



**GET YOUR  
NEXT NEW HIRE  
UP & RUNNING  
IN 15 MINUTES  
OR LESS**





# SETTING UP A NEW EMPLOYEE

and getting them started on the right foot is well known to be a time-consuming hassle.

For the new hire, the already-busy HR team and the various others needed to help along the way, it's seldom smooth, sometimes painful and usually something most people just "get through," rather than enjoy. It's often a wasted opportunity for the employer, and a bummer for the new hire.





# Know the stats

Onboarding is a critical phase in an employee's experience with a given company, and the first 90 days are crucial. In today's modern work environment, first impressions matter. Aberdeen reports that companies who follow onboarding best practices have 52% better retention rates. Similarly, the Wynhurst Group reports that employees who were given a proper, structured onboarding were 58% more likely to still be at the company three years later, with 20% of all onboarding occurring within the first 45 days.

Despite the clear importance of good onboarding practices, many companies don't do it justice. According to Gallup, only 12% of all employees feel their company does a good job onboarding new employees. There's so much room for improvement.

## Companies that follow onboarding best practices can expect:



**52%**

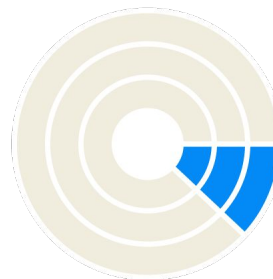
better retention rates



**58%**

employees more likely to stay 3+ years

## But most employees are unsatisfied:



**12%**

employees feel their company does a good job of onboarding

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The risks of a bad, or even average, onboarding experience are clear. Forcing your newest employees to go through a painful, clunky or paper-heavy process in today's modern work environment makes a terrible first impression.

**Nir Leibovich, co-founder of GoCo**

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# Starting off on the right foot

Helping someone join the company is not just processing paperwork and setting up their desk, you're running a race with them from "new hire" to their role as a happy, productive co-worker. For them, you want it to be smooth and enjoyable, leaving them engaged and excited for the road ahead. For the company, you want it to be thorough and efficient, covering all the bases and getting new hires ramped up quickly without slowing anyone else down.

Either way, if you want the best outcome for everyone, here are a few simple "course tips" for getting new hires up and running faster and better.

**1**

**Preparing  
for Game Day**

**2**

**Keeping Score  
with the Right Data**

**3**

**Clearing the Course  
and Reducing Hurdles**

**4**

**Keeping Your  
Eye on the Prize**

**5**

**Team Work Makes  
the Dream Work**

**6**

**Crossing the  
Finish Line**

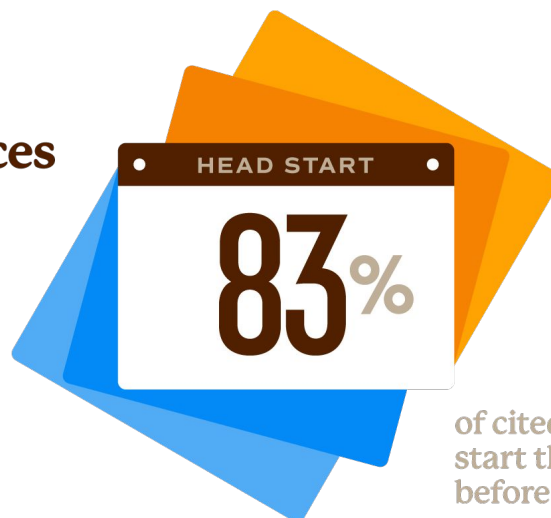
# Preparing for game day

Running a good race starts well before race day – preparation and putting in the work beforehand is a requirement for success. The same is true with onboarding, where a little advance work can make a big impact.

No one's vision for their exciting first day at a new job is to sit at an empty desk filling out forms, but that's still a common experience. Getting basic paperwork done ahead of time allows the first day to be about meeting their team and learning their job, not filling out forms. Additionally, more lead time for admin tasks, set-up and nailing down important details helps ensure accuracy and compliance.

Indeed, 83% of companies cited by Aberdeen as having onboarding best practices notably started before the new hire's first day of work. Efficiently collecting forms, confirming key employee data and delivering important first-day orientation materials all make sure you start the race strong.

