

Jump "On Board!"

Introductions

Dr. Dave Fedorchak

Director of University Admissions

Towson University

14 years in Higher Education

B.S. Exercise Science – Western Maryland College – 2003

M.S. Sports Management – California Univ. of PA – 2007

Ed.D. Educational Leadership – Argosy University, Tampa - 2014

Jen Ziegenfus

Associate Director of Recruitment

Towson University

7 years in Higher Education

B.S. Meteorology – Penn State University – 2008

M.Ed. Higher Education – Salisbury University – 2015

Ed.D. Leadership and Learning in Organizations – Peabody College
at Vanderbilt University – Expected Graduation 2021

Objectives and Outcomes

- I. The Process before Onboarding
- II. Training v. Onboarding
- III. Pathway to Success
- IV. It's not always Unicorns & Rainbows
- V. Takeaways

Pre-Onboarding

Interview

- Strategic Plan (mission and vision)

Pre-Onboarding



We value our Tiger **STRIPES**

Serving **S**tudents
Teamwork **R**espect **I**ntegrity **P**roactive **E**ngagement

Pre-Onboarding

Interview

- Strategic Plan (mission and vision)
- Core Values
- Set expectations (especially for entry-level)

Hiring

- Introducing staff to new employee
- Relocation?

Pre-Onboarding

(Supervisor Role Prior to Start Date)

Prepping the physical space

Access to technology (make a list)

Update expectations

Update Training Binder (if it exists)

Calendar appointments

Photoshoot appointment

Update organizational chart and phone list

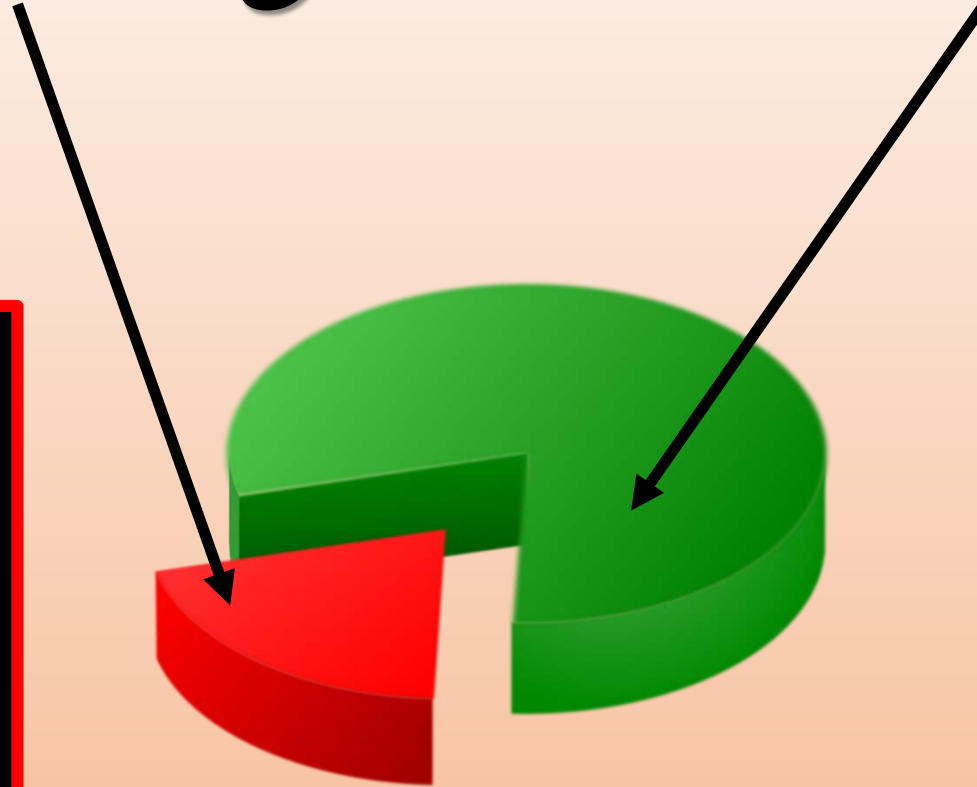


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Training v. Onboarding



Specifics actions
Organized activity
Sharing of instructions

Core values and mission
Building bonds
Reinforce the reputation

First Three Weeks

(What else to consider)

Micromanaging v. making assumptions

Connections with internal/external partners

Updating the website

Explaining the office structure

Making them feel welcome

New to the area

Delivery method of new material



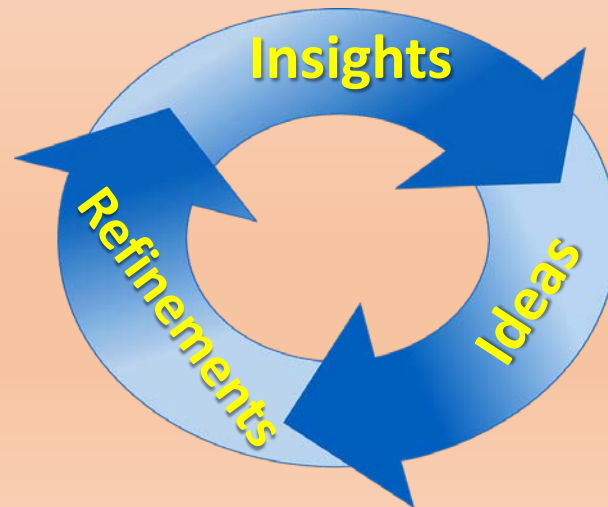
The Rest of the Year

Check-Ins & Surveys

3 Months – Mutual feedback and training renewal

6 Months – Continued feedback and performance review

9 months - Continued feedback and upcoming expectations



Celebrations and Development

- Anniversary Celebrations
- Achieving Team Goals
- Community Service
- Team Building
- Happy Hours/Bowling/Pirate Cruise



Offboarding

Documentation/Handout of Final Expectations

Explanation of time off

List of commitments and sharing of responsibilities

Reminder of student interactions (redirecting)

Out Of Office email and Voicemail

University property

Office space





***Conversation
&
Questions***

Contact Information

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