**HUMAN RESOURCES**

**INDUCTION REPORT**

**Reporting period February 2013 to July 2013**

**INDUCTION INTERVIEW REPORT**

The report includes new staff members who started their employment with Rhodes University between 1 February 2013 and 31 July 2013.

New members are asked to complete a questionnaire that was sent to them by HR, three/four months after joining Rhodes University as part of the induction programme. During this period, 16 staff members were took part. Appendix 1 indicates the nature of the questions asked.

**General conclusions from the questionnaires submitted:**

1. Some concerns were directed towards the delay in the actual verbal offer being made and the formal letter received. This delay nearly causes one member to accept another offer. These cases might be isolated incidents will be discussed with the HR Generalist.
2. Interim accommodation provided by the University is observed as expensive in comparison to areas outside Grahamstown. This lead to some doubts if the decision to join the University is the correct from a financial perspective. More support in terms of the cost of accommodation (including University accommodation) was expected in view of how remote the University is.
3. The pre-arrival conversations/arrangements with Human Resources members were regarded as highly professional and informative. The HR Generalist was further praised for their friendly approach during the initial welcome and completion of documentations.
4. According to the questionnaires, new members were welcomed by their Departments and their workspace (where applicable) was prepared.
5. Feedback from the questionnaires is that all members feel that they are fitting well into the University and no specific issues were noted.
6. The Recruitment process was perceived as highly organised and members dealing with the process where available to provide input where necessary.
7. Specific issues were raised regarding the lack of adequate schooling. The observation was made that the level of affordable English schools lack the standards required. This will force parents to consider private schools and/or expensive schools, which they cannot afford. The problem was highlighted by by the fact that one responded is a single parent.
8. Great difficulty was experienced in getting the induction questionnaires back on time. It is perceived by new staff members as lengthy and taking time to complete. The current questionnaire will be replaced by an updated electronic format, which will mostly consist of selective questions. It is hope that this format will result in feedback that is more consistent. A manual questionnaire will still be available for new staff that does not have electronic access.

**Adjustments recommended to the Induction programme based on questionnaire comments**

1. Consideration is given to add a booklet regarding the history of Grahamstown and the University in the induction pack. This was requested in the questionnaire and such material is apparently available from the Grocotts Mail. This opportunity will be investigated.
2. Although no specific issue were raised in the questionnaires regarding additional information around retirement fund options and medical aid conditions, this matter will be monitored further.

**Matters raised by new members that require a longer-term exploration and possible solutions. Some are similar**

1. Transit housing for a single member, which will be cheaper than family orientated accommodation, if even for a short period of time. The Director: HR has already explored this with the Executive Director and this will be considered in infrastructure deliberations.
2. A suggestion was that transit housing is provided free of charge during an initial period to offset any accommodation hassles.
3. Investigate the boundaries as to what extend the University can get involved with assisting new members with information regarding schools. Currently new members are only referred to the school various websites.

Appendix 1:

A summary of the interview questions:

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| **QUESTIONS** |
| Did you receive sufficient general information before arrival? |
| Please describe your experience of the recruitment process. |
| Describe your experience of relocating to Grahamstown (If applicable) |
| What could the HR Division do to ease this transition? |
| Were you welcomed upon arrival at Rhodes University? |
| Were you adequately welcomed in your Department? |
| Were your job profile and responsibilities explained to you? |
| Was your workspace/area prepared for you (desk, stationery etc.) |
| Were the Standard Operating procedures explained to you? |
| Did you obtain your staff card within the first week? |
| Were you given a campus tour? |
| Any comments regarding your medical aid and pension/provident fund enrolment? |
| Is your payslip (remuneration) a true reflection of what was discussed during the recruitment process? |
| Do you consider yourself incorporated into Rhodes University? What are you enjoying about Rhodes? What are you finding difficult? |
| What were the most informative and the least useful parts of your induction program? |
| Are there any areas where you feel that the induction process disappointed you in any way? How could it be improved? |
| Are there any general comments or suggestions you would like to make? |

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