

Transcript

December 6, 2024, 3:36PM

● **Brandon Butterwick** started transcription



Brandon Butterwick 0:04

But this on the wrong Friday.

In the process of moving kinda losing track of a bunch of things right now, but thanks for being flexible.

I have been reviewing our internal onboarding process just because.

We've had a few people onboard to our team and it's just been kind of a mess of a situation from them, not really knowing what to do and on their first day.

So I just had a few questions that arose that I wanted to ask you about.

And your your perspective of what's going on in your world when someone on boards that I can understand better, OK.

So I guess the first question is when we hire someone new?

Who kind of informs you that someone new is starting?

And whether they're going to be on boarding remote and in person, do you guys have any information to that or you kind of handle every case the same way?



Nick Kerr 1:14

No. So we get 90% of the people that we onboard are remote honestly by default.

We assume that they're remote unless they say that they're coming into the office.

But that is updated, I think at the current moment.

It is Olivia.

But I believe there was just an e-mail now about a role change, so I don't know if she will still be the person, but it was Olivia we have.



Brandon Butterwick 1:39

Yeah.



Nick Kerr 1:49

A.

Basically like a site where she goes in and do you remember that questionnaire that you filled out when you first started with like?



Brandon Butterwick 1:59

I vaguely remember that yeah.



Nick Kerr 2:01

Uploaded a picture and might say like whether you want to be praised publicly or not. Something like that.

Like it says a few things, yeah.



Brandon Butterwick 2:08

Mm hmm yeah.



Nick Kerr 2:08

So you finish that, we get the name, the address and the computer model.



Brandon Butterwick 2:15

OK.



Nick Kerr 2:15

We don't get anything else.

So yeah, so we get an e-mail with the name, address and computer model.



Brandon Butterwick 2:20

OK. And so on that questionnaire, they that was another one of my questions was they ask you?

Or is one of the questions that they prefer a Mac or a PC?



Nick Kerr 2:30

Yes, but it's also limited based on your role as you.

I think you already know.



Brandon Butterwick 2:35

OK, so you have you have some like master list that kind of tells you if you're in this role, you get this type of PC or computer.



Nick Kerr 2:43

It is a master list per SE, but I can send you what. It's basically a weird not.
It's because of the significant changes in teams, but it is.
It's it's not granular to like.
Their title? It's more what kind of? Like what?



Brandon Butterwick 3:03

Yeah.



Nick Kerr 3:06

I guess department or whether it's business technology.



Brandon Butterwick 3:10

OK.



Nick Kerr 3:11

Yeah.



Brandon Butterwick 3:14

Yeah, like I think technology, some of the tcsi know have much more powerful Macs.



Nick Kerr 3:19

Yeah. So minute day comes in with it as as that it's just it's it's an automatically we have computers separated by your standard computer your the tech technical spec computer and then development tool spec computer.



Brandon Butterwick 3:35

OK, cool. I see.



Nick Kerr 3:36

Where's that computer?



Brandon Butterwick 3:39

Cool. And then as far as the kind of extra gadgets, the keyboard, the mouse, any adapters?

Is that included on that questionnaire?

Like what?

Do you need any of these things to monitor?



Nick Kerr 3:56

No, that's a request afterwards.



Brandon Butterwick 3:58

OK.



Nick Kerr 3:59

Some people might like if.

I say you are a team lead and you are on boarding someone that you know will need X thing.

They can let us know beforehand and when we when we ship the computer to them, we actually also ship whatever it is that they request.



Brandon Butterwick 4:14

OK.



Nick Kerr 4:20

But it's normally almost always a request after the fact.



Brandon Butterwick 4:26

Yeah, that would be good to definitely be proactive with that.

I'm curious if it's something that I don't know how much, how often team leads are communicating with their newbie before they start.

But if do you know if there's a reason why we don't include something like that in the original questionnaire?



Nick Kerr 4:46

I guess one not every not really 100% sure why we don't.
We don't include it, but it's also there is that factor that we give.
Users are given don't know if it was when you started, but I think now I don't. How long ago it started, but each new person is given a \$500.
Yes, type in.



Brandon Butterwick 5:13

Yeah.



Nick Kerr 5:14

To accessorize their office.
That could include those things.
So I'm not 100% sure why it wasn't in the original question here, but.
It's acting.



Brandon Butterwick 5:34

And then how long before do you guys try to like, do you guys have a standardized process for skipping and how many days before someone's first day is that?
Like, can you guys are gonna send out the shipment?



Nick Kerr 5:48

So we roughly try to get it to the person roughly one or two days before we do normally do all our shipments on Tuesdays when we go into the office.
So sometimes it'll get there beforehand.
Sometime it won't. We we've asked the people team or the technical, the Talent acquisition team to give us a big heads up when the user is not in the US.
If they're in the US, there's a 99.9% chance that it'll get there the day before they start.



