




## Best Practices for Training Student Staff


**DIVISION OF**  
**University Housing**  
 UNIVERSITY OF WISCONSIN-MADISON

Facilitated by Mike Crawford  
 University Housing – Technology Services

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## Outline of the Session

- Introductions
- Technology Services. Who are we?
- The joys & challenges of working with students.
- Working with Gen. Z students.
- Best practices that we have used so far
- Open discussion on best (and not-so-best) practices.
- Conclusion

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## Technology Services

- Help Desk Operations (M–F) from 7:30am–4:30pm
- We have approx. 18–20 student staff during the academic year.
- We handle approx. 5,000 cases per year
- 80% of our cases are from housing staff. The rest are resident cases.
- We try to have two hiring periods: We hire during the Spring for our summer/fall positions and we hire during the fall for our spring positions.
- Vast majority of our staff are computer science majors.

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## Challenges with our Student Staff

- During the academic year, our students average 8–12 hours a week. Most students DO NOT want to exceed 10 hours per week. Working fewer hours has been a trend the past several years.
- Training staff who are hired during the academic year.
- The feeling that we are constantly training staff.
- Internships.
- Limited promotional opportunities for staff who cannot drive (mainly impacts our International Students).

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## Challenges with Generation Z (1995–2009)

- Shortest attention span of any generation.
- Work/training needs to be fun/entertaining.
- Feedback needs to be constant and consistent.
- Understanding the role of multitasking.
- The important of Cell/Smart Phones for this generation.
- Effort over results.
- Email is not there choice for communication.

Taken from *Generation Z on Your Campus: Preparing Your Campus to Meet The Needs, Demands, and Expectations of Generation Z Students & Families* by PaperClip Communication ([www.paper-clip.com](http://www.paper-clip.com))

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## What we have done

- Utilized the Campus KB site to create our own external and internal (staff) site. However, this is not the ideal way our student staff like to learn/train. However, our KB site is great for on-going training and problem resolution.
- Less “paper” and more electronic documents.
- We have monthly staff development sessions for on-going training topics. This concept works well for us and it provides a time when everyone is together.
- Creation of training modules (we break down into specific topic areas).
- Friday afternoons is our time when we train new staff during the academic year. This is when we cover a specific training “module.”
- Rotation Stations. Small groups go to different stations every 15 minutes. We did one with 5 different stations. Our students loved this concept.
- We use Learn@UW in creating content quizzes.

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## Where we can improve

- Teaching our new staff to ask better questions when taking calls/cases.
- The importance of documentation and documenting well. For us, yes we want staff to solve problems but the documentation piece is very crucial since we cannot solve all problems and must escalate them.
- Evaluating progress of new staff.

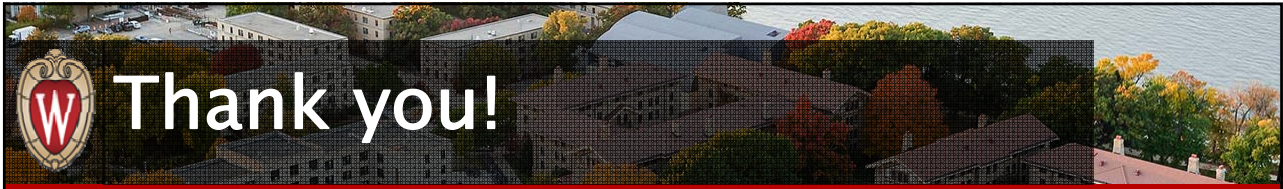
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## Discussion

1. What are your best practices for training student staff?
2. What are strategies that have worked well? Have not worked well?
3. What are your challenges and success stories?

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Thank you for attending and partipating!

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