



Human Resources Office

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To: Dr. Michael Riggle
From: Brad Swanson
Date: May 4, 2016
Re: GESSA Orientation/Mentorship Proposal for 2016-17

According to the current GESSA contract Article XV, Section B: Joint Steering Committee, "A Joint Steering Committee will be convened to make recommendations to the Superintendent or designee regarding the implementation of professional development opportunities for the members of the GESSA bargaining unit." One specific charge of this committee is to develop a mentorship program.

Please consider the attached documents as the proposal for the GESSA Orientation and Mentorship program for newly hired employees for the 2016-17 school year.

The projected participation in the program next year is approximately seven new hires and mentors. Ongoing support, direction and oversight will be jointly provided by the administration and GESSA leadership.

I recommend that this program be approved for implementation during the 2016-17 school year. Please let me know if you have questions.

Mentor & Orientation Programs for Technical & Clerical Staff

Goals

Orientation: To create a welcoming and positive culture by introducing new clerical and technology staff to building and district people, places and procedures through a formal orientation program.

Mentorship: To provide ongoing support and create a smooth transition into an employee's new work life to ensure success.

Administrative Contacts

- **District Office:** Asst. Supt. of Human Resources, Director of Human Resources
- **Glenbrook North:** Associate Principal for Administrative Services
- **Glenbrook South:** Associate Principal for Administrative Services

Program Components

Orientation

- **Focus:** Tour each building and introduce new employees to office and departmental personnel; share their roles in the building/district; all new employees will tour district office and one school building
- **Dates/Duration:** Planning completed by June 15th; Orientations within first week of hire; Buildings - 2 hours; District - 1.5 hours
- **Late Hires:** Building orientations to be held within one week of hire when possible; coordinate time for District orientation shortly after.

Mentorship

- **Focus:** Help a new employee navigate a new work environment including people, procedures and processes
- **Training & Follow-up:** A 2-hour mentor training session will be provided and follow up sessions will be held quarterly; feedback regarding the program will be gathered
- **Mentor/Protege Relationship:** Through regular meetings during the first 12 months of employment the mentor and protege will create trust and open communication; the mentor will encourage and model ongoing professional learning
- **Budget:**
 - \$500 - materials/supplies
 - \$750 stipend per mentor (approximately 7-10 each year)

Building Orientation for Clerical Staff

Principal's Office:

Associate Principal for Administrative Services:

Tour of facility, including:	<ul style="list-style-type: none">• Faculty Restrooms• Mail rooms• Copy centers• Maintenance• Dean's Office• PE/Athletics office• Technology office	<ul style="list-style-type: none">• SAO• The Library• Auditorium• Meeting areas• Student Services• Football field• Nurses Office	<ul style="list-style-type: none">• Parking• Kitchen• Cafeterias• Fitness Center/Lockers• Principal's Office• District• Chrome Depot
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Executive Assistant to the Principal:

- Where the mailroom is, how it is set up, where the outgoing mail and other school mail goes
- Reception - Notifying the front office and receptionist when you have scheduled visitors or food deliveries
- Activities – keep the receptionist informed

Executive Assistant to the Associate Principal for Curriculum:

- Curriculum Guide
- Field Trips
- Professional Leave
- Buses

Receptionist:

- Schedule switchboard training if applicable

Assistant Principal for Student Activities:

- Hand out school calendar and explain what the SAO office does
- How to reserve conference rooms

Assistant Principal for the Dean's Office:

- Emergency handbook
- Parking
- Dean's Office services
- What to do if witnessing disruptive students in the halls

Assistant Principal for Student Services:

- Introduce to staff
- Explain what the Student Services office does
- College Counseling Office
- Scheduling staff

Head Librarian:

- Overview of The Library
- Online Library System - LibGuides

Plant Operator:

- Maintenance requests
- Keys/Fobs

Technology:**Systems Trainer:**

- Explain what her position is and what services she provides
- Network log in, Email setup, Skyward employee access, Locating the G:drive and the H:drive, navigating the website (finding the clerical website, Google Docs, etc.), finding the benefits page, accounting pages, etc.
- AESOP training

