



**Department of
Education &
Workforce**

Human Capital
Resource Center

DESIGNING ONBOARDING EXPERIENCES TO ENGAGE & RETAIN

March 12, 2024



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Education &
Workforce**

Human Capital Resource Center

ABOUT

Since 2018, the Ohio Human Capital Resource Center has been the source for helping Ohio educators make decisions about finding, supporting, and elevating the people working in our districts. In classrooms, offices, and school-related areas, a variety of caring, competent, and committed adults can and do make a difference for students.

OhioHCRC.org

AGENDA

Learn how to avoid common mistakes when designing employee onboarding experiences. Discover tools you can use to improve how your organization onboards employees.

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- 1** Introductions

 - 2** What is Onboarding?

 - 3** Common Onboarding Mistakes

 - 4** Building Connections: Brunswick City SD

 - 5** Onboarding Classified Staff: Akron

 - 6** Resources & Wrap-up



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Chief & Co-founder

- PhD, SPHR, pHCLE, LSSBB, CAC
- Expertise in process improvement, change management, and data analysis with 20+ years experience in corporate and public sectors



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- MPA, Accreditation in Public Relations, pHCLE
- 25+ years in nonprofit, public sector, and private sector leadership with a focus on innovative strategies for organizational and employee growth



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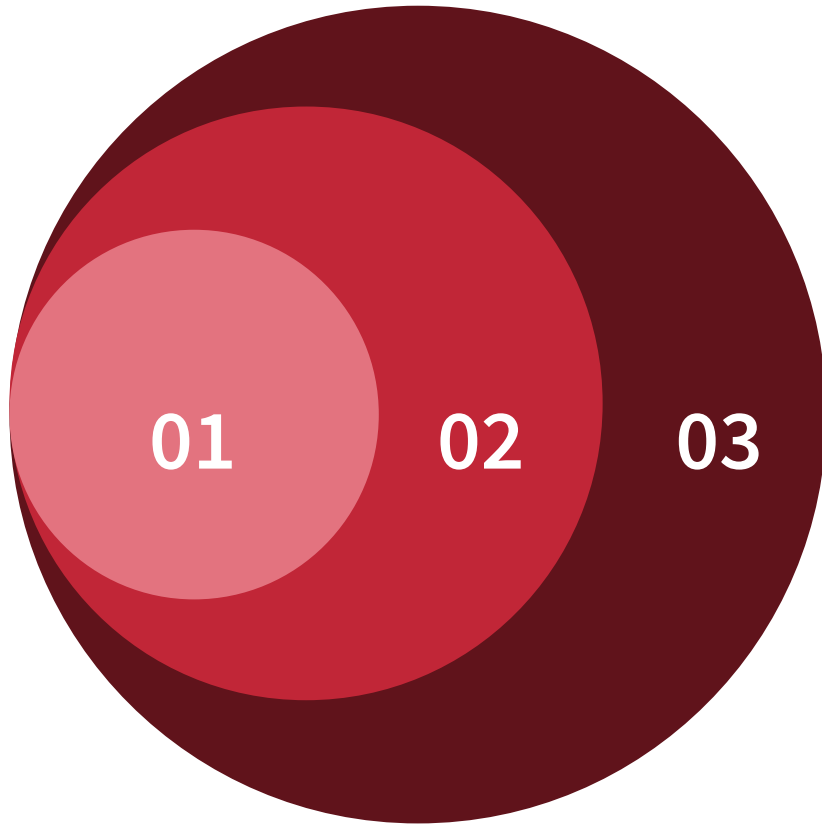
WHAT IS ONBOARDING?

The process of helping new employees become acclimated to their role and the organization over a defined period of time.

COMMON ONBOARDING MISTAKES



1. ONLY PROVIDING ORIENTATION



01

PRE-BOARDING

Initial phase of welcoming employees after offer acceptance

02

ORIENTATION

One-time event held before an employee's first day

03

ONBOARDING

Ongoing process of helping new employees acclimate

PRE-BOARDING

The initial phase in welcoming a new employee that occurs between the acceptance of a job offer and the first day of work.

A typical notice period for starting a new job is 2 weeks–1 month, but in education the length of time can be much longer.

