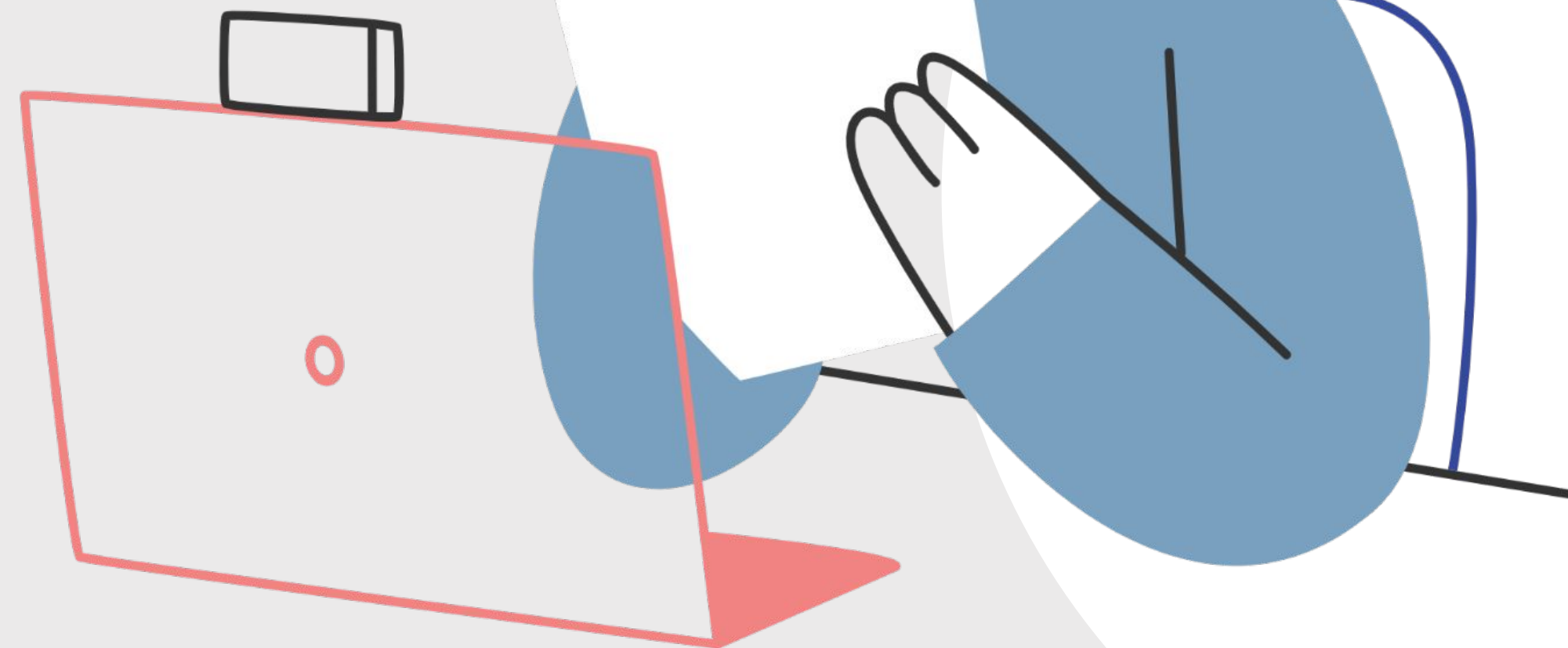


Creating an Onboarding Program for the Office of the University Registrar



Group 7a - EDST 4999

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Jason Simpson, Crystal Zubair

Introduction

Our task as Group 7a was to create an on boarding training for new coming Office of the University Registrar of York University staff



PRE-ARRIVAL

We were required to create a self-guided slide deck and video for the new staff addressing frequently asked questions prior to coming on to the job site

ARRIVAL

We were required to create a self-guided slide deck and video for the new staff addressing frequently asked questions for when they arrive on site at York University

WELCOME EMAIL

We had formulated a welcome email directed to the new staff as the first communication they will receive as new hires.



Pre-Arrival Slide Examples



Registrar Strategic Plans

Invest in Our People, Reinforce Our Foundation

FOSTERING A COLLABORATIVE, INCLUSIVE, AND SUPPORTIVE WORK ENVIRONMENT



Impact the Student Journey

ENABLING STUDENT SUCCESS BY PROVIDING EXCEPTIONAL, STUDENT-CENTRED SERVICES THAT ARE INCLUSIVE AND EQUITABLE FOR ALL



Create Our Future

REIMAGINING AND ADVANCING THE FUTURE OF SERVICE DELIVERY AND HOW WE WORK



Reimagining and Advancing the Future of Service Delivery and How We Work

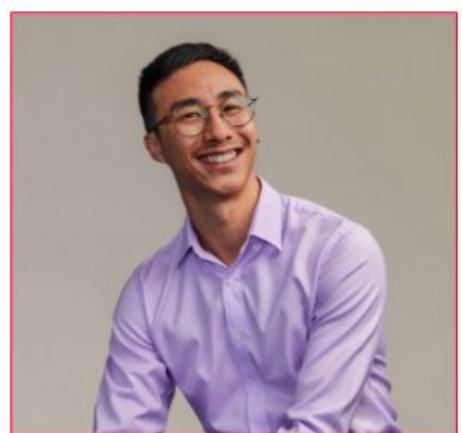


We are known as innovators in how we deliver service and in how we work. We proactively create the future of service delivery by continually seeking opportunities to improve and transform to meet the evolving needs of our stakeholders and world.

