

BEST PRACTICES IN

Hiring & Supervising Part-Time Students On-Campus

PRESENTED BY YOUR
CAREER DEVELOPMENT CENTER

Mandy Weister - Assistant Director



May 20 10:30 am - 11:30 am Ostrander Auditorium

Presentation Outline

INTRO

- Work-Study Hires vs. Standard Student Help
- Why It Matters

HIRING

- The Job Search Process & Perspectives
 - For the Student
 - For the Employer (you)
- Finer Points of Handshake Posting
- Communication Expectations & Essentials in Hiring Process

SUPERVISING

- Orientation
- Handbook
- Active Supervision
- Evaluation



INTRO



Work-Study Hires vs. Standard Student Help

handshake

Handshake is used to hire **Work-Study** & **Student Help** employees both

Work-Study Supervisor Training – focusing on steps **3**, **4**, and **5** in the overall process

Relevant to both Work-Study hires and Student Help Employees

Diverse Audience & Varying Needs - overall goal is to improve our practices in hiring & supervising students

Steps To Hiring Work-Study

- 1. Determine if you want work-study students
- 2. Create a job description on work-study website
- 3. Advertise your job Handshake
- 4. Choose who you want to hire
- 5. Communicate directly with the students who applied for your position
- 6. Hire students by using the work-study website
- 7. Allow time for Student Financial Services to confirm hire
- 8. Print work-study contracts and complete other employment paperwork if needed



On Our Campus



Why It Matters — Data Credit to Pam Weller

1 Ye	ar Retention, Undergradu	ate, First-Time, Full-Time Stu	ıdents
Entering Cohort	ALL UG, First- time, Full-time Students	UG, First-time, Full- time Student Employees (entering term)	Difference in Percentage
Fall 2002	76.8%	76.2%	-0.6%
Fall 2003	77.0%	78.9%	1.9%
Fall 2004	75.9%	75.8%	-0.1%
Fall 2005	77.3%	78.9%	1.6
Fall 2006	79.5%	83.2%	3.7
Fall 2007	77.0%	78.5%	1.5
Fall 2008	76.0%	80.7%	4.7
Fall 2009	75.2%	79.8%	4.6
Fall 2010	76.5%	76.1%	-0.4
Fall 2011	70.1%	72.0%	2.0
Fall 2012	73.4%	77.6%	4.2
Fall 2013	73.0%	73.5%	0.5
Fall 2014	73.6%	76.3%	2.7
Fall 2015	72.0%	77.2%	0.2
Fall 2016	74.3%	76.7%	2.4
Total/Avg	75.1%	77.2%	2.1

ALL STUDENT EMPLOYEES

The average 1 year retention rate for student employees from 2002-2016 was 2.1% higher than that of all students.



Entering Cohort	ALL UG, First-time, Full-time Students	UG, First-time, Full-time Underrepresented Students	UG, First-time, Full-time Underrepresented Student EMPLOYEES	
Fall 2002	76.8%	72.9%	75.9%	
Fall 2003	77.0%	73.4%	78.1%	
Fall 2004	75.9%	73.5%	76.8%	
Fall 2005	77.3%	71.1%	76.0%	
Fall 2006	79.5%	77.1%	82.4%	
Fall 2007	77.0%	75.9%	77.7%	
Fall 2008	76.0%	75.0%	80.9%	
Fall 2009	75.2%	71.8%	80.7%	
Fall 2010	76.5%	72.5%	75.7%	
Fall 2011	70.1%	63.8%	70.8%	
Fall 2012	73.4%	69.6%	76.7%	
Fall 2018	73.0%	69.1%	73.4%	
Fall 2014	73.6%	69.9%	74.6%	
Fall 2015	72.0%	66.6%	73.8%	
Fall 2016	74.3%	69.3%	71.7%	
Total/Average	75.1%	71.4%	75.9%	

The average 1 year
retention rate for
underrepresented student
employees from 20022016 was 4.5% higher
than that of all
underrepresented
students.

