

2019 GRCC Team Charter

Team Name: New Employee Orientation Team (NEOT)

Team Leader: Employee Events, Engagement, and On-boarding Coordinator or designees

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 Human Resources where the new employee is welcomed. The NEO then moves between two campuses and includes computer access information with IT, a ride on the Sneden Shuttle, a tour of the Main and DeVos campuses, a GRCC safety briefing with a Campus Police officer, and finishing up by obtaining their employee RaiderCard. 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 Human Resources.

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

Providing a warm welcome and sharing essential information with the new hire

Student Success – Better, continued and quality service

As a result of experiencing NEO, new employees will feel confident in their interactions with students and appreciated in their service to them. Students will feel more supported and likely persist and succeed.

College – retain great employees

The institution benefits from the loyalty of satisfied staff & faculty, which saves money, but most importantly enhances the organizational culture.

Visitors/General Public – Better, continued and quality service.

The greater Grand Rapids and West Michigan community is aware of GRCC through the positive interactions they have with the GRCC employee family.

5. Resources Needed (*both people and budget*)

New Employees, employees willing to help with the NEO process, and a budget for print materials and items that are replenished or newly created for new employees.

6. Troubleshooting Path (*How will unresolved issues or roadblocks be handled?*)

Employee Events, Engagement, and On-boarding Coordinator or designees 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?*)

Human Resources 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 an 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.

Members are appointed per their involvement in the NEO process. Membership is permanent, unless there is a change in role or process.

Team Leader: Employee Events, Engagement, and On-boarding Coordinator or designees

Team Members: Tony Myers, Rachel Bower, and Kelly Webber

10. List the major team accomplishments over the past year. (*What are your outcomes?*)

The improved mentorship program for new employees continues to be well received. Incorporating opportunities for mentors and mentees to connect and engage through

various on campus activities (i.e. lunch, events, learning opportunities, wellness classes, etc) has been a great way to establish meaningful connections and relationships.

11. List the major team goals for the upcoming year. (*What do you plan to accomplish as a team in 2018?*)

This year, we would like to ensure we are providing our newest employees with a more comprehensive guide to the college. The current print materials provided will be continually updated to include information on college contacts, programs, resources, and perks. New handouts and materials will be incorporated as needed.

Additionally, we would like to take a better approach to introducing our new employees to the campus community at large. Our intent is to distribute a communication via GRCC Today which includes the new employees name, photo, department, and a personal piece of information.

12. Please describe any current challenges the team is facing.
None currently.