Onboarding Reimagined: Phase 2

A guide to owning your growth



Introduction to Onboarding & Offboarding Data

Our goal is to deliver a consistent, inclusive, and empowering onboarding experience that supports long-term retention and engagement.

Purpose & Scope of the Analysis

Purpose:

- To assess and improve our onboarding and offboarding processes for a better employee experience and operational efficiency.

Scope:

- Covers pre-arrival to 90-day onboarding, exit procedures, survey insights, and recommendations aligned with HR strategic priorities.



Overview

Key insights this onboarding and offboarding data analysis will provide:

Employee Experience Trends

- Understand how new hires and departing employees perceive their journey, including satisfaction, clarity of expectations, and support received.

Process Effectiveness

- Identify which onboarding and offboarding steps are working well and where delays, confusion, or inefficiencies occur.

Manager Enagagement & Feedback

- Reveal how well managers are supporting these processes and where additional training or tools may be needed.

Strategic Improvement Opportunites

- Highlight areas to align onboarding and offboarding with broader HR goals like retention, performance, and organizational culture.



Onboarding Reimagined Highlights

Pilot Program Launch

- Launched June 30, 2025
- Structured onboarding for new hires



37 New Hires

Positive Feedback Highlights

- **100%** satisfaction with Day 1 orientation
- **89%** felt well-informed during recruitment
- **78%** valued company overview
- **100%** of new hires meet with their supervisor at least weekly.
- **89%** say these meetings help them understand their role.
- **78%** rate the meetings as Very or Extremely Helpful.

Challenges & Improvement Opportunites

- Gaps in HR-manager handoff
- Lack of inter-departmental training
- Need for consistent manager engagement
- Better cross-functional support

Key Findings From Full Cycle Data

Data was pulled directly from ADP Termination Report, Termination Exit Tracker, Orientation Day 1, Orientation Day 2 and 30 Day Onboarding Surveys.

Key Findings

1. Strong Recruitment & Orientation
2. Training Transition Challenges
3. Offboarding Insights
4. Leadership Impact





Recruitment & Onboarding Feedback

***Data was collected from Day 1 and Day 2 survey feedback*

Strong Recruitment Experience

100% of respondents said their recruiter was timely in scheduling interviews.
89% felt the job description was explained very clearly.
86.96% felt completely informed and prepared for each stage of the interview process.
100% of respondents rated a positve interview experience

Positive Orientation Feedback

100% said the orientation information was presented in a clear and engaging manner.
100% feel they have a good understanding of company culture and values.

Most Helpful Orientation Elements

86.96% found the Company Overview to be the most helpful part of Day 1.

30 Days in Review Feedback

***Data collected through 30 Day Onboarding Survey*

Overview

1. What is working well
2. Opportunities for improvement
3. Areas Needing Immediate Attention



Key Findings from: Onboarding: 30 Day Survey Feedback

Working Well

- **Supervisor Engagement**
  - 100% of new hires meet with their supervisor at least weekly.
  - 89% say these meetings help them understand their role.
  - 78% rate the meetings as Very or Extremely Helpful.

Opportunities for Improvement

- **Overall Onboarding Experience**
  - 67% rated it Good or Excellent, but 33% rated it Average or Poor.
- **Helpful Aspects**
  - Training sessions and team lead meetings were most helpful.
  - Only 11% found tools/software to be a top helpful aspect — suggesting a need to better integrate tech onboarding into early experiences.
- **Tool Provisioning Consistency**
  - 2 respondents (22%) did not receive all necessary tools.

Immediate Attention

- **Interdepartmental Training**
  - 44% said they did not receive adequate training from other departments.
  - 33% rated the training as Inadequate.
- **Structured Onboarding Process**
  - Open-ended feedback highlighted the lack of a formalized onboarding schedule.
  - New hires want a clear, organized plan for the first two weeks, especially given our complexity.

