



# Onboarding/starting at NTNU Survey

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# Onboarding/starting at NTNU Survey

The survey was announced through DION social media channels and conducted in April 2018.

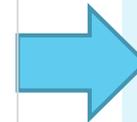
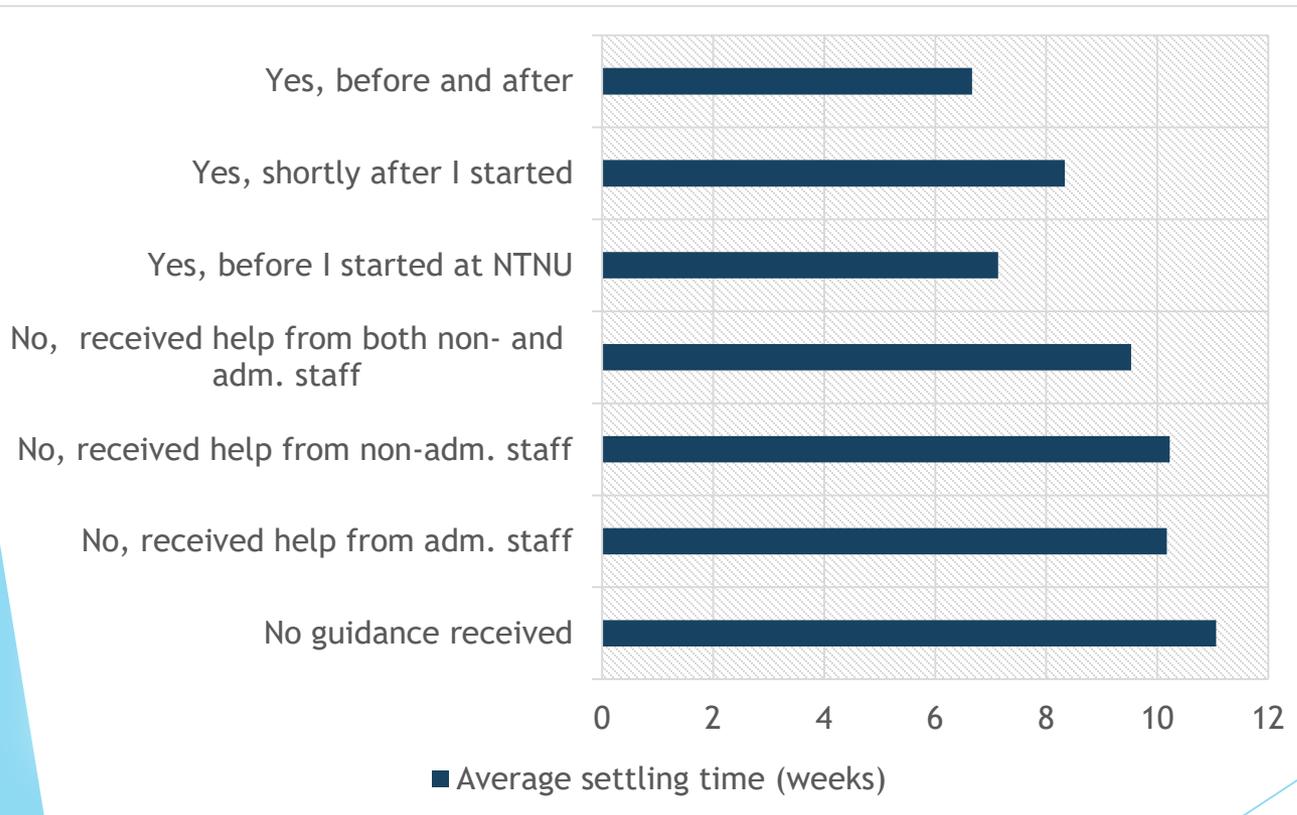
We received 212 responses, covering 45 (of 55) departments

