

# **Welcome Aboard!**

## **Supporting the Process of Integrating New Staff with Onboarding Tools**

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# Introduction

**How can new employees successfully be integrated into universities  
with the help of IT?**



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# The onboarding process

☝ The initial process of integrating newly hired staff into an organization

## To learn...

- how the organization is build
- what tools are used
- what rules apply
- attitudes, knowledge, skills, and behaviors needed

**... to fulfill their role effectively**

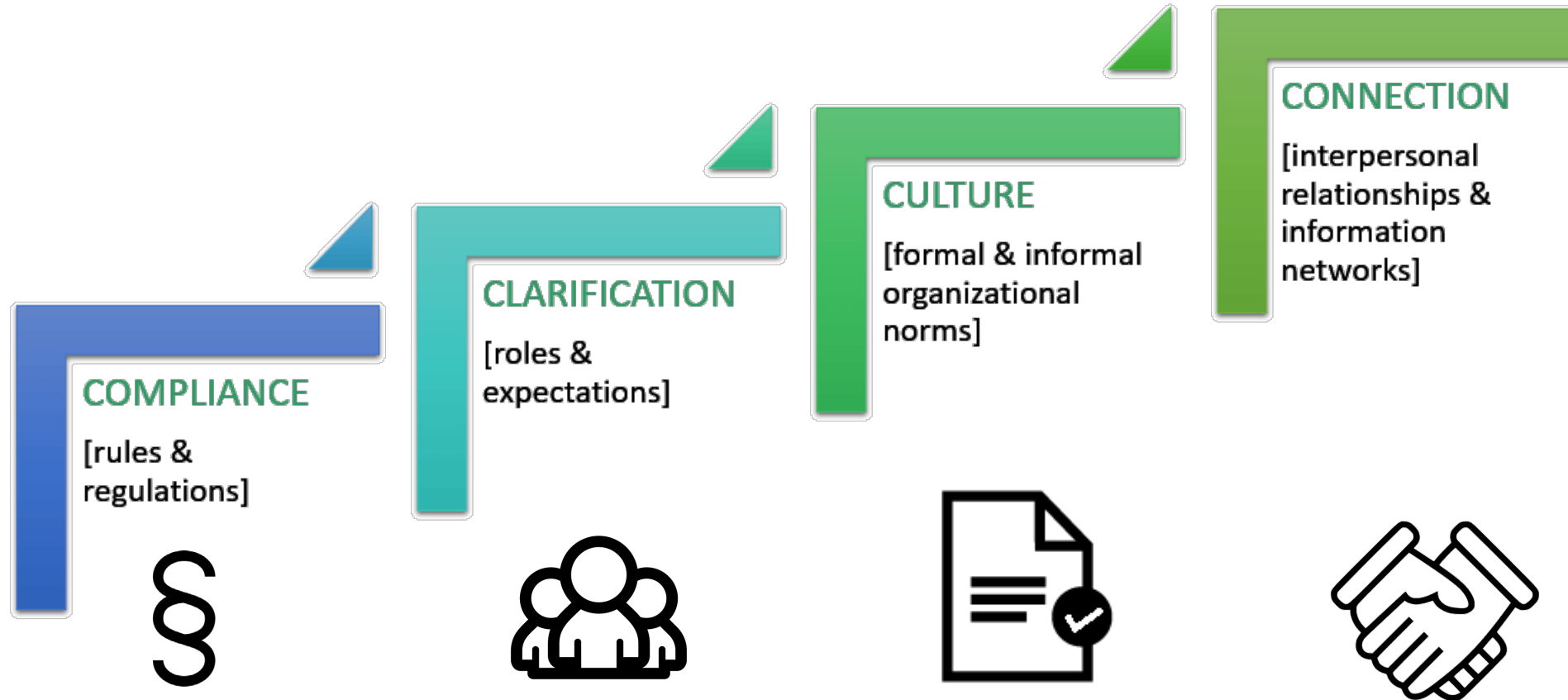


# Onboarding: The technical process



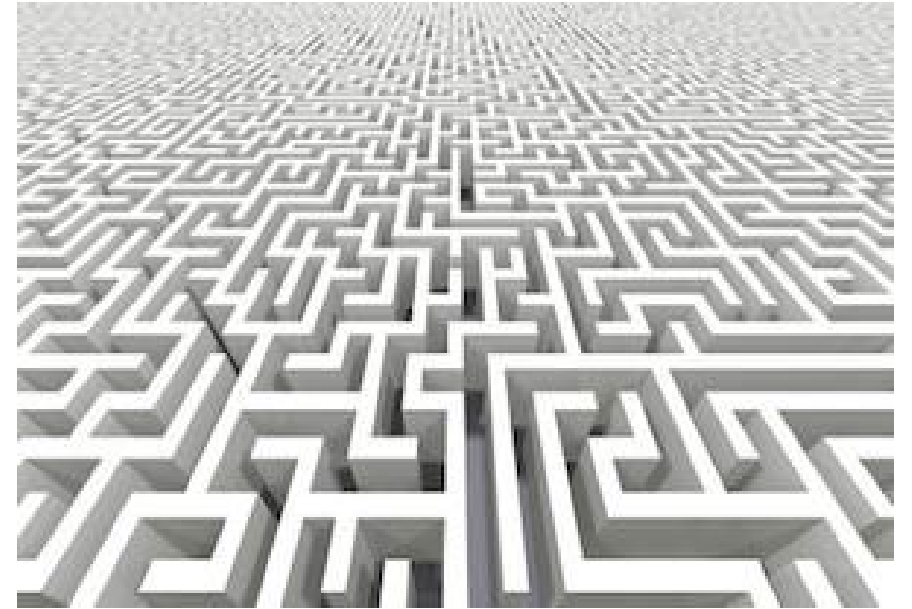
Source: <https://www.optimumcs.com/webinar-nintex-employee-onboarding/>