Brandon Butterwick 6:22

Oh, really? OK.



Nick Kerr 6:23

Mm hmm.



Brandon Butterwick 6:25

OK.

So you kinda just pick like the amount of shipping time and if you're like if they're starting on a Monday and you ship it on Tuesday, you say you you do, you like select how many days you want it to ship for.



Nick Kerr 6:39

Yes, we kind of.

Yeah, we try to select the amount of days that would allow them to get it no more than at least probably that Saturday.

Because we've had instance where people tried to go in and start logging in and.

Yeah, yeah, yeah, that when they can't because their account is not activated until the day.



Brandon Butterwick 7:00

I see. OK. OK.

Yeah, that was another thing.

So so they can have their computer, but they're not gonna actually be able to do anything until that first start date.

OK, cool.

What was the last question in my mind?

Oh, yeah. What's your? What's your personal opinion on? If someone's starting in the office?

Whether we should skip them the computer and have them bring in that computer, or if.

Like I I thought it would be a nice idea for someone who's new to to relax and they wanna onboard at at the office, which is a bit a number of people on my team.

To kinda have that computer at the office waiting for them.

Do you think that would be like do you think that would be a a large undertaking to like shift up process to to know that they're starting the office and let's just have the laptop sitting on a desk waiting for them?

Yeah. What do you, what do you think about about something like that?



Nick Kerr 8:10

No, we do that now.

There needs to be some time allotted though for the user.

Maybe an hour to for the computer setup.

We can't set up the computer for them, so they have to do it. So we've done it before where they've requested requested to come into the office, we.



Brandon Butterwick 8:28

OK.



Nick Kerr 8:37

Make sure the computer's available and the computer's there, and then once they come in.

We just gotta sit with them and walk through the whole thing.



Brandon Butterwick 8:46

OK.



Nick Kerr 8:47

Most of the time we kind of basically let them set it up.

And.

Kind of let them set it up and we kinda like assist where we can.

We also have this other thing that you may or may not be aware of for remote users.

We kinda set it up, but when I started.

This optional it help for remote users.

So once they receive their computer and the start date, if they have any issues, they can jump on like a call that would have been that should have been sent to them.

From.

Livia and we can we help? If necessary, but it's very optional.



Brandon Butterwick 9:29

Yeah, yeah.



Nick Kerr 9:33

The idea is they're supposed to be able to set up themselves.



Brandon Butterwick 9:36

Yeah. No, I I think I remember reaching out to you because I had a few questions on my very first day.

So I think that I don't.

You would know better, but your sounds like not many people actually use that that option.



Nick Kerr 9:52

No.

For no, not when people use the option because it's.

I said the computer. Once you get it, in theory.



Brandon Butterwick 10:07

Yeah.



Nick Kerr 10:07

Doesn't always workout that way, but that's how it's supposed to be in theory.



Brandon Butterwick 10:13

Yeah. OK.

Cool. That's all the questions I have is pretty brief.

I'm gonna be working with you kinda mentioned it earlier, but we have a new person starting.

Named.

Opal and her responsibility is gonna be over. Kinda that first day experience stuff.

So I'm sure you'll be also communicating with her, meeting with her to tell her how your side works.

But yeah, that's all I had for you.

Just some some basic questions.



Nick Kerr 10:51

I saw you got a title change.

I don't know how much or when it changed, but congratulations.



Brandon Butterwick 10:58

Yeah. Thanks very much.

Yeah, it wasn't too long ago.

Probably in September.

So new new role, new projects trying to.

Trying to shift away from my current role, but we don't really have any job responsibilities for my new role.

So I'm just like kinda making it up as I go, which it can be worse, so not too bad.



Nick Kerr 11:23

That works.



Brandon Butterwick 11:25

Yeah, right.

But yeah, I just moved out to California for a few months.

So that's, that's the new stuff going on in my life.



Nick Kerr 11:36

Two months or.

How do you move out, OK?



Brandon Butterwick 11:38

Two months. Yeah. Yeah. Through through April.



Nick Kerr 11:41

Text.

OK.

That sounds productive, I think.



Brandon Butterwick 11:46

Yeah.

Yeah, I think it will.

I was kinda what I was looking to shift things up a bit so.

Right on the beach, it's pretty sweet.



Nick Kerr 11:57

Sounds fun, man, I hope you enjoy.
For sure you have.



Brandon Butterwick 12:00

Yeah.
OK.
Alright, well, I'm gonna wrap this up if you are.



Nick Kerr 12:08

Yep. Alright then Brandon. I'll see you.



Brandon Butterwick 12:09

All ready.
See ya. Bye, nick.



Brandon Butterwick stopped transcription