STUDENT EMPLOYEES



1 Year Retention Rates Undergraduate, First-time, FT, Students of Color

Entering Cohort	ALL UG, First- time, Full-time Students	UG, First-time, Full-time Students of Color	UG, First-time, Full-time Student EMPLOYEES of Color
Fall 2002	76.8%	73.5%	89.5%
Fall 2003	77.0%	69.4%	78.9%
Fall 2004	75.9%	71.4%	82.4%
Fall 2005	77.3%	63.3%	72.7%
Fall 2006	79.5%	79.1%	95.0%
Fall 2007	77.0%	74.1%	80.0%
Fall 2008	76.0%	73.9%	72.7%
Fall 2009	75.2%	68.9%	79.2%
Fall 2010	76.5%	70.5%	75.0%
Fall 2011	70.1%	59.7%	60.7%
Fall 2012	73.4%	67.0%	79.8%
Fall 2013	73.0%	63.3%	64.7%
Fall 2014	73.6%	69.4%	71.7%
Fall 2015	72.0%	60.6%	69.7%
Fall 2016	74.3%	69.0%	67.5%
Total/Avg	75.1%	67.7%	72.5%

STUDENT EMPLOYEES OF COLOR

The average 1 year retention rate for student employees of color from 2002-2016 4.8% higher than all students of color.



Results from the 2012 EBI* On-campus Student Employee Survey

*Educational Benchmarking, Inc.

This 2012 survey was conducted by the staff of the Centennial Student Union. 725 surveys were sent out to students and 199 responses were received for a 27.4% response rate. Responses were based on a scale of 1-7 with 7 being "extremely" and 1 being "not at all". The questions below were added to the survey as "institutional specific" questions.

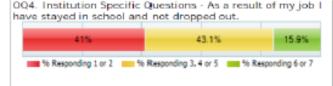
Question: As a result of my job I feel more connected with the University.





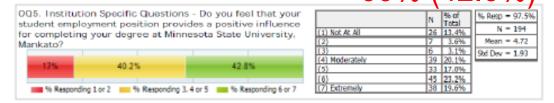
Question: As a result of my job I have stayed in school and not dropped out.

59% (15.9%)

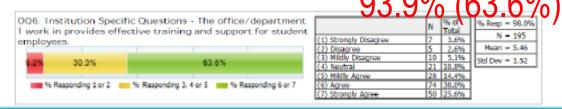


	N	% of	% Resp = 98.09
(1) Strongly Disagree	54	Total 27.7%	N = 195
(2) Disagree		13.3%	Mean = 3.31
(3) Mildly Disagree	9	4.6%	Std Dev = 1.93
(4) Neutral	65	33.3%	
(5) Mildly Agree	10	5.1%	
(6) Agree	14	7,2%	
(7) Strongly Array	17	B.7%	1

Question: Do you feel that your student employment position provides a positive influence for completing your degree at Minnesota State Mankato?



Question: The office/department I work in provides effective training and support for student employees



Why It Matters

- It doesn't just matter it REALLY matters.
- If we can do this well, we have a REAL opportunity to impact retention on our campus

Q: What is the #1 factor that dozens of articles, research endeavors, and students themselves point to as making the difference between a student's success & persistence in college vs. their failure to complete a degree?



A: You.

A single positive, supportive relationship between a student and a member of the staff/faculty makes all the difference.

Stuffing Envelopes Story



HIRING



Job Search Process & Perspective for <u>Students</u>

- Summer after high school graduation, college hasn't started yet
- Time demanding summer jobs or internships (FY-SR)
- May have never applied for a job before
- Don't know professional etiquette
- May have never used or wrote a resume before, let alone cover letter (even college students struggle here!)
- Not sure if they can 'make it' in college, how hard it will be
- Some will desperately want a work-study job, and others will desperately want an on-campus student help job
- Will apply to multiple positions this is ok
- Not used to using their mnsu.edu accounts regularly yet
- Don't know this is the official form of communication for the college
- Are unaware of our culture/practices/standards
- Think of us all as "one" don't understand separation of responsibilities yet





Job Search Process & Perspective for Employers

May want to finalize hiring in the summer

Fall hours may be more demanding

Have a general awareness of job search process

 Expect a certain etiquette from applicants, including timely communication

 Need dedicated, competent, responsible student employees to do our work each year

