Onboarding/starting at NTNU Survey

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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?

- Yes, before and after
- Yes, shortly after I started
- Yes, before I started at NTNU
- No, received help from both non- and adm. staff
- No, received help from non-adm. staff
- No, received help from adm. staff
- No guidance received

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?

- Problem-free. It was straightforward/I got all the help necessary
- Good, some minor issues but they were resolved relatively quickly
- Ok, several issues took some time to resolve, but in general I managed to settle down without excessive delays
- Bad, systematic problems with the process of settling in new employees. I received little or no guidance.
- Poor, there were multiple difficulties and I felt as though the university could have been more helpful
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