# Onboarding: The integration process

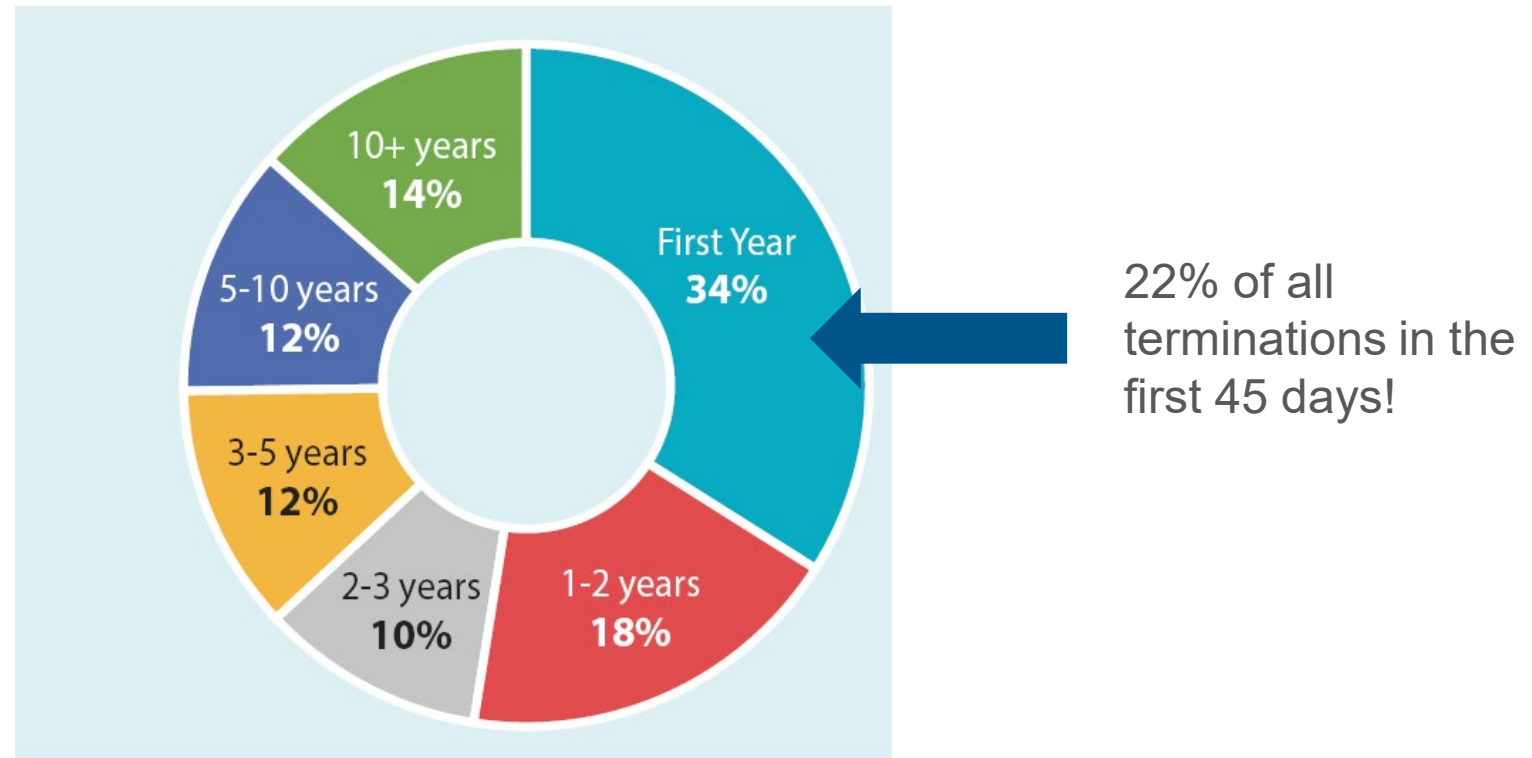


# Special challenges for universities

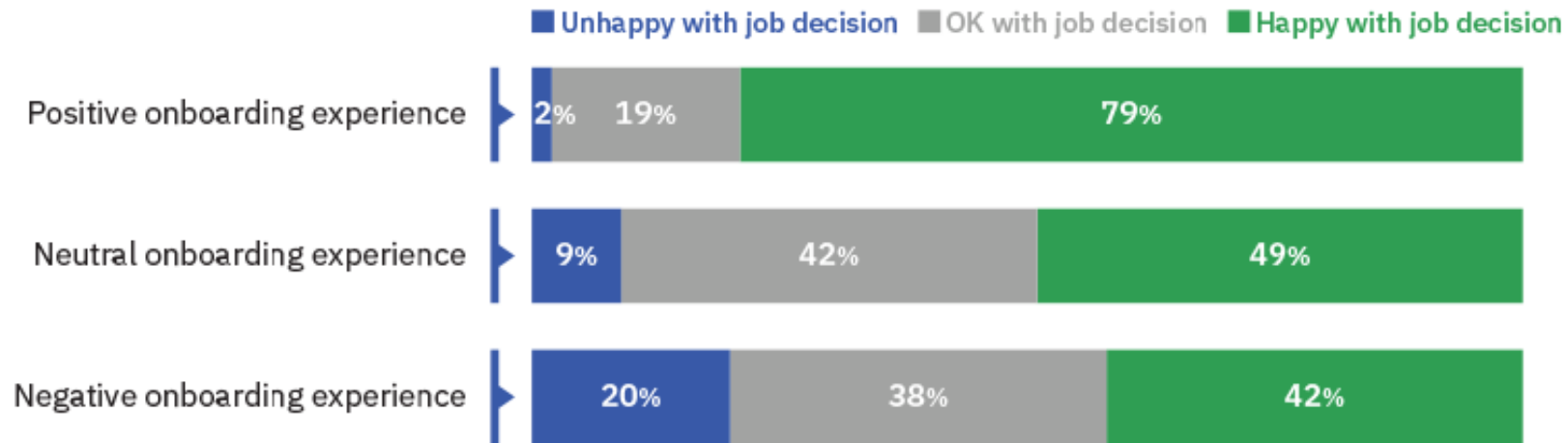
- Very complex structures
- Numerous (technical) systems
- Lack of concrete contact persons
- Lots of information & different sources
