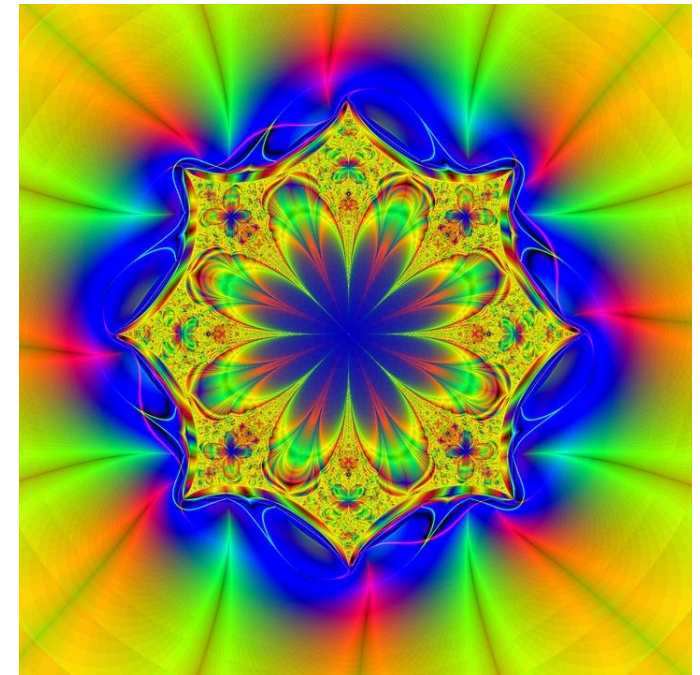


Kaleidoscope of Induction

Kirsty Dixon, University of York

Laurina Macaulay, Edinburgh Napier University

Sarah Carty, University of Roehampton





Our session aim

- To share our experience of reviewing our Staff Induction session. The process and where we are now.
- Time for Q&A's at the end.



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- *Russell Group University*
- *College & Faculty based*
- *Circa 4500 staff and 18000 students*
- *Average staff new starters per month 76*

Current programme outline

Introductions & Welcome

An Overview of the University

Information Fair

You and the University

- Runs 9.15am – 3pm.
- Every 4 – 6 weeks.
- Very packed day.
- All sections presented by different speakers plus Information Fair stands.
- Logistical nightmare!
- Combined Powerpoint of over 150 slides.
- Table and interactive quiz.



What we've done so far

- From SDF email response, spoke to other Universities.
- Visited 2 Universities to see their Staff Induction in action.
- Pulled data from our feedback forms for past year.
- All staff survey.
- New starter data.
- Focus Groups – general staff, Information Fair staff and current presenters.
- Met with University Executive Board (UEB) member.
- Discussions within People & Organisational Development team

What the feedback has told us?

- Waiting too long to be able to get booked on.
- People like the session and opportunity to meet fellow new starters.
- Death by Powerpoint and far too much information to take in. Also feels rushed because there is so much information to get across.
- Not interactive enough. Like quiz, interactive quiz and group work.
- Governance/What the University is like/Strategic Objectives top of what people want out of the session.
- Like the idea of the Information Fair but doesn't work in its current format.
- There are areas of Induction outside of the face to face session which need reviewing.

Moving forward – the revised version

- Stick with current timings.
- Have some pre-work.
- Keep UEB introduction/about the University/Strategy/Governance. Introduce Vice Chancellor welcome video.
- More interactive and engaging. Learning from and with each other with more group work.
- Increase use of Information Fair and information sharing.
- Current presentations delivered differently.
- Jigsaw exercise for finding out who's who. Grouped in Colleges - find out more in groups and feedback.
- Kahoot quiz with prize.



Moving forward – what else?

- Source larger venues to increase bookable places.
- Enhance the overall Induction package.
- Staff IT access before start date.
- Improving the Induction webpages with more information and bite size video's.
- Automatic enrolment onto Staff Induction.
- Look at departmental induction and how effectively the checklist is used. Consistency across departments.
- How quickly do staff get onto the induction process?
- Keep reviewing.

