

Welcome to...

All [on]board! How Ryerson onboards financial aid staff

This session will begin at 1:05
p.m. sharp.



10 March 2021

Onboarding ≠ Orientation

Orientation is a one-time event welcoming new employees to your company.

Onboarding is a series of events (including orientation) that helps new employees understand how to be successful in their day-to-day job, **and** how their work contributes to the overall business.



www.insperity.com/blog/employee-onboarding-vs-orientation-need/

Hello! I'm Bianca Marryshow.



Education Consultant: Organizational Effectiveness and Team Development

- Assistant Manager, Student Financial Assistance at Ryerson University
- Proud Ryerson Alum:
 - Bachelor of Arts, Sociology
 - Organizational Leadership Certificate, Chang School
 - Masters of Science in Management Candidate, Ryerson University
- Philanthropist

Speaking & professional leadership



**Ryerson
University**

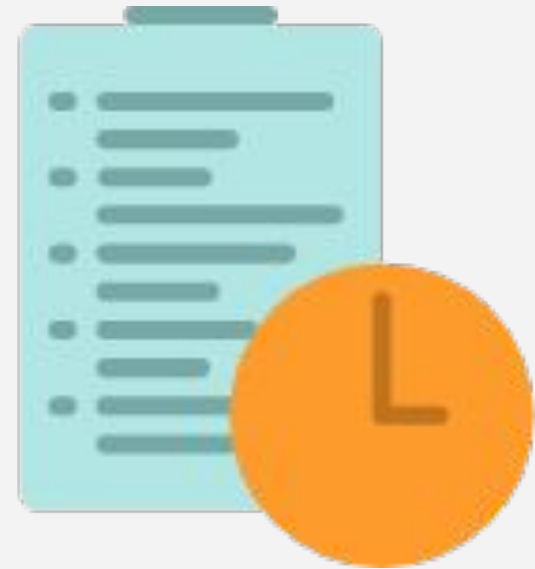
Today's focus

$$3 \times 5 \times 3$$

3 sections

5 lessons

3 tips



Agenda

What we do: A dive into Ryerson's onboarding strategy

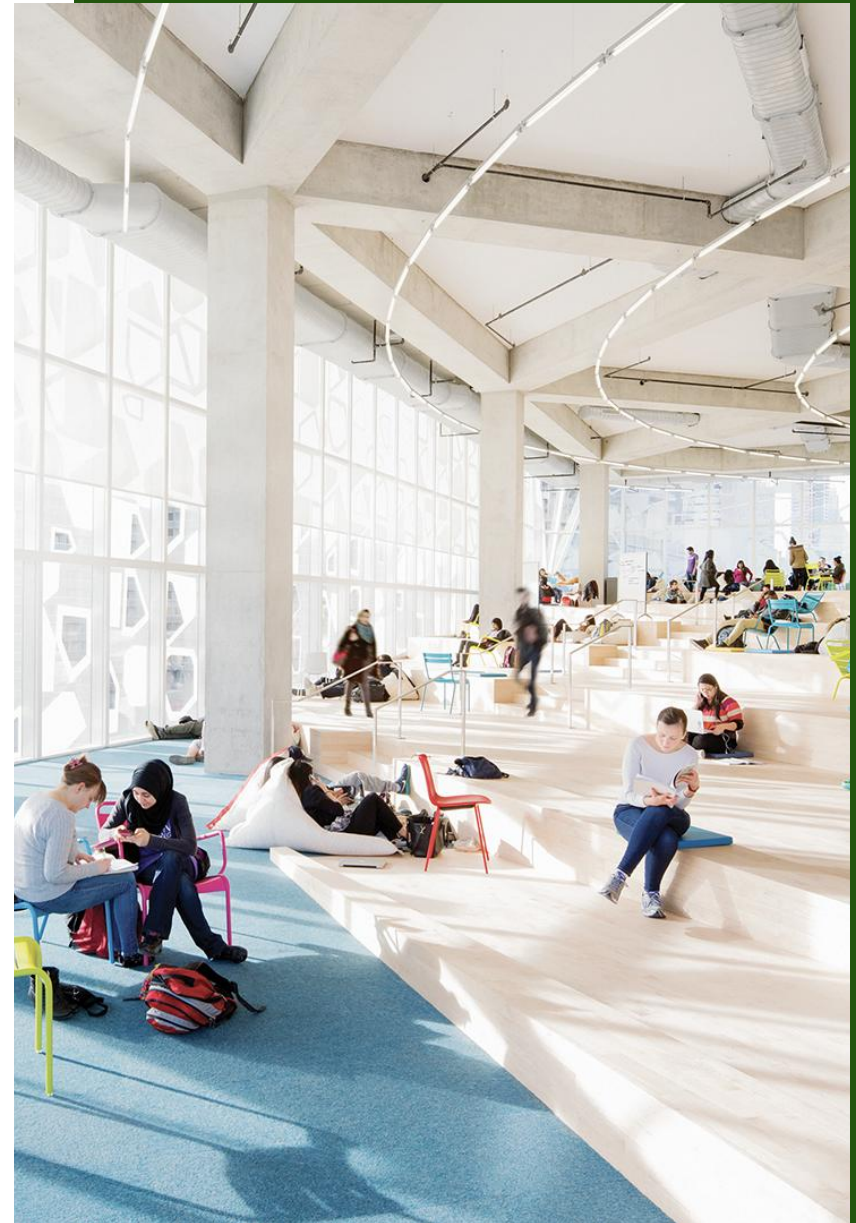
- Tech Checks
- Entrance interviews
- Legacy lessons
- Learning and development
- Reaching out to reach in
 - The 1/7 strategy
 - The 90 day plan

