



**MOTIVATE**

**ENCOURAGE**

**NAVIGATE**

**TRAIN**

**ORIENTATE**

**RELATIONSHIP**

# **Partnering for success**

## **SBCCCD MENTOR Program**



# MENTOR Program

The San Bernardino Community College District's goal is to help and assist the new employees adjust and succeed on the job.

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## What is the MENTOR Program?

The MENTOR Program fosters a cooperative relationship among employees. This program provides an opportunity for current employees to share their knowledge and experience with new employees. It helps new employees by giving them a resource person to contact for coaching, guidance and encouragement. In turn, current employees will gain a fresh perspective and develop new relationships. Ultimately, the District builds a stronger and more cohesive working environment.

The MENTOR Program enhances the personal connections within the District, encourages team building, improves retention, and builds moral. This program will use the resources we already have to improve employee satisfaction, develop leadership, and teach new skills.

## Who is a MENTOR?

A MENTOR can be any employee who has been employed for at least three (3) years and has a genuine interest in helping new employees acclimate to the District environment.

MENTORs will be matched within the same department and job classification.

## MENTOR Responsibilities

A MENTOR's role is to be a "friend" to the new employee. It is important that the MENTOR maintains the commitment and responsibility to assist the new employee in the following areas:

- Encourage growth and success

- Help build confidence and motivation
- Inform about training and development opportunities
- Support and actively listen to the new employee
- Be available to assist the new employee
- Provide the new employee awareness of social and career opportunities on campus
- Help the new employee become familiar and comfortable with the District and/or campus culture and mission

A good MENTOR is able to communicate effectively, is culturally diverse, and is able to encourage, support and motivate others through his or her leadership skills.

### **Procedures**

1. The Human Resources Department will obtain a list of employees who:
  - a) are interested in becoming a MENTOR;
  - b) have been employed with the District for at least three (3) years;
  - c) have a satisfactory performance rating;
  - d) and have expressed a genuine interest in helping new employees acclimate to the District environment.
2. MENTORS will be matched within the same department and job classification.
3. The MENTOR Program will be four (4) weeks of mentorship to the new employee.
4. The Human Resources Department will provide the MENTORS a checklist prior to the first meeting with the new employee.
5. MENTORS must attend training conducted by the Human Resources Department at least one week prior to the new employee's first day.
6. MENTORS meet with the new employees during the New Employee On-Boarding and begin on their four (4) weeks journey.
7. The new employee will submit a Evaluation Form at the end of the four (4) week mentorship.

# SBCCD MENTOR Program Checklist

MENTOR ACTIVITY	DATE COMPLETED
<b>FIRST WEEK</b>	
Contact Human Resources for information on the new employee. Meet and greet the new employee during the Employee On-boarding and establish contact – let them know you will call or visit.	
During your first meeting with the new employee – introduce yourself <ul style="list-style-type: none"> <li>• Let the new employee know about the MENTOR program and your responsibility.</li> <li>• Share information about yourself – years at SBCCD, your job, etc.</li> <li>• Gather information about the new employee.</li> </ul>	
Ensure that the new employee has done the following: <ul style="list-style-type: none"> <li>• Receive an e-mail account</li> <li>• Receive a telephone extension (if applicable)</li> <li>• Obtain a parking permit.</li> <li>• Provide a list of frequently used phone numbers.</li> <li>• Go over the campus maps, emergency evacuation areas, and the flipchart “In Case of Emergency”.</li> <li>• Tour the department and campus.</li> </ul>	
<b>SECOND WEEK</b>	
Contact the new employee via e-mail or phone.	
Ensure that the new employee has had the opportunity to: <ul style="list-style-type: none"> <li>• Tour the campus – if not, make arrangements.</li> <li>• Introduce the new employee to other staff – especially staff who will be in contact with frequently.</li> </ul>	
Describe the other departments on campus and at the District and the program or services they provide.	
<b>THIRD WEEK</b>	
Contact the new employee via e-mail or phone.	
Discuss any concerns, questions, assistance, etc. that the new employee may have or need.	
Review how he is doing with the new job.	
<b>FOURTH WEEK</b>	
Contact the new employee via e-mail or phone.	
Remind the new employee he must complete all the assigned trainings on SafeColleges.	
Review the MENTOR responsibilities and make sure you have addressed it all.	
Have the new employee complete the MENTOR Program Evaluation form.	

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# MENTOR Program Evaluation

Name: \_\_\_\_\_ Department: \_\_\_\_\_

1. Did you gain knowledge and information from the MENTOR Program?

- YES  
 NO

2. Were you provided with networking opportunities?

- YES  
 NO

3. Did the program provide a meaningful introduction to San Bernardino Community College District (SBCCD)?

- YES  
 NO

4. Do you have any suggestions for improvements to the MENTOR Program?

5. Do you have any general comments about the MENTOR Program?