



Sandy Martin
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Capstone Project: New Hire Benefits Enrollment

Project Description

- Implemented a **structured benefits enrollment process** for all new hires
- Mandatory **1:1 meetings** with the Benefits Team
- Guided employees through **Workday and People First**
- Ensured accurate and **timely benefit elections**
- Measured success through **completion rates** and **new hire survey feedback**

Rationale:

- Multiple systems created confusion (Workday & People First)
- New hires unsure where to complete benefit elections
- Missed deadlines and risk of delayed or no coverage
- Need for a more structured and consistent process

Capstone Progress

Survey Highlights

- Employees reported the 1:1 meeting was helpful
- Employees felt confident completing benefit elections
- Reminder communication supported timely completion
- Scheduling and follow-up remain areas to monitor

Completion Results

- January: 100% completed
- February: 100% completed
- March: Near 100% (2 outstanding – out of area)
- April: New hires in progress

Future Recommendations

Continue structured 1:1 benefits meetings for all new hires

Expand survey participation to gather more consistent feedback

Continue monthly tracking of completion rates

Refine communication and scheduling based on feedback

Maintain a consistent, supportive process to ensure timely and accurate benefit enrollment