

Executive Summary

Luoma Action Project #10

“New Employee Orientation Systems for Pine Technical College and Fond du Lac Tribal & Community College”

Project Sponsors: Penny Hudlow, CHRO, Pine Technical College/Louise Lind, CHRO, Fond du Lac Tribal & Community College

Team members: Bill Brady, KimChau Ngo, Linda Pesch, Debi Whited, Kathy Hanon

Team Charge

Design a systematic, comprehensive and possibly technology-enhanced process for orienting new employees to PTC and FDLTCC in such a way that will improve outreach to new hires who are off-site, working at different hours or hired at different times.

Process

After meeting with the executive sponsors and determining the scope of the project, team members divided the workload and researched options for the project. We determined that we would offer 3 distinct options to our sponsors. These options provided choices regarding the issues identified by the sponsors as being critical to success: cost implications, installation and continued management requirements, ability to address challenges of training various employees hired at different times, and tracking of employee orientation participation. The team met with the sponsors in December of 2011, refined the proposal options and resubmitted in April of 2012, at which time the sponsors made the decision to move forward with option #2.

Key findings

- Hybrid orientation models (a blend of online and face-to-face) are ideal for colleges.**
 - Challenging schedules of TPT and Adjunct Faculty as well as varied start times for new faculty and staff
 - The information is in an accessible location for employees to review
 - Training topics can be administered at appropriate times (e.g., skills/knowledge required for Day 1 of employment versus the end of the semester)
- D2L is best for hybrid orientations.**
 - D2L is MnSCU’s Instructional Management System
 - D2L can be updated easily by HR and Trainers/Content Managers
 - System is secure because access to orientation site is exclusive to enrolled MnSCU employees, requiring a login and password
 - Training participation can be documented
- An enhanced D2L orientation model like Century College’s is preferred.**
 - Graphics and presentation of training topics are visually appealing
 - Some training topics deliver the content in interactive methods
 - Century College’s CECT team created the site and can contract its services to other MnSCU institutions to replicate the orientation model while also individualizing it to specific campuses
 - Working with an effective orientation resource that already exists within MnSCU exemplifies the chancellor’s vision of championing extraordinary practices in order for MnSCU campuses to be as efficient and as effective as possible
- Cost of implementing the enhanced D2L course site model may be challenging.**

Lessons Learned

<i>What was challenging?</i>	<i>What worked?</i>	<i>What was learned?</i>
Long distances between team members and sponsors	Team building during first week training; team dynamics	A campus visit might have been helpful
Project scope was very large	Variety of meeting types: conference calls and face to face	Agendas for meetings are necessary
Team might have benefitted from having an HR rep	Supportive sponsors who communicated clearly	
Financial and staffing resources were uncertain	Action Learning Coach to assist with communication and keeping on track	
	D2L site for team members	
	Great existing resources within the MnSCU system	