- Aspirational Goals:**
- Promote leadership and innovation in student and stakeholder centred service delivery through high quality virtual and self-service opportunities in addition to in person options.
 - Reimagine how we work to co-create a modern workplace, and enabling all staff and students to participate fully. Embed flexibility, responsiveness, and attentiveness to unique employee and community needs into the way we work.
 - Build an organization that is adaptable to change, resilient, and strives to continually improve services and programs, setting the standard for leading-edge practices in registrar services across the Canadian post-secondary landscape.

Advice Corner: Meet Alex!

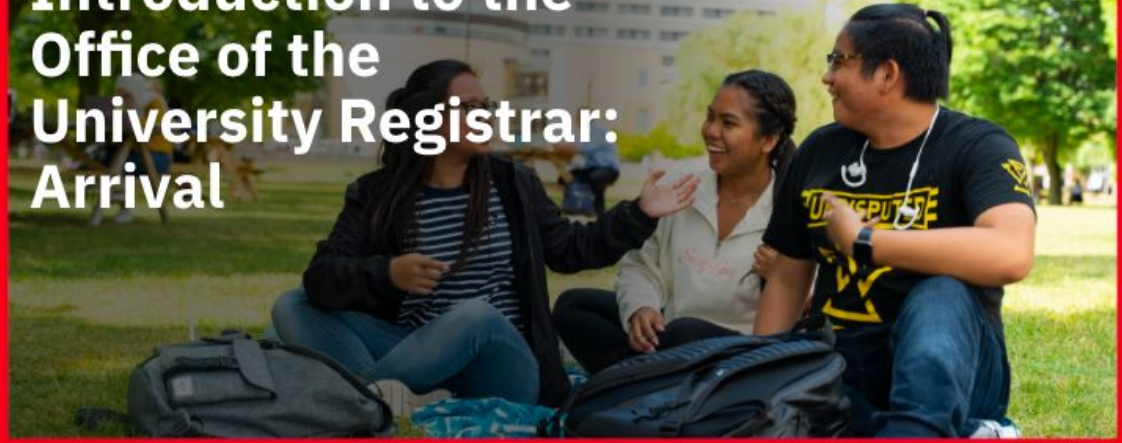
Hear some advice from a current Office of the university Registrar Employee



- Alex's advice**
- Networking is important for many reasons
 - ask questions
 - all questions are good questions
 - Set an open line of communication with colleagues if you are struggling-people want to help!
 - Use the **york atlas** to find people and their roles for a professional understanding of their roles

First Week Slide Examples

Introduction to the Office of the University Registrar: Arrival



York University Campus Map

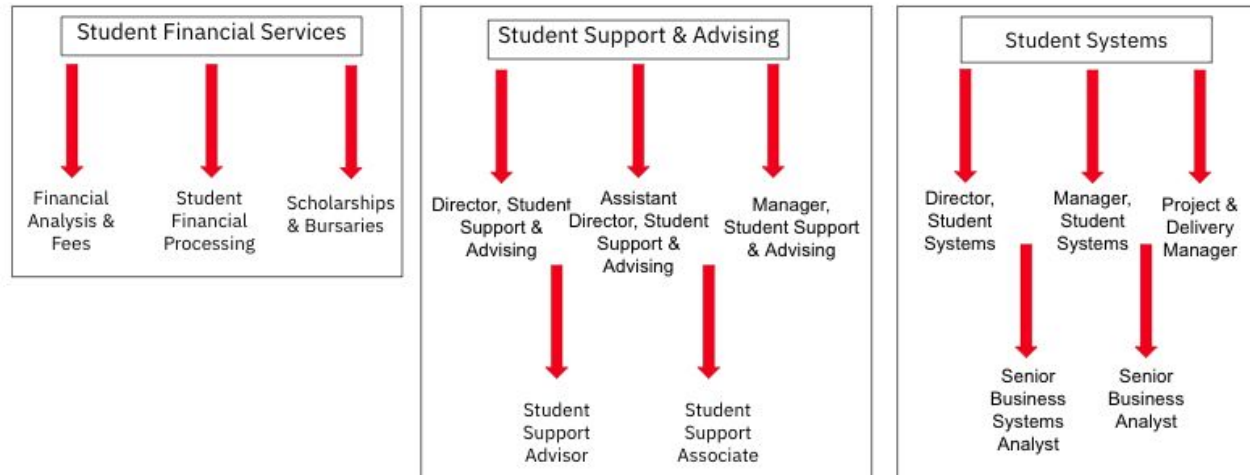
Here are some key spots on campus you may use most often

- The Bennett Centre, where the Office of the University Registrar is located
- The York University Subway Station
- York Lanes for eateries, shops, and services



Units in the Office of the University Registrar

Get to know the units of the Office of the University Registrar outside of your own!



