

Ideas for Keepers of the student staff...

**Hiring Student Staff—
Do They Wear Dirty Clothes
to The Interview?**

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Student Technology Consultants

- 85-100 student staff
- 5 Technology Coordinators
 - Administrative Coordinator—handles daily operations; time clock, general questions, subs, general organization
 - Training Coordinators (2)—organizes the training for new students and existing TCs, facilitates some of the sessions, supervises mentors
 - Helpdesk Coordinator—manages the daily operations of the helpdesk (student, staff, faculty)
 - A/V Center Coordinator—manages the daily operations of the AV center along with the full time AV Center staff.
- We hire at the beginning of each semester replacing those who will graduate that year.

TC Certification-Other Activity


- When they complete the training program they are certified for **Lab Services**:
 - Assist users in general purpose labs
 - Lab maintenance shifts
- **AV Certification**—in order to work in the AV Center, students must take an additional test and then maintain certification.
- **Helpdesk Certification**—in order to work at the Helpdesk, students must take an additional test and maintain certification.
- **Digital Media Specialist**—shifts in our digital media labs to assist students with movie and sound projects. Requires additional training, no test.
- **Mentor Certification**—additional training to work as a mentor
- **Facilitator Certification**—additional training to teach workshops
- **Community Outreach**—students volunteer in local schools in IT roles
- **Systems Administrator**—Computer Science major hired to maintain our 2 linux servers that are used for internal use.


Karen McRitchie—Academic Technology Support Manager

Grinnell College: liberal arts college—1600 students
Manager for 16 years
Academic manager for 11 years

If you could put what you really do on a business card...would it fit?

Karen McRitchie

Coach, cheerleader, therapist, friend, communicator, idea hero, zookeeper, professional silly, bringer of food, enforcer, manager, F.I.S.H. mover & shaker, creativity activist, knowledge, facilitator, disability advocate, keeper of the art supplies, mentor, collaborator, inspiration coordinator, delegator, shepherd, planner, good egg.		performance guide, team starter, helpdesk superhero, organizer of fun, educator, creative problem solver, er of attitudes, project philosopher, team motivational specialist, transformer of Assistive technology.
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Hiring: Our Process




Let's look at each step...



1 Advertise your jobs

How can you best get the word out about your job openings to the right audience?



Marketing @ Grinnell College



First Year Students—we send an email with a brochure and link to application during the summer before they arrive.

Put up hiring posters around campus residential areas.

Tabling—we set up a table during meals in the dining area with some big posters and hand out business cards that have the URL for the application. (we also give out candy) Students staff this table.

Marketing during New Student Orientation Days



The Beanie Team—

About 25 of our student staff join the Beanie Team which is a group that helps parents/students with setting up computers and connecting in the residential areas.

People look for someone wearing a propeller beanie to get computer help. This helps us be more visible on campus and I hope leads students to want to apply.



Make The Job One That Students Want...

- One of the reasons that we get many applications is that the job is well-known on campus and partly because we make it fun.
- You can still maintain a professional environment with students enjoying their jobs and having some fun.
- Advertise that they gain experience for their future careers—especially if you can't pay a competitive wage.
- Social events—pumpkin farm, corn maze, bowling, turkey bowling, geek olympics, movie trivia, Jeopardy, golden disk awards...make a team!



Ideas for Advertising (besides \$)

- Market the level of experience that they obtain working for IT
- Work around school schedules
- The "coolest" job on campus
- Tell them where our graduates have gone
- Friendly/fun team to work
- "you might as well get paid for it" (you'd do it free anyway)
- Training program—let students know what they will learn
- You get a propeller beanie ☺
- "you don't have to be a geek..."





Applying for the job

Use the application as a screening process...

Make a Great ONLINE Application

Use the Application as a Screening Mechanism!

Ask questions you might ask at the interview to help narrow down the applicants for an interview. Don't just interview everyone.

Application Process (our disclaimer/instructions)

After completing and submitting the application you will be considered for the position of Technology Consultant Trainee (TCT). Once received, applications will be scored and those applicants within the acceptable range will be invited for an interview. The scoring range is based upon the number of applications received and the number of positions open. We will determine the number of students that we will invite into our training program after the interview process.

