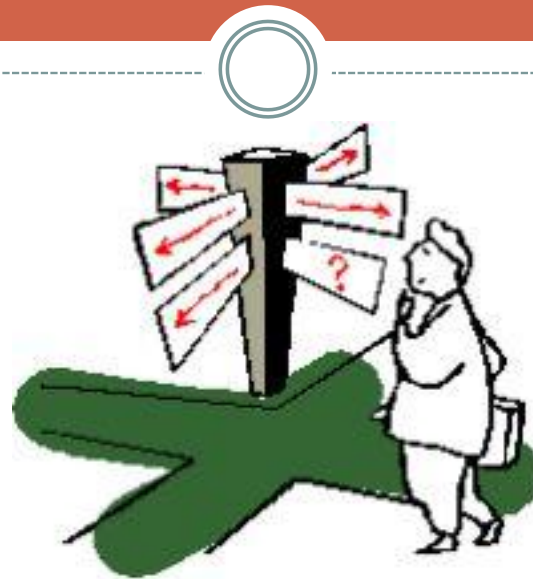


# New Employee Orientation Systems

Pine Technical College & Fond du Lac Tribal and Community College

## PROJECT #10

Presented by Luoma Action Project Group



### SPONSORS

Penny Hudlow, HR, PTC  
Louise Lind, HR, FDLTCC

### TEAM

Bill Brady, Kathy Hanon,  
KimChau Ngo, Linda Pesch,  
and Debi Whited

# Agenda



- **Project Scope**
- **Key Project Team Members & Stakeholders**
- **Deliverables & Milestones**
- **Recommendations**
- **Closure**
- **Q & A**

Presented by your  
Luoma Action Project Group

# Project Scope



## **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.

# Key Project Team Members & Stakeholders



## TEAM

Bill Brady  
Kathy Hanon  
KimChau Ngo  
Linda Pesch  
Debi Whited

## SPONSORS

Penny Hudlow, HR, PTC  
Louise Lind, HR, FDLTCC

# Deliverables & Milestones



<b>Major Milestones</b>	<b>Completion Date</b>	<b>Resources (Hours)</b>
<b>• Team met with sponsors to get clarification on the project</b>	<b>July 2011</b>	<b>1.0</b>
<b>• Team brainstormed next steps via various face-to-face and conference call meetings</b>	<b>September 2011</b>	<b>6.0</b>
<b>• Team members researched orientation systems and compiled results into a D2L site</b>	<b>November 2011</b>	<b>80.0</b>
<b>• Leading orientation models were identified and presented to sponsors</b>	<b>December 2011</b>	<b>40.0</b>
<b>• Team conducted follow-up research per sponsors' requests</b>	<b>March 2012</b>	<b>20.0</b>
<b>• Team assembled information and a proposal of options</b>	<b>April 2012</b>	<b>15.0</b>
<b>• Sponsors selected their preferred option</b>	<b>May 2012</b>	<b>N/A</b>

# Orientation Course Recommendations



**OPTION 1**  
**IN STANDARD D2L FORMAT**

**OPTION 2**  
**ENHANCED D2L COURSE SITE**

**OPTION 3**  
**ORIENTATION WEBSITE**



# OPTION 1

## Orientation Course in Standard D2L Format

### Benefits:

- ◆ Easy for employees to use
- ◆ Can serve as an introduction to the campus Learning Management System
- ◆ Secure employee resource
- ◆ Ability to track employee participation
- ◆ Can share information in a variety of ways
- ◆ Easy to update

### Drawbacks:

- ◆ Could be more visually appealing

The screenshot displays a hierarchical course structure in a Learning Management System. The main categories are:

- WELCOME TO PINE TECHNICAL COLLEGE!**
  - Campus Website
  - Campus Map
  - Pine City Map
- ORIENTATION MODULES**
  - Module 1: Preparing for Orientation**
    - New Employee Orientation Video
    - Instructions
    - Please complete the following forms and tasks:
      - Notice of Intent to Collect Private Data
      - Employee Eligibility Verification Form
      - Worker's Compensation Bulletin
      - Employee Emergency Contact Information
    - Submit copy of resume, licenses (if applicable), and official transcripts
    - Complete W4 and Direct Deposit Forms via Employee Website
    - Orientation Date & Agenda Details
    - COMPLETION SURVEY FOR MODULE I
  - Module II: Preparing for Day 1**
    - Instructions
    - Employee Handbook
    - Parking Form for Full-time Staff
    - Parking Form for Full-time Faculty
    - COMPLETION SURVEY FOR MODULE II