- Many employees from abroad (different languages)
- New forms of working ('fluid' or 'gas' stadium)



# Onboarding & terminations of employment



# Onboarding experiences & job satisfaction





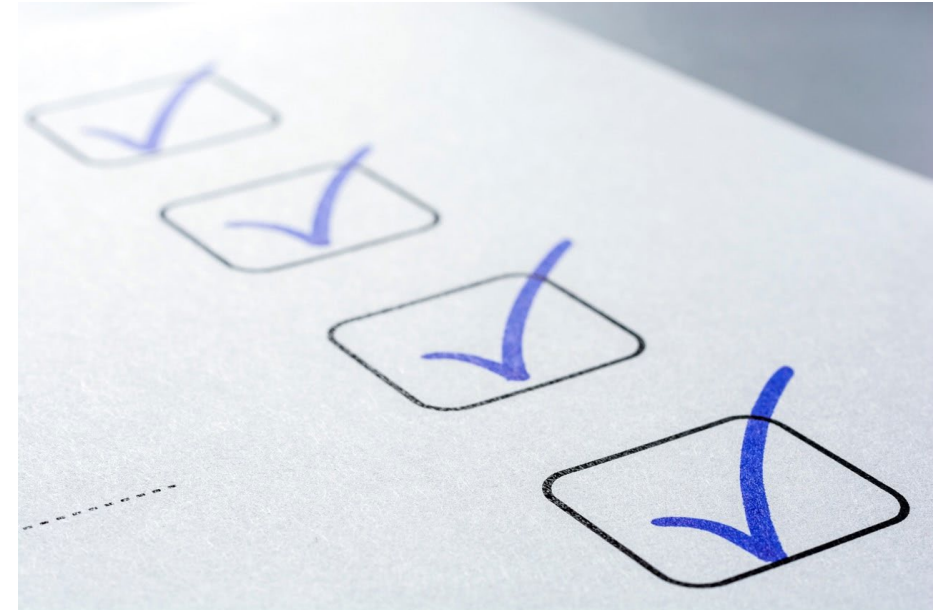
# Negative effects of a bad onboarding process

