

CERRO COSO CLASSIFIED MENTOR COMMITTEE REFERENCE GUIDE



2016/2017

CERRO COSO COMMUNITY COLLEGE

Rev.1.0

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CERRO COSO COMMUNITY COLLEGE CLASSIFIED MENTOR PROGRAM

For Classified Staff

Goal of the Mentoring Program

The goal of the Classified Mentor Program is to provide trained mentors to serve as a guide, facilitator, role model, and ally for new employees and to help them successfully integrate into their new position and the Cerro Coso Community College family.

A mentor is...

- A knowledgeable and experienced guide who teaches (and learns) through a commitment to the mutual growth of both mentor and mentee.
- A caring, thoughtful, and humane facilitator who provides access to people, places, experiences, and resources outside the mentee's routine environment.
- A role model who exemplifies in word and deed what it means to be an ethical, responsible, and compassionate human being.
- A trusted ally, or advocate, who works with (not for) the mentee and on behalf of the mentee's best interests and goals.

A mentor is NOT...

- A counselor/therapist
 - A flawless or infallible idol
 - A romantic partner
 - To assume the role of supervisor or manager over the mentee
- (Nakagawa, G., 1999)

Cerro Coso Classified Mentor Committee

Organizational Structure

The CCCC Classified Mentor Committee is made up of classified employees who have established the mentoring program guidelines in collaboration with HR and Administration. The term of service shall be for one year. As members leave the committee, new members may be appointed from the pool of qualified mentors by the Classified Mentor Committee and/or Administration.

Committee Responsibilities

Your team consists of your fellow mentors and the Mentor Committee. Do not feel like you must bear the load alone or in some way conquer the world of new employee problems yourself. They are there to work with you through the whole process of mentoring new employees. The Mentor Committee is responsible to:

- Meet formally as a committee at least once a semester (fall/spring) to review new applications, arrange training and orientation for mentors/mentees, troubleshoot problems and discuss ideas for improvement, evaluate exit surveys and to revise program guidelines if needed
- Make the final selection of mentors from the qualified applicant pool (not all who apply will be selected) and pair them with mentees
- Provide training and 2 follow-up meetings to mentors during the 6 month assignment
- Act as the main point of contact with mentors for guidance, instruction, and incident resolution
- Work closely with HR and any other group, department, or individual within Kern Community College District who has a vested interest in the mentoring program.

NOTE: The Mentor Committee is not to take on the roles or functions of HR, Administration, or the Union representatives. Rather the Committee's job as a team is to select, train and direct the mentor and make referrals to the appropriate resources.

Becoming a Mentor

Qualifications

The ideal mentor is one who models professional behavior with a positive attitude. Mentors should have a working knowledge of Cerro Coso Community College's and Kern Community College District's mission, vision, policies and procedures. Prospective mentors should also have a history of commitment to and involvement in college governance, leadership opportunities and college events. Additional qualifications include:

- Mentors must have immediate supervisor's approval.
- They must have attained permanent status with at least one year of experience in their department/division.
- Mentors must have strong communication skills and be a good listener.
- Mentors must sign and abide by the Mentorship Contract and maintain confidentiality as long as it doesn't conflict with ethical or legal obligations.

Application and Training Process

All classified employees are encouraged to apply to be a mentor, as you need not have prior experience. Mentor applications will be accepted year-round with selections and training held once in the fall and once in the spring. This will allow mentors to network together and receive assistance and support during this process. The Staff Mentor Committee will also host a mentor/mentee orientation meet and greet at the beginning of fall and spring semesters. In order to become a mentor, one must complete the process outlined below.

1. Submit an application to the Staff Mentoring Committee, by dropping the document off to HR.
2. Sign the Mentorship Contract and commit to a 6 month mentoring assignment if selected.
3. Attend a 3 1/2 hour Mentor Training Session prior to beginning mentoring assignment.
4. Attend Mentor/Mentee Orientation meet and greet.
5. Attend a follow-up meeting with the Classified Mentor Committee during the 2nd and 4th months to discuss progress and challenges.
6. Complete a survey of the mentoring experience at the end of the 6 month assignment

Absent from Serving

If you take a break from mentoring for longer than 1 year with no interaction with the Staff Mentor Committee, and wish to become a Cerro Coso mentor again, you will need to reapply. If accepted, you will be required to repeat the same training process that a new mentor experiences.

