NEO Network

New Employee Orientation Network

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Idea: Effective Communication through New Employee Orientation

- Effective communication begins on DAY 1 to ensure new employees are welcomed, team members who are informed and understand expectations through pride, principles, and trust; in support of the mission statement of Facilities Services and the campus.
Current State

- Current orientation program is not welcoming to new employees
- There are multiple levels of employee orientation
- Orientation is generally ineffective or even non-existent in some areas
- Orientation is inconsistent when it comes to accountability
- Often times there is no “go-to” person
Future State - NEO Network  
(New Employee Orientation)

Through our new orientation process, new employees will be:

- Well informed
- Confident to have a voice
- Supported with guidance and mentoring
- Informed of readily available resources
- Confident in what the expectations are of them
- WELCOMED, ACCEPTED, and RESPECTED
Solutions

- Compile best practices, review and assess current orientation program
  - Define who will be surveyed
  - Conduct surveys
  - Provide exit survey
- Develop the NEO Network procedure
  - Streamline training requirements
- Define components of the network through a pilot program
- Implement NEO Network
Timeline

- Summer 2017 Survey and Information gathering
  - Supervisors - current procedures
  - Recently hired employees - orientation experience

- Fall 2017
  - Review data
  - Procedure development

- December 2017
  - Progress report

- Spring 2018
  - Pilot Program
  - Survey post-pilot program candidates

- Summer 2018
  - Implement NEO Network
Measures of Success

- Retention of new employees
- Feedback through surveys, supervisor discussion, points of contacts within the NEO Network
- New employees should reflect our proposed Future State through:
  - Empowerment, support, confidence
  - Knowledge of available resources
- WELCOMED, ACCEPTED, and RESPECTED