Examples of pre-boarding:

- Send a welcome package
- Connect with a buddy
- Personal outreach by supervisor
- Invite to organizational event
- Send a first day email



ONBOARDING ROADMAP EXAMPLE: NEW TEACHERS



Year One

- 5-Day New Teacher Academy
- Summer Classroom Set-up Labs
- Monthly New Teacher Network
 - Classroom Management
 - Whole Teacher=Well Teacher
- Site-Based Lead Mentor Support
 - Monthly PLCs
- First Year Teacher Mentor
- New Teacher Coaching as Requested
- Monthly New Teacher Letter Connection Newsletter

Year Two

- 3-day New Teacher Academy 2.0
- Monthly New Teacher Network
 - Classroom Management
 - Whole Teacher=Well Teacher
- Site-Based Lead Mentor Support
 - Monthly PLCs
- New Teacher Coaching as Requested
- Monthly New Teacher Connection Newsletter

Year Three

- Monthly New Teacher Network
 - Classroom Management
 - Whole Teacher=Well Teacher
- Site-Based Lead Mentor Support
 - Monthly PLCs
- New Teacher Coaching as Requested
- Monthly New Teacher Connection Newsletter
- Leadership Pathways
 - Mentoring First Year Teachers
 - Hosting Student Teachers
 - Presenting to Your Peers

2. RELYING ON ASSUMPTIONS

12%

of US employees say their organization does a good job of onboarding

(Gallup, 2021)

81%

of new hires say they feel overwhelmed with information throughout the onboarding process.

(Glean, 2023)



3. FOCUSING ON PAPERWORK & COMPLIANCE



Effective onboarding programs span the 4 Cs

Compliance

Policies, procedures,
paperwork



Clarification

Job requirements,
performance expectations



Culture

Vision, mission, values,
norms, customs



Connection

Building relationships,
sense of belonging



FOCUS ON CONNECTION

How can we help new employees develop a support system?



New Staff Academy

- Created yearlong experience for **all** new staff in 2021-22
- New staff cohorts meet monthly on pre-identified topics
- Meeting facilitated by the HR Director, Communications Director, and guest administrators
- Provides opportunities for new employees to build relationships with administrators and other new employees across the district

[WLS New Staff Academy](#)

MANY PEOPLE & DEPARTMENTS CAN PLAY A ROLE

**PURPOSEFUL
PLANNING**



**WASHINGTON
LOCAL SCHOOLS**

■ SEPTEMBER:	Protect your energy Wellness Coordinator
■ OCTOBER:	Manage Stress Insurance Coordinator
■ NOVEMBER:	Work Environments Payroll Questions
■ DECEMBER:	Time to Rest! Superintendent
■ FEBRUARY:	Seasonal Affect Social Worker
■ MARCH:	Avoid Burnout Assistant Superintendent
■ APRIL:	Get Involved!
■ MAY:	Activities Coordinator LET'S CELEBRATE!

- Manager
- Mentor/ Buddy
- Department or grade-level lead
- HR Department
- IT Department/ Technology
Instructional Coach
- Others

4. NOT ONBOARDING ALL EMPLOYEES



“ New hires who participated in a well-structured onboarding program were 58% more likely to remain with the company for up to three years than those who did not.

(SHRM, 2018)