No Assignment

If you become a mentor and are not assigned a mentee/new employee, you will still need to attend the meetings with the Staff Mentor Committee and your fellow mentors in order to retain your mentor status and training. Attending the meetings will guarantee your enrollment in the Mentor pool and will prevent you from having to attend the training again.

Responsibilities of the Mentor

As a mentor, you are expected to provide assistance to your mentee in the following capacities:

- Be available for the new employee to contact at any time during business hours
- Communicate regularly with the new employee. This includes checking on the new employee during the mentorship period, even when the new employee does not contact you and also includes letting the new employee know when you are unavailable (off campus, meetings, etc.)
 - Mentors must make initial face-to-face contact (in person, Skype, iTV, etc.) with mentees within 48 hours of being paired.
 - Mentors must also meet with mentees at least two more times (preferably in the 2nd, 4th months) during the six month mentorship. The Committee encourages mentors to set contact guidelines directly with mentees. This includes frequency of contact, preferred method of contact, and setting limits on what can be discussed and what should not be discussed.
 - Mentors will be expected to keep a contact log showing a deliberate effort to reach out and assist mentees, but keeping in mind the role of mentor is a non-evaluative, non-supervisory role
- Abide by the conditions set forth in the Mentorship Contract including attendance at required training, meetings, and maintaining confidentiality
- Provide encouragement and promote unity within our college community
- Offer to introduce mentees to college employees, tour the campus, review emergency procedures, and accompany mentee to college events, meetings or activities
- As the primary point of contact for the new employee:
 - Help the new employee understand the policies and procedures of the District and College
 - Direct the new employee to the right person in order to answer questions
 - Be a “safe” person that the new employee can have a confidential work relationship with when discussing issues and concerns
 - Help the new employee develop skills necessary for working at Cerro Coso. You will **not** be required to know the employee’s job or how to do what they should know how to do. Your job is to point them to resources or professional development opportunities/training without doing their job for them.
- Be willing to step aside if the mentor-mentee relationship is not a positive experience for either party. The Committee and/or HR reserves the right to re-assign mentors and mentees.

Responsibilities of the Mentee

Mentees are expected to actively participate in the mentorship program by:

- Maintaining regular contact with the assigned mentor
- Attending orientation and other college meetings, events, and activities
- Taking the initiative to seek help or guidance from mentors
- Respect confidentiality
- Represent CCCC in a professional manner at all times

Resources

Your primary resources will be your mentoring team (other mentors and the Classified Mentor Committee) and HR (both at CCCC and the DO). As part of Kern Community College District, you also have additional resources at Bakersfield and Porterville Colleges as well as the District Office. Don't neglect employees in those locations if you have questions. Become familiar with your counterparts at the other colleges so you get a bigger picture and possibly a different perspective on the issue(s) you may be facing.

The College and District websites offer valuable resources for processes and information you may need.

Additional resources will be provided in a Resource Packet available to mentors/mentees during orientation and will include:

Deliverable	Description
Administrative Policies	
Building-Office Locations	Campus map
College Locations	Campus map
District Overview	
Student Services	
Employee Opportunities	Training, participatory governance, CSEA, Classified Senate, etc

Expected Results

The Classified Mentor Committee expects that the mentorship program will yield positive results as new employees are welcomed into the Cerro Coso CC family and provided with the tools and assistance necessary to succeed in their new positions.

Mentors

- Mentors have a clear understanding of roles and expectations
- Mentors have necessary skills and resources to help new employees acclimate to Cerro Coso CC work environment and family
- Mentors are able to positively represent the school and assist mentees to help them succeed

Mentees

- Mentees will feel confident in their new role at Cerro Coso
- Mentees will have all the resources available to help them succeed
- Mentees will have a positive view of the mentoring experience

Measuring Success

The success of the mentoring program will be assessed at the end of each semester and will be based on exit surveys by both mentors and mentees, the annual climate survey, and staff morale and retention.


The exit surveys will be kept on file in HR and used solely as a guide for making any needed adjustments to the mentorship program.