Training Program


If accepted as a TCT, you will be paid to participate in TC Training. Training has two main components:

- 1.) partnering with a mentor in computer labs and
- 2.) attending eight regularly-scheduled training sessions on Saturday mornings (10am-12pm).

Trainees must commit to attending training sessions, if you are not able to attend the training sessions, please do not apply for this position. You will be required to work 6 hours each week with your mentor. We will arrange times that work with your schedule. During the training semester you will be evaluated by your mentors, and at the end of the semester you will take a Certification Test to evaluate the knowledge you have acquired throughout the semester.

If you receive satisfactory review and do well on your Certification Test, you will be invited to have a permanent position as a TC.

Expectations Up Front!



More on Expectations...

At our very first orientation meeting with the new trainees, we go over our handbook and some important policies. I want them to understand that the policies are there for a reason and there are consequences for not following the policies.

- No homework (however, online research, reading is ok)
- No headphones, movies or music
- Posting shifts for a substitute
- Communication to the student leaders when they can't work
- Missing 3 shifts in any 2 consecutive semesters = suspension or loss of job
- Minimum 6 hours per week of work

Part of training is to "weed out" anyone who is not responsible and so we know right away who will probably be a problem and they usually don't make it through the training process.

Scoring Applications

- No demographic information on the application for those scoring
- Same people score all applications—average the total scores
- We list scores in order and determine the "cut" value and then we attach names.
- Interviews are determined by the number of people we want to hire and their score.
- The mathematical values make bias issues less probable.

hukkawa	98.5
hanusde	96
schwaab	95.5
schakom	95.5
fichat	93.5
waltersk	93
wongkani	89
dougfract	87.5
welcunan	87
alimango	85.5
slamovar	85
allenmar	83
sanantyl	82.5
ullberge	82
Laurentig	81.5
eliosurth	80
royalyn	76.5
rigghea	74.5
shahghar	73.5
htunhaim	72
bernuszo	70 Our cut
riggusa	64.5
okurona	64
elahaFat	63
poohkopp	62
shrestha1	60.5
yimpoyoy	60.5
Masscot	56
wawataha	53.5

Hired for training program

Application Ideas

- Tell us about...
- Prior experience in technology, customer service, problem solving
- What best qualifies you?
- How does working for the helpdesk relate to your career objectives?
- Previous employment
- Rate technical skills
- Describe the customer service skills that you have used in previous jobs or organizations.
- Technology use rating: no use →Daily use
- What is an IP number? how do you find it in Windows XP?
- What is your GPA and how many academic hours are you taking?
- What was the last book you read?
- Examples of technology troubleshooting
- Formal technical training?
- When will you graduate?




Application @ Grinnell

Instructions
Please complete your application by the deadline. It is highly recommended that you use a word processor on the questions. The evaluators of this application consider the following criteria highly important:

- attention to detail
- conventional grammar and diction
- precision and clarity of thought
- the use of standard English

When you **submit** your application, it will be sent to Karen McRitchie at Information Technology Services. Submit your application only once. If you have any problems filling out this application, please email [\[tc\]](#). If you have any questions about the application or the TCT position, please send an email to [\[mcritchi\]](#). Once your application has been reviewed you will receive a notification email with the decision as to whether you have been accepted for an interview. If you have any questions about the hiring or interview process please send an email to [\[mcritchi\]](#).




Questions @ Grinnell

- Full name , Username, Graduation, phone
- Please describe the qualities that would make you a good TC.
- Please provide examples of your experience with customer service. They do not need to be technology related.
- Discuss in detail an occasion where you helped someone solve a problem. Please outline the steps used to solve the problem and the outcome.
- Describe your communication skills, feel free to cite any tutoring or teaching experience or skills.
- List all work experience for the past 3 years. Include the position you held, primary responsibilities, employer name and dates of employment.
- Please describe any previous experience you have with computer technology, including software, A/V equipment, digital cameras and peripherals.