Screen-capture Demo

# OPTION 1: DETAILS



DESCRIPTION	RESOURCES NEEDED	TIMELINE	BUDGET	HOW WE CAN HELP
<p>A D2L site loaded with documents, links, quizzes (tracking tools) and interactive elements (e.g., LodeStar files)</p>	<ul style="list-style-type: none"> <li>• A site creator who has working knowledge of D2L and time dedicated to putting the orientation together</li> <li>• Interactive elements would require licensing for software (e.g., LodeStar)</li> <li>• Software required for any interactive elements would require a person skilled with that software</li> </ul>	<ul style="list-style-type: none"> <li>• Approximately 20 working hours if the site creator has access to all of the materials needed—documents, links, images, videos—as well as clear direction of how it should be organized</li> <li>• If the site creator has to create any of the resources, the timeline significantly increases and is difficult to estimate</li> </ul> <p><b>Tip:</b> Create a test site for viewing and practice to determine what is working correctly; updates could be made quickly</p>	<ul style="list-style-type: none"> <li>• If the site creator is in-kind, the budget coordinates with his/her hourly pay/salary</li> <li>• If a contractor is hired, budget is determined by his/her hourly rate</li> </ul>	<ul style="list-style-type: none"> <li>• We can help with pulling the content together to help the site creator assemble the project</li> <li>• We could start a shell for the D2L orientation site that the site creator could continue to work with</li> </ul>



## OPTION 2

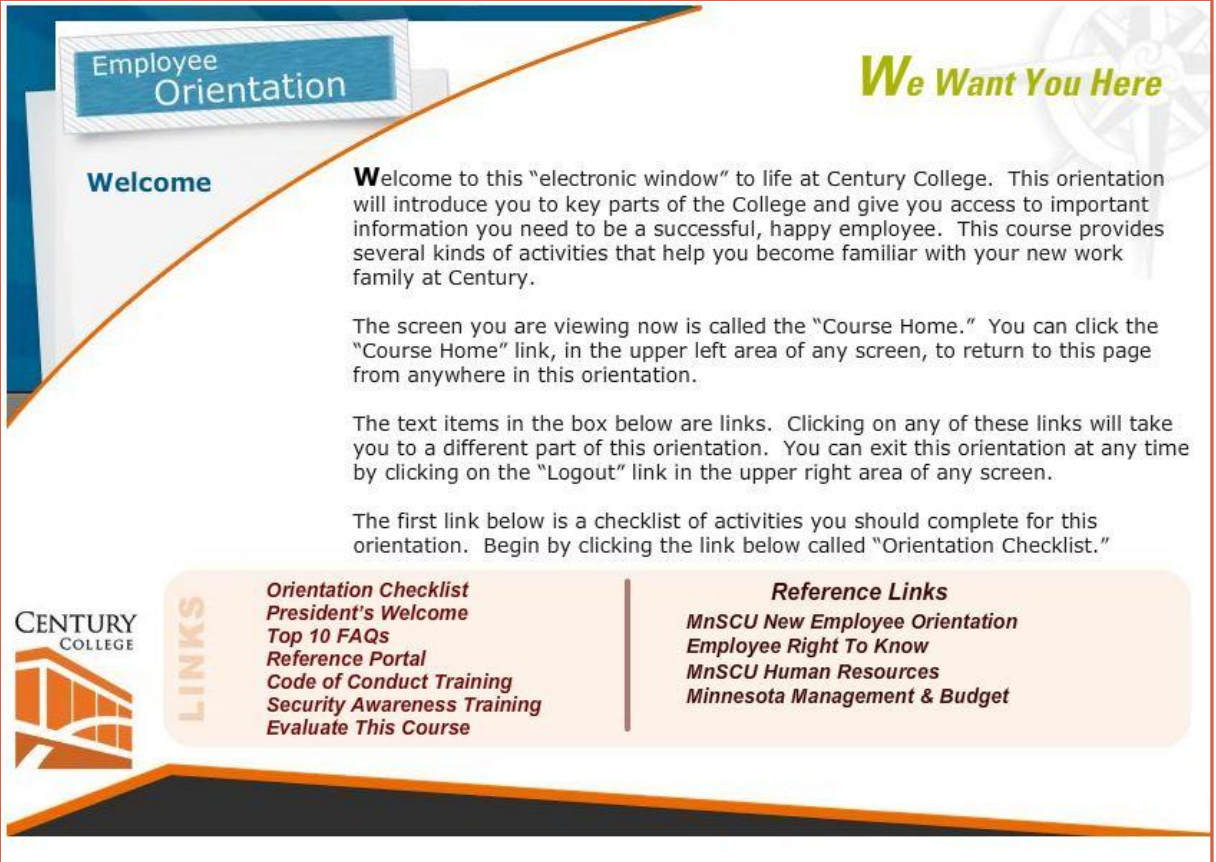
### Enhanced D2L Course Site

#### Benefits:

- ◆ Easy for employees to use
- ◆ Secure employee resource
- ◆ Can track employee participation
- ◆ Can share information in a variety of ways
- ◆ Visually appealing

