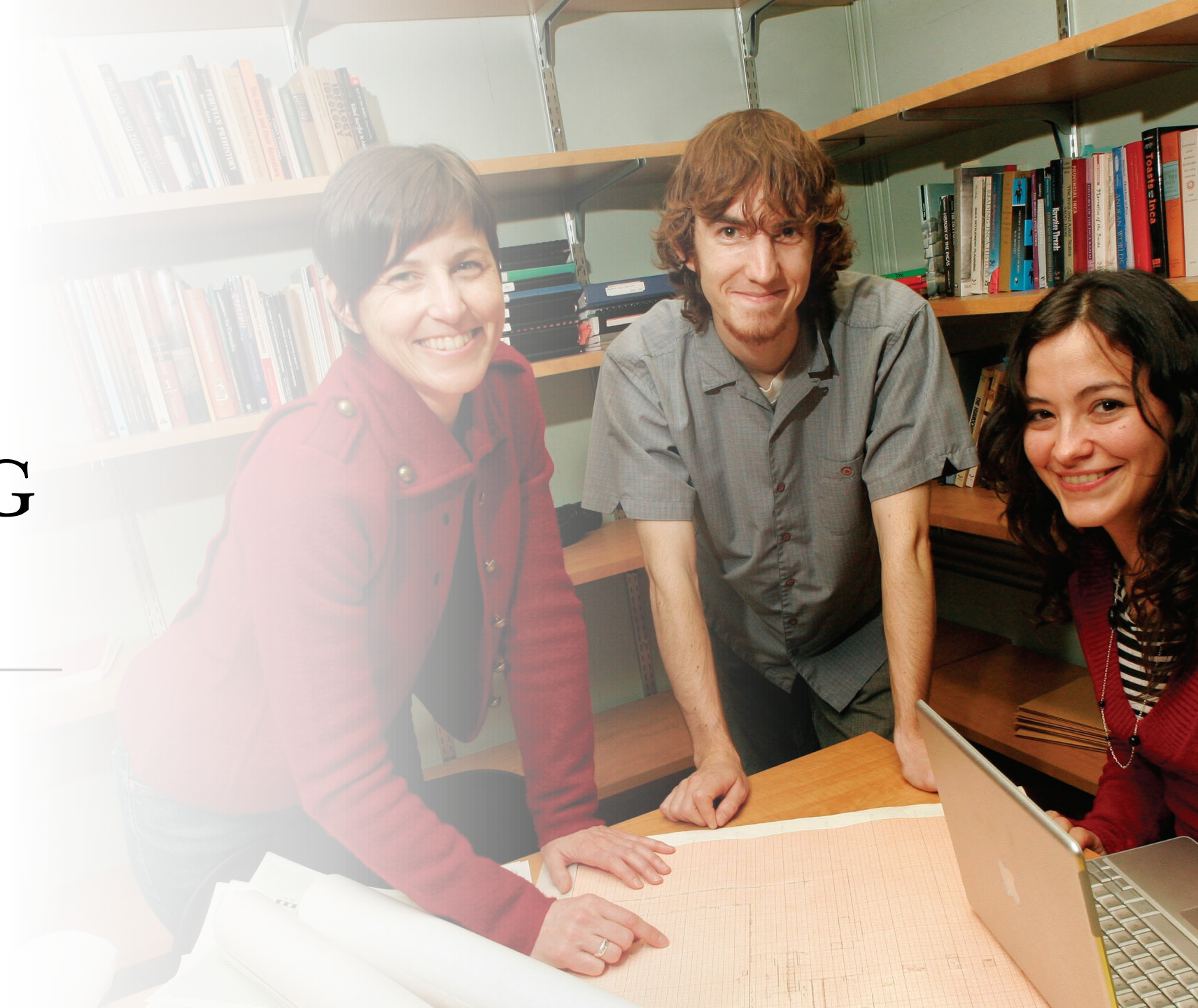




SUPERVISING STUDENTS



Purpose of Student Employment



Direct benefit to MTSU and your department



Provide students with valuable experiential learning



Gives students skills helpful to their career aspirations



Provides flexible work hours for students



Helps a student financially

Benefit to the Department



Student serves as a conduit between the student body and your department



Provides information on current trends and interests in student population.



Contributes to the department mission with up-to-date knowledge and skills



Allows for short- or long-term employment



Low financial cost to the department



Recruitment and Hiring

Create a job description and ask yourself....