30 Day Insights & Key Themes:

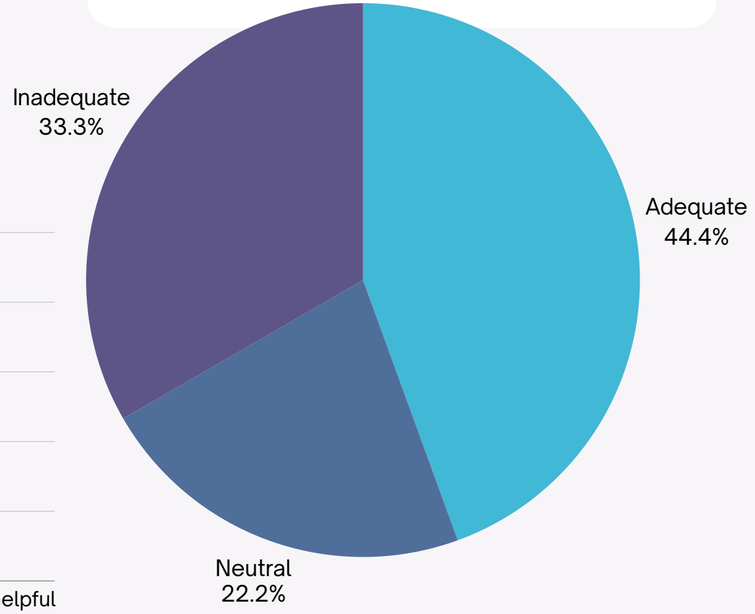
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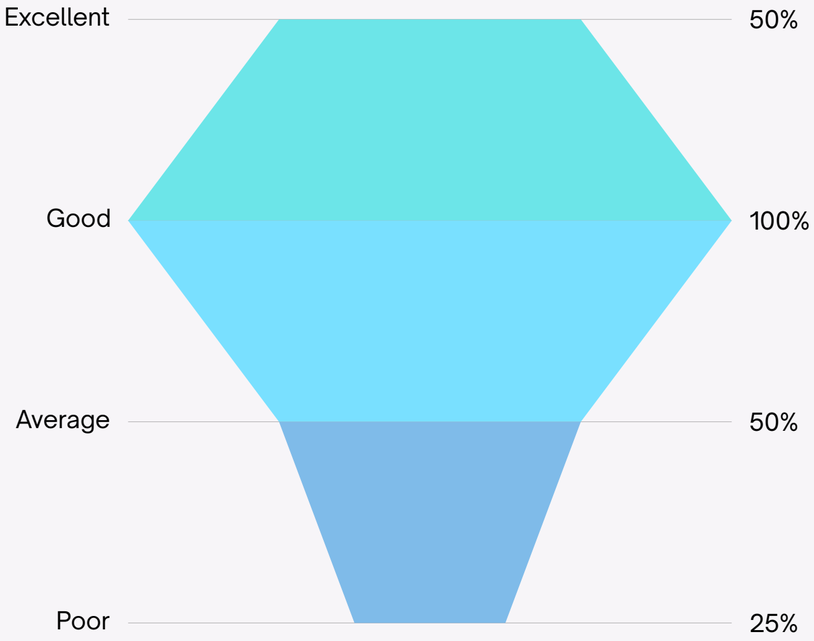
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Strategic Implications

- 67% rated it Good or Excellent.
- 33% rated it Average or Poor.



Strategic Initiatives to Enhance Onboarding Retention



1. **Universal Onboarding Program**

Standardized onboarding across departments ensures clarity and alignment for all new hires, improving their initial experience.

2. **Manager Onboarding Toolkit**

Structured 30/60/90-day plans and role-specific checklists help managers integrate new employees effectively and confidently.

3. **Leadership Development**

Policy and communication training programs cultivate inclusive leadership and a supportive workplace environment.

4. **Automation & Feedback**

Using automation tools for onboarding tasks and engaging focus groups facilitates smooth processes and continuous improvement.

Strategic Solution Pillars for Onboarding

Process Standardization	• Develop a unified onboarding playbook with clear roles for HR, managers, and departments • Automate handoffs and reminders via Asana or HRIS tools
Manager Enablement	• Launch manager onboarding toolkit with timelines, checklists, and engagement tips • Offer quarterly onboarding coaching sessions for people leaders
Cross Functional Integration	• Create departmental onboarding tracks for key functions (e.g., Development, Programs) • Introduce peer shadowing or buddy systems across teams
Experience Measurement	• Launch manager onboarding toolkit with timelines, checklists, and engagement tips • Offer quarterly onboarding coaching sessions for people leaders

Key Findings from: Offboarding Survey Feedback

Knowledge Transfer & Operational Continuity

- **Supervisor Engagement**
  - 100% of new hires meet with their supervisor at least weekly.
  - 89% say these meetings help them understand their role.
  - 78% rate the meetings as Very or Extremely Helpful.

Exit Experience & Organizational Feedback

- **Overall Onboarding Experience**
  - 67% rated it Good or Excellent, but 33% rated it Average or Poor.
- **Helpful Aspects**
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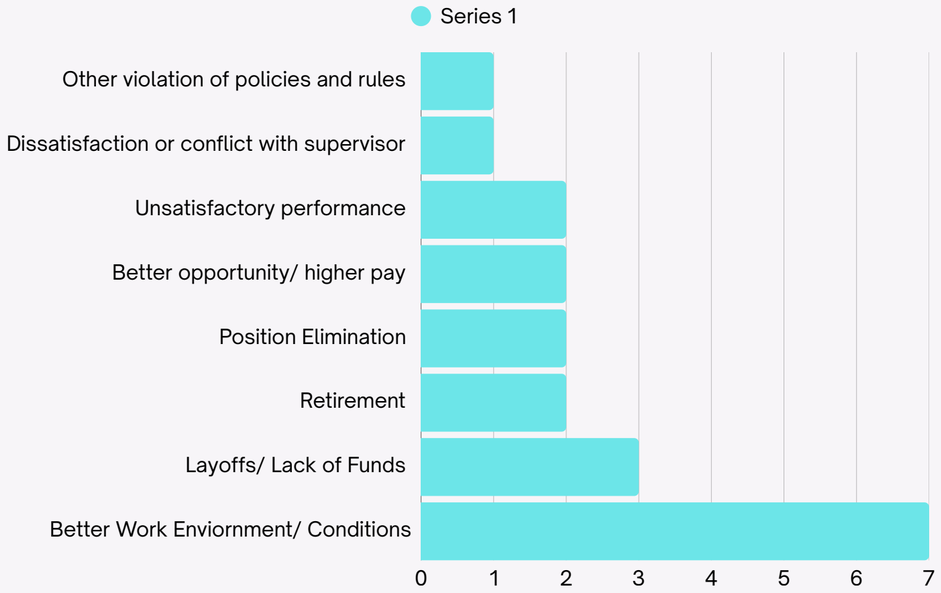
Compliance, Security, & System Access