The science behind Ryerson's onboarding

- Flipped learning model

Creating your onboarding strategy

- Kickstarting your onboarding plan



What we do: A dive into Ryerson's onboarding strategy

Tech Checks

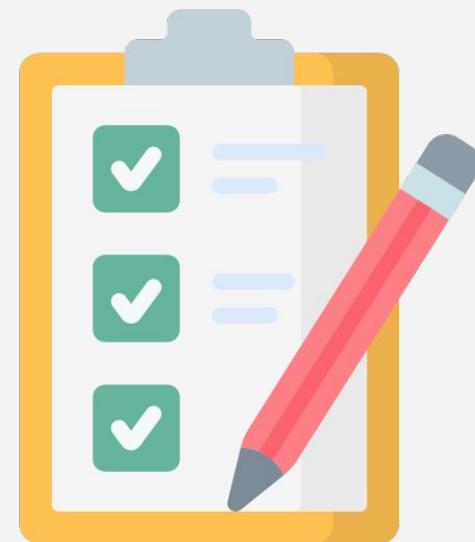
Tech checks are all the softwares and tools new staff require.

System access

- Inboxes
- Team drive
- 2 factor authentication
- VPN access
- eHR access

Portal access

- One Key portal
- Provincial and/or FAFSA portals
- OASFAA/CASFAA membership



Entrance Interviews

The entrance interview is Google form based; allows for quiet time to develop and write down meaningful, deep responses.

Forms explores:

- Workplace motivations
- Communication preferences
- Support preferences
- Receiving recognition
- What they hope to get out of the job
- Favourite sweet treat



Legacy lessons

A **legacy lesson** is a mini **history lesson** that **humanizes** your department.

Legacy lessons tackles three things:

- **Who** your department is
- **Why** things are the way they are
- **What** your biggest pain points are



Learning and development



L&D broken down into three types: **Self-guided**, **guided**, and **ongoing**.

Self-guided learning is paced and purposeful.
New staff complete:

Department specific learning

- Confidentiality agreement
- Telephone and in-person standards
- Email standards

HR modules

- AODA
- Workplace violence
- Environmental safety
- WHMIS
- FIPPA

Guided learning is formal training on OSAP processes and procedures.

- High level training
- Processes and procedures
- Capturing stats

Ongoing learning is training that is continual.

New hires are asked to browse our:

- SFA website
- Team drive
- SFA calendar/critical path
- Instruction manuals
- OSAP/SFA acronyms and terminology dictionary

Flipped learning model

Group learning → Individual learning

4 Pillars of F-L-I-P

- 1 Flexible environment
- 2 Learning Culture
- 3 Intentional content
- 4 Professional educator



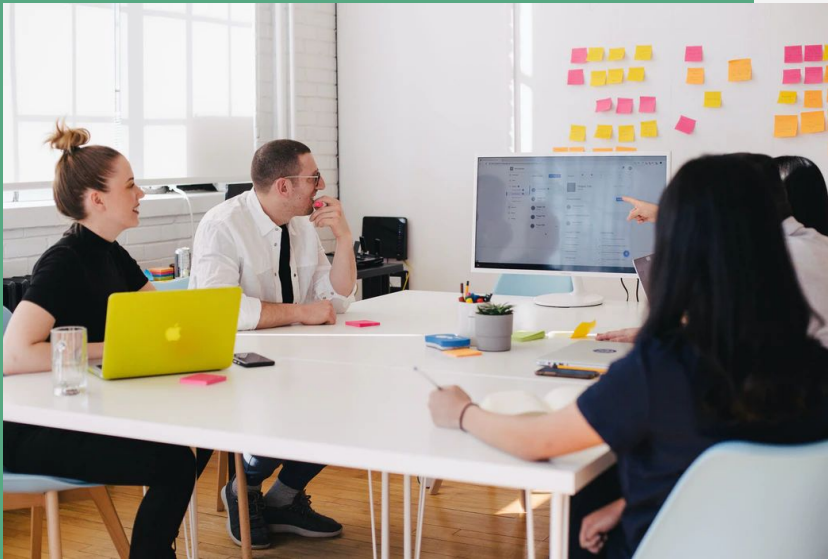
The 1/7 Strategy

The 1/7 Strategy are the two most important initial touch points for new hires.

- 15 to 20 minutes
- Unstructured; no questions provided
- Ask about their first day and first full week
- **Let your personality shine through!**



The 90 Day Plan



The first 90 days are critical for employee retention.

- 30 to 45 minutes
- Semi-structured (have questions, allow open chat time)

Creating your onboarding strategy



Tip one: Engage key stakeholders

- Right departments, right people
- Knowledge and resource share



Tip two: Identify and document processes

Three highlights:

1

Determine where your onboarding will live

- a. Google drive
- b. Share drive

2

Audit your processes

- c. Quick wins

3

Document your processes

- d. Step-by-step instructions (written and visual)



Tip three: Test, test, TEST!!

- **Test instructions yourself**
- **Create time for feedback from both sides**
 - New hire
 - Current staff



What's next for Ryerson?

- Google sites
- Financial aid in the RO training
 - Units of the RO
 - Academic advising
 - Monthly newsletter series
- Digital advising
- Offboarding strategy



What's next for you?

What is one onboarding goal you will set for yourself within the next 30 days?

Specific
Measureable
Achievable
Relevant
Timely
Evaluate
Re-adjust



Thank you for joining us!

Connect with me:



[linkedin.com/in/biancamarryshow](https://www.linkedin.com/in/biancamarryshow)



bianca.marryshow@ryerson.ca

