



# Student Employees...Hiring, Onboarding, Supervising OH MY!

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Kristina Rittel (she/her)-Student Employment Manager



# Agenda

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- Recruiting and Onboarding
- Resources and Ongoing Engagement

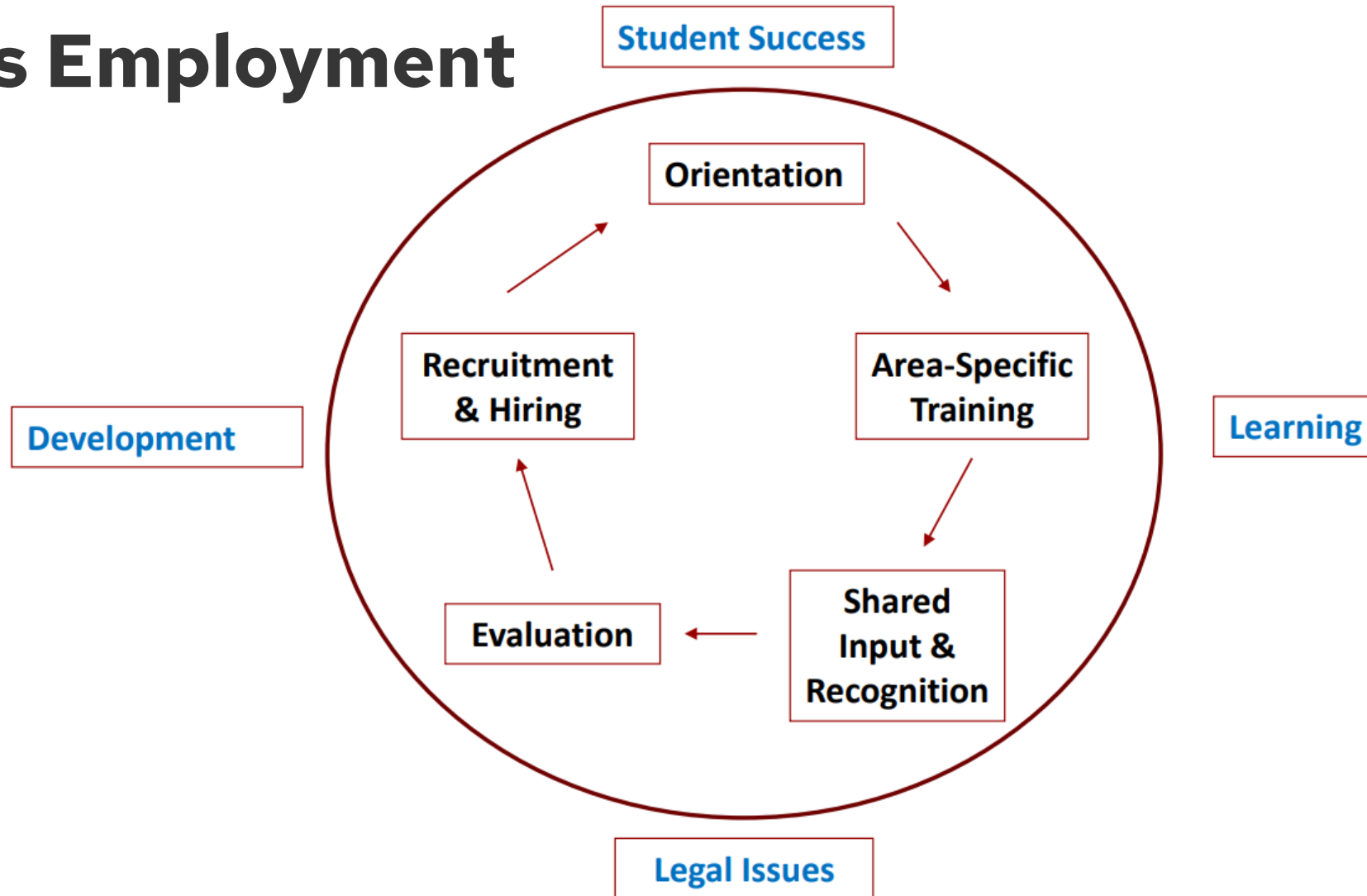
# Outcomes

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- Understanding the general landscape of student employment
  - Hear student employment best practices
  - A plan of action to incorporate one best practice
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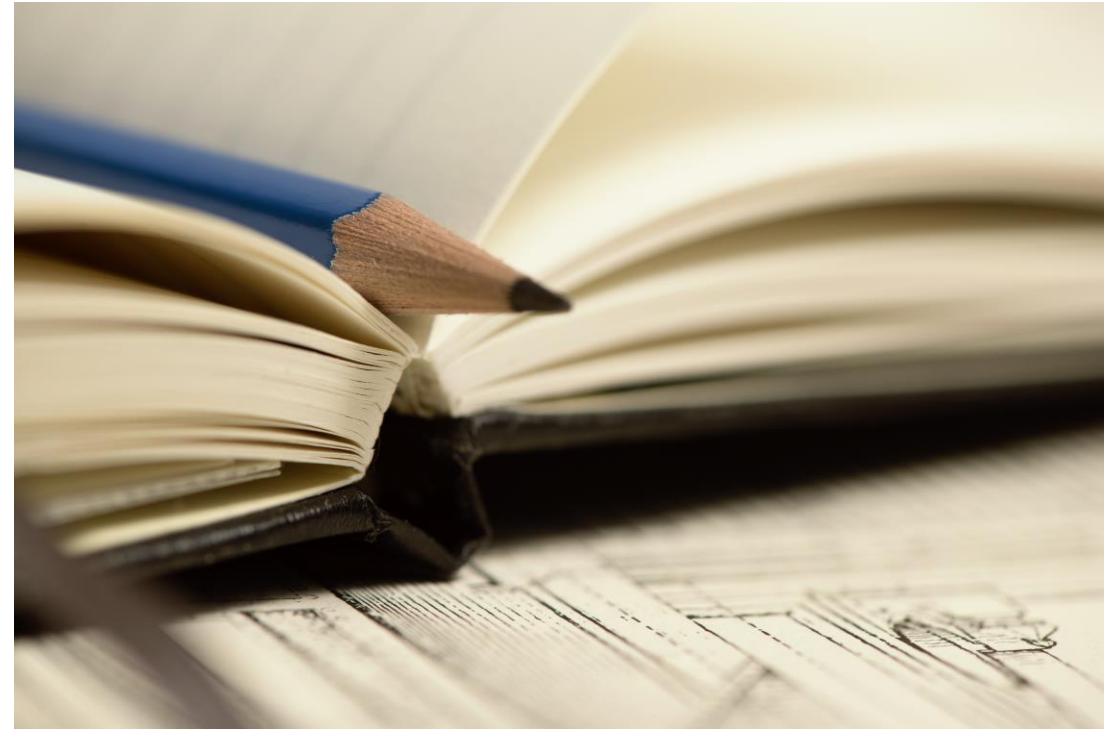
# Campus Employment





# Recruiting & Hiring

- Framing the experience
- Job Descriptions
- Knowledge, Skills, and Abilities



## KNOWLEDGE, SKILLS & ABILITIES:

- High attention to detail and the ability to handle multiple tasks and problem solve in the moment
- The ability to relate to students from a broad spectrum of cultural, economic, ethnic, and regional backgrounds
- A commitment to diversity and building an inclusive UW-Madison community
- Excellent interpersonal communication, listening, and customer service skills

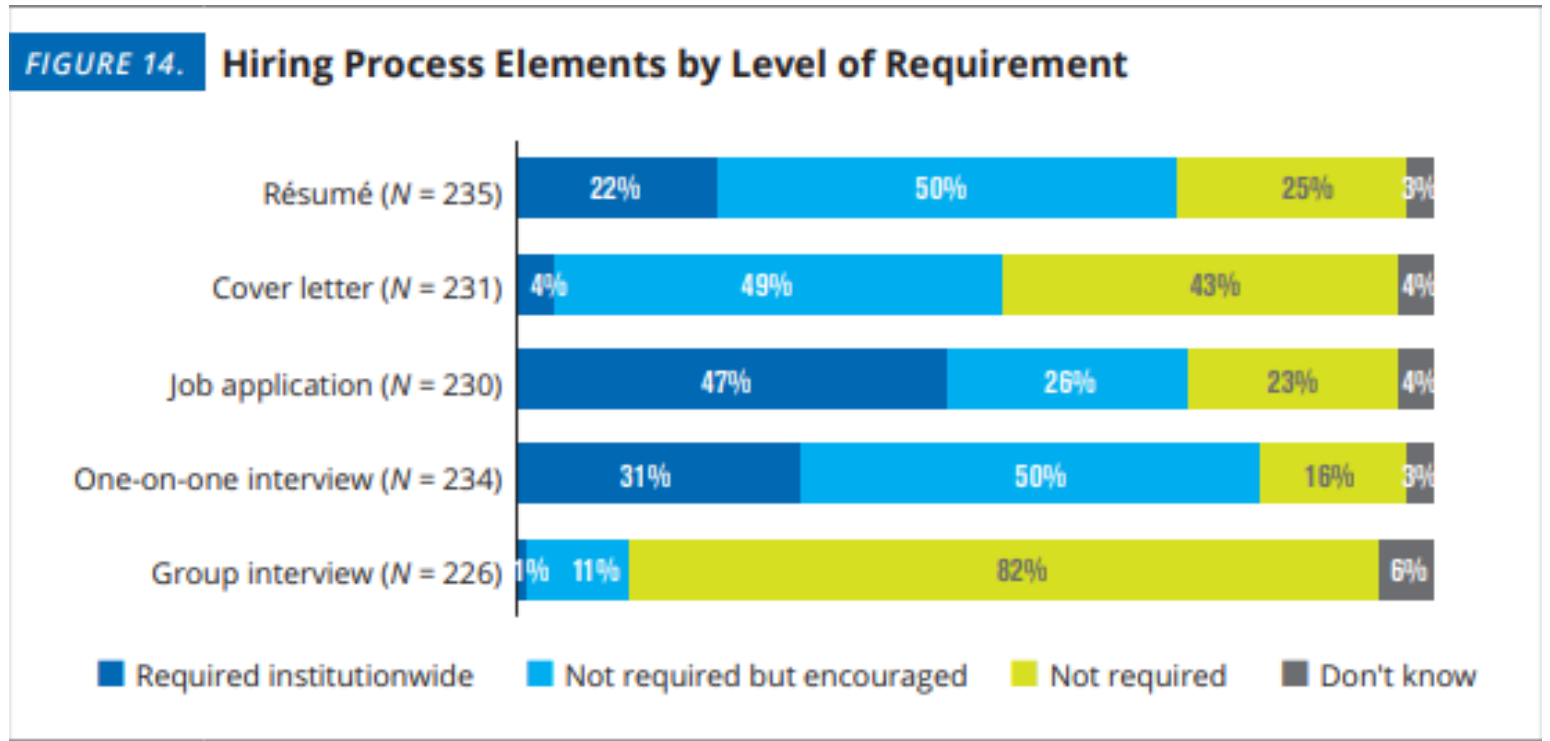


# Recruiting & Hiring-Job Descriptions

- Title: Admissions Assistant
- DUTIES: Prepare all admissions packets. Answer telephones. Take student ID photos. Tour students. Scan transcripts. Assist with front desk. File. Make appointments. Other duties as assigned.
- QUALIFICATIONS: Typing. Good people skills. Alphabetizing. Good computer skills. Good organizational skills/
- APPLY: Complete application form and fax to xxx or drop off in person at the admissions office.
- Title: Admissions Assistant
- Do you want to share your love of Trinity with future classmates?
- Do you enjoy speaking in front of people?
- Can you walk and talk at the same time?
- Can you answer the phone, type an e-mail, and greet a visitor at the same time?
- Do you want to learn professional-level sales skills that will set you apart in the next job?
- If you answered "YES" to these questions, then the admissions office wants you to join our team! Our office will teach you how to conduct tours with enthusiasm, organize materials for marketing research and social media outreach, and use several software platforms to execute office duties.
- Benefits include formal software training, professional work experience, and mentorship! Email your resume and the hours you will be available to work to XXX.

# Recruitment Materials

- What is needed?
- Cultural Differences
- Equitability





# Recruiting & Hiring

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- Search Criteria–Job Outcomes
- Interviews
- Providing tools/resources

## Job Outcomes

- Career Management (40)
- Critical Thinking/Problem Solving (147)
- Digital Technology (86)
- Honoring Context and Culture (51)
- Interpersonal Communication (148)
- Leadership (95)
- Professionalism/Work Ethic (115)
- Teamwork/Collaboration (168)



# 2022 UW-Madison Student Employment Survey Data

- Job Postings
  - Is that REALLY a requirement? Example: office jobs requiring previous office experience
  - Clear and complete
    - Must include pay rate, hours per week, and start date
    - Avoid jargon & acronyms
  - Highlight skills that students will build by taking the position
  - Student prioritize flexible schedules, competitive pay, and relevance to career goals
- Process
  - Clarity on next steps and timeline
  - Don't "ghost" any applicant along the way





# Onboarding

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- What is it?
- Four C's of Onboarding
  - Compliance
  - Clarification
  - Culture
  - Connection



# Retention-Talent & Professional Development

## Onboarding

- What do students need to **know** to perform the job?
- What do students need to **do** to perform the job?

## Ongoing

- Check-ins & Feedback
- Heightened projects as recognition (balanced)
- Conference attendance & presentations
- Student Employee Diversity Forum
- Harness the wisdom & passion of the student employees



# Retention-Supporting the Experience

- Meaning Making: Helping them connect the dots
  - Engaged Leaders Through Employment (ELE)
  - WiGROW
- Morale
  - “Involvement is the activity, Engagement is the commitment, Belonging is the Outcome” (Terrell Strayhorn)
  - Equity & Inclusion
    - Environmental assessment that centers the experience of students with marginalized and minoritized identities
  - Fun!



# Resources & Ongoing Engagement

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- Student Employment
  - National Student Employment Week (April 2023)
  - Supervisor Series: 3<sup>rd</sup> Tuesday, 1:00-2:00 pm
  - Summer Summit (Today!)
  - Diversity Forum: Spring 2024
- Engaged Leaders Through Employment (ELE)
- WiGROW
- Success Services: Coaching, Basic Needs, Badging
- PageUp Knowledge Base
- Stay tuned: Community of Practice



# Q & A

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# Let's Connect!

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