

What type of work can students do?

1st link

train new student staff

place systems in labs and offices

migrate data image computers

unbox, inventory, etc.

student training

wiki pages

look over web site for outdated/inaccurate information

clean offices, windows, public kiosks, white boards, etc.

answer common questions by users

Shipping & receiving

Help manage and run specialized services - repair student computers, lab computer

maintenance, assistive technology groups, network troubleshooting and setup

promote services we provide (lynda.com, multimedia lab, etc.)

check every classroom computer (Smart Classroom) for wiring, cleaning the space, organize wires..)

Perform preventive maintenance

Prepare "How to's" tutorials

Answer the phone

Reply to e-mail tickets

Provide hands-on computer support

Maintain on-line chat support

Filing

Scanning storage devices for virus

Make poster-notice (hours, special events, holidays, etc)

Replace hardware parts (HD, memory, etc)

HelpDesk

Lab Assistants

Perform research for Professional Staff

Review documentation/knowledge base for broken/outdated links

Create new knowledge base articles for review if they can not find info on topic

Supervise area activities as they become more knowledgeable

Actively suggest improvements as they see need or opportunity

Fill paper in printer labs

Troubleshoot and maintain computer lab printers

Reset student passwords

Oversee hiring processes (review applications, conduct interviews, participate in hiring decisions).

Mentor and coach newer consultants.

Supervise and monitor performance in call center.
Develop new and innovative training methods for consultants.
Develop and conduct semi-annual performance reviews of other consultants.
Manage and maintain helpdesk computer equipment and systems.
Create and manage employee schedules.
Review and create technical content for external facing IT website.
Review and create technical content for internal facing wiki.
Review and create templates and tools for helpdesk ticketing system.

Conduct QA testing for new systems or updates.
Use a remote desktop control access tool to troubleshoot/configure faculty, staff and student computers.
Review and reply to customer feedback.
Create and deliver webinars to university community.
Tweet about technology and university resources on a daily basis.
Reset NetID passwords for faculty, staff and students.

Enter trouble tickets in helpdesk system
Perform quick response to help desk calls as first level response
wrap cables and wires
Inventory equipment
provide customer service
mentor other work study students
become supervisors of other students
Clean computer screens, keyboards, etc.
video tape events
train online (lynda.com, etc.)

build custom installers
test services before deployment
provide after-hours support
screencasts

Set up instructional technology equipment in non-mediated rooms
Provide technical assistance to faculty/presenters in mediated rooms
Print ID cards

Answer calls at the Helpdesk
Run supplies to all of our labs
Make sure labs are tidy and orderly
Check out laptops in the library for student use
General helpdesk support
Train users on the use of graphics/video editing software

Inventory

Tech support for after hours events
Run video/audio equipment for events

Redesign and/or update website

Building network audits

Setup new technology
Document “How to’s”
Be the hands and feet of the staff

conduct training workshops
create training podcasts/videos
capture/digitize legacy audio/video

publicity for peer classes and our services

Those that have specialized skills (music, graphic arts, etc.) have the create posters, background music for videos and other specialized creations needed either by group or Univ.
make patch cables!

Test wireless around campus
Install basic peripherals for staff/faculty
re-image loaner laptops

Reward Ideas

golden diskette awards--spray paint 5.25 floppies or diskettes with gold paint, print funny awards on them: “most likely to work for Google” award or “best bug killer at the AV center” award

- birthday cards
- award for most outstanding helpdesk senior
- TC+ (will discuss during webinar)
- FOOD (the best motivator for college students!)
- We have a print quota system on campus. For rewards or prizes, we give away \$5 print cards, which doesn’t cost us anything, since it’s a part of our paper budget.
- Consultant of the quarter

Yes Food!

We do end of the semester “snack break” - snacks they can take back to their room!

\$5 to Dunkin donuts, ice cream places
Student employee of the month
Free printing
Kind words for a job well done
Pass along kudos from professors or staff who compliment them
Gift certificates to campus store
Souperbowl!
Bring back little goodies when I come back from the conference (eg. LabStats t-shirt from last SIGUCCS Conference).

Food is always good, candy, popcorn, and such are kept stocked for a quick grab
Whenever anyone goes to a function that has any left over food we shamelessly ask for it and bring it back for students.

We give pizza parties after really busy/stressful stretches to show appreciation

Staff bring in potluck specialities for breakfast, lunch, or dinner for students to enjoy several times during the semester

Staff are given "Bucks" to give to students for specific things they notice done well. These can be turned in for gift cards or items we accumulate over the year for prizes.

iTunes gift cards

Starbucks gift cards

Nameplated portfolios (for graduating seniors)

made earrings. left over fabric quick quilt squares

cook for them

Cheap silly toys like Slime

Merit badges

At the end of semester party, we announce the winner of the "Joe Z award" (first recipient) who has the highest score in an ongoing index of contribution (tickets submitted, subs covered and dropped, wiki, projects, etc.). Competition is the prize.

Gift certificate to local or campus coffee shop, letting them choose items from conference
SWAG

Software

LAN parties

Hacking competitions

Praise students in public. Gather around an audience so everyone can join in on the event.

End of year BBQ

Slinkys for rewards

I hang stockings for each student before the holiday break (starting the day after Thanksgiving Break) and fill them every day with candy

We have an end-of-semester pizza/wii party & give gift cards to graduating seniors

Rubber ducks as rewards for completing training modules (getting their ducks in a row)

Badges similar to Foursquare or in video games for various achievements completed on the job, helped 10 clients in a hour; take 5 shifts for co-workers, etc.

candy always helps

Ideas for Fun

- food: candy bars, ice cream social, pizza, chips/salsa, snacks at meetings and trainings
- Iowa: pumpkin farm & corn maze
- bowling
- scavenger hunt w/digital cameras
- GPS hunt-find things using coordinates
- geocaching
- awards-funny trophies or certificates
- Geek Olympics (Resnet conference does this)
- students make funny videos relating to helpdesk topics or IT advertising
- Origami Sumo Wrestling--this was hilarious!
- Sculptures out of styrofoam and cardboard
- LAN Party
- Jeopardy
- Picnic

Cookouts in the summer

working together with other students and staff on jobs like cleaning, breaking up boxes, throwing out trash

6 foot subs

pizza

home cooked pot lucks

Theme of the Day (held monthly, quarterly, etc). Examples: ugly sweater day or outrageous sock day. With snacks for people to come together and show off their attire.

Dress up for holiday times

Host local popular computer "gaming" competitions after hours

Sports competitions at gym which is close to office area

App writing (funniest, most useless/useful, abstract, etc.)

Rock Band Party!