Next presentation:
Laurina Macauley



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Edinburgh Napier
UNIVERSITY



About Edinburgh Napier



- 19500 students from over 140 countries
- 3 campuses based in Edinburgh
- Modern university receiving university status in 1992
- 1500 staff

Edinburgh Napier staff induction review

Overview

In October 2017 a project was initiated to review the current induction process. This was in response to staff feedback around their experiences when joining the university. Some critical feedback received was around the consistency of local induction and no clear overall process.

The 2017 process consisted of:

- 2 face to face events at 3.5 hrs each
- Manual day 1 email from the learning and development team
- No line manager induction
- A manual paper checklist for completion that was submitted to HR, to retain on staff files
- No reporting mechanism
- 6 different systems to access required induction activities

The project team

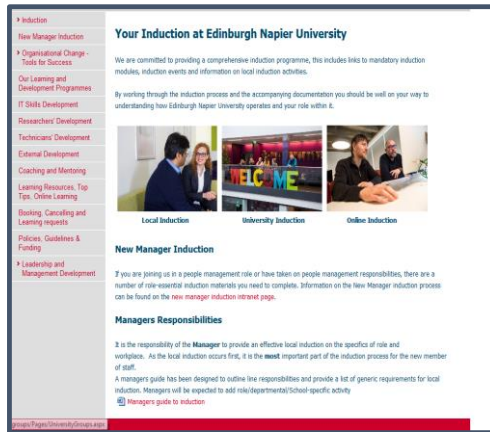
A project team, working group, advisory group were created. facilitated focus group sessions were completed. This allowed me to get a broad understanding of the issues and the types of activities we could introduce.

I would absolutely recommend engagement from across the university when implementing a change like this. This helped with overall engagement when the project was launched.

What we introduced

In December 2018 a new induction process and supporting documentation was launched.

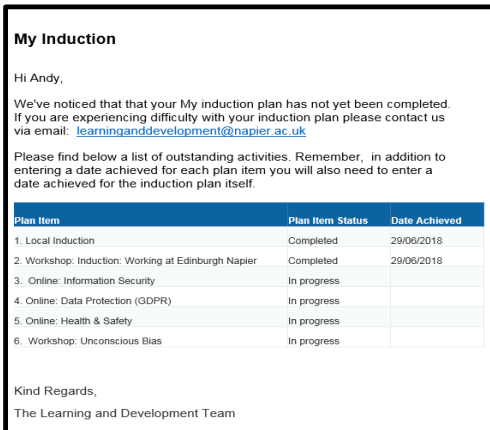
- Creation of:
 - One stop shop staff intranet page
 - Downloadable checklist for new staff and managers
 - Guidance document for managers
 - Buddy agreement and guide
 - Induction checklist for new line managers
 - Automated welcome emails
 - An online induction plan through their Itrent learning account, to track progress
 - Automated reminder emails to staff and managers to complete induction activities within the 12 week period.
- Agreed and outlined all mandatory training for new starts
- Design of a half day face to face event
- Design of a management information report to produce stats on completion rates.
- Automated survey from Itrent issued 6 months after start date to capture feedback



Interactive intranet page launched, this achieved 700 hits within the first 8 weeks.



Online induction plan to record the full induction process. Currently 74% of all new starts have completed their plan within the 12 weeks



Automated reminders for staff and managers on the completion of their plan within 12 weeks. These trigger from 6 weeks and go out every month until all activities are complete. Any non completers are placed into an escalation report

Continuous improvement

The induction process is an ever moving beast. Schools and departments all have an opinion. We request feedback on the process every 6 months and review the whole process on an annual basis. This is our first year and already there are changes I would like to make.

These will include:

- Further automation on completions of plans
- Refinement of MI report
- Automated emails to managers 3 weeks prior to new start joining
- Linkages with on boarding project within recruitment
- Access to mandatory training before start date
- Introduction of induction App

Despite clear guidance local induction still proves to be an issue. The experience of the new employee varies from school to school and department to department.

Our thoughts around this are:

- Induction toolkit for managers
- Working with the HR partners to ensure the guidance is used
- Working with the Department of Learning & Teaching Enhancement and the Research and innovation office to provide a specific academic welcome that will cover what it means to be an academic/ researcher at Edinburgh Napier, with an emphasis on what is expected within their first 6 months.