1. What are the department's expectations related to student employment?
2. What does this position need to accomplish?
3. What type of knowledge and skills will be required?
4. How many hours will I need this position and what days?
5. Is there a student in the department that would benefit from this type of work experience?

First interview experience
Collect resumes

Ask (samples):

1. What interests you about this position?
2. Your resume indicates you worked at _____, What were your responsibilities there?
3. What skills do you bring to this position?
4. What is your availability?
5. Other questions related to position and skills required.

NOTE: Work with your department to:

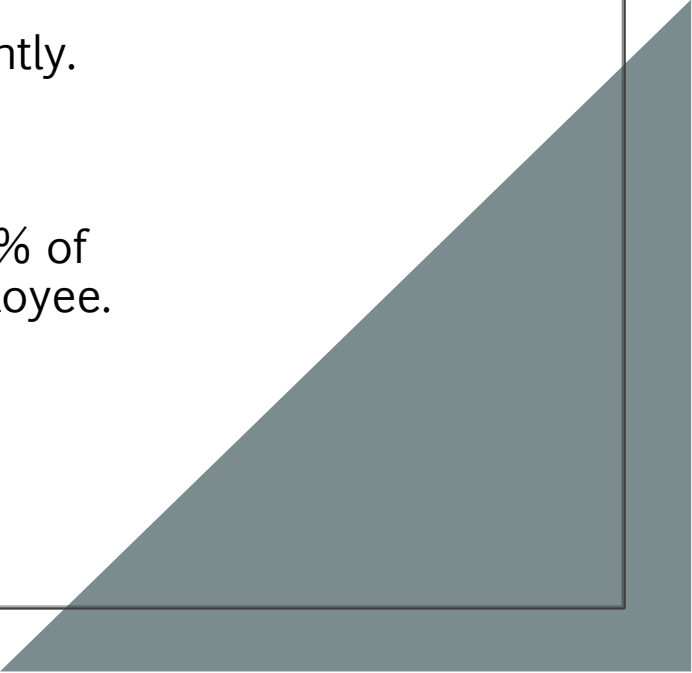
**MAKE SURE STUDENT IS AUTHORIZED TO WORK BEFORE
DOING ANY WORK!!**

Interviews

Federal Work Study

- FWS Job descriptions must be completed each year.
- The FWS supervisor and student must sign a FWS Work Agreement.
- An agreed upon work schedule must be developed the first day of employment.
- Work schedule should not conflict with class schedule.
- The FWS student cannot start working until the first day of class and cannot work beyond the last day of finals.
- Dept will be charged for any work done outside of approved schedule (i.e. during scheduled class time, before first day of classes, or after last day of finals).
- A time-in/time-out log should be maintained to ensure FWS compliance.
- Evaluations must be completed each semester.
- Communicate with Financial Aid Office by email at fws@mtsu.edu

Supervision and Mentorship

- Help students understand their roles and encourage their involvement.
 - Communicate expectations and workplace policies clearly and consistently.
 - Provide orientation, and training for student.
 - Adults remember 10% of what they hear, 60% of what they see, and 90% of what they do. What is obvious to you may not be to your student employee.
 - Evaluate performance and provide feedback and constructive advice.
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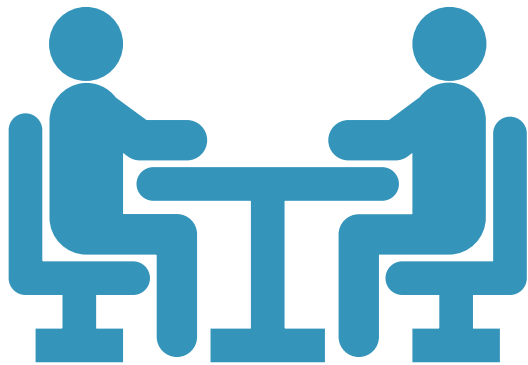


Training

- Set up a training session with the student usually on the first day of employment.
- Introduce the student to the people they will be working with.
- Don't assume the student will know what to do.
- Explain everything to the student in detail. Ask for feedback to make sure the student understood the instructions.
- Have a short manual available to the student workers explaining the duties and responsibilities.
- Add a checklist of duties to be performed.