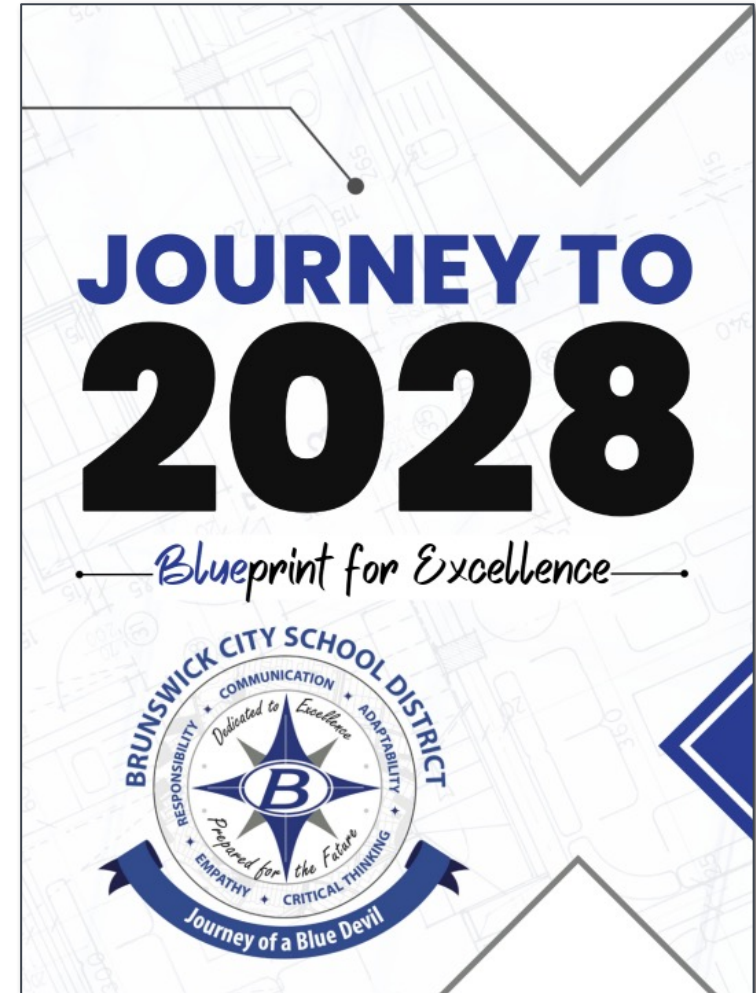
BUILDING CONNECTIONS WITH NEW STAFF

Creating a human connection through personal emails
and 3-week survey to new staff members.



BRUNSWICK CITY SCHOOL DISTRICT

- 8 schools
(6 elementary, 1 middle, 1 high school)
- 800+ employees
- 6,400+ students