• Rate your experience and knowledge of the following:

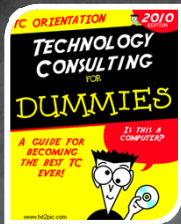
- Adobe Photoshop
- Scanning Software
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Windows Explorer (not Internet Explorer)
- Email Clients (not Outlook Web Access)
- Outlook Web Access
- Internet Explorer
- Web Browsers (excluding Internet Explorer)
- Mac OS
- Microsoft Windows
- Linux
- Operating Systems not listed above
- Software Development
- Website Design
- Network Troubleshooting
- Virus/Spyware Troubleshooting
- Hardware Troubleshooting





Interview and Hire!

This is also a “weed out” process.



Hello, my name is _____ and we are the Technology Consultant Coordinators, the student supervisors, of the TC Program. Before we begin, I'd like to explain the essential expectations of a Technology Consultant Trainee, the position for which you're applying.

The primary expectation is **commitment**. We expect that you'll dedicate yourself fully to training and lab shifts. Over the course of the semester, you may have to manage your activities, and we expect that you'll attend all meetings and training sessions we organize.

The second expectation is **communication**. It is imperative that you communicate with us if any complications arise or if you have any questions or concerns. We're here as resources for you, so please don't hesitate to let us know if anything comes up about which you're confused or concerned.

The interview consists of one role-playing exercise and four questions. Ideally, we would like to ask you all the questions. We want you to explain yourself fully, so please answer the questions thoroughly and try to complement your responses with relevant details and examples. Please do not talk to anyone about this interview until we've announced the results.

Finally, if you're offered a job as a Technology Consultant Trainee, you'll be asked to attend a mandatory training session on _____. Do you have any questions?

Interview Questions (15 min)

- Why would you like to become a TC? What appeals to you the most?
- What is your greatest challenge? What steps have you taken to overcome this?
- When working at the helpdesk or AV center, at times there will be multiple users in at the same time, each with different queries and needs. Describe a time when you've had to handle multiple responsibilities at once and how you addressed the situation. How would you apply this to work in the Helpdesk or AV Center?
- Personalized question, based on answers to the above.
- Blindfolded activity—the interviewer will be blindfolded and the applicant will direct them to do an activity such as sit down at the computer across the room and open Microsoft Word or walk through some obstacles and draw something on the whiteboard.


Good Ideas?

- » If you were having a problem and called the helpdesk, what would you expect from them?
- » How would you deal with an extremely frustrated user?
- » How would you respond to a user, if you did not know the solution?
- » Tell me how you manage your time and organize tasks and your schedule.
- » Give me an example of a difficult customer service situation and how you dealt with it.
- » During stressful times, what types of strategies do you use to keep up the spirits of you and those around you?
- » Where do you fall between super-geeky and "knows nothing about computers"? What type(s) is better for a technology position and why?
- » What is your impression of what a lab assistant does?
- » Pre-interview questionnaire
- » What is your favorite "it was broken and I fixed it" story?
- » What hobbies or activities do you like to do outside of technology support?


Challenges in Hiring Students

What are the biggest challenges in hiring student staff?

Now you might get this...what would you say?




→ "This job requires a lot of clear conversation and instruction by phone, I am concerned that your lip ring would interfere in this."



→ "I think you may cause interference with our wireless access points."


Challenges?

- » How to assess technical skills vs. interpersonal skills in the interview? What do you look for most?
- » What methods are used to determine personality/work ethic/motivation during interview?
- » Do you do any formal testing?
- » What questions screen customer service?
- » How to handle large applicant pools? Not enough time to interview all of them.
- » How much training before workers "take the floor"?
- » Making sure they understand it is a "real" job. (e.g. no homework, forged time sheets)
- » Time commitment for interviewing and training
- » Finding students who are dependable
- » Hiring students vs. "real" staff...




But wait...
There are more ways to get ideas!

Join our SIGUCCS Ning organization so you can post these types of discussion topics!
Send questions to the SIGUCCS email list!
Go to conferences, talk to others who have student staff...we all have the same issues!



Thank You! Have a great holiday break!





You are connected.
Scheduled Start Time - noon CST.

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- Discounted Conference Registration Fees
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