

Onboarding Journey Map

Day	Touchpoint	Owner	Goal	Notes
0	Auto welcome email + survey	Ops	Acknowledge + collect info	Include two immediate roles
1	Reminder SMS	Ops	Boost survey completion	Optional
2	Orientation session	Team lead	Share mission + task menu	Offer live Q&A
3	First assignment email/DM	Program owner	Confirm task + buddy	Include checklist
5	Buddy check-in	Buddy	Answer questions + unblock	Log outcomes
10	Staff follow-up	Ops	Invite to second task	Track conversion