

Sleeping with Their Eyes Open

Training Student Staff

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### Overview of Our Program

Grinnell College Technology Consultants

- Initial Training Program (8 weeks)
  - 8 workshops on Saturday mornings
  - 3 mentored sessions each week with checklist/guides for each week.
  - Evaluations at 4 & 8 weeks by mentors and training coordinators
- 2 day training before classes
  - Sessions range from RealColor personality to "what has changed this summer"
  - Certification trainings for: Helpdesk, AV Center, Digital Media, Training, App Dev

Training for New Staff

Continuing Education

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### Basic Training (8 weeks)

Workshops

**2 HOURS—SATURDAY MORNINGS**

- Orientation to labs, helpdesk and AV Center
- Customer Service
- Problem Solving Techniques
- Macs & OS Troubleshooting
- Windows & OS Troubleshooting
- Digital Media Basics
- Microsoft Office Support & troubleshooting
- Booby-Trap Lab (we "break" computers and trainees work in pairs to resolve)

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### •Basic Training (8 weeks)

Mentoring

#### 6 HOURS PER WEEK

- 1 Helpdesk, 1 AV and 1 Mac lab shift with a mentor
- Mentors have to participate in mentor training
  - Set expectations
  - Mentoring basics/questioning/giving feedback
- Mentor Guides
  - Weekly tasks to focus on when not serving "customers"
  - Relates somewhat to Saturday workshops
- Mentor evaluations at 4 weeks and at the end
- Meetings at 4 weeks with trainees to evaluate performance

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### •Leadership Opportunities for TCs

(optional)

- Lab Services Coordinator
- Wiki Coordinator
- Assistive Technology Assistant
- App Development Team
- System Administrator (internal systems)
- Volunteer Coordinator
- 5 student leaders: Admin, Helpdesk, Training (2), AV



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### •Additional Certifications

(optional)

- Helpdesk
- AV Center
- Digital Media Specialist
- Facilitator
- Mentor
- Hardware Repair
- Mathlan (linux lab)



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•TC +

Requirements



- Must have HD or AV Certification
- Participate/Certification in 5 of:
  - Mentor, Mathlan, Faciliator, Hardware, Planning Team, Wiki development, Beanie Team, Women in Technology, App Development team, HD, AV, Digital Media Specialist
- Community Service-1 volunteer shift per year (2 hours)

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•Why It Works.

And WIFM (What's in it for me?)



- Sense of community
- Teamwork
- Accountability to each other
- FUN !!!
- Learning valuable skills
- Service to the campus and community
- Empowerment
- "safe" environment for failure

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Training Topics (ranked)

From the survey

- Customer Service (93%)
- Email 75%
- Printing (69%)
- Campus software/services (69%)
- Windows OS (65%)
- Networking (62%)
- Mac OS (58%)
- Microsoft Office or similar (55%)
- Lab duties (34%)
- < 10% linux, video, Adobe

Other: anti virus, clean access, wireless, accounts, policies, Ticket tracking, VPN, communications, knowledge base, Equipment set up, video recording

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### Training Topics

Continuing Education for Staff

Adobe creative suite	Trainings during bi-weekly meetings
Office	A+ and mac certification
Customer service	Virus removal
Summer changes	Wiki editing
Team building	Software deployment tools
Motivational stuff	Instructional technology
Ticket tracking	media
Moodle	
Video editing	
In hours support tools	
Refreshers on specific subjects	
Unix command line	

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### •Training Challenges

(from the survey)

- Information Overload** → Too much info, too little time—what to train?
- Time** → Varied schedules/availability—when to train?
- Resources** → Time & Money—Who can train?
- Responsibility** → Basics of having a job; even mundane tasks are important; accountability
- Types of training** → Design sessions to engage students; pay attention to content rather than email & Facebook

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### •What to Teach?

(too much information, too little time)

- Figure out the objectives—What do you want the students to know or demonstrate when the workshop is over?
- What can go into a wiki?
  - Things that are not common
  - Tasks that require detailed instruction
- Measurement of the objectives



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### •When to Teach?

(varied schedules/availability of staff)

- You have got to schedule things when they can make it...this might mean an evening or weekend session.
- Incorporate tasks into the mentor's responsibilities.
- Podcasts and video sessions
- Webinar?
- Short sessions with projects
- Lunch & learn
- Share meal in dining hall



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### •Resources?

Money/time/staff

- Use students as facilitators
- Use students to help with workshop design
- Use students as mentors
- Use students to create wiki pages
- Use students
- Use YOUR BEST students!
- Fun can be cheap
- food



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### •Teaching Responsibility

You have to do it...get over it!

- For some, this is the only job they have ever had—teach them to be responsible about it.
- Policies/consequences
- Use students to discuss/develop
- Create a leadership team!
- Accept the fact that you may have to explain basic things! GOMO!



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### •Type of Training

Engage your students!

- Design sessions that engage!
- Activity based, learner centered
- 20+20+20=60min
  - First 20=2<sup>nd</sup> most important thing
  - Second 20=least most important thing
  - Third 20=most important thing
  - Then move around.
- If you engage them, they will pay attention!
- Formalize sessions so others can train



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### •Make this topic interesting!

- *Brainstorm*
- *No idea is stupid (maybe)*
- *Activity based*
- *Unique way of presenting*
- *fun*



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Questions?

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