Some will desperately want a work-study employee

 Will be potentially sorting through multiple applications from a diverse pool of applicants and communicating with several at one time

 May accidentally assume students understand culture and expectations



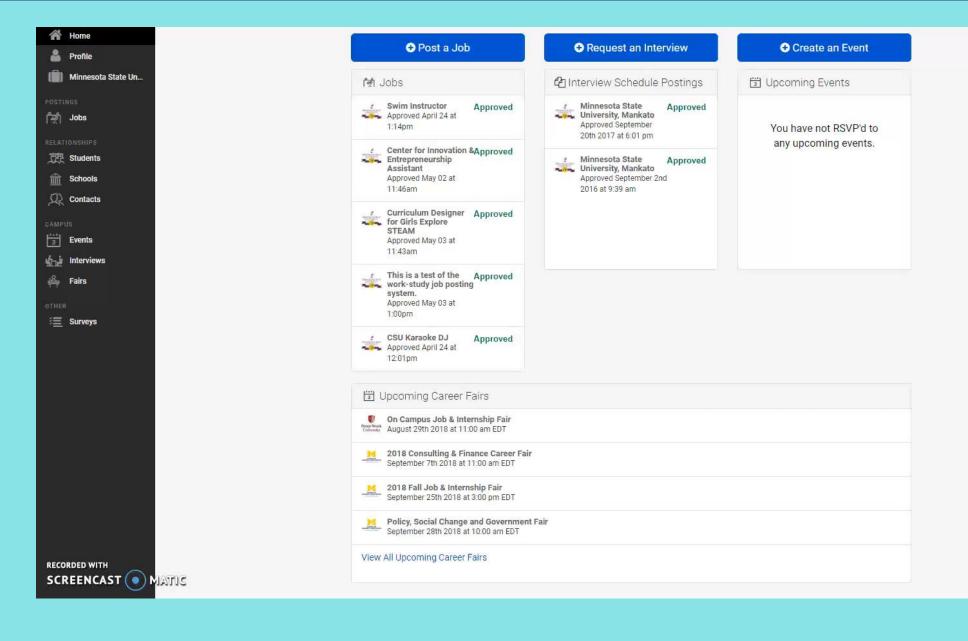
Finer Points of Handshake Posting

- If never used Handshake before, create your employer account https://mavjobs.joinhandshake.com/register
 - Use your mnsu.edu e-mail address
 - Your password will NOT be associated with your Star ID
 - If you used this last year and have issues logging in, reset your password
- Post Your Job = Step 3 "Advertise your Job on Handshake"

Steps To Hiring Work-Study

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Handshake Postings Stats 2018-2019

- 235 Total Work-Study Postings all year long many of which were hiring multiple students
- 811 Total Applications Submitted to Work-Study Handshake Jobs (not unique apps)

Number of Postings	Had # Applicants
25 (Only 7 from May- August)	0
42	1-2
61	3-6
31	7-10
20	11-15
20	16-30
10	31-60
1	81

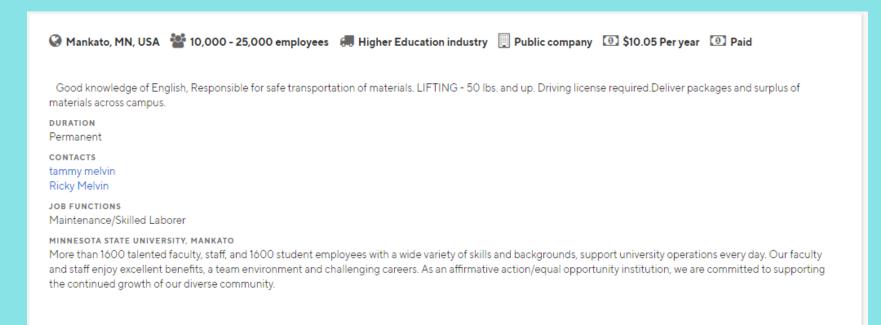
- Onerous is on us to write clear and enticing job descriptions
- What position on campus had the most applicants? Guesses?