**Companies that follow onboarding best practices get started early:**



of cited companies start the process before Day One

# Keeping score with the right data

Getting a jump on forms and employee information is a good first step, but it's also important to capture and store data the right way. As easy as that sounds, [only a third of smaller companies](#) capture all new hire data electronically. Many have separate systems for payroll and benefits, and still rely on a mix of paper forms and spreadsheets to keep records in line between them.

This poses a clear hurdle to both compliance and business operations. Studies show that manual data entry, like typing paper form information into spreadsheets or lists, has an [error rate as high as 18% to 40%](#). Not surprisingly, for companies who do not capture employee information electronically, 21% report missing documents and compliance details while 14% have no record of key policy acknowledgments.

Mistakes go beyond simple accuracy and compliance, though. It's no fun feeling like you're running uphill, and it's easy for everyone involved to get frustrated by having to enter the same information multiple times. Or when basic details keep getting mixed up. HR teams without electronic data capture capabilities reported 20% heavier workloads and stress. And it's no wonder that when [UrbanBound](#) implemented a streamlined, automated onboarding process powered by GoCo, it led to a 16% increase in overall employee retention.



heavier workload  
and stress



more missing  
documents



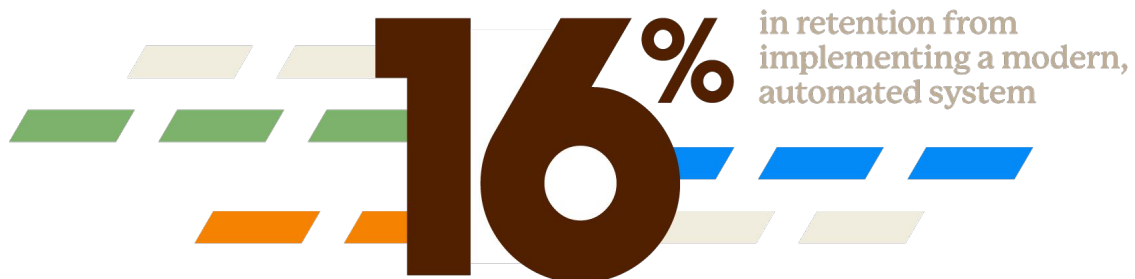
no record  
of compliance

# Clearing the course and reducing hurdles

To run a quick and efficient race, the course needs to be smooth and easy to navigate! Remember that onboarding is your new hire's very first experience as an employee, and if they face challenges early on they may never really get up to speed. Proper capture and collection of the data in an electronic format is important, but it should never come at the expense of making it easy for your new employee.

Expectations are high as we all use web and mobile interfaces ubiquitously in our day to day lives. Making new employees navigate a clunky interface or enter the same information repeatedly will cause frustration. If they're asked to print, sign, scan or fax they will wonder why they can't just do it digitally. And the more steps you create, the more opportunities for errors and mix-ups.

You have a one-time chance to get accurate information while making a good first impression. Luckily, modern HR systems like [GoCo](#) are built around easy-to-use interfaces and great user experiences. Remember, building trust and confidence now pays down the road with everything from general engagement to receptive ears for other company messages and policies.





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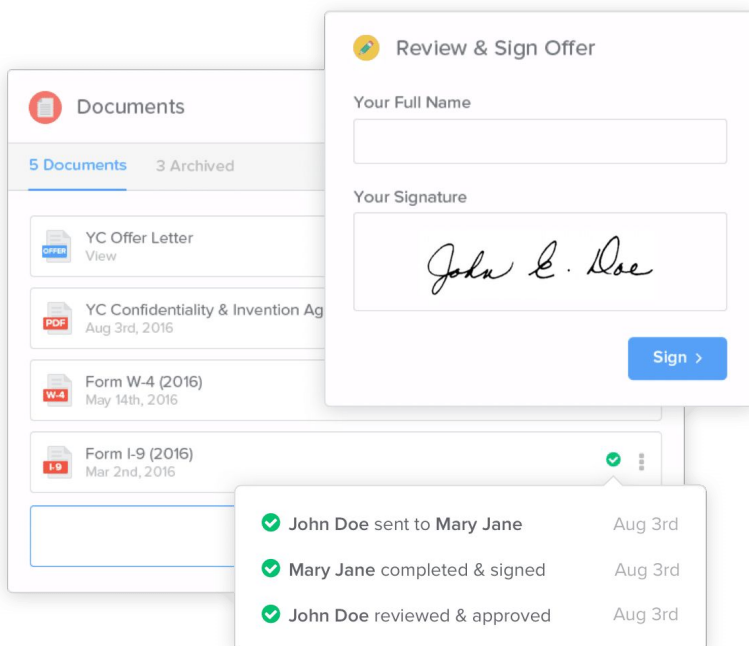
When we can do just about anything in our lives on a mobile device, a repetitive or hard-to-navigate process is going to make them wonder, ‘Am I joining the right organization?’