- Feeling of getting lost
- Dissatisfaction
- Termination
- Avoidable errors
- Lots of support effort

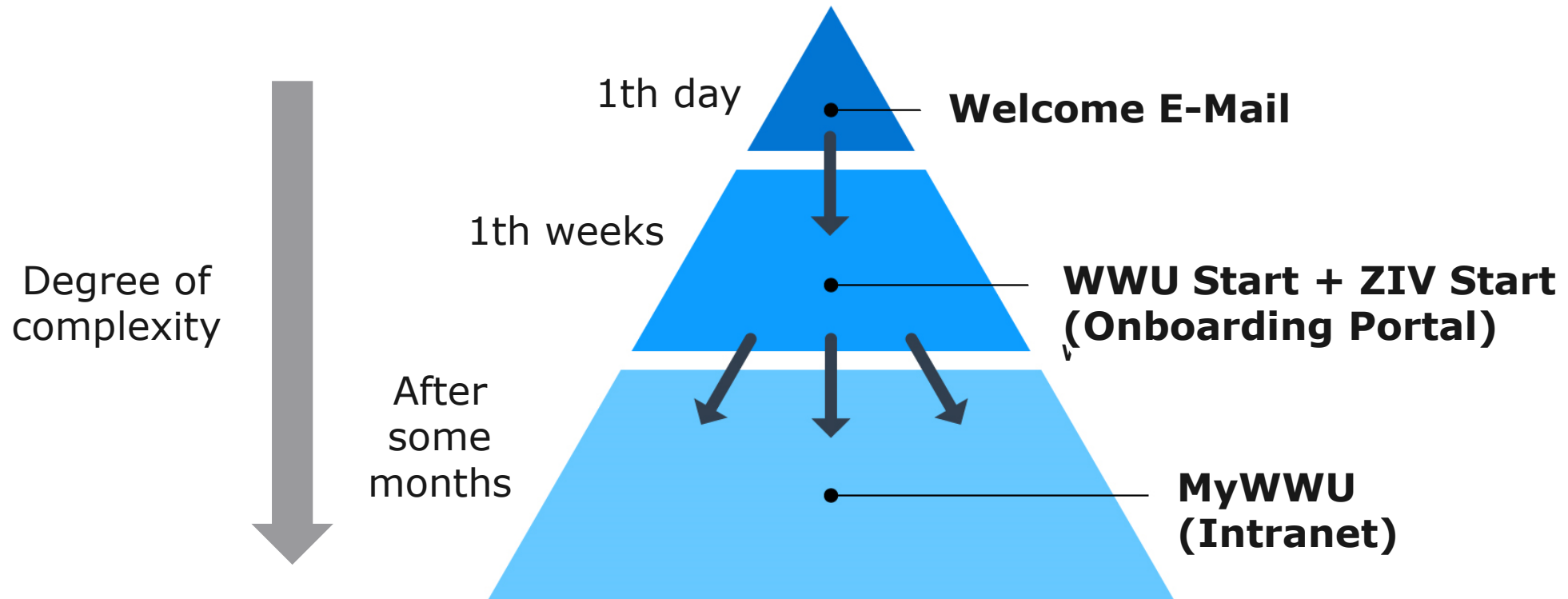


# Tasks

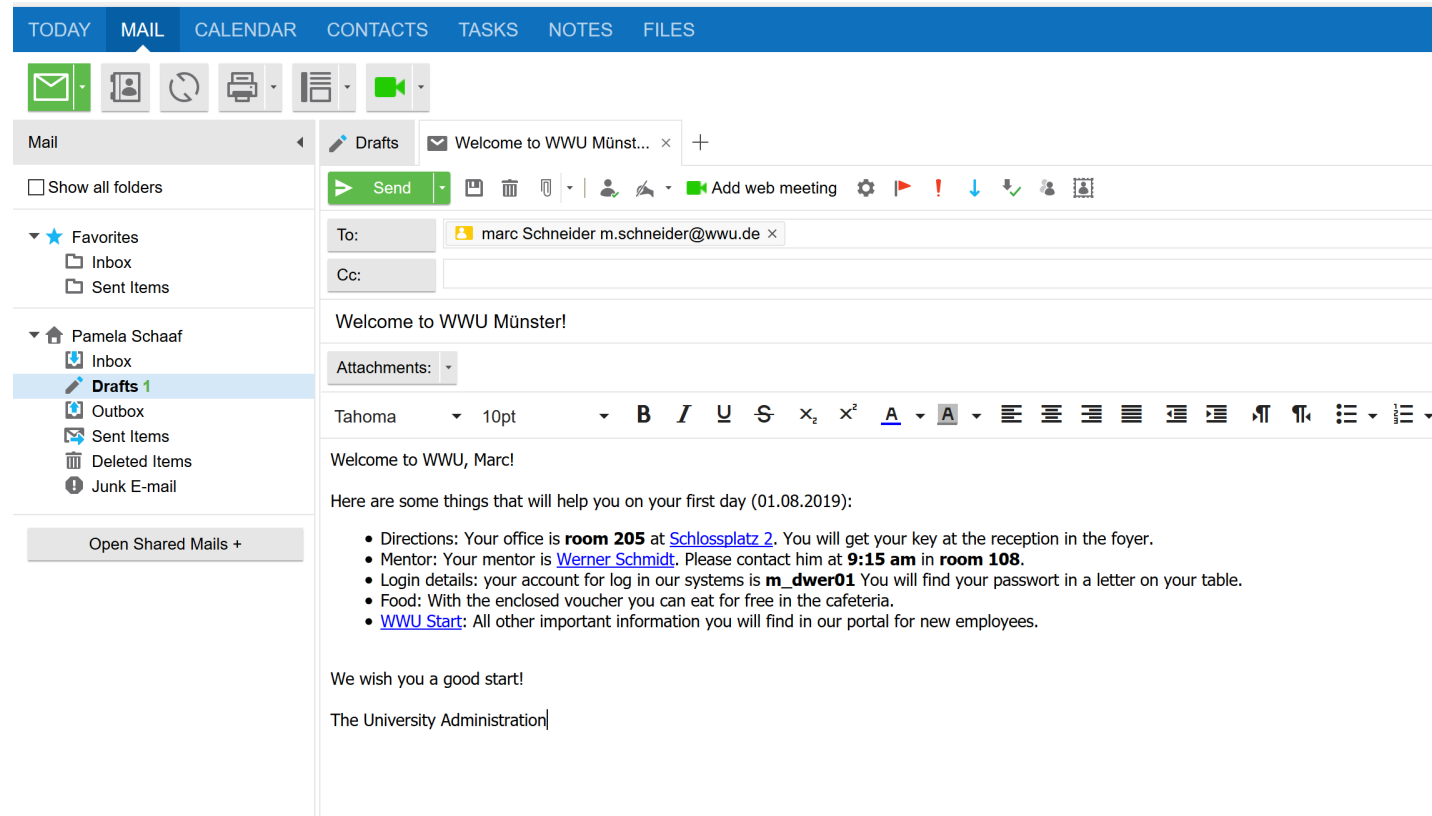
- How can we give new employees **a warm welcome** and help them on their first day?
- How can complex information **be condensed** and **presented in a motivating way**?
- How can it be ensured that new employees **make important settings**?



# Interaction of tools in the Onboarding Process



# Welcome Mail



The screenshot shows a webmail interface with a blue header bar containing navigation tabs: TODAY, MAIL (selected), CALENDAR, CONTACTS, TASKS, NOTES, and FILES. Below the header is a toolbar with icons for mail, contacts, calendar, print, list, and video call. The left sidebar shows a folder tree with 'Mail' selected, containing 'Inbox' and 'Sent Items'. Below this, a user profile for 'Pamela Schaaf' is shown with 'Inbox', 'Drafts 1' (selected), 'Outbox', 'Sent Items', 'Deleted Items', and 'Junk E-mail'. A button 'Open Shared Mails +' is at the bottom of the sidebar. The main content area shows a draft email titled 'Welcome to WWU Münster...' with a 'Send' button and various action icons. The email body contains the following text:

To: marc Schneider m.schneider@wwu.de

Cc:

Welcome to WWU Münster!