Pattern "0s" had:

- Specific qualifications (technical, artistic, academic)
- Posted late in Work-Study Hiring Season (late August, September, October, etc.)
- Limited majors



Facilities – Delivery, Receiving and Surplus – Work Study



Qualifications

ALLOWED SCHOOL YEARS

All school years and graduation dates allowed

ALLOWED MAJORS

All majors allowed

WORK AUTHORIZATION REQUIREMENTS

No US work authorization required (on-campus employment)

- 81 applicants 10%
- Correctly labeled Job Title
- Simple to understand and visualize job description
- No restrictions of school year or majors
- Posted in April, open through entire summer for every eligible workstudy student to see



CDC – Communications & Events Assistant – Work Study

Mankato, MN, USA 10,000 - 25,000 employees Aligher Education industry Public company 9 \$9.90 Per hour Paid

Position Title: Communications & Events Assistant

Job Description: The Career Development Center (CDC) is seeking an undergraduate student with an interest in the field of marketing/event planning/event promotion SPECIFICALLY UTILIZING SOCIAL MEDIA OUTLETS.

The Communications & Events Assistant/Intern will be responsible for assisting with the planning, development, posting, and management of social media content related to the marketing of CDC resources, services, and events on Facebook, LinkedIn, YouTube, Twitter, Handshake announcements, and other electronic media; will also assist with the planning, implementation, and development of marketing materials for career and job search events. 12-20 hours per week.

Responsibilities:

- With the advice and oversight of your supervisor and the CDC's communications planning team, develop social media and other electronic content to support and compliment the department's editorial calendar.
- Assist with development of promotional materials including newspaper ads, posters, bulletin boards, handouts, website announcements, e-mails, postcards, informational booklets for students, brochures, etc.
- Assist with event promotion and communication to students, employers, and MSU faculty and staff.
- Assist in preparation of event(s). Includes approving employer registrations, assembling employer folders, flex screens, PowerPoints, lanyards, nametags, etc.
- Assist with logistics for the day of event(s). Includes coordination of employer and student check-in/scan-in, troubleshooting, distribution of printed materials, etc.
- . Learn and utilize Career Fair module of Handshake system effectively.
- Help with job posting and employer approvals on Handshake.
- . Develop/prepare and schedule written materials, photographs, and video to be posted to our social media and other electronic channels on a regular basis, promoting the CDC through positive communications.
- . Monitor our own and our partner channels for department-relevant information and conversations and re-post or otherwise engage with these conversations on
- Attend CDC events in order to post real-time information, photos, and video clips promoting the event and our services.
- . Be aware of and communicate trends and best practices in the area of social media to the rest of the communications planning team.
- . Other duties as assigned, which may include (but are not limited to) assisting with CDC event operations, helping CDC staff with projects, and filling in at the CDC reception desk or Career Resource Library on an "as needed" basis.

- Applicants should be creative, with strong written and verbal communication skills, and the ability to successfully prioritize and efficiently complete projects.
- Knowledge of and experience using social media such as Facebook, Twitter, YouTube and LinkedIn, as well as basic photo and video editing, is desired.
- Preference will be given to those applicants who have some experience using social media for marketing purposes on behalf of a business, organization, or group.
- · Customer service skills along with accuracy is a must!

Eligible Candidates: Students with an interest in the field of marketing/event planning/event promotion SPECIFICALLY UTILIZING SOCIAL MEDIA OUTLETS.

Hours: Averages 12-20 per week when classes are in session. Schedule is flexible to allow for classes.

Compensation: Starting wage: \$9.90/hr

DURATION

Permanent

CONTACTS

Jaqueline Menke

Advertising, Media & PR, Design / Art, Writing / Editing, Other

- Very professional and detailed, but it is too much for part-time student job posting
- Need two slides....



CDC – Communications & Events Assistant – Work Study

Qualifications

ALLOWED SCHOOL YEARS

Freshman, Sophomore, Junior, Senior, Masters, Doctorate

ALLOWED MAJORS

All Accounting, Actuarial/Risk Analysis, Advertising, Agricultural Production Operations, Agriculture, Agriculture Business, Agriculture Education, Agriculture Public Services, Agronomy, Animal Science, Anthropology, Architecture, Art History, Astronomy/Space Exploration, Aviation, Business Administration & Management, Business Analytics, Cartography, City, Urban, Regional Planning, Classical Studies, Cognition & Neuroscience/Biopsychology, Communication & Media Studies, Comparative Literature, Computer Programming, Computer Science, Computer Systems Networking & Telecommunications, Conservation, Construction Management, Consulting, Counseling, Creative Writing, Culinary Arts, Cultural & Ethnic Studies, Cyber Security, Data Mining, Data Science, Design & Applied Arts, Digital Communication, Documentary/Film, Drama & Theatre Arts, Early Childhood Education, Earth Sciences, Economics, Education Administration, Elementary Education, English, Entrepreneurship, Environmental Management & Sciences, Family & Consumer Science, Finance & Financial Management, Fine & Studio Arts, Fisheries & Wildlife, Food Industry Management, Food Science, Foreign Languages & Literature, Forestry, Gender Studies, General Studies, Geography, Geology/Mining, Graphic Design, Health & Physical Education, History, Human & Child Development, Human Resources, Industrial Design, Information Systems Management, Insurance, Interior Design, International Business, Journalism, Landscape Architecture, Landscape & Nursery, Language Arts Education, Library Sciences, Linguistics, Management Science, Marketing, Mathematics Education, Museum Studies, Music & Music Education, Natural Resource Management, Non Profit Management, Oceanography, Operations Management, Parks, Recreation & Leisure Studies, Philosophy/Ethics, Photography, Plant Sciences/Horticulture, Product Design/Packaging, Psychology, Public Relations, Radio, Television, Media, Real Estate, Religious Studies/Divinity/Theology, Retail & Hospitality Administration, Sales, Secondary Education, So

WORK AUTHORIZATION REQUIREMENTS

No US work authorization required (on-campus employment)

- Only had 1 applicant
- Can students visualize themselves doing this work?
- Does it feel above their head based on their development
- Is it easy for them to understand?
- Why make them search through that huge list of majors to find theirs?



What we should have said....

"Are you proficient at the basic functions of Facebook, Twitter, and LinkedIn? Want to go for a walk to hang posters around campus and get paid for it? Come be our Communication & Events Assistant at the Career Development Center - apply now for more details!"

- Relatable
- Easy to Understand
- Student can
 visualize
 themselves being
 successful
- Less is more



Finer Points of Handshake Posting

- Title Your Position: Office Name Job Title Work Study (# Positions open if applicable)
 - Career Development Center Office Assistant Work Study (2 positions)
- Work Study Employment Application Found here: http://www.mnsu.edu/busoff/studentpayroll/
 - Fillable PDF = MUST download, fill, and save in that order
 - If they fill it in and then download you will receive a blank document
- Expiring a Job what students might think about expiration date
- Extend Deadline vs. Duplicate Job (duplicate job when posting the job for a NEW year extending the deadline will bring all past applicants with in pool)
- Shorter Open Windows vs. Long Open Window of Posting
- Post your jobs under your Division Only
- DO NOT REVIEW ANY OTHER JOBS UNDER OTHER DIVISIONS can only view applicants in the jobs you have posted in your division
- Requiring GPA, Specific Majors, Etc.
 - Each new requirement will narrow your pool
 - Remember Work-Study Positions = Work should be entirely trainable

Communication Expectations & Essentials NEW HIRES

- You lead your interview & selection process
 - Different procedure from department to department students won't understand why the Career Development Center made job offer from application only but Financial Aid wants an in person interview
 - You must be very clear with your process, next steps, and offering/denying a positions
 - It is illegal to ask about race, color, national origin, religion, sex, gender identity, sexual orientation, pregnancy status, disability, age, genetic information, citizenship, marital status, number of children
 - Best practice to make offer in writing over mnsu.edu e-mail address (or Handshake) & request the candidate either confirm or decline in writing via e-mail within a small time frame (3-5 days is appropriate)
 - Best practice to communicate with candidates throughout the process
 - Best practice to communicate with all unsuccessful applicants after your hiring is finalized

Sample Language

Pending Message Hi {{student_first_name}},

Thank you for applying to work in the Career Development Center! We have received your application and will be reviewing it shortly.