**Nir Leibovich, co-founder of GoCo**

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# Keeping your eye on the prize

With pre-race work done and a smooth course ready, it's time to focus on making it an enjoyable race day for your new co-worker. When the “forms and policies” aspects are managed smoothly, HR teams should have time to create welcome messaging and coordinate engaging first day experiences that really make an impact.



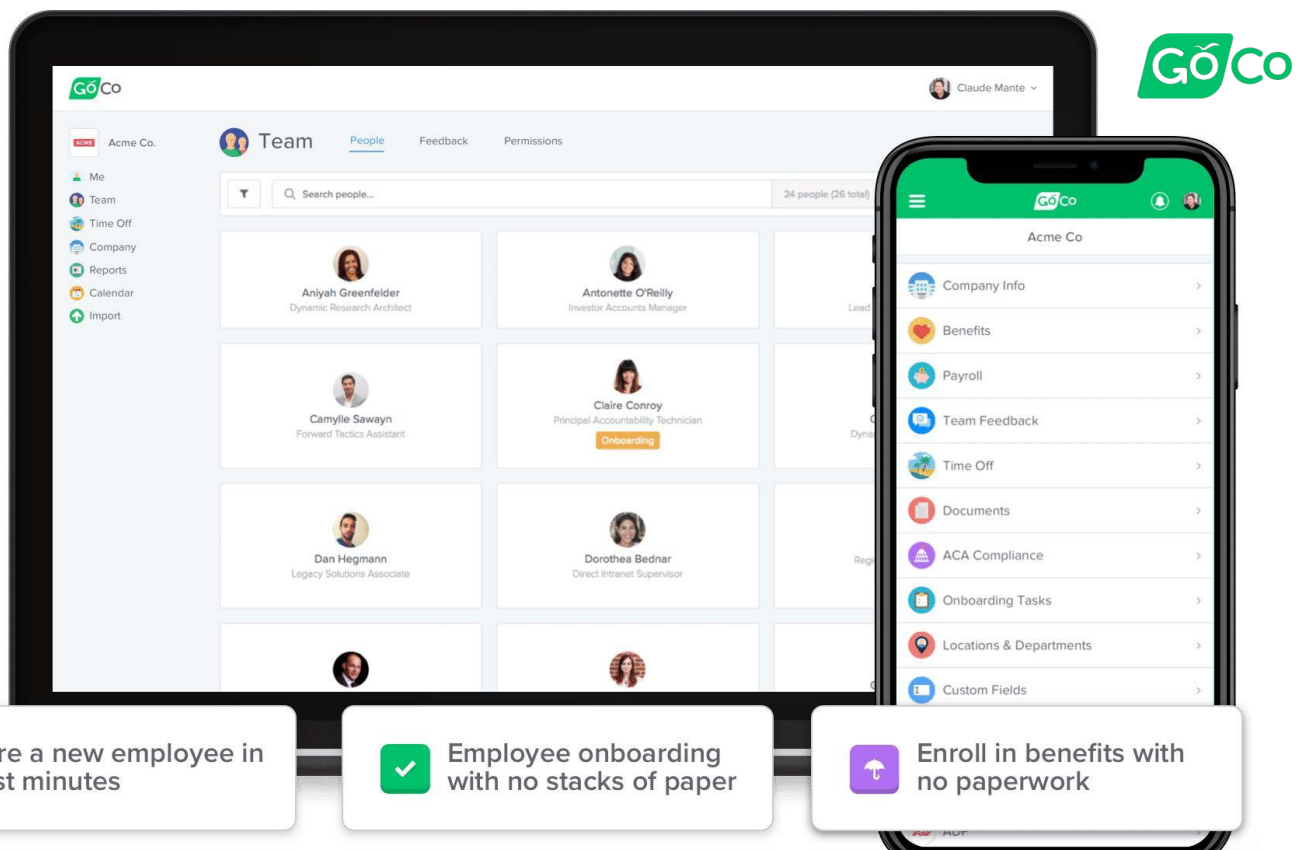
This is where tools for creating tailored new hire packages, such as [GoCo](#), become invaluable to the new hire experience. To begin with, having all the various standard documents, employee handbooks and company material ready to deliver in a digital format saves time, money and creates better records for compliance purposes. And as we've covered, being able to quickly add required forms to be completed electronically is key to a smooth experience.

