

UX Journey of a New Starter

Emotions/ Thoughts	"Policies?" "What is a Standard?" "Oh there's a coffee machine?" "What's the best coffee place nearby?" "Any recommendations where to eat?" "I had to wait for my Apps to download" "How do I use Confluence?" "But I don't have a LinkedIn account?" "S.G. Guides?" "What's in store for tomorrow?"													
(estimate)	09:00 - 09:15 AM	09:30 AM	10:00 AM	10:45 AM	11:00 AM	11:30 AM	12:00 PM	01:00 PM	01:30 PM	01:45 PM	03:00 PM	03:15 PM	03:30 PM	04:00 PM
Walkthrough	Show desk if they arrive early	HR Induction	Welcome to Standards Australia!	Level 10 Tour Guide	Meeting with your Manager	Meeting with your Buddy (Formal)	Lunch with your Buddy (Casual)	IT Inductions	Introduction to Confluence	Installing LinkedIn Learning	Scoop Photos with Graphics Team	Complete Scoop Questions	Security Photo on Ground Floor	Check-In with your Buddy
Documentation		HR Induction Checklist	Reference Guide	Level 10 Floor Plan		The Buddy Guide		IT Induction Guide	Checklist on Confluence ability	Instructions on how to access Standards Academy Instructions to Install LinkedIn Learning on Desktop and Mobile		Online Scoop Form		Buddy Guide
Technology (used by user)	Laptop Laptop, Browser Laptop, Browser Laptop, Office Forms													
Secondary Stakeholders	HR Team	L&D Team	HR/Buddy	Manager	Buddy	Buddy	IT	Buddy			Graphics		ASX Reception	Buddy
Pain Points	Employment Hero Induction sometimes fails on users	Average new starter is not an Australian Standards Expert	People have to ask how to use the coffee machine		No idea much about the buddy No idea where to get coffee nearby	No idea where to eat nearby	Encyrption passwords is not part of onboarding?	Confluence is assumed knowledge	Not sure how to access LinkedIn Learning if they dont have a LinkedIn account				Unsure of when to pick up pass	Can be a confused as to what to do now before leaving for first day
		Include Reference Guide as part of booklet	Include instructions on how to use the coffee machine		Include buddy guide as part of booklet Include map/listing of nearby coffee places	Include map/listing of nearby restaurants	Include IT Induction as part of booklet	Include Mini Help guide on how to access Confluence	Add instructions to access both LinkedIn Learning and Standards Academy				Reminder to pick up pass the next day	Have buddy initiate check-out process for the day