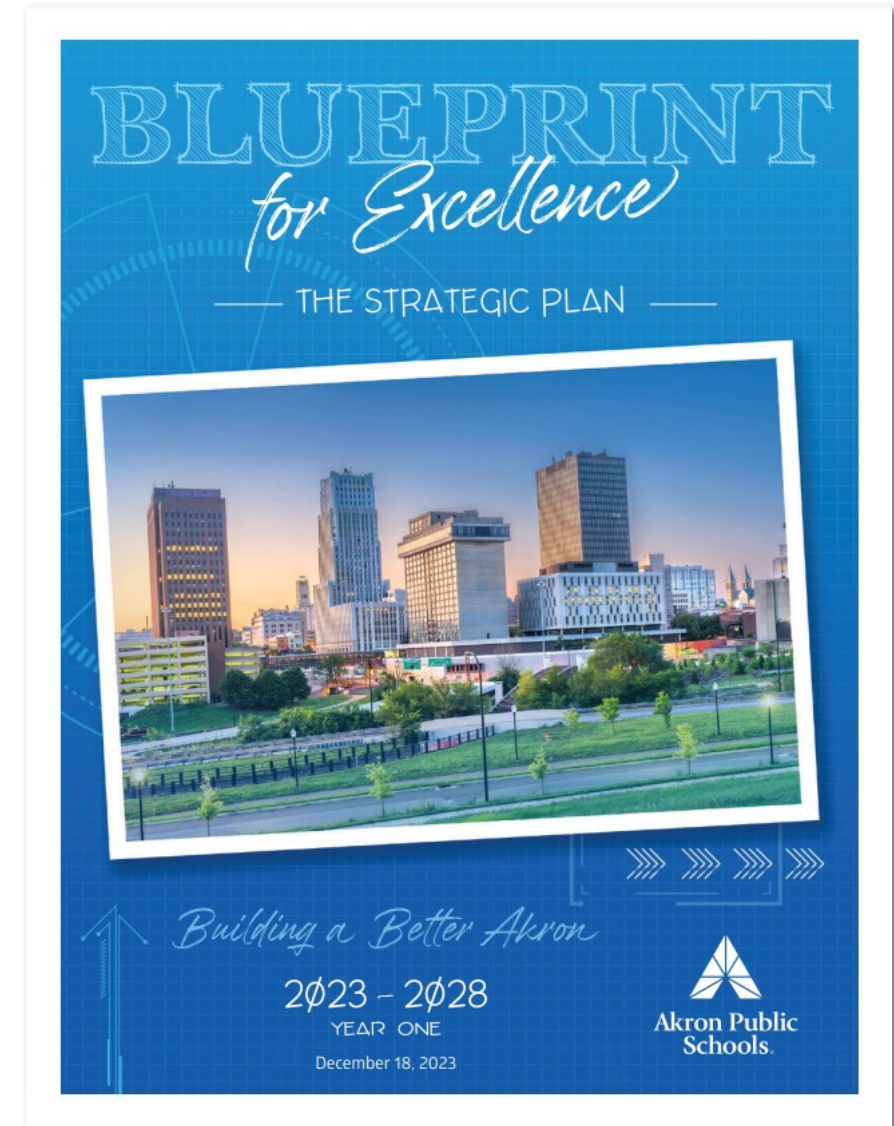
ONBOARDING CLASSIFIED STAFF

Using itinerant secretaries to assist with training and onboarding new secretaries and sub secretaries.



AKRON PUBLIC SCHOOLS

- 49 schools
(31 elementary, 9 middle, 9 high school)
- 4,200+ employees
- 20,000+ students



ITINERANT SECRETARY JOB DESCRIPTION

- Reports to IT
- Trains staff in software systems and processes
- Serves in administrator roles as needed (e.g., elementary school treasurer)
- Considerable latitude to exercise judgment and prioritize work based on in-the-moment needs

AKRON PUBLIC SCHOOLS JOB DESCRIPTION

Position: Itinerant Secretary
Time Schedule: 522 & 422
Reports to: Technology Services Learning Specialist
FLSA Status: Non-Exempt
Job Code: 210 (TS 522) & 209 (TS 422)

Hourly Rate: See current "Schedule of Salaries", Pay Grade 19
Employment Status: Regular/Full-time
Retirement Status: SERS

Description: This is advanced office support work for the Akron Public Schools. An employee in this classification is responsible to perform all areas of office support work responsibilities for a school and central office assignment. The employee will train and provide support for all staff and vendors in district adopted software. An employee in this classification works under general supervision with considerable opportunity for exercising independent judgment in carrying out the duties and responsibilities of the job, in setting priorities and procedures for the work and in delegating to others.

Note: The below lists are not ranked in order of importance
This is a Civil Service Tested position

Essential Functions:

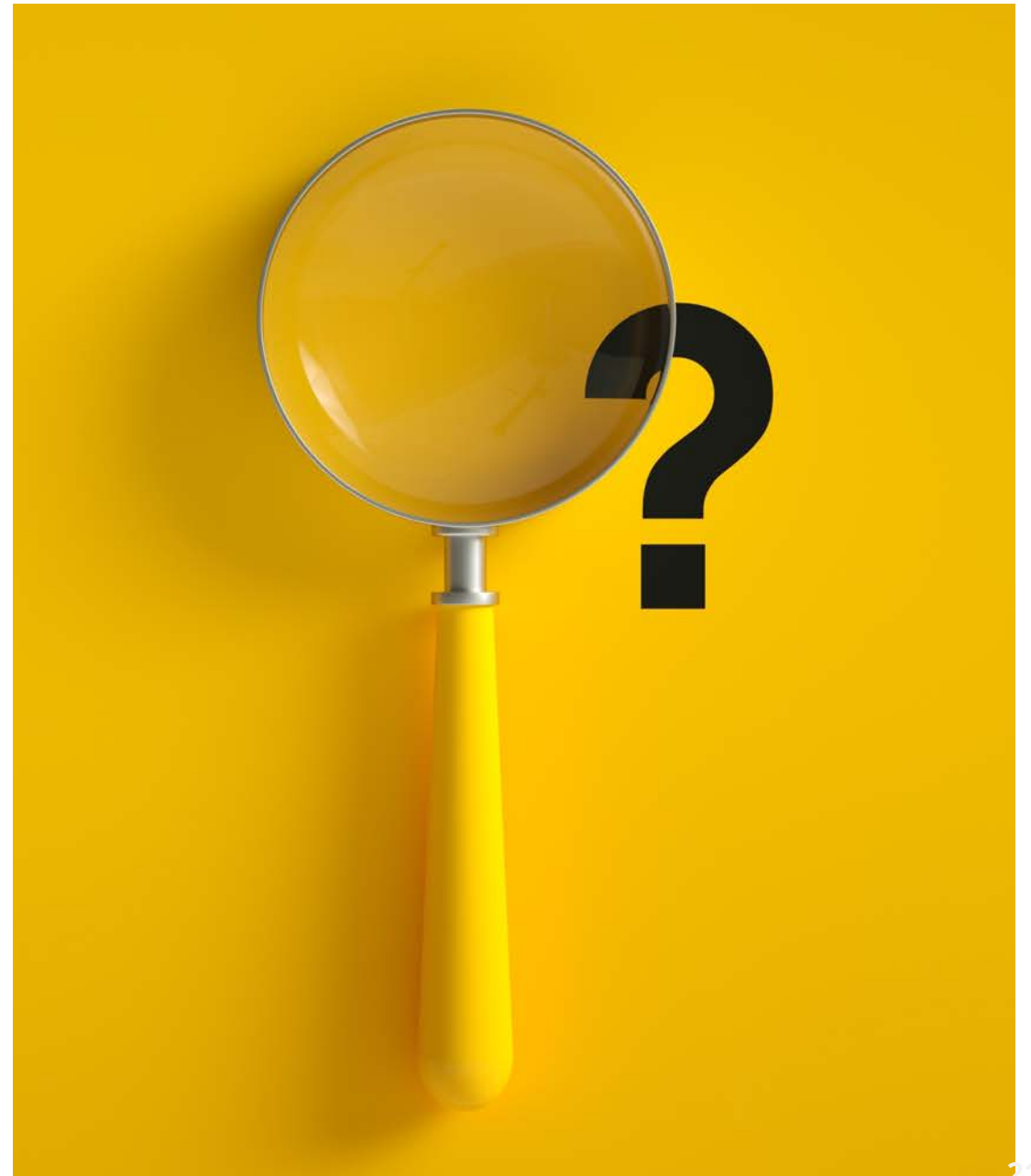
- Cover school secretary or central office secretary vacancy as necessary and assigned
- Develop and facilitate trainings, system help camps, and communications for APS staff
- Complete tasks that a substitute office support employee is unable to complete due to limited system and network access
- Operates a variety of modern office equipment such as personal computer with standard and customized business software, printer, photocopier, facsimile, intercom PA system, security buzzer, scanner and calculator to perform various aspects of the work.
- Composes and/or types and proofs office correspondence such as letters, memos, forms reports, bulletins, mailings, facsimiles, time sheets, building permits, attendance cards, teacher lists, graduation and class lists, etc.
- Greets visitors, screens and routes telephone calls, takes messages and provides general information to callers and visitors and answers routine questions or inquiries
- Plans and sets up meetings, including contacting participants, reserving meeting rooms and audio-visual equipment, preparing or overseeing preparation of materials for meeting
- Performs student services tasks such as enrollment and withdrawal of students using the computer network system
- Prepares supporting documents for student discipline referrals
- Serves as the school treasurer if assigned to an elementary school



REFLECTION QUESTIONS FOR THE CHAT

How have you used itinerant positions to help with onboarding and retention?

If not, what other innovative practices are you using to support classified staff?