When forms and documents are available at a touch, HR teams can focus on personalization and a good first day. Adding a quick “welcome to the team” video, providing job specific orientation information, scheduling a team lunch or simply having the time to walk through things one-on-one can go a long way to making a new hire feel like part of the team. Remember, they're excited for their first day, it should be easy to give them a positive boost out of the starting blocks.

# Team work makes the dream work

A good race needs a good team, and coordinating the support needed along the course is key to success. A personalized welcome package and a smooth HR process is great, but will fall flat if you're scrambling to get their desk ready, computer provisioned and key systems ready for access.

Coordinating all the "other stuff" that goes with bringing on a new person to the team should be repeatable, easily tracked and never feel like re-inventing the wheel each time. Systems like [GoCo](#) let you manage onboarding checklists, track tasks and coordinate with other support teams, making it easy to ensure everything is ready and waiting on day one. It also helps make best practices repeatable and scalable, so your tenth employee has the same experience as your hundredth, without extra effort for anyone.



**GoCo**

Acme Co. Team People Feedback Permissions

24 people (26 total)

Anyah Greenfelder  
Dynamic Research Architect

Antonette O'Reilly  
Investor Accounts Manager


Camylie Sawayn  
Forward Tactics Assistant


Claire Conroy  
Principal Accountability Technician  
Onboarding

Dan Hegmann  
Legacy Solutions Associate

Dorothea Bednar  
Direct Internet Supervisor


Company Info  
Benefits  
Payroll  
Team Feedback  
Time Off  
Documents  
ACA Compliance  
Onboarding Tasks  
Locations & Departments  
Custom Fields

 Hire a new employee in just minutes

 Employee onboarding with no stacks of paper

 Enroll in benefits with no paperwork

 Send a document to be signed digitally

 Your team's data kept in sync with your payroll

 Track time off requests for employees



# Crossing the finish line

Winning the onboarding race isn't about where you place, it's about preparation, a smooth course and creating a great experience from start to finish. With onboarding, there is real business impact to establishing a successful program and some straightforward ways to address the typical pain points.

Putting all the components together can be challenging, but there are definitely tools out there to make it easy. With an emphasis on ease of use and a unified system for payroll, benefits and general hr needs, [GoCo](#) provides a flexible and easy to implement approach to onboarding. Whatever system or set of tools you choose to use, strongly consider whether it provides the right first impression as well as if it can truly be a single, secure point for employee data collection.



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The forward-thinking HR professionals we work with all understand that onboarding is a critical element in retention, engagement and productivity. Employees who are delighted during their onboarding experience are set up for years of success down the road.

**Nir Leibovich, co-founder of GoCo**

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# GO FOR THE GOLD WITH GOCO FOR HR

GoCo automates and streamlines your HR workflow so that onboarding feels less like a marathon and more like a walk in the park. With GoCo you get:

Secure, compliant HR document management

A delightful employee self-serve experience

Streamlined HR, onboarding, PTO, benefits, and more

A dedicated Customer Success Manager to help you grow with GoCo



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