Individual Development Plan (IDP)

An Individual Development Plan (IDP) is a staff-led (and manager-supported) tool to assist staff in outlining their specific professional development goals and opportunities.



What We Have Learned



Stop waiting for things to play out how you would like them to!

We have learned throughout our experience within Project 2 that it is extremely important for us to develop more confidence in our own abilities.

If we have a concern it is important to address it, as many times if something is unclear, it may not be known by those giving the instructions.

**If you do not address your concerns,
then you will never fully understand, and
never accomplish what you are truly capable of!**

Our Biggest Challenges

- Communication with mentor
 - Expectations, timelines, guidelines unclear
- No background knowledge in the subject at hand
 - None of us had worked within the OUR or in any official York University settings prior
- Creative freedom was limited
 - York has templates that you must adhere to when creating a resource under their name



What we are Most Proud of?

- We are most proud of the outcome of our final resources
- We were able to formulate a usable onboarding program for a job that was completely unknown to ourselves
- This resource will be something that we can talk about to future employers when talking about our past experiences and greatest learning hurdles



How can we apply this experience in our lives

University Life

This assignment really helped us understand and recognize all the work that goes into the University behind the scenes. It allows us to appreciate the facility a little more.

This assignment also made us more familiar with York University, and the services available to us.

One thing that stood out to us was the York Atlas.

Personal Life

One of our tasks as a group was to create an email template that can be used for the Office of the University Registrar. This task helped us create a professional email. We can use the skills acquired to write professional emails in our life when applying to jobs, or when communicating with professionals.

New Educators

In a short period of time we curated an entire onboarding program for new hires. This assignment helped us work under pressure, and come up with a wide variety of ideas in forms of videos, slides, and presentations.

As future educators this is an essential skill to have. We are often faced with challenges and it is our responsibility to problem solve in a timely manner.

Josh's My Path



Michaela's Path



Ignore unsupportive opinions

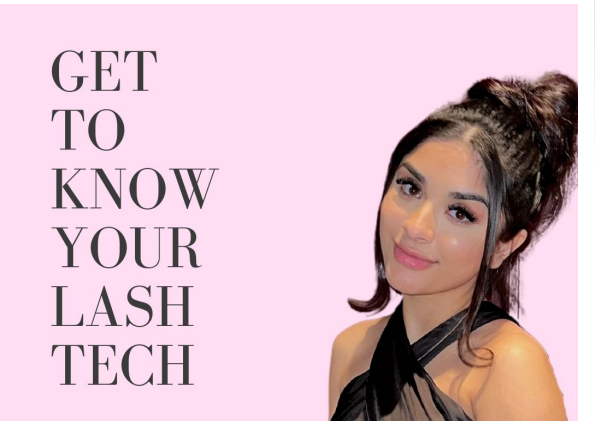
Katerina's Path



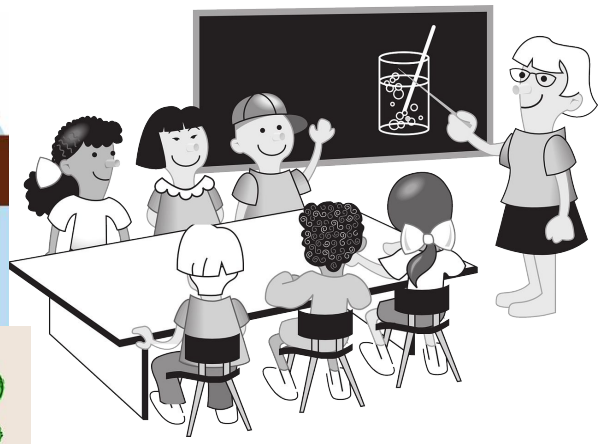
Be Kind



LASH CRYSTALS

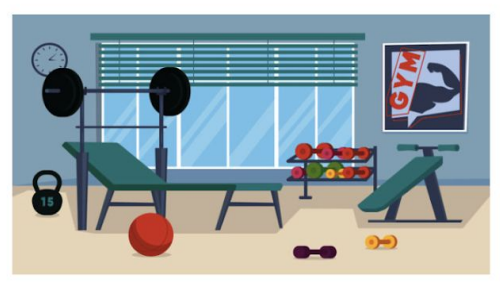


READ MORE



VOLUNTEER

Crystal's Path



Jason's My Path

Thank you!

