

# MAPPING THE STUDENT ONBOARDING JOURNEY



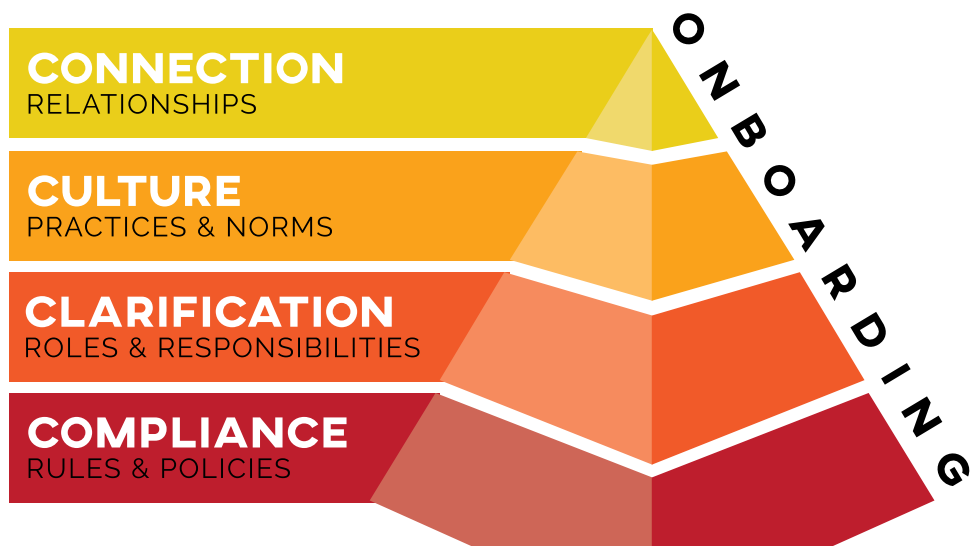
Successful onboarding requires attention to detail, but that doesn't mean the process has to be complicated. To simplify things, plan your onboarding in two steps:

1. Consider the Four C's framework and identify specific activities that will fulfill each of the four levels.
2. Map those activities onto a timeline divided into three phases: Before Day One, Day One, and Ongoing Onboarding.

## STEP 1: ACTIVITIES TO FULFILL THE FOUR C'S

For each level of onboarding, describe the specific things you'll do to make sure you satisfy all of the Four C's.

Use the questions in the left column to spark your thinking, and record your list of action items in the right column.



### CONNECTION

- How will you integrate the student into teamwork?
- Who will act as a mentor to the student?
- What opportunities will you provide for getting-acquainted conversations?
- What introductions will you make?
- What social occasions will enable the student to get to know their colleagues?

## CULTURE

- What company stories will you share?
- How will you communicate the company values?
- What practices or unique ways of doing things will you need to explain?
- What preconceptions or mistaken assumptions might you need to overcome?

## CLARIFICATION

- How will you explain the job role and how it fits into the big picture of the organization's mission and strategic priorities?
- Does the job description used to create the job ad require any updates?
- What outcomes will the student be responsible for?
- How will you explain the reporting structure and requirements?

## COMPLIANCE

- What documents will you share with the student?
- What policies will you explain?
- What unstated "rules" will you state?

## STEP 2: ONBOARDING TIMELINE

In the table below, list in order all the steps you'll take to integrate the student fully into your organization and equip them to perform their role.

### BEFORE DAY ONE

From job offer through to reporting for the first day of work

#### ACTION STEPS

*Example:*

*Check on budget for laptop.*

*Place order with IT department.*

#### NOTES

*If there's not enough in the department budget, check with Jan.*

## DAY ONE

The first complete day on the job

### ACTION STEPS

### NOTES

## ONGOING ONBOARDING

A period of several weeks (probably at least six) as the student adjusts to their role and the working environment. Onboarding ends when the student is fully integrated into the organization and able to perform all the duties listed in the job description.

### ACTION STEPS

### NOTES