has been determined that certain improvements indeed needed to be made to the NEO process. The primary improvement to NEO is to add a second day where the following activities will take place for new employees:

- 1) A campus tour to be conducted by an appointed employee host. The tour will be structured so as to take employees to all buildings on campus and to orientate them to key locations on campus such as the bookstore and dining room.
- 2) If necessary, a weekly Colleague training will be conducted by the LeCroy Center so as to allow for ease of access to the Colleague system for new employees.
- 3) The TOLI institute will conduct their portion of NEO as it relates to required professional development, etc. during the second day of orientation.
- 4) At the end of the second day, the new employee will meet with their first level supervisor to receive keys, meet departmental staff, orientate the new employee to their workspace, and answer any applicable questions.

Check Status: In Progress Complete

Step 6. Report outcomes related to measures identified in Step 5:

Check Status: In Progress Complete

Outcomes for results of the modifications to New Employee Orientation (NEO) is an ongoing process. However, Program Evaluations for participants in NEO during March 2008 were disseminated and returned to Human Resources. These evaluations will continue to be distributed to new employees and results evaluated by Human Resources. If certain trends are identified by the Human Resources management team, root causes will be identified and corrective action taken.

Step 7. Describe hard copy or electronic method(s) for disseminating results:

Check Status: In Progress Complete

The dissemination of results will continue to be via hard copies of NEO program evaluations.

Step 8. Evaluate and describe success of this process (Steps 1-7):

Check Status: In Progress Complete

The NEO program administered by Human Resources continues to be a glowing success. Areas of improvement were identified that could be improved upon, such as reinstatement of the campus tour and Colleague training, that have enabled Richland employees to "onboard" in their respective departments and be immersed in the Richland culture from the very beginning of their employment tenure. This has been measured by direct survey feedback from affected employees who have gone through Human Resources' NEO in recent months. The PIIP process will be ongoing for New Employee Orientation as employee cohorts are fluid and ever-changing, thus the need for constant monitoring and adjustments as needed.

NOTE: After you complete Part 2, e-mail one copy of this form to (1) your dean or supervisor and (2) Gloria Washington, Department of Institutional Research/Effectiveness.