#### Drawbacks:

- ◆ Difficult to create/recreate without hiring skilled site creators
- ◆ Not as easy to update



The screenshot shows a web interface for 'Employee Orientation'. At the top left, there is a blue box with the text 'Employee Orientation' and a 'Welcome' message below it. On the right side, the text 'We Want You Here' is displayed in a green, stylized font. The main content area contains three paragraphs of text explaining the orientation's purpose and how to navigate the site. At the bottom, there is a 'LINKS' section with two columns of links. The left column is titled 'Orientation Checklist' and lists: 'President's Welcome', 'Top 10 FAQs', 'Reference Portal', 'Code of Conduct Training', 'Security Awareness Training', and 'Evaluate This Course'. The right column is titled 'Reference Links' and lists: 'MnSCU New Employee Orientation', 'Employee Right To Know', 'MnSCU Human Resources', and 'Minnesota Management & Budget'. The Century College logo is visible in the bottom left corner of the screenshot.

**Employee Orientation**

**Welcome**

**We Want You Here**

**Welcome** to this "electronic window" to life at Century College. This orientation will introduce you to key parts of the College and give you access to important information you need to be a successful, happy employee. This course provides several kinds of activities that help you become familiar with your new work family at Century.

The screen you are viewing now is called the "Course Home." You can click the "Course Home" link, in the upper left area of any screen, to return to this page from anywhere in this orientation.

The text items in the box below are links. Clicking on any of these links will take you to a different part of this orientation. You can exit this orientation at any time by clicking on the "Logout" link in the upper right area of any screen.

The first link below is a checklist of activities you should complete for this orientation. Begin by clicking the link below called "Orientation Checklist."

**CENTURY COLLEGE**

**LINKS**

**Orientation Checklist**  
*President's Welcome*  
*Top 10 FAQs*  
*Reference Portal*  
*Code of Conduct Training*  
*Security Awareness Training*  
*Evaluate This Course*

**Reference Links**  
*MnSCU New Employee Orientation*  
*Employee Right To Know*  
*MnSCU Human Resources*  
*Minnesota Management & Budget*

Screen-capture Demo

# OPTION 2: DETAILS



DESCRIPTION	RESOURCES NEEDED	TIMELINE	BUDGET	HOW WE CAN HELP
<p>Enhanced D2L site created by Century College's Continuing Ed and Customized Training group (CECT)</p>	<ul style="list-style-type: none"> <li>• Century CECT helpers</li> <li>• Pine Tech &amp; Fond du Lac's orientation materials: documents, links, images, and videos</li> <li>• Money</li> </ul>	<p>TBD by Century CECT group</p>	<p><b>Option #1:</b> A custom design— Cost: Over \$20,000</p> <p><b>Option #2 :</b> Use of Century shell with updated information. All structural features (i.e. number of pages) must stay the same. Pictures, text, colors, etc. would be customized. Cost: \$4,200 to \$5,600</p> <p><b>Option #3:</b> Use the shell with changes in the structural components of the site. Cost: Depends on number of changes</p> <p>Overall approximate cost of above options: Averages to \$70/hour</p>	<ul style="list-style-type: none"> <li>• Provide connection to Century College's CECT helpers</li> <li>• Share Century's CECT contract information</li> </ul>





## OPTION 3

### Orientation Website Example 1

#### Benefits:

- ◆ Easy for employees to use
- ◆ Secure employee resource if set up correctly
- ◆ Can share information in a variety of ways
- ◆ Visually appealing


#### Drawbacks:

- ◆ Difficult to create due to technical level
- ◆ Need for tech support
- ◆ More difficult to secure
- ◆ Inability to track participation
- ◆ Not as easy to update

**Normandale**  
*community college*

Orientation

Welcome Degree & Programs Student Resources Rights & Responsibilities Registration Start Smart



Welcome to the Normandale Community College orientation for new students.

For more than 40 years, Normandale Community College has helped thousands of individuals achieve their personal and professional goals. Over the years, we have provided traditional and non-traditional students with a broad range of educational opportunities. We offer transfer programs with areas of emphasis in twenty-seven majors, and twenty professional/ technical degree programs.

This is the first part of Normandales' New Student Orientation. The final part of the program is an Advising and Registration session which is a meeting on campus with a counselor and registration for classes.

Our program has five sections to help you become familiar and succeed at Normandale Community College.

You need [Flash Player](#) and [Adobe Acrobat Reader](#) to complete the orientation.


#### Website address:


<http://www.online-orientation.net/normandale/home.cfm>


# Option 3: Orientation Website Example 2

## WINONA

STATE UNIVERSITY





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[WSU Rochester](#)

## New Employee Resources

Congratulations on your employment with Winona State University! Welcome!