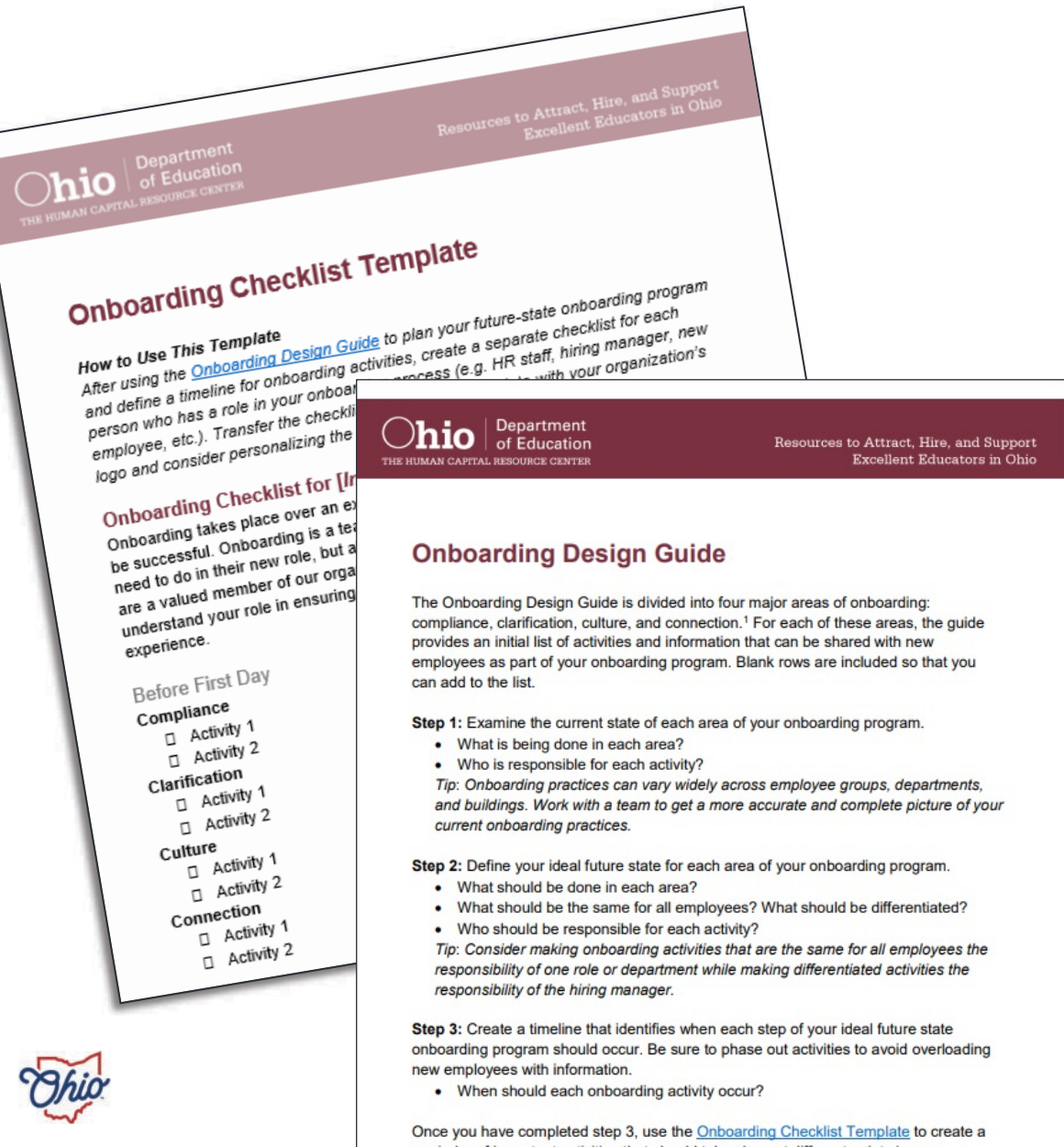


ONBOARDING RESOURCES



OhioHCRC.org/Onboarding

LEVERAGE TOOLKIT RESOURCES TO GET STARTED



- Audit existing resources and current onboarding processes
- Prioritize and get organized
- Clarify roles and responsibilities



VISIT THE INSPIRATION PAGE FOR IDEAS

- Leverage existing platforms and technology
- Create an onboarding roadmap

WELCOME NEW HIRES

Our onboarding website has been created to assist teachers new to the district and first year teachers in their assimilation to McKinney ISD and the teaching profession.

Each button on the right is a step in the onboarding process throughout the year and will provide you with links to relevant information. While the steps are in order, the information may be beneficial throughout the school year.

