



# Columbia Basin College

## A Robust and Tailored New Hire Experience With Onboard

### OVERVIEW

Columbia Basin College (CBC) is a community college in Southern Washington. The school has just over 11,000 students. They previously used NEOED's applicant tracking solution, but as a result of the pandemic realized they needed to rapidly modernize their onboarding process to address the needs of a remote workforce.

Though a revamped, more automated onboarding process had long been on the minds of the human resources team at CBC, the pandemic made it impossible to put it off any longer.

### RAPID TRANSFORMATION

“Something we’ve been trying to do for the past couple years is reevaluate how we evolve our onboarding process to improve the new hire experience,” said McKenzie Caughey, HR Consultant I at CBC. “When the pandemic hit, we were forced to figure out very quickly how we could onboard employees remotely.” ►

## AN INTEGRATED SOLUTION

The college was already successfully using NEOED Insight for their recruiting needs, so it made sense to explore an onboarding product that was natively integrated and could create a seamless transition from candidate to new hire. They also wanted to avoid maintaining two separate systems, which a centralized platform would give them.

“Once we saw NEOED’s Onboard capabilities and functions, we knew immediately that adding it to our HR technology tools would take our onboarding to the next level,” said Caughey.

After implementation, CBC wasted no time building out Onboard for its entire campus, leveraging some of the key strengths that set NEOED apart from competitors, including the ability to customize the experience for different types of new hires.

“The customization aspect of Onboard was a big draw for us,” Caughey said. “We have custom headers for each of our separate employee portals, so we can ensure that the information we share is relevant to the new hire’s job type and location.”

## CENTRALIZED CUSTOMIZATION

The flexibility of the employee portal provided them with a centralized location where they can add documents, photos, videos, and other information that helps employees get acclimated to the institution more quickly.

“We’re able to include pictures of our campus maps, depending on which campus the employee will be working from. We also have a video that features our president speaking that welcomes new hires the first time they log in.”

“We’re excited to be able to customize it even further in the future by department or campus area. It’s been a great experience thus far,” added Caughey.

Onboard allows CBC to deliver new hires important first day forms like tax information, parking permits, and so forth, but they also leveraged it to create a robust orientation portal that gets newbies familiar with the campus community, even when they’re working remotely. ►

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MCKENZIE CAUGHEY, HR Consultant

Columbia Basin College

## GOODBYE, BINDER

“We used to have a giant physical binder with lots of paperwork we’d use for on campus orientation. When people started working remotely, we would send this massive document out via email, but people often had trouble finding things in it,” explained Caughey.

When they started using Onboard, they essentially replaced the binder by building an additional portal for their new employee orientation week, which they aptly call “NEOWEEK.”

“Now everyone has access to the same important first week information in a really convenient, streamlined way regardless of where they are,” Caughey said. “The best part is they have access to NEOWEEK information at any point during their employment with us, and can refer back to it in a much easier way than the previous ‘binders’ allowed”, she added.

“Plus, now that we can send new hire forms out ahead of time, the actual NEOWEEK orientation period is more focused on getting to know CBC instead of filling out a million forms.” The HR team can also make live updates and replace dated documents in the portal so the information is always current.

## HELLO, EFFICIENCY

In addition to providing new hires with a more fulfilling experience during onboarding, CBC has decreased bottlenecks caused by paperwork and manual processes, not only for its classified employees, but also for faculty, student employees, and beyond.

“The streamlined process has improved the way we onboard our adjunct professors who aren’t always local,” said Caughey. “We can now distribute important information to all different types of employees in a more consistent and professional manner.”

Just as CBC’s hiring process became more efficient when they started using NEOED Insight, the addition of Onboard has completely transformed the new hire experience. ■