Document References

- *Developing a Mentoring Perspective*, Dr. Gordon Nakagawa (CSUN Faculty Mentor Program, 1999).
- *Classified Employee Mentor Program*, Poway Unified School District, 2007
- *The Mentoring Connection*, San Diego City College, 1999

Staff Mentor Committee Acknowledgements

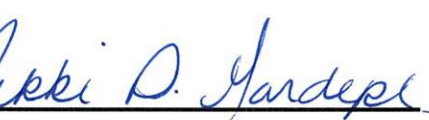
We the undersigned Employee Mentor Committee, understand that though this is a living document which can be changed to reflect the needs of the Employees of Cerro Coso Community College, we are in agreement regarding the content of this current document, the Employee Mentor Committee Reference Guide, revision 1.0 of the 2016/207 fiscal year.

X 

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X 

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3/17 Orientation for Mentors/Mentees

10:00-10:10 Introductions (Committee members)

10:15-10:30 Icebreaker activities (Juli)

10:30-10:45 Info presented about participatory governance/CSEA opportunities/Classified Senate (Jill)

10:45-11:00 General guidelines for mentoring relationship/expectations (Juli)

11:00-11:15 Q & A-fill out contact sheets (a copy needs to go to HR)

Cerro Coso Classified Staff Mentorship Agreement

As a Classified Mentor you will play an important role in helping new classified employees assimilate into the workplace and become part of the Cerro Coso Community College family by providing access to people, places, experiences, and resources outside the mentee's routine environment. In order to make mentoring a positive experience for both you and your mentee, you are expected to assume the responsibilities outlined below.

Responsibilities to a Mentee:

- You will not discriminate against a mentee based on race, gender, religion, national origin, sexual orientation or disability.
- You agree to maintain regular contact with your mentee and to invite/accompany him/her to school-related meetings, activities and events.
- You are to act as a positive role model and exhibit ethical behavior.
- You agree to maintain confidentiality at all times except in cases where possible harm may occur in which case you are to immediately contact a member of the Mentoring Committee or HR.
- You are not to act as counselor, but refer any issues unrelated to mentoring to the Mentoring Committee.
- If you are unable to maintain the mentoring relationship for any reason, please contact the Mentoring Committee before ending the relationship with your mentee.
- You understand your role as outlined in the training program.

Responsibilities to the Mentoring Program:

- You agree to attend all required training, orientation, mid-term, and exit meetings.
- You agree to complete all forms related to evaluation of the mentoring program.
- You agree to document all contact with your mentee in the Contact Log. This log will be turned in to HR at the end of the mentoring term.
- You agree to notify the Mentoring Committee if your contact information or your availability to mentor changes.

I have read and understood the terms of the Classified Staff Mentorship Agreement.

Signature _____ Date _____

Classified Staff Mentor Partnership Agreement

This AGREEMENT of PARTNERSHIP is made as of _____, by and between the undersigned Partners.

I. Term

The Partnership shall begin on _____, and shall continue until _____ unless earlier terminated. If, for any reason, one or both parties deem it necessary to terminate the partnership earlier, they agree to a no-fault ending of this relationship. Mentors may be re-assigned at the discretion of the Classified Staff Mentor Committee for the remainder of the mentoring term.

II. Meetings

Periodic meetings shall be held regularly as determined by the Partnership.

We agree to meet: _____ weekly _____ bi-weekly _____ monthly

When possible, the first and last meetings should be face-to-face. Please allow at least 20 minutes to cover important information. If one party resides out of the area, a phone conference may replace face-to-face meetings. Additional methods of contact include skype and email. If one person cannot make a scheduled meeting, please notify the other party at least 1 day in advance if possible. The mentor shall initiate the regularly scheduled meeting, however, mentees may contact mentors at any time during CCCC business hours.

III. Contact Information

Mentor

Phone: _____ Email: _____

Mentee

Phone: _____ Email: _____

IV. Expectations

The role of the mentor is to assist the mentee with assimilating into the Cerro Coso community. The role of mentees is to work with mentors to take advantage of the resources made available to them through the mentoring program so that they will feel more confident in their work and prepared to engage with their peers. The Classified Staff Mentor Committee expects all mentors and mentees to be exemplary role models who display ethical behavior, have a positive attitude and respect confidentiality even after the mentoring relationship ends. Mentors and mentees are expected to make the effort to attend events and meetings, when possible, that will expose them to more people and resources (Meet & Greets, birthday celebrations, CSEA/Classified Senate meetings, and other campus wide events throughout the year).