Best,
The Career Development Center Staff



Sample Language

Hi {{student_first_name}},

Thank you for your interest in working at the Career Development Center!

Reviewed Message

We have reviewed your application for {{job title}}. If your experience is a good fit for this role, we will be in touch with information about next steps.

Thank you!

The Career Development Center Staff



Sample Language

Hi {{student_first_name}},

Thank you for your interest and application to work in the Career Development Center. Unfortunately, we have decided not to move ahead with your application for the role at this time.

Please do not hesitate to reach out in the future if we have another role you think could be a fit for you.

Declined Message

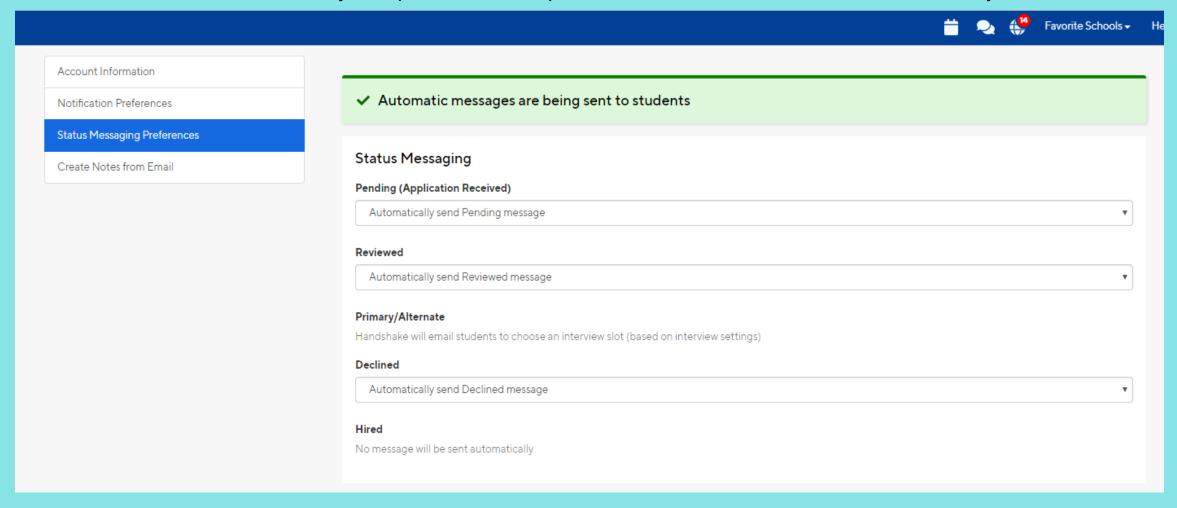
Best, The Career Development Staff



Handshake can Automate Pending, Reviewed, & Declined

My Profile -> Edit -> Status Messaging Preference

VERY IMPORTANT: Use your specific office/department; name not Minnesota Sate University, Mankato



Sample Interview Questions

- 1. Tell me a little about yourself and what makes you interested in this position?
- 2. What is a strength you will bring to the role?
- 3. What is an area/skill you are still working to improve?
- 4. How would your past teachers, coaches, leaders, or supervisors describe you?
- 5. Can you share an example of a time when you solved a problem? Looking back would you do anything differently?
- 6. What role do you play when you are a member of a team?
- 7. Describe your communication skills why is good communication important?
- 8. What questions do you have for us?

Sample Offer Letter — can be sent through Handshake but not automated

HI STUDENT NAME,

Thank you for applying to SPECIFIC JOB TITLE at YOUR OFFICE/DEPARTMENT TITLE! We are pleased to share that we would like to offer you this work-study position - Congratulations!

The position is for # OF HOURS per week for the Fall and Spring Semesters of the 2019-2020 academic school year. Please take some time to review this offer and e-mail me back within 3-5 days of your acceptance or decline.

Please note that work-study students are only allowed to accept 1 job at 1 location for the duration of the academic year, so if you do choose to accept this position with us, please log-in to Handshake and withdraw applications from other positions across campus. You can do this by logging in at link.mnsu.edu/handshake with your StarID and password. Click on your name in the upper right hand corner, click applications, click on each application title you submitted, and finally click on the grey "withdraw" button.

Once I hear back from you we will move forward with finalizing paperwork.

Best,
YOUR OFFICE/NAME



Other Considerations

Students can leave reviews of the roles they had had Minnesota State, Mankato

What can you do to provide a positive experience for students and a good reputation for your employees?

- Orientation & On-Going Training
- Recognition
- Performance Reviews
- Regular Supervision



SUPERVISION



Orientation

- Provide a structured start
- Help them adjust to the culture
- Give employees the knowledge they need to excel
 - Teach them how to do something correctly, before you need to confront them for doing it incorrectly
 - Always better to address errors immediately then avoid
 - Share expectations early
 - Dress Expectations, Phone, Music, Etc.
 - Work-Study does not mean get paid to study
 - Provide written document of expectations...





Handbook

Provide students a written handbook with guidelines and expectations (samples to view)

Career Development Center

Student Employee Handbook

2018-2019



	Notification Guidelines
Pay Schedule	
idelines & Expectations	
General Information	
Professionalism	
Work Ethic	
Work/Life Balance	
	ort.
Student Worker Pay Classifications	
Student Worker Position Descriptions	
Training Checklist.	
What To Do When There Is Nothing To	<u>Do</u>
Technology Access Checklist for Superv	<u>isors</u>
ont Desk	
Front Desk Quick Notes	
	k Area
Assessments	
raduate Follow-Up	
Employer FAQ	
ire & Frants	
rans & Events schedules	
tudent Employment Agreement	



Active Supervision

"The purpose of the supervision process is to provide a safe, supportive opportunity for individuals to engage in critical reflection in order to raise issues, explore problems, and discover new ways of handling both the situation and oneself. A critical aspect of supervision lies in its potential to educate." - Google

- Regular meetings: schedule 1:1 weekly, bi-weekly, monthly
- What's preferred method for you as a supervisor?
 E-mail, phone, writing, in-person
 - Does your supervisee know this?
- On-going training for new processes, procedures, and improvements
- Can you link their academic studies at Minnesota State Mankato to their work with you?
- Have you checked in with their transition to college, the new year, applying for admittance in their major, etc.?





Evaluation

- Best practice to provide a yearly evaluation
- Recognize good skills and provide a sense of pride and accomplishment for student
- Practice giving and receiving constructive criticism
- Shouldn't be "surprises" on yearly evaluation – discuss improvements needed immediately and praise desirable qualities and skills regularly when noticed

Last	First		M. I.		
ob Title:	Date: _				
lease evaluate each student employee (as compared with pollows:	eer group) acco	ording to the	e traits listed b	elow, rating	them as
- Superior B - Good C - Average D - Poor N - No Evaluation					
ote: All traits may not apply to each student because of the f other variables affecting the work record and financial and o Evaluation.	-				
	A	В	С	D	N
Dependability: Promptness and reliability in attendance.					
Responsibility: Willingness with which work is accepted and performed.					
nitiative: Ability to plan and direct one's own work.					
udgment: Ability to make sound judgments.					
Cooperation: Ability to work with others in harmony.					
Leadership: Qualities of understanding people and directin work of others.	g				
Quality of Work: Accuracy and thoroughness in performing work.	5				
Attitudes toward Work: Degree of enthusiasm in performing work.					
Courtesy and Friendliness: Skills in expressing consideration toward others.					
Personal Appearance: Neatness, cleanliness, appropriate dress and grooming.					
Potentialities: Ability to meet and to apply one's self to nev situations.	v				
trengths:					
reas of Growth:					
other Comments:					

Student Worker Feedback Form



What We Covered Today

INTRO

- Work-Study Hires vs. Standard Student Help
- Why It Matters

HIRING

- The Job Search Process & Perspectives
 - For the Student
 - For the Employer (you)
- Finer Points of Handshake Posting
- Communication Expectations & Essentials in Hiring Process

SUPERVISING

- Orientation
- Handbook
- Active Supervision
- Evaluation





Please complete evaluations ©

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