



Case Study

College of Saint Benedict / Saint John's University

Agency Challenge

Prior to implementing NEOGOV's Onboard solution, the human resources office at the College of Saint Benedict | Saint John's University serviced the joint campuses through a completely manual onboarding process. The former process required that the HR staff dedicate one-on-one time with each new hire. With dramatic increases of new hires in the summer months, the team did not have a time-effective onboarding process that also served its needs throughout the year. With only two HR assistants meeting one-on-one with every new hire, it would take about forty-five minutes per new hire to orient them and go through the various forms, including the W4, the I9, and the college's own internal forms. From there, the full-time new hires would proceed to the benefits administrator, completing another forty-five minutes of orientation to address benefits. Referencing the extensive manual process, Marlene Ergen, Employment Manager of Human Resources, said, "With the number of forms and information we go over with the new employee, it is a time consuming process."

NEOGOV Solution

The College of Saint Benedict | Saint John's University began exploring other options that surpassed the limitations of their manual onboarding process. Identifying NEOGOV's Onboard as the best solution for their needs, the department immediately noticed a positive change in their HR processes through a cut-down of costs in regards to both labor and expenses. Their HR assistants are now able to focus on other tasks that expand beyond hours of face time implementation. In addition, the college is now saving on the costs of printing forms. The college observed a noticeable ease in the onboarding process for both themselves and their new employees. "It's going to greatly cut back on the amount of time we spend with every employee," said Ergen. "It's nice to be able to give the new employee information before they start. They are excited to get started and learn more about us."

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– Marlene Ergen, Employment Manager of Human Resources, College of Saint Benedict Saint John's University.

COLLEGE OF SAINT BENEDICT SAINT JOHN'S UNIVERSITY OVERVIEW

Located in central Minnesota, CSB, for women, and SJU, for men, are nationally recognized Catholic liberal arts colleges and ranked as two of the top three Catholic colleges in the nation. They share one academic program, and students attend classes together on both campuses. This integrated learning experience combines a challenging academic program with extensive opportunities for international study, leadership, service learning, spiritual growth and cultural and athletic involvement. The combined enrollment of more than 3,800 students makes CSB and SJU the largest of the nation's liberal arts colleges.

BUSINESS OVERVIEW

Number of Employees:	1,055
Number of Departments:	82
Number of Faculty:	370
Number of Staff:	685
Number of Annual Hires:	100
Solution	Onboard
Customer:	Since 2013