Attachments:

Tahoma 10pt

Welcome to WWU, Marc!

Here are some things that will help you on your first day (01.08.2019):

- Directions: Your office is **room 205** at [Schlossplatz 2](#). You will get your key at the reception in the foyer.
- Mentor: Your mentor is [Werner Schmidt](#). Please contact him at **9:15 am** in **room 108**.
- Login details: your account for log in our systems is **m\_dwer01** You will find your password in a letter on your table.
- Food: With the enclosed voucher you can eat for free in the cafeteria.
- [WWU Start](#): All other important information you will find in our portal for new employees.

We wish you a good start!

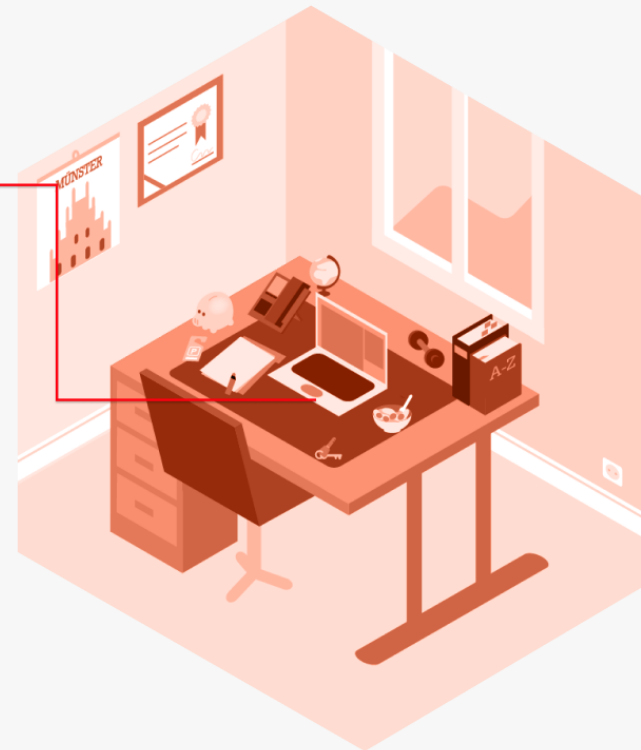
The University Administration

# ,WWU Start` - an interactive onboarding portal

Hi, I'm Will, your digital mentor. I'm glad to help you to explore your new workplace!



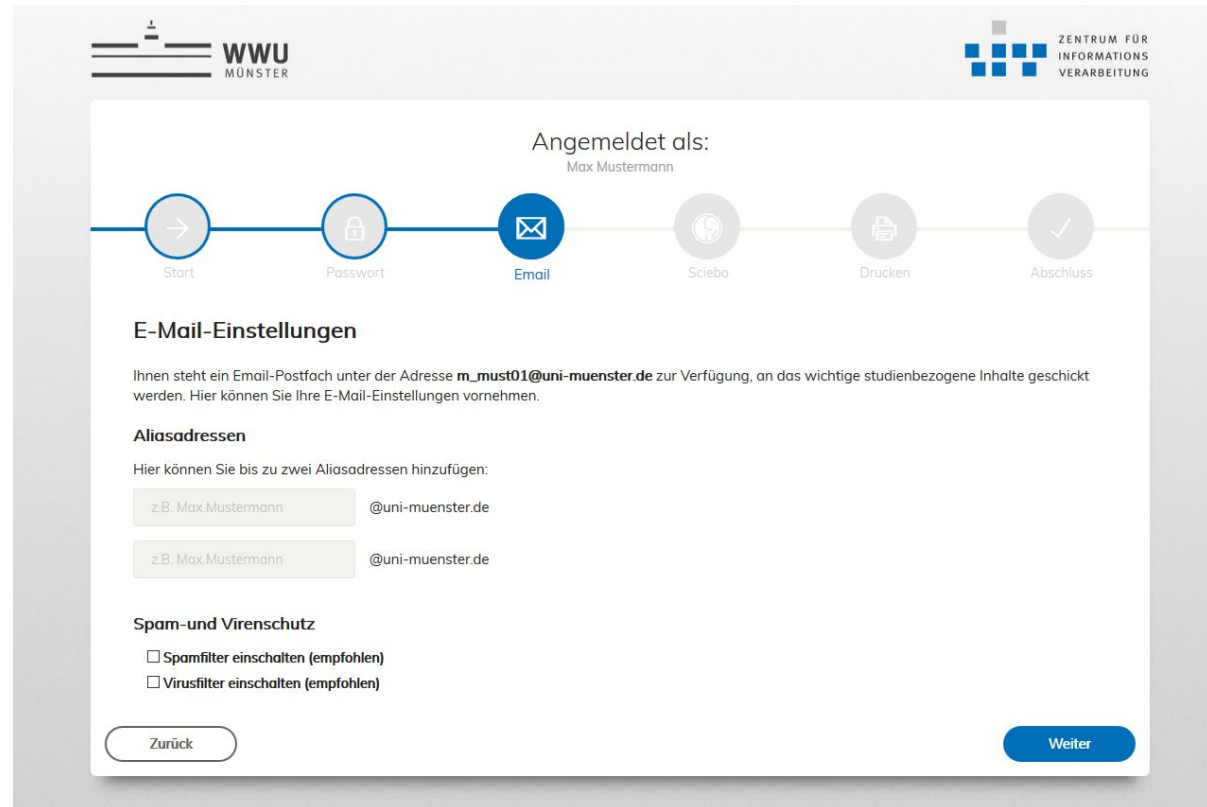
- IT
- privacy
- finances**
- business travel
- organization
- health management
- research
- terminology
- site map
- canteen
- life in the city



