

The background of the slide features a stylized illustration of four human figures in shades of blue, holding hands in a circle. The figures are rendered in a simple, geometric style with rounded heads and rectangular bodies. The overall color palette is various shades of blue, creating a cohesive and professional look.

It Seemed Like a Good Idea at the Time

What We Have Learned From Implementing a Student Employee Rewards System

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About the Program



- STAR (Success Through Achievement Rewards)
- Background and Purpose
- Points
- Rewards
- Tracking

We Meant Well



- Not everyone loved it
- Closing the loopholes
- Battleground Help Desk
- Who cares?
- Something for nothing is not a great idea
- Show me the money
- Time, time, time, time

It Wasn't All Bad



- Tiptoeing onto the bandwagon
- Goals and Leverage
- Students can be nice???
- Not just “because I said so”
- Wow, they KNOW the answers!



Our Advice to Others



- Set goals
- Analyze, research, survey and talk
- Make the points meaningful
- Consistency is key
- Be a salesman(woman)
- Be creative in your rewards
- Know that your work is never done

The Future



- Full time employee program
- Integrating other IT departments

Resources



- <http://www.webster.edu/helpdesk/STAR>
- http://www.webster.edu/helpdesk/video/swaweek_2008/
- http://www.webster.edu/helpdesk/video/siguccs_2007_video.html

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