- Health and safety practices
- Office dress code
- Working conditions
- List of names and positions
- Performance standards
- Confidentiality (FERPA)
- Who to go to with questions or to report an absence



Communication

- Assumptions may be that if we communicate successfully merely by speaking clearly and getting students to listen, our students will understand and agree with us. Yet even when we speak a common language, each of us hears what was said from a **somewhat different context or frame of reference** and **attributes an entirely different meaning to the words that were spoken**.
- Each of us filters what we hear through our own personal histories, ideas, emotions, experiences, values and cultures, that shape the way we understand and interpret what is said.
- Successful communicators are those who listen for, seek out, and endeavor to understand how the student interprets what we say and as a result, sends messages that stand a better chance of being understood.
- Communication, ultimately, is not what ***we say***, but what ***they understand***.



Teamwork and Collaboration

A photograph of a blue flower with a yellow background. The flower is a single-stemmed plant with several blue, bell-shaped flowers. The background is a soft, out-of-focus yellow. The text is overlaid on the right side of the image.

“The key to
successful
leadership is
influence, not
authority.”

Ken Blanchard

Some quick tips to help you set and keep boundaries in place include:

- **Define** roles and various aspects of the job itself without trying to micromanage everything
- **Draft** a schedule that clearly shows starting and stopping times
- **Establish** offices, zones or other work spaces
- **Set** limits related to what can be discussed and what should not be discussed in the workplace
- **Clarify** what is and isn't required of the specific job
- **Allow** the student to do the job within those guidelines
- **Make sure** that the student knows in advance what happens if he or she goes out of those boundaries
- **Take** the necessary steps to get them back on track as quickly as possible

You don't have to be aggressive or overly restrictive to make good use of boundaries. Your students' (and your own) workplace productivity will thank you for it.



Expectations and Feedback

- Ongoing
- Timely
- Specific
- Positive
- Behavior-focused
- Ask open-ended questions

