Department Specific Training for Student Employees

Developing training routines for student employees will ensure they are confident and prepared to work within their roles

Center for Career Development
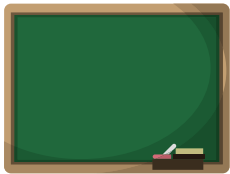SUNY BROOME

Develop Consistent Training Methods
Some examples of this could be...
- A binder of information for students to reference and read through
- A website "scavenger hunt" for information on SUNY Broome and your office
- Case studies of how to handle certain scenarios
- "Routines" for each shift (opening, mid, closing, etc)

Don't Forget to Include...
- Expectations of role
- Office procedures for calling out/being late
- Professional dress expectations (casual, business casual, etc)
- Necessary information such as passwords, logins, etc
- Technical instructions (For example, transferring phones)
- Filling out timesheets

Effective On-Boarding
On-boarding will be your students first impression of the office! Consider some of the following things to ensure students feel welcomed and excited about their new role
- Take them out to lunch (or order in)
- Introduce them to everyone in your office
- Spend time doing ice breakers together or getting to know the student

Plan Training Effectively
Having a plan for who you want your student employee to train with, shadow, or what you would like them to do within each shift will be important to ensure they feel valued and have a comfortable transition
- Who will your student be training with? Ensure you communicate ahead of time with anyone who they will shadow or learn from
- Create a hand-out of a timeline for the student employee to follow- including what they should be working on, who they will be working with, and what training topics will be reviewed
- Set aside time after you expect the student to be fully trained to meet with them one-on-one. Provide a space to discuss how training went, what they need more of, and if they feel comfortable to begin their role

Assessment/Feedback
Have your student employees reflect on their skills through filling out a self evaluation. You can treat this as a pre-assessment to reflect with them later on in their role on how they have grown. This can be used to assess your own supervisory abilities as well! A few assessment suggestions are below:
- Utilize the NACE Career Competencies to have the student reflect on their transferable skills (pre/post)
- Create a Google Form of reflection questions for your student employees to fill out as they begin their position and as they finish their position
- Take notes on your initial meeting with your student employee and ask important reflective questions- ask them the same questions as they finish their position and compare the data.
- Keep track of your students experiences and adapt your training and supervisory skills each semester to provide better support to your student employees!

Helpful Tip! Consistently check-in throughout the semester to see if your student employee feels they need any additional training. Ask about any issues they've encountered or things they are uncomfortable doing that is required as part of their role.