



PrePAIR for Success

Bobcat Buddy Program

PROGRAM OVERVIEW

Orientation and retention are all about making new employees feel at home. Along the way, that also means helping them understand FSU's culture and organizational structure. A buddy program is a great tool to assist in both of these objectives.

The goal of Frostburg State University's "Bobcat Buddy" Program is to smooth the way for new employees through coaching and peer support. Buddies, interoffice employees within or outside of your department, other than your supervisor, meet for at least the first six months with new employees. While the more experienced staff can help set the stage and structure, both persons are equally responsible for active communication. Responsibilities include that the buddies meet in person as often as possible for at least the first month of employment; maintain phone and e-mail contact at least twice a month, commit one hour a month for time with each other, and complete a survey at the end of the six-month period.

PROGRAM OBJECTIVE

- To help new employees feel welcome, answer questions, and help the new person navigate through FSU's culture;
- To develop relationships and facilitate interaction among staff, resulting in a stronger, more collaborative environment;
- To provide new and existing staff with a valuable resource, a buddy, who offers support and encouragement, and is a point of reference for many additional resources that FSU offers.
- To accelerate the time required for new employees to acclimate to the University;
- To increase the level of productivity for new employees;
- To enhance the likelihood of retaining new staff; and
- To improve the quality of services provided to the campus community.

PROGRAM GOALS

- The new employee will feel more relaxed with FSU and in a faster period;
- Relatively straightforward questions regarding basic operational issues are dealt with in a timely and straightforward manner;
- The initial confusion and uncertainty faced by all new employees is lessened;
- Manager/supervisor time with new employees is freed up to deal with added value issues;
- The new employee begins to add value more quickly, leading to increased confidence and self-esteem.

All new regular staff employees will be matched with a buddy.