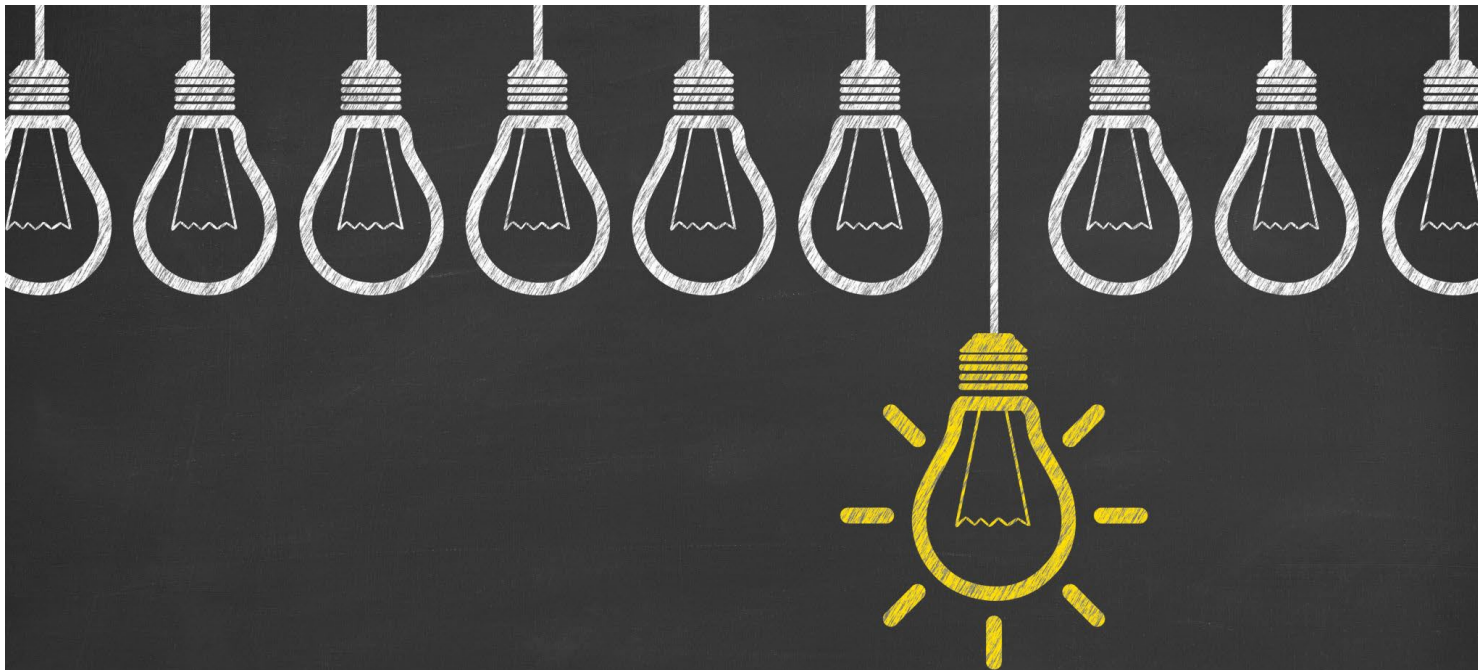




How to Follow Up

- Walk around. Go where people are working. Observe the progress of the job. Ask if there are any questions.
- Make a note of what you have requested someone to do in the future. Make a note in your calendar to remind you to check back with them on their progress.
- Keep a list of all jobs to be done. Refer to this list to determine priorities. Issue progress reports regularly.

If there are performance concerns, first ask yourself...



- Did I take the time to know all of the facts?
- Did I explain the specific behavior I want to change?
- Were my questions open-ended?
- Did I communicate the reasons why a change is required?
- Did I provide opportunities for change?

Ask the Right Questions

Closed-ended questions	Open-ended (inviting) questions
Are you responsible for this error?	What can you tell me about this?
Will this step solve the problem?	What can we do to make sure this will solve the problem?
Do you understand what you're supposed to do?	Is there anything about the job that might still be unclear?
Have you finished the X job/project?	Where are you on the X job/project?

Termination and Resignation

MTSU reserves the right to terminate a student employee, however, before we end employment, we want to ensure the student has been given the necessary training, tools and resources to be successful.

Before you terminate, ask yourself:

1. Did the student understand what was expected of them?
2. Was the student given the proper training, tools, and resources to be successful?
3. Was there a discussion with the student worker about the performance issue and were they given an opportunity for improvement?

Student employees may resign at any time.



Reasonable Accommodation

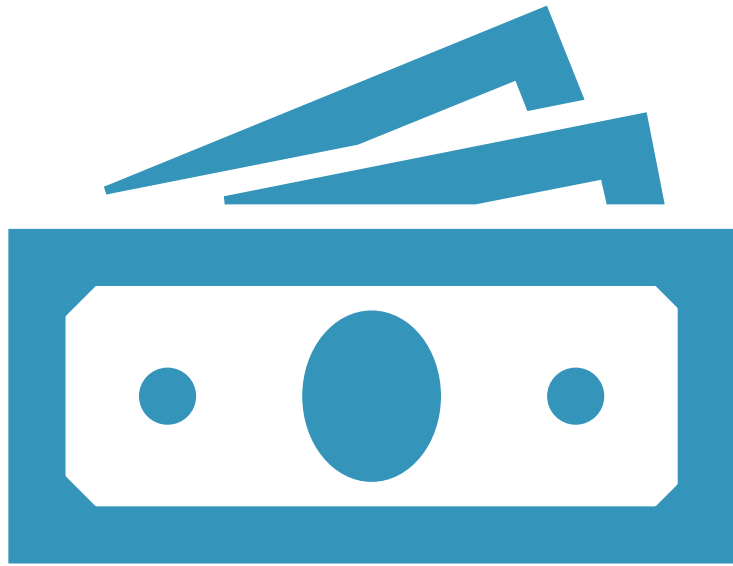
MTSU supports a workplace that is suitable and accessible for all staff, faculty, and student employees. Reasonable accommodations will be made for persons with temporary or permanent disabilities to allow for a fair and equal employment experience.

Contact:

Lance Alexis, Director of ADA Compliance
Institutional Equity and Compliance
CAB Room 0116

Phone: 615-898-2185

Email: Lance.Alexis@mtsu.edu



WORKER'S COMPENSATION

Student employees are covered by worker's compensation. If a student employee suffers a personal injury due to and in the course of their employment, they must notify their supervisor as soon as possible.

https://www.mtsu.edu/hrs/benefits/WC_Procedures.pdf

Strategies for Success



BE AN
EXAMPLE



BE FLEXIBLE



COMMUNICATE
EXPECTATIONS



TRAIN



GIVE FEEDBACK
FREQUENTLY



GIVE
RECOGNITION



SHARE THE
VISION



QUESTIONS