

WHY DO STUDENTS WORK FOR ITS?

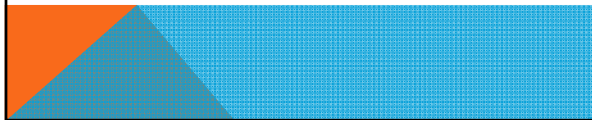
- Experience
- Training/learning
- \$\$
- What else?



THINK ABOUT WHAT IS MUTUALLY BENEFICIAL...

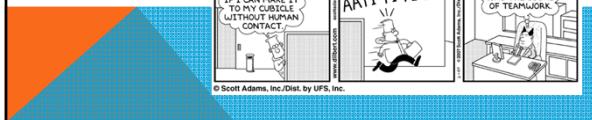
- training/learning = students can do more
- Engaged workers = more productivity
- Lower wage/no benefits = less cost than FTE

...AND MAKE IT WORK FOR YOU!



WHAT THINGS MAKE YOU ENGAGE WITH YOUR JOB?

- Responsibility
- Creativity
- Learning opportunities
- Fun
- \$\$
- experience



STUDENTS ARE NOT THAT MUCH DIFFERENT...

They are with us for a short period of time, 2-3 years in most cases, so look at what you can do for them, so that they will want to work for you:

- ITS experience/work experience
- Teamwork
- Leadership opportunities
- Fun
- Learning experiences
- Rewards



ITS WORK EXPERIENCE

- This is what looks good on their resume and what they want to use in order to get future employment.
- [What type work can students do?](#)
- What can you let them do with proper training/supervision?
 - *Are there any tasks that students can do to take the load off of the full time staff?*

TEAMWORK & LEADERSHIP EXPERIENCE

- If you teach them some basic skills, like how to work in a team, it will not only benefit you now, but it will benefit their future.
 - RealColors® personality training
 - Create planning and project teams
- Student Leaders
 - Assist with supervision
 - Mentored environment
 - "safe" environment to make mistakes

STUDENT LEADERSHIP TEAM

- **Administrative Coordinator**
 - Daily operations, scheduling, hiring, performance
 - Team leader for leadership team
- **Educational Coordinators (2)**
 - Course design
 - Coordinate TC Training for new staff
 - Evaluate new staff
 - Coordinate dorm outreach, August training program, on-going workshops
- **AV Center Coordinator**
 - Oversees all things AV related, scheduling, performance issues, training
- **Helpdesk Coordinator**
 - Oversees all things helpdesk, scheduling, performance, training



OTHER LEADERSHIP POSITIONS

- **Lab Services Coordinator**
 - Supervises TCs who work in labs and lab maintenance
- **Volunteer Coordinator**
 - Coordinates our volunteer efforts with the local schools
- **Women in Technology Leader**
 - Leads our "Women in Tech" group
- **TCDB Sytem Administrator**
 - Manages two linux servers for internal use
- **App Development Leader**
 - Leads our app development team and supervises training
- **Wiki Administrator**
 - Coordinates and updates wiki pages and content
- **Assistive Technology Assisstant**
 - Assists me in follow up and training with students using AT



MAKE IT FUN!

- Find inexpensive ways to have fun



What have you done?

- Goofy awards
- Pizza meetings
- Ice cream
- Potluck/BBQ
- Pumpkin farm
- Hot chocolate on a winter night
- Therapy dogs in the labs
- Origami Sumo Wrestling



LEARNING OPPORTUNITIES

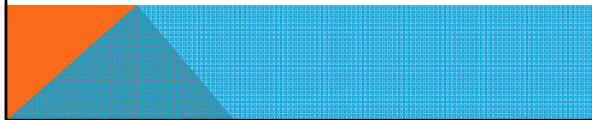
- What types of learning opportunities can benefit both you and the student?
- Benefits of “career” training
- Find out what students are interested in and create learning experiences
- Advanced training



REWARDS DON'T HAVE TO BE EXPENSIVE...

- Candy
- Cute thank you cards
- Creatures
- Golden disks
- Food, food, food

What do you do?



TC + ACHIEVEMENT

- Requirements for Achievement
- a mix of service and leadership requirements
- Senior year—students are given a faux-leather portfolio with a certificate for each training and participation, along with a letter of recommendation



IT IS YOUR JOB AS THEIR MANAGER, TO MAKE YOUR STAFF, WHETHER STUDENTS OR REGULAR STAFF, SUPERSTARS!

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Management Symposium Nov. 12-15 Service & Support Conference Nov. 15-17
Higher Education Information Technology Services Conference!

Every year IT professionals from higher education come together at the SIGUCCS conference to share their projects, accomplishments and one dream shared. Come share your ideas, 1000's of Ideas in Progress and successes with your colleagues so that we can complete future IT missions as a team.

Be part of the next SIGUCCS - One Team... One Mission... by submitting 100-300 word abstract by April 11, to attend the Management Symposium conference this year, or the Service & Support Conference in person this year. Or, if you cannot attend, SIGUCCS abstracts can help you submit directly to publish and present as a paper, panel or poster session at this year's conference.

The goal of the SIGUCCS Fall Conference are the presentations, technical projects, emerging technology, strategic planning, customer service ideas, student employee management, team building, databases, social networking (Facebook), and only a few ideas in the following tracks:

- Instructional Support
- Learning and Documentation
- Management
- Customer Service
- Technology

Poster - receive a poster showing your project and discuss it one-on-one with colleagues

For proposals for the management section of this conference, consider contributing to one of the following tracks. Keep in mind that these are "thematic discussions" requiring only a printed abstract (not a full published paper) and leading the discussion at the conference.

- Leadership, Management, Collaborations and Governance
- Innovations, Technical solutions and challenges, Futures
- Policies, Planning and Studies

Sharing your ideas and experiences with peers from around the world is very rewarding both professionally and personally. It only takes a minute to write your abstract. Be a part of this year's SIGUCCS conference by submitting your abstract today!

More information and proposal submission:
<http://www.siguccs.org/conference/Fall0911/propose.aspx>

Submit your abstract today!

THINK ABOUT PARTICIPATING IN THE FALL 2011 CONFERENCE IN SAN DIEGO!

IT IS A GREAT OPPORTUNITY FOR PROFESSIONAL DEVELOPMENT AND LEARNING!
