**INDUCTION INTERVIEW REPORT AS AT 13 JULY 2012**

The report includes new staff members who started their employment with Rhodes University between 1 March and 1 May 2012.

New members are interviewed, two to three months after joining Rhodes University as part of the induction programme. Up to the report date, ten new members were interviewed.

**General conclusions from the questionnaires**

1. The induction process ensures a more structured way of introducing staff to the University and their specific work area. The new members are therefore sooner incorporated into the existing work ways.
2. The friendliness and professional approach of the HR Generalists were highly praised in almost all the questionnaires.
3. The work requirements were explained by the relevant line manager/supervisor.
4. Although at an early stage, it seems that the Induction programme works well for both academic and support staff as well as for staff on all grade levels.
5. No specific issues or comments were raised by any of the new members to indicate that they experience difficulty in settling in at Rhodes and /or Grahamstown. A possibility is that this important question was asked to soon and will be of value to ask again after employed for six months.

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

1. A copy of the departmental management and mentor responsibilities were added to the induction pack to assist the member in understanding what induction tasks is the responsibility of the department.
2. A medical aid information brochure (representing both medical aid funds) will be added to the induction pack.
3. A follow-up e-mail to the new members confirming that all issues raised are either solved or noted and that there will be no further expectations regarding the questionnaire.
4. A follow up e-mail to the departmental head to provide feedback on the settling in of the new member.
5. Although it is a new process, the mentor responsibilities need to be more clearly explained to the mentor.
6. Include documentation regarding access and distribution of the various lists (top list, events list).

**Matters raised by new members that require a longer-term solution.**

1. Transit housing for a single member, which will be cheaper than family orientated accommodation.
2. Investigate the existence of a “settling in allowance” to take care of unplanned expenses e.g. new school uniforms, deposits payable etc. An alternative suggestion was raised whereby transit housing is provided free of charge during an initial period to offset any of the above mentioned costs.

A summary of the interview questions :



**Some actual comments from the questionnaires (as noted on the Matrix):**

The questionnaire does have a dual purpose in identifying immediate gaps as well as longer-term issues in the induction process. The following comments from the questionnaire are applicable :

**Note 1 :** The process was professionally managed by the HR Generalists, and the interviews and assessments were arranged well. The outcome/decision by RU could have been taken quicker. After follow-up by me, it turned out that key staff members who had to sign documents were on leave. This created anxiety for me because I had to make critical decisions without any amount of certainty as to my appointment at RU. Herman Saayman was a great link for RU.

**Note 2 :** The relocation went well. The cost of removal was covered as well as fuel for the trip to Grahamstown, but we had to put up a lot of cash for rental and rental deposit, school administration costs, etc. It amounted to about R20,000 upon arrival in Grahamstown. It would have been ideal if we could get into transit housing first, so that we could get a better chance for suitable accommodation in Grahamstown.

**Note 3 :** Not fully yet. I have to meet some more of my key stakeholders, which would probably happen in July. I LOVE the 1 hour lunch break when I can fetch my daughter at school and have lunch with my family – DO NOT TAKE AWAY. I have to get use to the slower pace and fewer formal interactions within the team and with stakeholders.

**Note 4:** Develop a standard Induction Program for the University that can be enriched by and tailored for the various departments and divisions. (Was discussed with the new member)

**Note 5:** Approval for relocation expenses could have been done a little faster, but other than that it went fairly smoothly.

**Note 6** : Yes. Helpful colleagues in the first place; answers are always found. Also, I enjoy the administrative efficiency and the academic atmosphere.

**Note 7 :** Yes I do feel incorporated into Rhodes University and I am really enjoying the standards and work ethic of the staff. My department is very helpful and friendly making the work environment a pleasant one.

**Note 8 :** Most informative was the “technical” information around the remuneration package, operational matters, etc. Least useful? I was not made aware of how to access certain “lists”, e.g. Toplist, Events List, etc.

**Note 9 :** Yes I do feel incorporated into Rhodes University and I am really enjoying the standards and work ethic of the staff. My department is very helpful and friendly making the work environment a pleasant one.

**Note 10:** I LOVE THIS CAMPUS VIBE, MEETING NEW PEOPLE LOCAL AND FROM DIFFERENT COUNTRIES, BACKGROUNDS AND CULTURES. WE CAN ALL LEARN FROM EACH OTHER. NOT HAVING A PROPER CAFETERIA IS A BIT DIFFICULT.