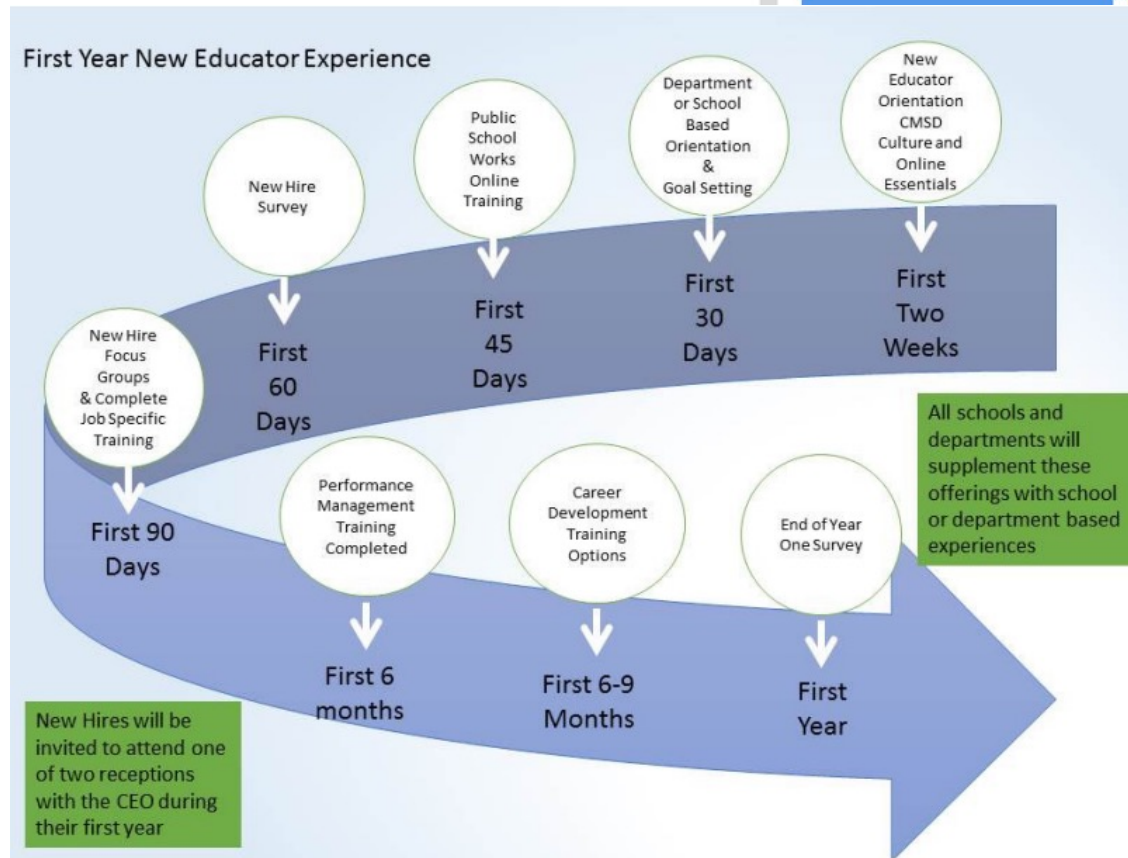
STEP 1
NEW HIRE
ORIENTATION

STEP 2
PRE-SERVICE
TRAINING

STEP 4
CAMPUS LIFE

STEP 3
CALENDARS /
ABSENCES

STEP 6
PROFESSIONAL
DEVELOPMENT /
SUPPORT



PLEASE SHARE YOUR FEEDBACK!

Scan the QR code to complete a short survey on today's networking session.



Upcoming Learning Opportunities

TUES, JUN 25, 2024 (12-1 PM)

THE ART OF LISTENING: USING STAY SURVEYS TO UNCOVER EMPLOYEE NEEDS AND PREFERENCES



Stay surveys are a valuable tool for K–12 organizations to collect feedback from their employees on their job satisfaction, engagement, and areas for improvement. By regularly conducting stay surveys, districts can identify and address potential problems early on, improve employee morale, and create a more positive work environment.

JUNE (Registration opening soon)

ADDRESSING EDUCATOR WORKFORCE NEEDS: ENGAGE & RETAIN

How strong is your school or district's process for engaging and retaining top talent?

