Resolution 3: Enhancements to the Cornell University Onboarding Process

Abstract: The sponsors of this resolution seek positive change in the Onboarding experience for Cornell University staff of all levels.

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Reviewed by: Employee Assembly Welfare Committee, 2/2/2022

Whereas, Cornell University employs over 7,500 benefits eligible staff on 5 different campuses and various extension operations throughout New York State and beyond.

Whereas, Cornell University hires/promotes nearly 1,000 new benefits eligible Staff annually between ten Colleges, eight schools and a myriad of departments and divisions spread throughout these campuses, colleges, schools and various extension operations.

Whereas, Cornell’s onboarding have a limited number staff that are solely responsible for welcoming and educating these staff to and about the University’s benefits, policies and many more aspects of university work.

Whereas, Current central onboarding experience is a one-hour (or more) meeting with the Onboarding team to finalize benefits and get an introduction to other systems (noting that additional time is made available if requested).

Whereas, Cornell University relies on both central and local Human Resources organizations to coordinate with the hiring, onboarding and retention of the over 7,500 staff in addition to over 1,000 new hires/promotions annually.

Whereas, Staff members changing employee status can sometimes miss information in the transition which can impact one's sense of belonging and desire to remain at Cornell University.

Whereas, Forbes states that more than four-and-a-half-million people quit their jobs in 2021, and despite the available jobs far outnumbering employable people, employers will have to compete to “not only recruit new employees, but to retain those that they already have”.

Whereas, Individual unit areas employ a variety of homegrown and purchased technology solutions, tracking mechanisms, onboarding requirements and other aspects of the welcoming experience.

Whereas, Staff benefits change as they continue their career here throughout their first 10 years of employment; including paid time off, balances, retirement contributions, educational opportunities, dependent care tuition reimbursement and more.

Whereas, Indeed.com identifies that a buddy system can connect new employees with peers and colleagues to help welcome new employees, boost confidence, increase productivity and improve retention.

Indeed for employers. (2022). Creating a Buddy System in the Workplace

Retrieved February 1, 2022, from
https://www.indeed.com/hire/c/info/buddy-system?gclid=Cj0KCQiAw9qOBhC-ARIsAG-rdn4jAwxSw5xWg1Fc7HeKEuSPzbtQp2OEknSP22AaKDM9D0fOheRFMosaAn5jEALw_wcB&aceid=

Whereas, Cornell University has a mission to focus our collective efforts on creating a campus community where individuals from diverse backgrounds and life experiences can both contribute and thrive. (https://diversity.cornell.edu/belonging)

Be it therefore resolved, the Employee Assembly recommends that Cornell University endeavor to enhance the onboarding experience and to extend it to a minimum of a one-year program of engagement with new employees and employees experiencing a change in status.

Be it further resolved, the Employee Assembly recommends that Cornell University looks to utilize a standardized technology system that would allow easy access to required, recommended and quality of life resources and information for all staff members throughout their career at Cornell University.

Be it further resolved, volunteers from the Employee Assembly and throughout Cornell University may consider supporting initiatives in Human Resources Analytics to utilize platforms like CoworkerCoffee and Donut to model an infrastructure for a buddy system (or similar) could serve as a conduit for knowledge sharing and the incorporation of innovative ideas, technologies, and enhancements for an organization and its staff.

Be it further resolved, that Unit level Human Resources teams involved in the hiring and onboarding process be more efficiently connected to the Central level initiatives, programs and
information involved in the hiring and welcoming of new team members, including the
utilization of Unit level HR team members to be actively involved in continuing to enhance the
welcoming experience for all Cornell staff.

Be it further resolved, the Employee Assembly recommends that Cornell University prioritize,
in terms of both financial and time investments, the onboarding and retention of current and new
staff members to ensure that operations can effectively attract, hire, and retain a talented diverse
pool of team members to Cornell University.

Be it finally resolved, that the Employee Assembly recognizes and applauds the work currently
being done in the onboarding realm by both Central and Unit Level Human Resources and
Hiring managers across the University.

Respectfully Submitted,

Brandon Fortenberry

Student and Campus Life Employee Assembly Representative