# Onboarding Process Improvement

Project Objective:

Improve the onboarding experience for new and repeat members of Code for Durham so people feel welcome, are able to contribute effectively to projects, and are inspired to return and volunteer long-term.

Highlights

- Utilized [Design Thinking](): user-centric design throughout the process
- Worked in the [Agile Framework]()
- Members worked in new platforms and learned new tools such as [Github](), [Mural](), [Google Forms](), and [Trello]()
- Engaged new members
- Worked together virtually, consistently over about 5 months
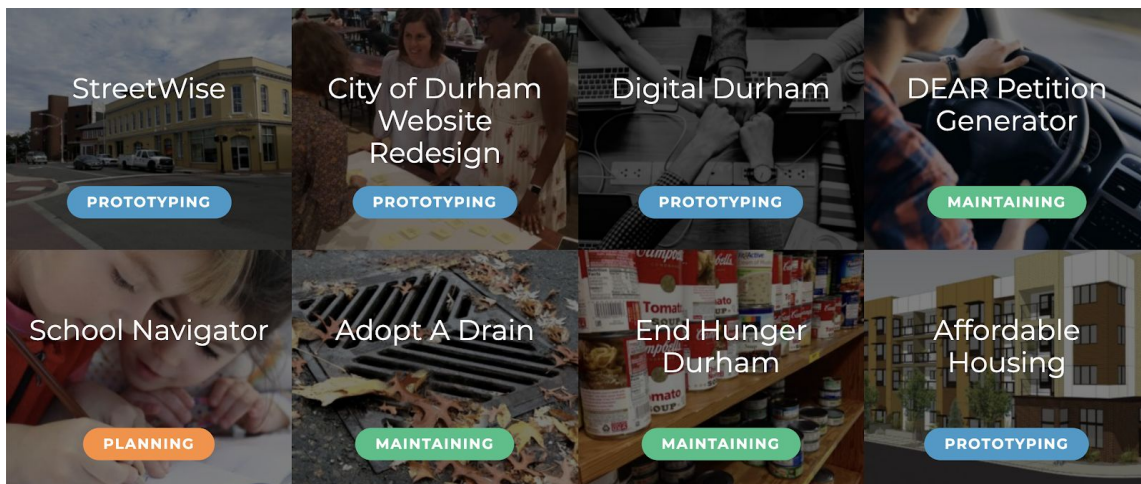
Progress

- Created [Onboarding Survey]() to gather information about experience/ interests to better match new members to projects
- Added Slack link to [Meetup event template]() to increase new member engagement in the main mode of brigade communication
- Updated [C4D website]() project information/links/contacts (see preview ⬇)
- Designed project update process: [survey](), automated reminders to project leads, and process for updates to the website
- Created [brigade calendar]() for project meetings schedule
- Promoted use of [Github project boards]() to increase transparency and accessibility

- Designed potential workflows for onboarding process

Next Steps

- Dedicated new member orientation meetings or materials, for example, we have a great idea inspired by Hack LA to make short project introduction videos and add them to a youtube playlist for new members
- Skills Development Sessions offering
- Bi-annual, twice yearly, project updates will be gathered from project leads using the new slack channel, auto-reminders, and survey
- Project matchmaking survey output action plan

Questions?

- Contact Shane Steele-Pardue if you have questions about the Onboarding Survey or Onboarding/Getting Started process
- Contact Brian Torres if you have questions about the Project Matchmaking effort or Github Project Boards
- Contact Millie Starliper if you have questions about the Project Update Survey for project leads or the overall Onboarding Process Updates effort
- Contact Ethan McElvaney and Millie Starliper if you have questions about updating the Code for Durham website
- Contact Ajay Ramani if you have questions about the onboarding process potential workflows

Shoutouts!

Thanks y'all!
- New member Ajay jumped in and developed onboarding process workflows which informed our deliverables
- New members Shane and Brian led workstreams and gained experience working in Agile
- New member to our brigade, Ethan, gained access to the website and responded to our requests for numerous updates
- Celeste, Dane, Laura, David, Colin, Rob and other project leads who responded to our questions and provided feedback along the way