Please take a few moments to familiarize yourself with the important information below:

	<h3>Start Here...</h3>	<ul style="list-style-type: none"> <li>New Employee Checklist-Winona Campus (pdf)</li> <li>New Employee Checklist-Rochester Campus</li> </ul>
	<h3>Required by Law</h3>	<ul style="list-style-type: none"> <li>I-9 Form (pdf)                             <ul style="list-style-type: none"> <li>Withing <b>3 days</b> of your start date, you will need appropriate documentation and complete an I-9                                     <ul style="list-style-type: none"> <li>Rochester Employees may contact Kris (kziegler@winona.edu or 507-285-7157)</li> <li>Winona Employees may contact the HU (humanresources@winona.edu or 507-4</li> </ul> </li> </ul> </li> </ul>
		<ul style="list-style-type: none"> <li>Notice of Intent to Collect Private Data (pdf)</li> <li>New Employee Data Sheet (pdf)</li> <li>Form I-9, Employment Eligibility Verification (pdf)</li> <li>W-4 (pdf)</li> </ul>

Website address:

<http://www.winona.edu/humanresources/new%20employee%20resources.asp>

# OPTION 3: DETAILS



DESCRIPTION	RESOURCES NEEDED	TIMELINE	BUDGET	HOW WE CAN HELP
<p>An orientation system in the form of a visually appealing website</p>	<ul style="list-style-type: none"> <li>• An employee or contractor who is skilled in HTML and website design</li> <li>• Orientation Materials: documents, links, images, and videos</li> </ul>	<ul style="list-style-type: none"> <li>• Approximately 220 hours of work time (if all orientation resources are provided with guidelines regarding order)</li> </ul>	<ul style="list-style-type: none"> <li>• If the site creator is in-kind, the budget coordinates with his/her hourly pay/salary</li> <li>• If a contractor is hired, budget is determined by his/her hourly rate</li> <li>• Cost estimate of reallocated dollar resources: \$5,410 (per Winona State's experiences)</li> </ul>	<ul style="list-style-type: none"> <li>• We can provide input on suggested organization of orientation site based on other models we have researched</li> </ul>

**See Project Analysis provided by Winona State (accompanying PPT)**

# Closure



**Sponsors Selected**

**OPTION #2**

Enhanced D2L Orientation Course Site

# KEY FINDINGS

## REGARDING ORIENTATION MODELS



- Hybrid orientation models (a blend of online and face-to-face) are ideal for colleges for the following reasons:
  - 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 for the following reasons:
  - 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

# KEY FINDINGS

## REGARDING ORIENTATION MODELS (CONTINUED)



- An Enhanced D2L orientation model like Century College's is preferred for the following reasons:
  - 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, but the option is being explored



# LEADERSHIP LESSONS LEARNED



## WHAT WAS CHALLENGING

- Long-distance team members
- Long-distance sponsors

## WHAT WORKED & WHAT WAS LEARNED

- Team building in 1<sup>st</sup> week
- Conference call meetings
- D2L site for the Action Group
  - used as a repository for project files and resources
- Action Learning Coach
  - helpful communication liaison
- Face-to-face meetings
  - half-way point locations
- It would have been helpful to visit campuses of sponsors
- Some meetings could have benefitted from an agenda to guide discussion/action items

# LEADERSHIP LESSONS LEARNED



## WHAT WAS CHALLENGING

- **Scope of project was large**
  - Needed to address multiple stages of employment for Faculty and Staff
  - Daunting task for a small team
  - Team had mixed opinions regarding project expectations and outcomes
- **Missing perspectives**
  - Team could have benefitted from the expertise and perspective of an HR representative as a team member

## WHAT WORKED & WHAT WAS LEARNED

- **PPT proposal for sponsors**
  - Minimized scope questions by summarizing options and clarifying how team could serve sponsors
- **Team dynamics**
  - Team had pleasant and productive relationship
  - Each team member contributed his/her own strengths and tasks were divided up accordingly
- **Helpful guidance**
  - Sponsors were very helpful, supportive, and encouraging

# LEADERSHIP LESSONS LEARNED



## WHAT WAS CHALLENGING

- Resources
  - Funding challenges
  - Resource challenges in terms of IT support, especially with smaller campuses

## WHAT WORKED & WHAT WAS LEARNED

- Preliminary Research to Guide Decisions:
  - team discovered several orientation models, which served as helpful examples and allowed for several options for sponsors to consider
- Great resources within MnSCU:
  - Excellent orientation models already exist within MnSCU that could be explored to fund/share system wide

# Questions & Answers



**THANK YOU FOR YOUR TIME AND CONSIDERATION!**

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