

Industry: Education

Location: Provo, UT

Employees: 350-500

Solutions: Laura Muhlestein,
HR Business Partner

Contributor: Onboarding

See how the BYU Marriott School of Business uses BambooHR to **streamline onboarding**, create a better **new-hire experience**, and set their people up for success from day one.



**#1 rated in
MBA program**

FOR HR IN PRINCETON
REVIEW (2024)



3,800 students

IN UNDERGRADUATE AND
MBA PROGRAMS



**96% of students
placed in career**

EMPLOYEE WELLBEING
PULSE SURVEY SCORES

BYU MARRIOTT
SCHOOL OF BUSINESS

Founded in 1891 with a mission to “develop leaders of faith, intellect, and character,” the BYU Marriott School of Business is the business school at Brigham Young University, a private university owned by the Church of Jesus Christ of Latter-Day Saints. The school graduates around 1,500 aspiring business leaders every year.



“BamboohR makes my job easier because I feel confident that our new employees are getting the information they need to be well trained, well introduced, and well committed to their jobs. It helps our employees be the welcoming force for our university.”

Laura Muhlestein | HR Business Partner | BYU Marriott School of Business

Challenges

Lackluster Onboarding Process

"When I came into the position, one of the challenges I was given was to improve our onboarding experience. I 100% agreed with that initiative, because when I was onboarded, it was, 'Here's a piece of paper, do all these things,' but I had no idea where to start. I said, 'We're a business school, so we can do better.'"

Unique and Challenging Staffing Needs

"Working in education is a unique culture because the faculty hiring piece is particularly complicated. We have staff and student employees, so we have a lot going on. There is also a lot of movement, especially in the student arena—they come and they go, and that's what they're supposed to do, but there's a lot of keeping up. I can't speak for other colleges or universities, but I would imagine they're dealing with the same frustrations."

"A Business School that Runs Like a Business"

"We're a business school that runs like a business. There's a little bit of every business process. We have office managers who are business managers in each of our academic departments, and they are also our "onboarders." Outside of faculty, the people they're hiring are event planners, alumni relationship managers, student experience managers, people in finance, academic advisors, career placement directors, and marketing staff. All of it. It's a lot to manage."

Solutions

Customized, Efficient Onboarding and Offboarding

"BambooHR was great for helping us customize their tool to do just what we wanted. We have to use BYU's internal system for so much, so we use BambooHR as a kind of project management tool for onboarding and offboarding. It's just so great. I can sleep at night now! It's so good."

A More Transparent, Streamlined Onboarding Process

"BambooHR makes our onboarders' jobs easier. They know exactly what's expected, so they're not finding out later that balls were dropped, that people don't actually have the access they need, or haven't done the training they need. It makes life better for us and for new employees too. BambooHR has made it so much easier for our managers to get people up and going during their onboarding. At any moment, they can look and see where people are in the process. It's nice to have that data point."

Effective Communication and Productive First Days

"We're more ready for new employees' first days now. There's always going to be some things that don't quite happen how you wish they would, but there's not a constant barrage of emails anymore. 'I need access to that. I need access to this. I need this or that training.' It's all just a one-stop shop. Plus, we've already started the onboarding process before new hires get here. That's awesome."


More Successful New Hires "Right Out of the Gate"

"Our new hires are immediately connected to people, so they know who can help them with what. They have that support and it helps empower them to dive in and start making an impact. We have a lot of new hires who are more successful right out of the gate, thanks to onboarding with BambooHR."

"Amazing" New Hire Experience

"I've had people who've transferred to our college from other colleges here at the university, and their feedback on their onboarding experience is, 'That was amazing.' They didn't just get a paper with a list of to-dos. BambooHR has improved the experience. I'm a fan, in case you hadn't noticed!"

More Visibility Into Usage Improves Training and Adoption

"BambooHR has been helpful from a management perspective. I can see who's actually using the system, who's using it well, and where there are more opportunities for training. For example, I can see who's ignoring the push notifications, and I can go to them and say, 'This will help you with your job if you'll just buy in.' Buy-in can be hard for some people because change is hard, but those who've bought in have loved using BambooHR. It's been great." 

See how BambooHR can set you free to do great work!

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