What to expect from your mentor:

- A knowledgeable and experienced guide who facilitates access to people, places, and resource's outside the mentee's routine environment
- Ongoing support and encouragement
- A trusted ally and advocate

Benefits of having a mentor:

- Benefit from another person's life experiences
- Greater success with work transition and personal development
- Greater opportunity to connect with campus community

V. Conflict Resolution

Conflict is a normal part of any relationship. Should a conflict arise in the mentoring relationship, both parties agree to follow the process outlined below to achieve resolution. The goal is to resolve conflict at the lowest level and in a professional manner that will bring about a favorable outcome.

Mentor and Mentee

- Open discussion
- Move forward

Mentee and other Employee of the College

- Encourage mentee to discuss the issue with fellow employee
- Look for the positive and encourage mentee to do the same
- Do not take sides/gossip
- Be willing to ask for help.*

*If the conflict cannot be resolved at the lowest level, please contact a member of the Classified Staff Mentor Committee for further guidance.

VI. Termination of Partnership

Prior to the end of the mentoring partnership, the mentor will initiate one last face-to-face meeting (or phone call for those at other campuses). Mentors and mentees will be asked to complete a satisfaction survey that helps the committee to make adjustments to the program as needed. We hope this is a rewarding experience for both parties.

Partner (Printed Name)

Partner (Signature)

Date

Partner (Printed Name)

Partner (Signature)

Date

Cerro Coso Mentor Experience Survey

Thank you for your participation in the Cerro Coso Community College Mentor Program. We truly hope that your experience was a pleasant one. In order to ensure a positive mentoring experience, the CC Mentor Committee values your feedback. Please take a minute to complete the short survey below. Information is not used to evaluate mentor's performance; only to help the committee to serve our classified staff better.

Today's date:

Term of Service:

Name:

HOW WAS YOUR EXPERIENCE AS A MENTOR?

Did you find that you received adequate training to be a mentor?

No Yes Explain:

Did you feel that you had all the resources you needed? If not, please explain.

No Yes Explain:

Did you feel supported by the CC Mentor Committee? If not, please explain how we could be of more help.

No Yes Explain:

How would you describe your mentoring relationship?

Positive Somewhat Positive Negative

Would you be interested in a mentoring assignment next semester?

No Yes

Did you communicate regularly with your mentee? What form of communication do you feel worked best in interacting with your mentee? (phone, in-person, etc.)

If you had a positive experience with your mentee, list three reasons why the relationship worked.

If you had a negative experience with your mentee, list three reasons why the relationship did not work.

Please include any comments or suggestions that you'd like to share for improvement that you'd like to share.

Cerro Coso Mentee Experience Survey

Thank you for your participation in the Cerro Coso Community College Mentor Program. We truly hope that your experience was a pleasant one. In order to ensure a positive mentoring experience, the CC Mentor Committee values your feedback. Please take a minute to complete the short survey below. Information is not used to evaluate mentee's performance; only to help the committee to serve our classified staff better.

Today's date:

Term of Service:

Name:

HOW WAS YOUR EXPERIENCE AS A MENTEE?

Did you find orientation to be helpful? Delete if we quit doing orientations

No Yes Somewhat Explain:

Did you feel that you had all the resources you needed? If not, please explain.

No Yes Explain:

Did you feel that you gained knowledge and information from the mentoring program?

No Yes Explain:

How would you describe your mentoring relationship?

Positive Somewhat Positive Negative

Briefly describe what your experience has been like as a participant in the Classified Staff Mentoring Program and aspects of the program that were most beneficial to you.

Did your mentor communicate regularly with you? What form of communication do you feel worked best in interacting with your mentor? (phone, in-person, etc.)

If you had a positive experience with your mentor, list three reasons why the relationship worked.

If you had a negative experience with your mentor, list three reasons why the relationship did not work.

Please include any comments or suggestions that you'd like to share for improvement that you'd like to share.