2014-15 GRCC Team Charter

Team Name: New Employee Orientation Team (NEOT)
Team Leader: Julie Otte

*Chartering is a two-way process*

*Team sponsor(s) specify the mission of the team, its resources, the expectations for what the team is to accomplish, the timelines, decision-making authority, and how the team relates to the broader College strategy and goals.*

*The team itself thinks through and creates a draft charter, including team goals, stakeholder requirements, and strategies for goal accomplishment.*

*Together, they review and finalize the team charter, adding the process that will be used to review team progress on a regular basis.*

1. **Purpose of the Team** *(What is this team expected to accomplish?)*

   The purpose of the NEO team is to oversee and help with the onboarding of all newly hired employees. The orientation starts in the office of Staff Development where the new employee is greeted. The NEO then moves between two campus’s and includes computer access information, a ride on the Sneden Shuttle, a tour of the Main and DeVos campus’s, a GRCC safety briefing with a Campus Police officer, acquiring employees Raider card and finishing up learning how to fill in the paybook. The onboarding process is guided by the GRCC desire to integrate new employees into our culture and create a firm foundation of knowledge about the GRCC Mission, Vision and Values.

2. **Decision-making Context and Scope** *(What level of decision making authority does this team hold?)*

   The NEOT are participants in the orientation process along the way for the new employees. The team members are from IT, campus Police and Student Life.

3. **Team Goals, Action Projects, and Timelines** *(How will this team proceed to accomplish their purpose? I.e. what will they do?)*

   The team is kept abreast of the process and provides feedback when questions or concerns arise. The team meets annually to review/plan. The team would like a streamlined process for making sure all pertinent parties are communicated with before the new employees begin. The goal is to provide the new employee with an excellent first day and experience here at GRCC.

4. **Stakeholders and their Key Requirements** *(For whom is this team doing their work? What do they want?)*

   New Employees – acclimate and integrate well into GRCC
   Student Success – Better, continued and quality service
   College – retain great employees
   Visitors/General Public – Better, continued and quality service.
5. Resources needed (both people and budget) Continued support and membership of the team, support and clear communication from executive leadership. The NEO and accompanying mentorship program will be funded through Staff Development.

6. Troubleshooting Path (How will unresolved issues or roadblocks be handled?) Julie Otte will contact the NEOT for input regarding issues that arise.

7. Requirements for Integration with other Departments or Teams (How does this Team interface with others doing concurrent work?) Staff Development contacts offices and departments for updated information that would be beneficial to new employees. Also works closely with HR and their notification process to be able to reach out to/contact newly hired employees.

8. Review Progress (How and when will the work of this team be reviewed?) The NEOT holds and annual meeting to review the format of the program based on feedback from participants collected throughout the year. Adjustments are made based on reoccurring themes. The team meets for 1.5 hours annually and is asked to attend at least one NEO session if their schedule allows. The meetings are on an adhoc basis.

9. Team Leader, Current Members, and Membership Specifications
   Are team members appointed? Volunteers? Is team membership permanent?
   Term-limited? Is this team accepting new members?
   Please also list the current members on the Team by name.
   Team members are volunteers and the membership is voluntary. The team is accepting new members. The current team is:
   Julie Otte
   Tony Myers
   Mercedes Barnum
   Connie Crumpton-Armijo
   Paulo Teles
   Amanda Chatel

10. List the major team accomplishments over the past year. (What are your outcomes?) The entire NEO has been revamped. This has moved from a stationary NEO to a traveling NEO. The process has improved employee integration substantially being confident in the campus, where certain locations are, taking the shuttle and being familiar with surroundings of the College.

11. List the major team goals for the upcoming year. (What do you plan to accomplish as a team in 2012-13?) Continue growing the NEO to have a four month onboarding process including Ethics, Safety & Security on campus, School of Workforce Development and School of Arts and Sciences. This will help further the new employee in their knowledge of the College.
12. Please describe any current challenges the team is facing.

Having paperwork distributed to the correct individuals to get all of the necessary new employee action items set up for the new employee has been a current challenge. Paperwork is late going through the channels it needs to go through and therefore most new employees do not have keys or parking ready for them on their first day – and sometimes on their first week. IT also often needs to scramble to get proper information for new employees in the system because paperwork is either missing or filled out incorrectly. Therefore the biggest challenge for us is having everything ready for the new employee on their first day.