## Highlights:

- ▶ **36%** received a formal guide around the time they started
- ▶ 5 weeks visa waiting time for non-EEA
- ▶ 12 weeks average to get settled in
- ▶ **70%** were not involved in the mentor program
- ▶ **85%** found non-administrative colleagues the most helpful in settling in
- ▶ Common difficulties: banking, taxes and accommodation

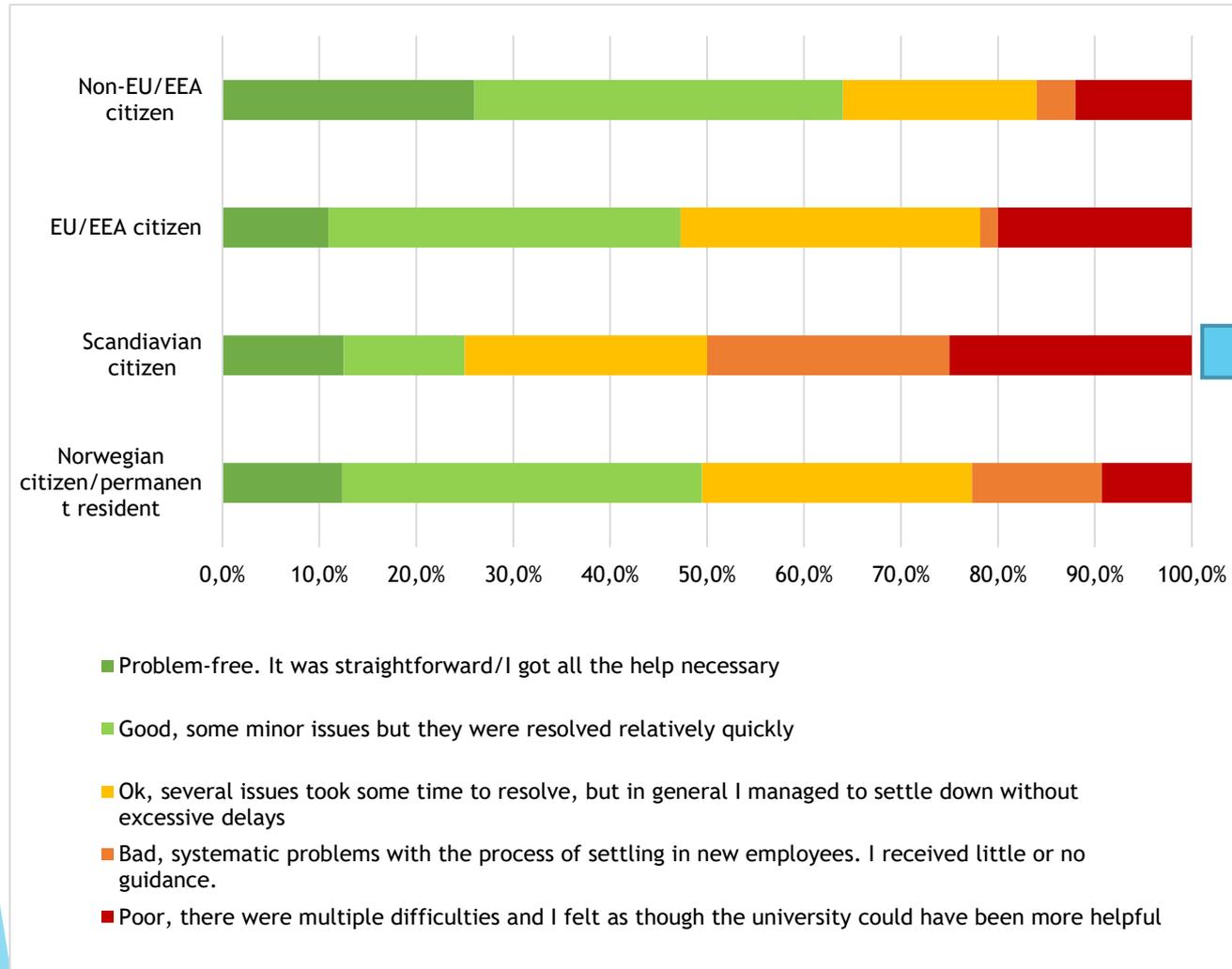
# Which type of guidance is the most helpful?

