

Johnson County Community College

Staff Mentoring Handbook



Updated September 10th, 2024

Staff Mentoring

The purpose of staff mentoring is to support JCCC's mission of making employees feel valued and part of the collection. Through collaboration, mentors provide instructional, collegial, professional, and even social support. The mentoring process provides benefits to the newly hired staff by giving them insights into the JCCC culture, to established staff by helping them structure their career, and to existing staff looking to connect with others across campus. It also provides benefits to the mentor by giving the mentor a more recent connection to new practices. This is a one-year program that begins when the mentor and mentee are matched.

Timeline for the Mentoring Process:

- The Mentor program questionnaire is continuously available for new hires and existing employees. It is hosted on the staff development page on InfoHub and shared with new employees during onboarding. Mentees do not need to be new hires to take advantage of the program, but we do ask that mentor applicants have at least two years at the College before applying. As the application is continuously available, matches will happen throughout the year as is possible given number of mentees and mentors.
- Mentors and mentees will receive notification that they have been matched in an email with an invitation to a kickoff event.
- There will be three kickoff events a year for mentor/mentee matches to meet, hosted by staff development. This thirty-minute meeting will include an ice breaker and a brief overview of the program where the handbook will be shared.
- After the initial kickoff, it will be up to the mentor and mentee to determine how often they meet. We suggest that you speak once every two weeks via email, phone or face to face.
- Mentor and mentee meet throughout the year.
- Mentor and mentee send a copy of the mentoring report to the Staff Development Office one year after being matched.

Staff Mentoring

The mentoring program at JCCC has been developed in response to overwhelming demand for such a program. There are three styles of mentorship it will use to pair mentors and mentees so that all may receive the type of mentoring relationship they are looking for and willing to provide. Those three styles are:

- Social – The purpose of this style is to pair individuals who share similarities in age, lifestyle, family, interests, or other factors. This style is for staff members seeking personal relationships at work who could help them learn more about different departments and positions as well as share pertinent information (such as being new to Kansas City or having similar aged children, for example).
- Advising – The purpose of this style is to pair staff members well established in their careers with staff members who are new in their position at the College or who are interested in career growth and exploration. In this style, the mentor will share wisdom with their mentee as they grow in their career. They will not necessarily help the mentee adjust to the culture or their current position but serve as a sounding board and guide for the mentee as they work to set themselves up for a long and successful career at the college.
- Adjacent - The purpose of this style of mentorship is pairing a new employee and an established employee with similar job titles or duties. The mentor will serve as a person who can help the mentee learn about existing systems and learn more about how their position interacts with the campus. This is meant to be an addition to onboarding from the mentee's own department, not a replacement for it.

The mentoring program also recognizes the existence of onboarding and orientation activities. This process is not designed to be in place of those programs. It is intended to complement them. This is a collaborative process intended to help JCCC employees meet new people across campus, share knowledge and resources, and help each other grow in their positions while strengthening campus culture.

Goals of Staff Mentoring

- To encourage intradepartmental collaboration
- To facilitate the sharing of resources and knowledge between staff
- To aid in the professional development of staff members
- To better a sense of value and belonging for staff members

Procedure for Staff Mentoring

Who is mentored?

Any staff member can sign up to be a mentee. All applicants will be reviewed via Human Resources processes to ensure time and resources can be properly allocated. The formal mentoring process will last for one full year. Although an informal relationship may continue, the mentor's responsibilities to the mentee will be completed at the end of the year when the staff development office receives the mentor review form from both mentor and mentee.

Selection of the Mentor

The Staff Development office will pair the mentor and mentee based on the Mentor Program questionnaire. The questionnaire asks the following questions:

- The party's name, position, and department
- What style of mentorship the party is interested in
- Whether the party prefers formal or informal meet ups
- Whether the party expects structured or casual communication
- General interests and information about the party

These questions are asked to pair the mentors and mentees with as many similar answers as possible. Mentors and mentees who are matched will be from different departments whenever possible. Mentors will require supervisor approval before serving – this will be completed by Staff Development office.

Responsibilities of the Mentor and Mentee

The mentor and mentee will attend the meetup and kickoff session they are invited to. If they are not able to attend, they will be rematched. **Attendance at the orientation is required.** This will be the first face-to-face activity that the mentor and mentee do together.

After that, the mentor and the mentee will jointly decide on how often they will meet and communicate. This does not mean that the two will meet every week for one hour.

Rather, it is important that the time is scheduled for activities that may take place eachweek. We encourage mentors and mentees to communicate at least once every two weeks.

During the first meeting, mentor and mentee will jointly decide on goals and objectives for the year's activities. These goals and objectives will often vary greatly from one person to another. The form on page 11 suggests possible focus areas during this first year of employment.

The mentee should not expect the mentor to be the expert in all areas of the college community. Instead, the mentor should be the facilitator to introduce the mentee to relevant people across campus when necessary.

The mentor's role is to help create an environment that will facilitate the inclusion and association of the mentee into all aspects of the college community.

For the mentor, the primary responsibilities are:

- To attend the kickoff session
- To assist the mentee with completing the goals for the year
- To complete year-end summary

Responsibilities of the Mentee

The mentee should have a clear idea of the goals they would like to accomplish when seeking out an advising or adjacent mentor.

The mentee must attend the kickoff session. This will, in many cases, be the first face-to-face activity that the mentor and the mentee do together.