IT

We support you in your studies or research with our numerous service offers. Whatever you need - internet access, e-mail, software or media equipment - we provide the adequate services. As central IT service provider we are experts in the supply of customized infrastructure, equipment and advice.

# ,ZIV Start' - a multistep wizzard



**WWU MÜNSTER** **ZENTRUM FÜR INFORMATIONEN VERARBEITUNG**

Angemeldet als:  
Max Mustermann

Start Passwort **Email** Sciebo Drucken Abschluss

### E-Mail-Einstellungen

Ihnen steht ein Email-Postfach unter der Adresse **m\_must01@uni-muenster.de** zur Verfügung, an das wichtige studienbezogene Inhalte geschickt werden. Hier können Sie Ihre E-Mail-Einstellungen vornehmen.

#### Aliasadressen

Hier können Sie bis zu zwei Aliasadressen hinzufügen:

z.B. Max.Mustermann @uni-muenster.de

z.B. Max.Mustermann @uni-muenster.de

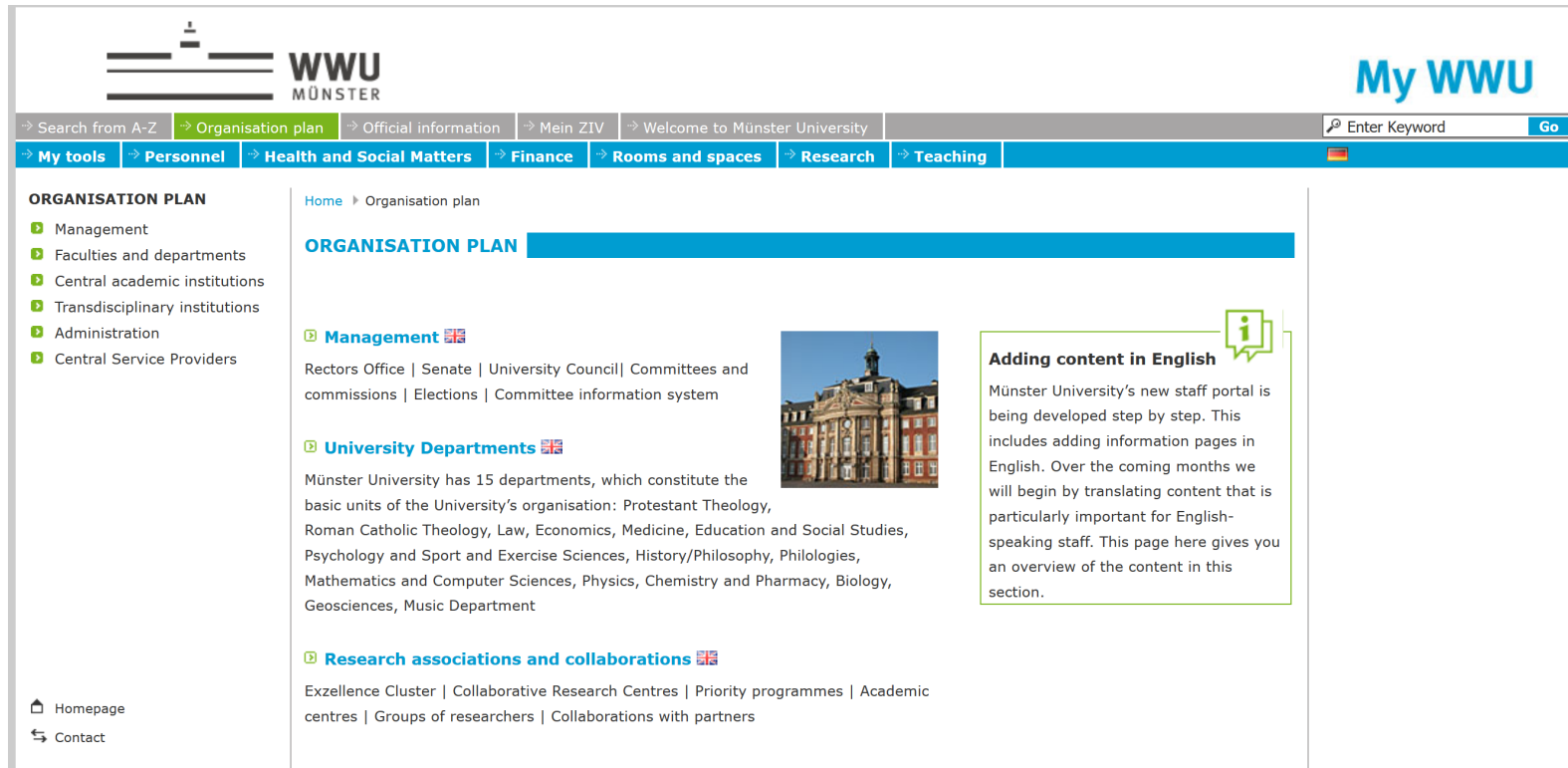
#### Spam- und Virenschutz

☐ Spamfilter einschalten (empfohlen)

☐ Virusfilter einschalten (empfohlen)

Zurück Weiter

# Intranet ,MyWWU' – a comprehensive resource




The screenshot displays the 'MyWWU' intranet interface. At the top, the WWU Münster logo is on the left, and the 'My WWU' title is on the right. A navigation bar below the logo contains links: 'Search from A-Z', 'Organisation plan' (highlighted), 'Official information', 'Mein ZIV', and 'Welcome to Münster University'. To the right of these links is a search bar with the text 'Enter Keyword' and a 'Go' button. Below the navigation bar is a blue menu bar with links: 'My tools', 'Personnel', 'Health and Social Matters', 'Finance', 'Rooms and spaces', 'Research', and 'Teaching'. The main content area is titled 'ORGANISATION PLAN' and includes a breadcrumb trail 'Home > Organisation plan'. The left sidebar lists categories under 'ORGANISATION PLAN': Management, Faculties and departments, Central academic institutions, Transdisciplinary institutions, Administration, and Central Service Providers. The main content area features three sections: 'Management' (with a list of offices and