

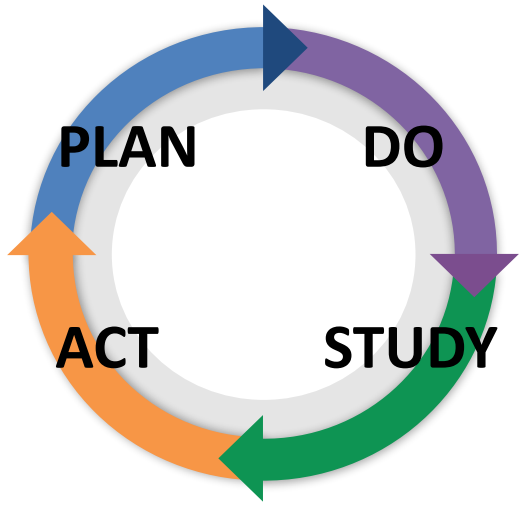
Unified Systemic Onboarding

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Problem Statement

After COVID, and for the past five years, New Employee Orientation (NEO) shifted to a 3-hour virtual session. Having recently experienced it myself—both as a returning staff member after time in a neighboring district and as an observer—I saw firsthand what was missing: the personal connection essential to building a strong sense of belonging and readiness.



PLAN

The new 2-day in-person orientation is designed to:

- Ensure all new hires feel welcomed, supported, and connected from the start
- Collaborate with multiple departments and stakeholders for a unified approach
- Provide structured, accessible resources for both new employees and supervisors

ACT

- Based on what I've learned, we're making a few key adjustments. We'll revisit break times to ensure they're consistent and give participants a real pause to recharge. We're also taking a closer look at team activities—working to make them as culturally responsive and bias-aware as possible, so everyone feels included and represented.
- As for the more disruptive or unconventional ideas, we'll test and adjust rather than toss them out. Some of them have real potential—we just need to refine how they show up in the experience. So yes, we'll adapt and adjust, keeping what works and tweaking what needs a bit more intention.

DO

As I tested the 2-day in-person orientation, I observed that new hires were more engaged, formed connections quickly, and felt supported from day one. Each of the four orientations held so far brought valuable insights and real-time learning. Challenges included language barriers and new hires arriving without receiving a proper invitation. To address these, I worked with partners to clarify communication, adjust logistics, and refine the schedule and roles.

STUDY

After each 2-day orientation, new hires fill out a feedback survey—and so far, we've received **119** responses! We've used that input to make small (and sometimes big!) changes to keep improving each session.

One thing that really stood out to me is that every group of new employees gives us fresh insight—each orientation feels like its own mini PDSA cycle. I've also been reminded not to make assumptions about people based on their job titles. Some of the most thoughtful, engaged, and insightful feedback has come from folks in roles that often get overlooked.

Key Results

- Over **120** new employees welcomed through the 2-day orientation
- Leaving the experience feeling connected, supported, and prepared for their new beginning with PGCPS
- Stronger sense of belonging from day one

Lessons Learned

When we slow down and truly invest in the welcome experience, we don't just share information—we create a sense of belonging. Every detail matters, from how we structure time to how we affirm the value of every role. When new employees feel seen and supported from day one, they show up more confident, engaged, and ready to thrive.



Learn more:

