Too much work and not enough staff? Student Employees to the Rescue!

Keri Allard, Assistant Registrar for Student Services
University of Wisconsin - Madison
Keri.Allard@wisc.edu

Session 4571
3.23.16  10:30 A.M.
University of Wisconsin – Madison

Founded 1848

Ranked #4 Nationally in Research Expenditures

Total Students: 43,389
Undergraduate (29,580)
Graduate (9,002)
Professional (2,725)
Specials (2,082)

Number of Schools and Colleges: 13

Number of Degrees Awarded Annually: 10,000+
Issue
  • New Projects and Campus Directives
  • Overwhelming Feeling

Answer
  • Research Student Employee Program
  • Develop Student Employee Program
  • Develop Training Program
  • Create Professional Experience/Real World
  • Provide Tools for Their Future
1st stage
Reached Out to Campus Partners
Reviewed Other Institutions Programs
Brainstorming Session with Colleagues
2nd stage
FERPA:
It’s not a Terminal Disease, but it does last a Life Time!

TRAINING
AS PROPOSED BY THE PROJECT SPONSOR

AS SPECIFIED IN THE PROJECT REQUEST

AS PREPARED BY THE SENIOR SYSTEMS ANALYST

AS PREPARED BY THE PROGRAMMER

AS INSTALLED AT THE USER'S SITE

WHAT THE USER WANTED

From the University of London Computer Centre Newsletter No. 53, March 1973
<table>
<thead>
<tr>
<th>Time</th>
<th>Training Component</th>
<th>Facilitator</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 am – 9:45 am</td>
<td>Ice Breaker, Introductions, paperwork</td>
<td></td>
</tr>
<tr>
<td>9:45 am – 10:15 am</td>
<td>Overview of RO</td>
<td></td>
</tr>
<tr>
<td>10:15 am – 11:30 am</td>
<td>Student Center and RO Website</td>
<td></td>
</tr>
<tr>
<td>11:30 am – 12:15 pm</td>
<td>Introduction to ISIS</td>
<td></td>
</tr>
<tr>
<td>12:15 pm – 1:00 pm</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>1:00 pm – 2:30 pm</td>
<td>Transcripts</td>
<td></td>
</tr>
<tr>
<td>2:30 pm – 3:00 pm</td>
<td>Questions &amp; Wrap-up</td>
<td></td>
</tr>
<tr>
<td>3:00 pm – 4:00 pm</td>
<td>Lunch and Team building (Ropes Course, Climbing, etc)</td>
<td></td>
</tr>
<tr>
<td>4:00 pm – 5:00 pm</td>
<td>Review of previous day</td>
<td></td>
</tr>
<tr>
<td>5:00 pm – 6:15 pm</td>
<td>FERPA group review and quiz</td>
<td></td>
</tr>
<tr>
<td>6:15 pm – 7:30 pm</td>
<td>Wrap up/ Special Projects</td>
<td></td>
</tr>
<tr>
<td>7:30 pm – 8:30 pm</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>8:30 pm – 9:00 pm</td>
<td>Enrolment</td>
<td></td>
</tr>
<tr>
<td>9:00 pm – 10:00 pm</td>
<td>FAQ</td>
<td></td>
</tr>
<tr>
<td>10:00 pm – 11:00 pm</td>
<td>Troubleshooting</td>
<td></td>
</tr>
<tr>
<td>11:00 pm – 12:00 pm</td>
<td>Phone/ Email</td>
<td></td>
</tr>
<tr>
<td>12:00 pm – 1:00 pm</td>
<td>Setting appointments</td>
<td></td>
</tr>
<tr>
<td>1:00 pm – 2:00 pm</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>2:00 pm – 3:00 pm</td>
<td>Review of previous day</td>
<td></td>
</tr>
<tr>
<td>3:00 pm – 4:00 pm</td>
<td>FERPA group review and quiz</td>
<td></td>
</tr>
<tr>
<td>4:00 pm – 5:00 pm</td>
<td>Wrap up/ Special Projects</td>
<td></td>
</tr>
<tr>
<td>5:00 pm – 6:00 pm</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>6:00 pm – 7:30 pm</td>
<td>Enrolment</td>
<td></td>
</tr>
<tr>
<td>7:30 pm – 8:30 pm</td>
<td>FAQ</td>
<td></td>
</tr>
<tr>
<td>8:30 pm – 9:00 pm</td>
<td>Troubleshooting</td>
<td></td>
</tr>
<tr>
<td>9:00 pm – 10:00 pm</td>
<td>Phone/ Email</td>
<td></td>
</tr>
<tr>
<td>10:00 pm – 11:00 pm</td>
<td>Setting appointments</td>
<td></td>
</tr>
<tr>
<td>11:00 pm – 12:00 pm</td>
<td>Lunch</td>
<td></td>
</tr>
</tbody>
</table>
FERPA:

It’s not a Terminal Disease, but it does last a Lifetime!
APPENDIX B

Office of the Registrar’s Guidelines of Confidentiality and Privacy

I understand that information pertaining to students, employers, alumni, and other constituents and partners is confidential and private. This may include but is not limited to: placement information, salary data, hiring practices, educational records, employment history, resume information, and information shared by students in advising appointments or other events/programs.

Information pertaining to students, employers, alumni and other constituents and partners is only to be shared with other campus constituents only when there is a “legitimate educational need to know” according to federal guidelines as outlined in the Family Educational Rights and Privacy Act (FERPA). By signing this form, you confirm you have read and understand the FERPA information provided by the University of Wisconsin-Madison Office of the Registrar (http://registrar.wisc.edu/ferpa_overview.htm).

Information utilized for the purposes of carrying out work responsibilities is not to be used for personal reasons or gain. Passwords for ISIS and any other software programs containing student, employer and/or alumni data are to remain confidential and you agree to sign off these programs when not in use. You agree to refer requests for personal information regarding students, employers or alumni when a “legitimate educational need to know” does not exist, is questionable, or is unclear to a professional Office of the Registrar staff member.

By signing this form, you agree to abide by the state and federal laws as well as school and university policies that apply to the proper use of data.

Print Name: ____________________________________________________________

Signature: ______________________________________________________________

Date: __________________________________________________________________
Important on going step

Re-evaluate and reflect
*Student
*Staff
*Colleagues
WELCOME

TO THE

OFFICE OF THE REGISTRAR

STUDENT EMPLOYEE

WORKCENTER
Looking for some help with a project or task?

Fill out the form below and we will review it to see if our student employee team is able to help.

Please contact Jill Griffis with questions or comments.

Your Name

Your Email

A short description of requested student task:
Student Program Coordinator Position Description

Student Program Coordinator
Office of the Registrar
Student Services
University of Wisconsin - Madison

Position Summary

This is a 15-20 hour per week student position that is part of the Office of the Registrar’s Student Leadership Program. The position is for a minimum of one academic year.

The Student Program Coordinator is responsible for managing Student Employees within the Student Services Area of the Office of the Registrar at the University of Wisconsin-Madison. The Student Program Coordinator will ensure the overall smooth operation of the Registrar’s Front Desk, including all incoming customer questions, daily responsibilities, and long-term projects.

The Student Program Coordinator position concentrates on management activities including, but not limited to, daily tasks, training and professional development (for both self and fellow Student Employees), business process improvement, and project and task management. The Student Program Coordinator is at the forefront of hiring, training, scheduling, and mentoring Student Employees, and is also involved in project development. Secondary in focus are the administrative tasks to be completed.

This position and the Student Leadership Program provide the incumbent with technical and managerial skills and on-the-job experience, a combination that will benefit them when they finish college and transition into their chosen career.
Student Employee Performance Review

1 PERSONAL REFLECTION

What skills have you personally gained by being a part of the Office of the Registrar?
What skills would you still like to gain working here that would ready you for the workforce after college?
What is one achievement you have made this semester?
What has been the most negative thing about working here?
What has been the most positive thing about working here?

2 OFFICE OF THE REGISTRAR REFLECTION

What kind of additional support can the RO offer you as a student employee?
When thinking about the RO Student Employee program, what do you feel needs the most improvement?
Do you have any ideas about how we should make above improvement?
What is the best thing that has happened with the RO Student Employee program this semester?

3 PERSONAL DEVELOPMENT

What professional development opportunities have you been able to pursue this semester while working at the RO?
What other professional development opportunities would be helpful?

4 GOALS

What are some of your goals you would like to work toward this coming semester?
What steps do you think you need to take in order to achieve your goal?
What kind of support do you need from your supervisors or co-workers?

5 OTHER

Do you have any other feedback for the RO in general, supervisors, or anything else?
Professional Development
Future