All Aboard: The Importance and Value of Onboarding/Off Boarding Documentation

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Setting the Stage

- Academic Institution
  - Decentralized structure
- KSU Records Manager for 3.5 years
- Shared Governance
  - Faculty Senate, Records and Information Management Committee, Data Governance Group, etc.
- Fire and Pandemic slowing progress

The Actors

- Records Manager

- Director of Human Capitol Services

- Records and Information Management Committee: https://www.k-state.edu/arm/records/committee.html

- ITS
  - CIO, Deputy CIOs, and their designees

The Problem

- Campus Welcome Event:
  - Does not address RM or anything beyond general onboarding topics

- Decentralized nature means this is sometimes the only training/guidance people receive

On-Campus Welcome Event Program Details

The On-Campus K-State New Employee Welcome program will occur once a month for half a day. The schedule will include topics such as benefits, resources, K-State history and traditions and campus resources. The program will be held in the K-State Alumni Association, Tadtman Boardroom.

Program Details

- **8-8:30 a.m. - Registration, Welcome, Housekeeping**

- **8:30-9 a.m. - Discover K-State: History and Traditions**
  This session will introduce new employees to the rich history of K-State including our most cherished traditions.

- **9-9:30 a.m. - Discover K-State: Future Focused**
  The President's Office will provide information on many of K-State's key initiatives and projects currently underway to help achieve our mission and goals

- **9:45-10:15 a.m.- People, Culture, Principles of Community**
  This session will introduce new employees to the people, culture and principles that guide K-State.

- **10:15-11:15 a.m. - Understanding Your Benefits**
  This session will provide need-to-know information containing basic and voluntary employee benefits as well as employee perks.

- **11:25-12:15 p.m.- Key Resources**
  This session will share how employees navigate K-State and the resources that will allow them to be successful, including but not limited to, IT services, systems, the university structure, the PPM and the University Handbook.

- **12:15-12:40 p.m. - K-State Anti-Discrimination Policy (PPM 3010)**
  The Office of Institutional Equity will present information on PPM 3010, the university non-discrimination policy. Participants will learn what conduct is prohibited and how to recognize it, the Policy's jurisdiction, how to make a report under the Policy, and how reports are reviewed and resolved.

- **12:40-1:15 p.m. - Lunch Break (lunch is provided)**

- **1:15-2:00 p.m. - K-State Campus Walking Tour**
  The Office of Student Life, New Student Services will guide program participants through the K-State Campus.

Frequently Asked Questions

Is this program mandatory?
All new employees are strongly encouraged to attend this program as it establishes a strong foundation for their new employment at Kansas State University.

Who should plan to attend this program?

- All new benefits-eligible employees (faculty, unclassified and university support staff) within their first 90 days of employment.
- Rehires that have been away form three or more years

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Why Do We Care?

- The general onboarding is great but, with no standardized onboarding process for each unit will prioritize information differently

- 10 minutes is not enough time to cover all the different services, policies, procedures, and the University Handbook

- When people leave the university or change departments they have retained permissions/access that they should no longer have

- Loss of productivity and increased stress on new hire

- Pushes new hires to critical additional trainings in ITS, RIM, and various other needed information

Benefits of Onboarding

- Shorten the learning curve and increase productivity for new employees
- Compliance with organizational procedures and goals
- Promote communication between the new hire, supervisor, and organizational structure
- Improve job satisfaction and retention of new employees
- Reduce management needs and stress
- Establish and build trust between new employee and their unit/department

Benefits of Offboarding

- Clear communication between supervisor and leaving employee

- Prioritize projects for replacement or those who will take over duties

- Clean-up email, workspace, and storage locations

- Communicate with IT to remove access/permissions
  - Return equipment

- Are there any legal/compliance checkpoints in the near future?

The Solution/Where We Are (KSU)

Records & Information Entrance Checklist

This checklist describes important records and information management (RIM) responsibilities you should understand as you begin KSU service. Please initial next to each statement to affirm, and direct any questions to your supervisor or the Records Management Officer. As a reminder, agency business should be performed on agency systems and accounts.

Employee Name (Please Print): _____

	Responsibility	Initial
1	I have attended the KSU Records Management training, typically provided at New Employee Orientation.	
2	I have attended the KSU Information Security training, typically provided at New Employee Orientation.	
3	I understand how to properly maintain and store KSU records I create, including in electronic and analog formats, and know where to save my records.	
4	I understand that I should not mix personal materials and agency business records together, and have set up procedures for maintaining personal materials separately from agency work.	
5	I am aware of agency policies related to the use of personal email accounts to conduct official business.	
6	I am aware of agency policies and procedures related to the use of new software, tools, or services to conduct agency business.	
7	*For staff who have been or will be provided with a mobile device:* I know how to ensure records created using the device are captured in agency record keeping systems.	
8	If I will be using a non-agency provided device (including a computer or mobile phone) for work, I will ensure that the information and records I create are captured in agency accounts or systems.	
9	I know who to contact with questions about managing my records and information.	

It is the responsibility of the supervisor to ensure this form is completed by the new employee and returned to HR within two weeks of the employee's start date. **If employee does not initial next to any of the above statements,** supervisor certifies by his/her signature that the employee has been counseled on appropriate policies and procedures.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Records & Information Exit Checklist

This checklist describes tasks you must complete to ensure that your records and information are properly managed as you leave your service with Kansas State University. Please direct any questions or comments to your supervisor or the Records Management Officer.

Employee Name (Please Print): _____

#	Questions	Yes	No	N/A
1	Have you ensured that all records in your possession – particularly any records saved in your email accounts, W: drive, or personal devices – are captured in official recordkeeping systems (shared drive, centralized database, etc.) and will be available to agency staff after you leave?			
2	Have you classified your digital records if required by your supervisor?			
3	Has your division director reviewed all copies of record material you wish to take with you – including calendars, contact lists, or other work product in digital or paper format – to ensure that no confidential or sensitive information is leaving the agency?			
4	Do you understand that the sole copy of a KSU record may not be removed from KSU custody? Criminal penalties may be enforced for the unlawful removal of records.			
5	Do you understand that KSU records may not be destroyed without an approved Records retention schedule? Criminal penalties may be enforced for unlawful destruction.			
6	Can all password-protected or encrypted accounts, systems, devices, and files be accessed after your departure?			
7	Have you fulfilled all Public Information Act requests (PIRs) for records/information in your possession?			
8	Have you identified and preserved records in your care relating to audits or legislative inquiries?			
9	Have you identified and notified General Counsel of all records/information in your care relating to litigation holds?			
10	Have you returned all paper records checked out to you to the appropriate storage location?			
11	Have you made a plan for handling incoming emails from external senders, such as an automated reply informing them of your departure and instructions for contacting another KSU employee?			

It is the responsibility of the supervisor to ensure this form is completed by the departing employee. Records review may begin as soon as the employee announces his/her departure. All signatures must be obtained before the final departure meeting with HR.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

*Credit: Angela Ossar Texas Governor's Office – Borrowed heavily from their forms

The Solution/Where We Are (KSU)

- Records and Information Committee reviewed forms and discussed next steps
- Work with Human Capitol Services (HCS) to establish forms for onboarding and off boarding
  - Likely will work from the draft forms to make a Qualtrics or web forms system
- Working with ITS to build electronic forms and establish a workflow for HCS

The Solution/Where We Are (KSU)

- Likely will go through several more revisions
  - Review by several other governance groups on campus
- Next steps timeline: rollout by January 1st

Thank You

- Please feel free to message/contact me if you have any questions or comments:

- Ryan Leimkuehler: rleimkue@ksu.edu