



## Orienting Student Workers

For many students, their student employment position is their first work or office experience. It is important that Supervisors fully orient student workers to the office and work life; what may seem obvious may need to be addressed. It is advised that Supervisors complete an orientation with student employees, which may include:

- *Informing other employees in the department of the student and their anticipated start date*
- *Meeting with the student on their first day to:*
- *Review job responsibilities*
- *Explain the department's functions and layout*
- *Discuss basic office procedures*
- *Take a tour of the workspace and locations of printers, copiers, etc*
- *Complete staff introductions*
- *Creating workplace guides and agreements, especially for student workers dealing with confidential or sensitive information*
- *Offering a group session if more than one student worker is employed*

## Training Student Workers

The time you spend training your students is an investment that pays in the long run. Ideally, you are looking to hire students who will work with your department for more than one year. These students will develop life skills that benefit their development as well as your department's operations.

### ***10 Essential Steps for Training a New Employee***

1. *Explain the job to the student, including its purpose and overall factor into office/department operations*
2. *Inquire as to the student's knowledge of the task*
3. *Demonstrate the task step-by-step; a written guide would be helpful*
4. *Emphasize key or known struggle points*
5. *Demonstrate the task again*
6. *Ask the student about their understanding of the task*
7. *Allow the student to perform the task, with guidance*
8. *Provide feedback on the student's performance, identifying specific areas of success and needed work*
9. *Continue to allow the student to perform the task with the feedback provided*
10. *Permit the student to complete the task independently, but with support*

## Supporting Student Workers

It is important to monitor and provide feedback for student workers throughout the duration of their employment. Remember that they are primarily students and their main focus is on their academic endeavors.

Positive feedback motivates and encourages students to continue to perform their job well. It is a good idea to express general appreciation to your employees for the outstanding support that they provide. You may wish to: send a thank you note or display a board of appreciation, create an award/certificate, celebrate important dates, etc.

Negative feedback is equally important in helping the student develop the skills necessary for their professional life after graduation. Your feedback should be constructive and address the task at hand, offering an action plan for the future. Supervisors should attempt to resolve attendance or work performance issues before considering termination.