University of Roehampton

Learning and Development Lead

Sarah Carty

Who are we?

Our history dates back over 175 years, where four Colleges create a beautiful 54-acre parkland campus, with classic listed buildings alongside modern, cutting-edge facilities.



The journey to where we are now



- Prior to 2015 - year long induction process
- 2015/16 – introduction of quarterly sessions, 4 days long each
- 2017/2018 – days reduced from 4 days to 2.5
- 2018/2019 - 1.5 days long, with content moved to online platforms
- 2019/2020 – Lets see!

Current programme

Corporate Induction – Schedule of Events Day 1

Day 1 - 19th September 2019 VC Welcome, Strategy & Student Support Venue – D.003, Duchesne Building (AM) and Portrait Room, Grove House (PM)	
09.00 – 09.30	Tea / Coffee with pastries (<i>in Duchesne foyer</i>)
09.30 – 09.45	Vice Chancellor's Address – Professor Jean-Nöel Ezingard, Vice Chancellor
09.45 – 10.00	Communications – Caragh Johnson, Head of Marketing and Communications and Kelly McDonnell, Director of Recruitment and International Development
10.00 – 10.15	Alumni – Eleanor Merrick, Director of Alumni, Development and Careers
10.15 – 10.30	Wellbeing Service – Dr. Aleata Alstad-Calkins, Director of Student Services
10.30 – 10.45	Student Engagement – Professor Marilyn Holness, OBE, Director of Student Engagement
10.45 – 11.00	Tea/Coffee
11.00 – 12.30	Heritage Tour of Roehampton Lane - Gilly King, History & Heritage Promotions Adviser
12.30 – 13.30	Lunch in the Portrait Room – with Senior Staff/All presenters
13.30 – 13.45	HR Introduction – Andy Lamb, Director of Human Resources
13.45 – 14.15	Learning & Teaching – Jo Peat, Head of Educational Development
14.15 – 15.00	Campus Tour - The Base, Roeactive, Students Union and others
15.05 – 16.00	Comprehensive Library Introduction – Academic staff

Corporate Induction – Schedule of Events Day 2

Day 2 – 20 th September 2019 Essential Workshops and Heritage Tour Location: Parkstead House – Gilbert Scott Theatre (AM) & Richmond Room (PM)	
09.15 – 09.30	Tea / Coffee (<i>outside Gilbert Scott Theatre</i>)
09.30 – 12.30	Equality, Diversity and Inclusion – External trainer
12.30 – 13.50	Marshmallow Lunch!
14.00 – 15.00	Heritage Tour of Parkstead House – Gilly King, History & Heritage Promotions Adviser (<i>please meet in the reception area of Parkstead House</i>)
15.00– 16.00	Prevent – Jo Peat, Head of Educational Development (Richmond Room)
16.00 – 16.30	Tea and cake with Trade Union partners (Richmond Room)

Varied Locations – tours and talks

Campus map

Main Campus

For a more detailed campus map, please visit our website

Whitelands College

Map Key

Buildings

- 1 The Students' Union
- 2 Michaelis Building
- 3 Grove House
- 4 Howard Building
- 5 Hirst Building
- 6 Our new Library
- 7 Duchesne Building
- 8 Jubilee Building
- 9 Elm Grove
- 10 Queen's Building
- 11 Harvey Building
- 12 Lulham Building
- 13 Parkstead House

Cafés / Food / Drink

- 14 Café and Southlands Diner
- 15 Starbucks / The Union
- 16 Digby Diner
- 17 The Hive Café
- 18 Whitelands Canteen
- 19 The Sett

Worship Spaces

- 20 Digby Chapel
- 21 Southlands Muslim Prayer Room
- 22 Southlands Chapel
- 23 Whitelands Chapel
- 24 Whitelands Muslim Prayer Room

Bus Stops

- 25 For Barnes station
- 26 For Whitelands College



Feeding Back into Future Development

- Create an Online Induction Suite
- 6 Minute How to Videos
- Network lunches for new staff up to 12 months
- Larger focus on Wellbeing on Day 1
- Reviewing feedback from previous surveys, implementing where possible – continuous improvement, continuous state of flux!

Questions?

..for any of us..



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Roehampton
London