Did you receive a written guide for new employees from your department/faculty?



Receiving written guide before and/or after the time new employees start decreases time they spend to settle in by 1 month

# Is citizenship important for getting settled easier?

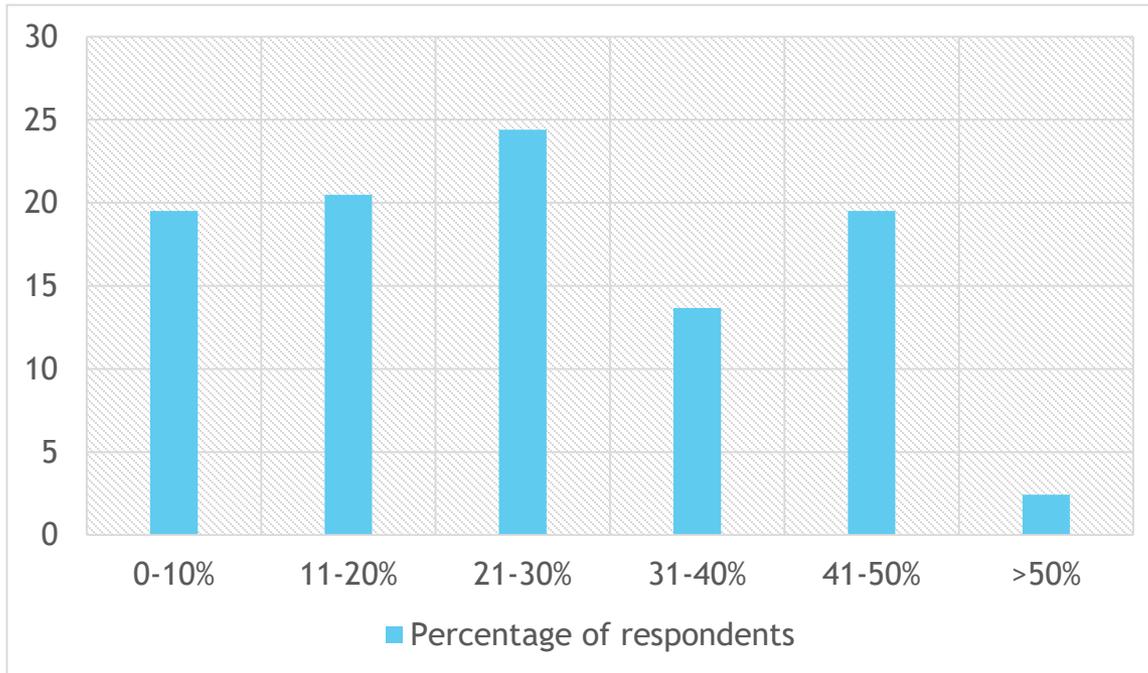


Scandinavian citizens are the least happy about the settling in process

Something to do with expectations?

# The efficiency of the starting process

How much working time you could have saved?



**60% of employees could have saved at least 20% of their working time if they had received proper instructions**

# The Survey limitations

1. We have limited outreach in some groups, especially:
  - Gjøvik / Ålesund
  - Electrical Power Engineering
  - Teacher Education
  - Education and lifelong learning
2. Small sample size
3. Some of the issues are highly subjective

# There's a room for improvement! (a big one...)

- People spend a lot of time to get settled in, and this could have been done more efficiently!
- Improvement of the starting-up guidance practice will save a lot of money for NTNU
- We suggest that providing a up-to-date written guide shortly after signing of the employment contract is the best option to get the most issues covered