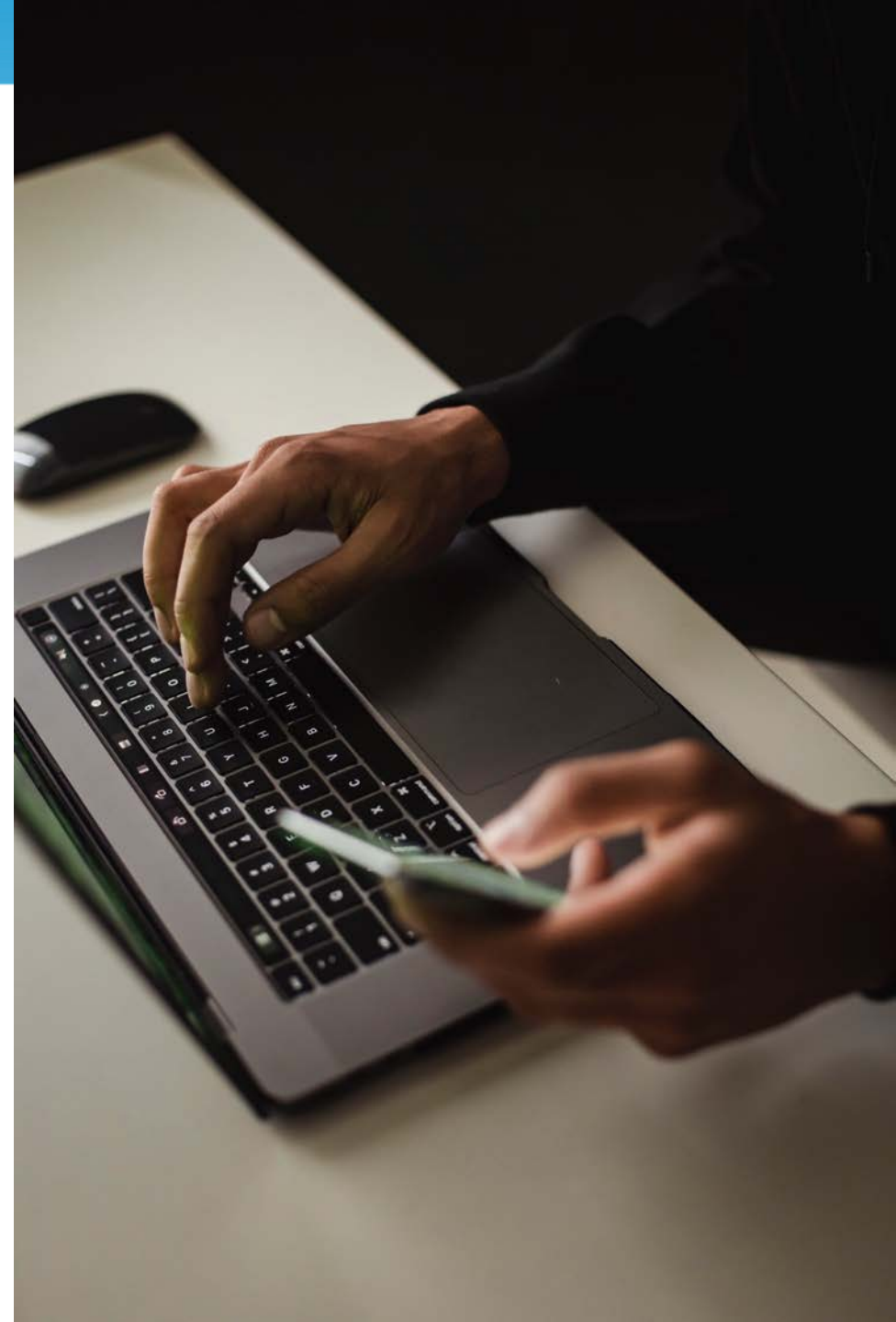
Join a one-day training to learn from experts and network with other human capital leaders in education. This training is designed to help Ohio schools and districts develop and implement effective strategies for retaining staff in a competitive talent market.



STAY IN THE KNOW



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newsletter!**



QUESTIONS?

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THANK YOU!