Supervisor Training & Implications for High Impact Practices

2021 WASEA Webinar Series

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Pepperdine University

Malibu, California (830 acres)

Private four-year religiously - affiliated institution

Undergraduate Enrollment: 3,500

Graduate Enrollment: 4,000

Tuition & Fees: $58,000

Student Employment @ Pepp

- 3 full-time & one part-time staff member
- Standalone Office reporting through the VP of Student Affairs
- 1,900 students work throughout the academic year
  - This academic year (due to COVID), 900 students have worked remotely
- 300+ departments & student supervisors
- JLD, Community Service, Supervisor & Student Training

High Impact Practices (Kuh, 2008)

First-Year Experience - **Intellectual Experiences** - Learning Communities - Writing-Intensive Courses - **Collaborative Assignments** - **Undergraduate Research** - **Diversity/Global Learning** - ePortfolios - **Service Learning** - **Internships** - Capstone Projects

"Not just a job"

"Earn more than a paycheck"

High-Impact Educational Practices: What They Are, Who Has Access to Them, and Why They Matter, by George D. Kuh (AAC&U, 2008).

NACE: Career Readiness Competencies

Critical Thinking/Problem Solving

Oral/Written Communication

Teamwork/Collaboration

Digital Technology

Leadership

Professionalism/Work Ethic

Career Management

Global/Intercultural Fluency

"Alone we can do so little; together we can do so much"
- Helen Keller

Student Employee Supervisor Training

Varies based on the institution/college

- What needs do your supervisors have?
- What questions do you often receive from them?
- Do you experience any compliance issues?
- What about, student feedback regarding supervisors?

Needs Based Assessment

How can we better support you?

What resources are lacking?

What are we doing well? What would you like to see more of?

(focus groups or surveys)

Job Postings/Job Descriptions

Wage/Hour Regulations

Sexual Harassment

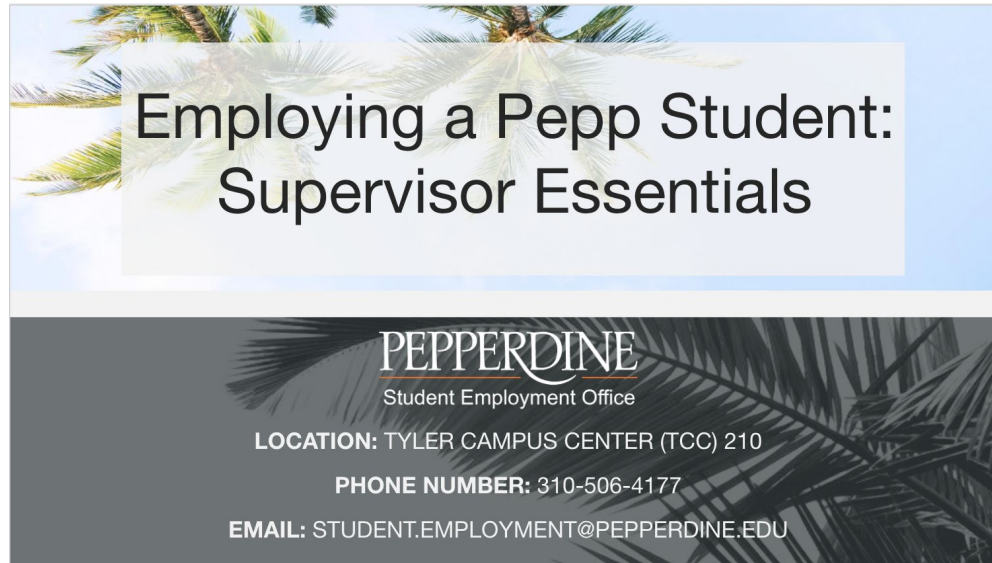Hiring/Onboarding

Mental Health Awareness

Conflict Management

Leadership/Mentorship

Build Your Own Unique Program

Based off of the needs assessment, what patterns did you see?

What training can your department provide?

Employing a Pepp Student: Supervisor Essentials

PEPPERDINE
Student Employment Office

LOCATION: TYLER CAMPUS CENTER (TCC) 210

PHONE NUMBER: 310-506-4177

EMAIL: STUDENT.EMPLOYMENT@PEPPERDINE.EDU

Training Agenda

Student Employment Overview
Rules and Regulations
Supervisor Expectations
Hiring Process
Timecard Approvals
Onboarding New Student Employees
Supporting Students Remotely
Hire Module Demos

Additional Needs

Are there colleagues within your college or university that you can tap for a training?

Mental Health Resources - Counseling Center or Student Health Center

Harassment - Title IX Office or Human Resources

Mentorship - School of Business or Human Resources

Conflict Management - Faculty with this knowledge (Straus Institute for Dispute Resolution)

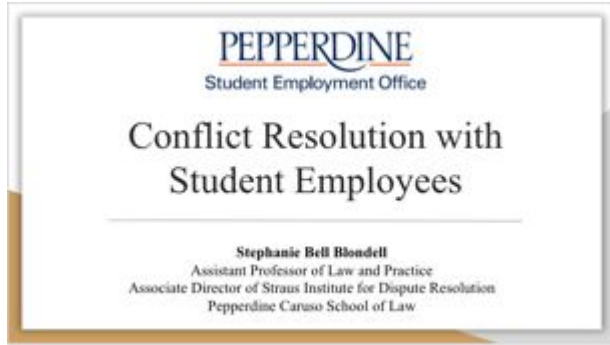General Work Study - Financial Aid

Partnerships We Created

Human Resources

Accessible Employment for Students with Disabilities

Jennifer Baker & Sandra Harrison
Office of Student Accessibility
Pepperdine University
February 2021

Office of Student Accessibility

Straus Institute for Dispute Resolution

This Work is Never Done: Partnerships we are hoping to create in the coming year

Counseling Center: mental health in the workplace, stress management, etc.

Business Management Program: Provide more leadership training

Resilience Program: Coaching students who are struggling

Sparking Interest in Your Program
(Warning: This may cost $$)

What incentives can you provide to supervisors who attend sessions?

- Raffles, certificates of completion, food (pre-COVID)
- Not much different from student programming

Digital certificates are often free!

Assessment

Looks different depending on who created the training (your team or institutional partners).

- Develop Learning Outcomes for your home grown training sessions
  - Test learning by asking questions surrounding the learning outcomes
- Pre-Test & Post-Test?
  - This can track learning and is helpful data when requesting additional funding

Ask: How can we improve the training? What other topics would you like included in the program?

Employing a Pepp Student: Supervisor Essentials

Example Learning Outcome: Participants will become knowledgeable of wage and hour regulations pertaining to meal and rest breaks.

Assessment Question: All employees must take a meal break before the start of the _____ hour of work if their work day is more than 6 hours.

Outcome Data: Student supervisors who attended the training are knowledgeable of all applicable regulations pertaining to CA state wage and hour laws.

(Showing these outcomes is how you get $$ for future training sessions)

THANK YOU!

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https://www.pepperdine.edu/student-life/employment/