Educational Technology Trainer:

- Explain her position and what services she provides

Executive Assistant to the Associate Principal for Administrative Services:

Go over the following clerical procedures with appropriate personnel

- Office Depot/entering purchase orders, the Office Depot website
- Invoicing procedures
- Purchase Orders, Skyward approval process, various Skyward topics
- P-card
- Scheduling subs; long term subs, sub pay, IA's subbing for teachers
- Commonly used Google docs
- Reimbursement forms
- Teacher/Admin professional development forms
- Jury duty
- Mileage Reimbursement
- Absences
- Explain Lunch and break times/options
- Make sure they have a clerical handbook and explain what is in it
- Paycheck schedule (when and how you get your first check) and timesheets (Filling out your timesheets, when they are due, who signs, and where to send them)
- "The Lingo" sheet – hand out
- Computer buy program – hand out
- Maps – hand out
- Q & A session

ESP Mentor Job Description

Making Connections, Reducing Stress, Creating a Safe Place, Answering Questions, and Problem Solving

An ESP mentor will provide ongoing support and create a smooth transition into an employee's new work life to ensure success.

1. Help reduce the stress of transition by making yourself available to your protégé through the first 12 months at the Glenbrooks. Help your protege understand the experience of working in a school environment with students, employees and parents. Let them know you are available and help them feel comfortable contacting you when needed. The focus is on introducing a new employee to people, procedures and processes.
2. Invite your protégé to join you for the Glenbrook Day meetings and breakfast. Introduce to other staff as you go through the day's events.
3. Time Expectations:
 - a. Attend Training
 - i. 2 hours of formal training - June
 - b. Meet with your protégé regularly. Minimally: (20 hours)
 - i. Daily the first week
 - ii. Weekly the first month
 - iii. Monthly the rest of the year
4. Discuss how to handle student conflict or misconduct in the halls or offices.
5. Help your protégé plan for the monthly tasks that need to be completed for their position. Remember to use available resources to review what tasks or programs may be approaching. (e.g. Clerical Central, Accounting website, calendars)
6. Familiarize your protégé with helpful Glenbrook websites, i.e., accounting, payroll, human resources, Help Desk, technology, etc.
7. Connect your protégé with the appropriate staff to build successful working relationships, teaming, and collaboration.
8. Assist with developing good organizational skills. You have experience in an educational environment and can assist your protégé by providing past practice and organizational tips. (e.g. creating a binder of "how-to's", timing of tasks for greatest efficiency, etc.)
9. Assist your protégé with setting up training with the tech trainers for areas your new employee may need help in. Remember to encourage your protégé to use the technology website and to sign up for classes that are offered throughout the school year.

10. Knowing what systems or procedures are currently in place will help reduce stress for a new employee. Knowledge is key to reducing stress. Familiarize your protégé with building and district office procedures by reviewing the following if applicable:
 - a. Scheduled visitors procedures (aug)
 - b. Procedures for catering orders (aug)
 - c. Office Depot procedures (aug)
 - d. Reserving conference rooms (aug)
 - e. Review the use of the technology help desk (aug)
 - f. Completing maintenance requests and using the maintenance hotline (aug)
 - g. Emergency drill procedures (sept)
 - h. Review what each building department does and who to contact for various topics (sept-oct)
 - i. Review what each department at the district level does and who the contacts are (sept-oct)
 - j. Review alternate schedules (e.g. Late arrivals, assemblies, finals) (*as needed*)
 - k. End of the year procedures (mar-apr)
11. Spend time with your protégé at your scheduled times to discuss where they might be struggling and offer suggestions on how to move forward. Provide a safe and confidential environment in which the protege will feel free to discuss issues or concerns.
12. Provide feedback regarding the program and share needs and concerns during quarterly meetings.
13. Other duties as assigned.