commissions), 'University Departments' (with a list of departments), and 'Research associations and collaborations' (with a list of research centers and programs). A small image of a building is placed between the 'Management' and 'University Departments' sections. On the right side of the main content area, there is a green box titled 'Adding content in English' with an information icon, containing text about the new staff portal.


**ORGANISATION PLAN**

Home > Organisation plan


**ORGANISATION PLAN**

**Management** 


Rectors Office | Senate | University Council | Committees and commissions | Elections | Committee information system

**University Departments** 

Münster University has 15 departments, which constitute the basic units of the University's organisation: Protestant Theology, Roman Catholic Theology, Law, Economics, Medicine, Education and Social Studies, Psychology and Sport and Exercise Sciences, History/Philosophy, Philologies, Mathematics and Computer Sciences, Physics, Chemistry and Pharmacy, Biology, Geosciences, Music Department

**Research associations and collaborations** 

Exzellenz Cluster | Collaborative Research Centres | Priority programmes | Academic centres | Groups of researchers | Collaborations with partners

**Adding content in English** 

Münster University's new staff portal is being developed step by step. This includes adding information pages in English. Over the coming months we will begin by translating content that is particularly important for English-speaking staff. This page here gives you an overview of the content in this section.

Homepage  
Contact

# Conclusion

- Good onboarding is very important for the new employee's satisfaction and productivity.
- Universities are characterised by a high degree of complexity and less fixed hierarchies. This makes onboarding difficult.
- The solution of WWU Münster:
  - **staggered information flow with different tools (welcome E-Mail, onboarding portal, intranet) to reduce complexity**
  - **motivating interactive approach with gamification elements**