Welcome Aboard!
Supporting the Process of Integrating New Staff with Onboarding Tools

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Introduction

How can new employees successfully be integrated into universities with the help of IT?
The onboarding process

The initial process of integrating newly hired staff into an organization

To learn...

• how the organization is build
• what tools are used
• what rules apply
• attitudes, knowledge, skills, and behaviors needed

... to fulfill their role effectively
Onboarding: The technical process

Source: https://www.optimumcs.com/webinar-nintex-employee-onboarding/
Onboarding: The integration process

Special challenges for universities

- Very complex structures
- Numerous (technical) systems
- Lack of concrete contact persons
- Lots of information & different sources
- Many employees from abroad (different languages)
- New forms of working (‘fluid’ or ‘gas’ stadium)
Onboarding & terminations of employment

22% of all terminations in the first 45 days!

Onboarding experiences & job satisfaction

Negative effects of a bad onboarding process

- Feeling of getting lost
- Dissatisfaction
- Termination
- Avoidable errors
- Lots of support effort
Tasks

• How can we give new employees a warm welcome and help them on their first day?
• How can complex information be condensed and presented in a motivating way?
• How can it be ensured that new employees make important settings?
Interaction of tools in the Onboarding Process

- Welcome E-Mail
- WWU Start + ZIV Start (Onboarding Portal)
- MyWWU (Intranet)

Degree of complexity:
- 1st day
- 1st week
- After some months
Welcome Mail

Welcome to WWU Münster!

Attachments: 

Tahoma   10pt

Welcome to WWU, Marc!

Here are some things that will help you on your first day (01.08.2019):

- Directions: Your office is room 205 at Schlossplatz 2. You will get your key at the reception in the foyer.
- Mentor: Your mentor is Werner Schmidt. Please contact him at 9:15 am in room 108.
- Login details: Your account for log in our systems is m_swater1. You will find your password in a letter on your table.
- Food: With the enclosed voucher you can eat for free in the cafeteria.
- WWU Start: All other important information you will find in our portal for new employees.

We wish you a good start!
The University Administration
Hi, I'm Will, your digital mentor. I'm glad to help you to explore your new workplace!
'ZIV Start‘ - a multistep wizzard
Intranet 'MyWWU' – a comprehensive resource
Conclusion

• Good onboarding is very important for the new employee's satisfaction and productivity.

• Universities are characterised by a high degree of complexity and less fixed hierarchies. This makes onboarding difficult.

• The solution of WWU Münster:
  • staggered information flow with different tools (welcome E-Mail, onboarding portal, intranet) to reduce complexity
  • motivating interactive approach with gamification elements