After that, the mentor and the mentee will jointly decide on how often they will meet and communicate. This does not mean that the two will meet every week for one hour.

Rather, it is important that the time is scheduled for activities that may take place eachweek. We encourage mentors and mentees to communicate at least once every two weeks.

During the first meeting, mentor and mentee will jointly decide on goals and objectives for the year's activities. These goals and objectives will often vary greatly from one person to another. The form on page 11 suggests possible focus areas during this first year of employment.

The primary responsibilities of the mentee member are:

- To attend the kickoff session they are invited to
- To complete the goals form
- To complete a year-end summary

Year end summary

One year after the official match, the mentor will complete a final report that will provide feedback about the mentoring process. The mentee will also complete a report about their experiences with the mentoring process. These reports will be shared with the Office of Staff Development to improve the process.

Privacy

All written reports that identify the mentor or mentee will be confidential, and only used to determine the success of or improvements to be made to the process.

If the mentor or mentee feels the match is incompatible, please speak with the staff development office. These conversations will be kept private and only used to determine next steps for the match process.

Collaboration

Collaboration is the key to success for this process. It is important that the relationship between the mentee and the mentor be a two-way street. This means that both parties need to be effective communicators and good listeners.

Mentor/Mentee Planning Form

Mentee's Name: _____

Days and Times of Weekly Meetings: _____

Forms of Contact: _____ college extension

_____ e-mail

_____ other

Mentee's Goals: In thinking about myself as I prepare for my time and career at JCCC, my primary focus will be in the area(s) of: (please circle all that apply)

- Position specific duties and processes
- Technology issues
- College/departmental policies
- Social networking
- Professional Development opportunities/ managing your career
- Other: Please list.

Mentor's Goals: After talking with the mentee, the activities I intend to facilitate include: (Please make your list as specific as possible.)

Optional Campus Visits

- ❑ Make a brief appointment to visit the **Access Services** office together and meet the staff, either f2f or via Zoom. <https://www.jccc.edu/student-resources/access-services/>
- ❑ Make a brief appointment to visit the **Honors Program** office together and meet the staff, either f2f or via Zoom. <https://www.jccc.edu/academics/credit/honors/>
- ❑ Make a brief appointment to visit the **Grants Leadership & Development Office** together and meet the staff, either f2f or via Zoom. <https://www.jccc.edu/student-resources/access-services/>
- ❑ Make a brief appointment to visit the **Assessment, Evaluation & Institutional Outcomes** office together and meet the staff, either f2f or via Zoom. <https://www.jccc.edu/about/leadership-governance/administration/institutional-effectiveness-branch/outcomes-assessment/>
- ❑ Make a brief appointment to visit the **Center for Sustainability** together and meet the staff, either f2f or via Zoom. <https://www.jccc.edu/about/sustainability/>
- ❑ Make a brief appointment to visit the **International Education** together and meet the staff, either f2f or via Zoom. <https://www.jccc.edu/academics/credit/international-education/>
- ❑ Make a brief appointment to visit the **International and Immigrant Student Services** office together and meet the staff, either f2f or via Zoom. <https://www.jccc.edu/admissions/international/>
- ❑ Make a brief appointment to visit the **Veteran and Military Student Resource Center** together and meet the staff, either f2f or via Zoom. <https://www.jccc.edu/student-resources/veterans/>
- ❑ Make a brief appointment to visit the **Career Development Center** together and meet the staff, either f2f or via Zoom. <https://www.jccc.edu/student-resources/career-development/>
- ❑ Volunteer for Welcome Week together.

Other Suggested Topics for Discussion at Weekly Meetings

- Visit the fashion closet (it's a magical place 😊)
- Check out the signs students created for JCCC's 50th anniversary
- Tour the gym
- Visit the Student Lounge
 - <https://www.jccc.edu/campus-life/student-activities-organizations/student-lounge/>
- Visit the Olathe Health Education Center (OHEC)
 - <https://www.jccc.edu/about/campus/maps/off-campus/ohec.html>
- Visit West Park Center
 - <https://www.jccc.edu/about/campus/maps/off-campus/wpk.html>
- Committee work
- Student Responsibilities
 - (<https://www.jccc.edu/admissions/enrollment/responsibilities.html>)
- The organizational structure at the college
- Professional Development opportunities
- The community college philosophy
- Collaborative Learning
- Active Learning
- Technology training/resources
- Venting frustrations
- Asking “dumb” questions

What is a mentor?

A mentor is someone who:

- Is a loyal friend, confidant, and advisor
- Is a teacher, guide, coach, and role model
- Is entrusted with the care and education of another
- Is someone with additional knowledge and someone who has achieved expert status
- Nurtures a person of talent and ability
- Is willing to give away what he or she knows in a non-competitive way
- Welcomes newcomers into the profession and campus
- Is willing to accept feedback
- Values being a life long learner

What are some of the characteristics of a good mentor?

A good mentor is someone who:

- Takes a personal interest in the career development of a colleague
- Wants to share knowledge, materials, skill, and experience with those they mentor
- Is supportive, enthusiastic, patient, and challenging to help others reach new levels of competence
- Points the way and offers evidence of what one can become
- Exposes others to new ideas, perspectives, and standards
- Relates the values and norms of the profession and the institution
- Perceives themselves as equals to those they mentor

If you have any questions concerning the mentoring process, please feel free to contact Carissa Sadique, Learning and Development Specialist