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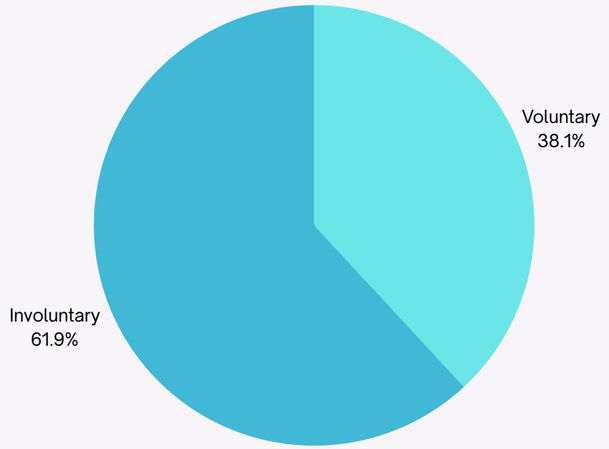
Termination Reason

- Leadership and organizational culture cited frequently
- Manager influence played a significant role in departure decisions



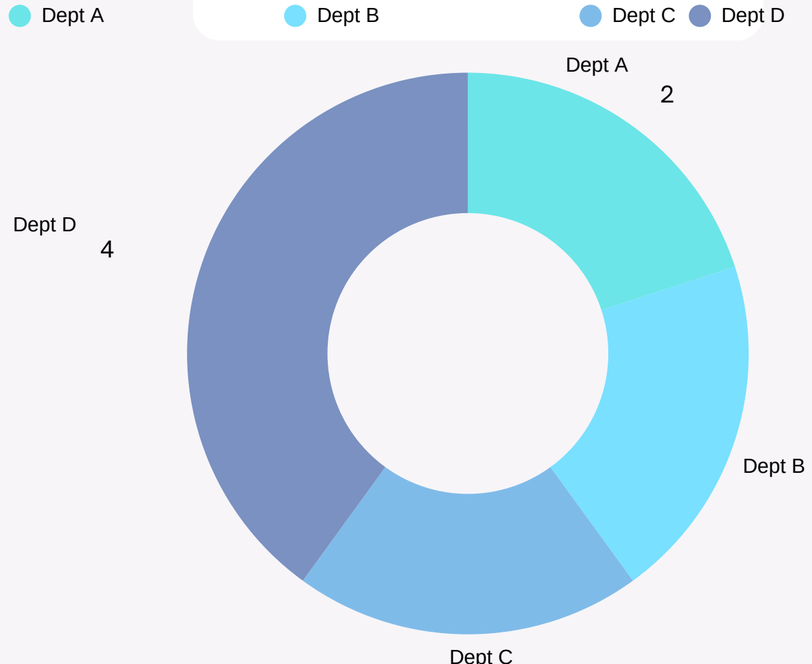
Voluntary vs Involuntary

- 62% of terminations were voluntary
- Top reason: Better work environment/conditions
- 67% eligible for rehire → Retention opportunity
- Most Affected Department: Dept D
- 21 Total Terminations



Termination By Department

- Reinforces need for stronger manager training
- Highlights importance of a supportive, engaging culture
- Suggests onboarding improvements could reduce future attrition



Strategic Initiatives to Enhance Offboarding Retention



1.	**Knowledge Transfer**
	Preserve institutional knowledge and ensure continuity.
2.	**Feedback & Insights**
	Capture honest feedback to improve retention and culture.

3.	**Employee Experience & Advocasy**
	Leave a lasting positive impression and build alumni goodwill.
4.	**Compliance & Offboarding Operations**
	Ensure secure, timely, and complete offboarding.

Timeline & Execution Strategy

Manager Training

Q4 focuses on finalizing onboarding framework and launching focus groups for cross-functional feedback.

Continuous Monitoring & Refinement

Ongoing monitoring of metrics and feedback allows program refinement to ensure sustainable onboarding.

- Q4: Finalize universal onboarding framework and manager toolkit
- Q4: Launch onboarding focus groups for cross-functional feedback
- Q1: Roll out manager training and onboarding automation
- Q1: Monitor onboarding experience and retention metrics
- Ongoing: Refine program based on feedback and exit data trends