Top Ten List for Student Worker Success
(Examples compiled from best practices of years' past)

10. *Include students in your organization's culture as much as possible*

    Examples: Involve them in meetings. Include them in office newsletters or updates. Share company trinkets (water bottles, key chains, etc). Introduce them to multiple members of staff, not just immediate supervisors. Let them tour the building, campus, etc to learn about multiple departments and personnel. Place a name placard or sign at the students' work station with their name and "Arrupe student" so others know who they are, too.

    Benefits: Students feel like they belong and are not "just students." They develop a greater sense of pride for their work and the organization.

9. *Provide a variety of resources for student reference*

    Examples: A map of the campus or building, with departments/personnel locations annotated; a company directory; a script for answering and making calls; a handout of Frequently Asked Questions; a manual with examples of common projects, instructions on how to complete certain computer functions, etc.

    Benefits: Encourages students to be self-sufficient in seeking answers. Promotes confidence by giving students the tools to complete tasks on their own. Enhances the student's comfort with the company.

8. *Encourage student ownership of tasks and projects*

    Examples: Explain the "big picture" of a task and how it relates to the overall success of a project. Emphasize the importance of even small or mundane activities. Allow students to learn about other departments' functions and staff, and how everyone's work interacts, so they understand where the projects start, where they go next, and who uses the projects. Give students specific tasks and projects that are "just theirs" and let them know that the assignment is not "*just* scanning/copying/mail sorting," but it is their job and integral to the success of a department/ other staff member, etc

    Benefits: Students will feel their work is important and appreciated, producing better outcomes. Students will appreciate the trust and responsibility of having their own jobs.

7. *Challenge students*

    Examples: Provide variety in the students' tasks whenever possible. Assign them activities that you think might be a bit more complicated and let them rise to the challenge. Provide the big picture/desired outcome of an assignment, and encourage the student to identify the best way to complete it or solve a problem. Ask the student what their workplace goals are/what they hope to learn, and see if it can be incorporated into their routines (i.e. better phone skills, computer work, learning more about what lawyers do, etc). Introduce students to different personnel, particularly those in a position in which the student has interest (attorneys, accountants, nurses, engineers, etc). Set up times for "coffee chats" on a monthly or quarterly basis. Let students shadow someone for a morning in a different department. Organize a "day in the life" activity in which a student observes, learns about and even participates in the functions of a department that may be "up or down stream" from her/his normal department.

    Benefits: Students will stay engaged at work and will feel motivated to succeed when they are challenged. They will feel appreciated and taken seriously when given greater responsibility. Students will develop a greater understanding of how their work affects others and may also be exposed to long-term career goals.

6. *Keep students busy*

    Examples: Always have a back-up project (non-urgent filing; cataloging returned mail; inventory; etc) and make sure the students know what to do when they finish a primary assignment. Develop periods of routine (if possible) so that they student knows he/she always has a particular task at a certain time (i.e. stocking printers each morning, mail run every afternoon, etc). Provide a daily agenda so the student knows what to expect from the day. Make other departments aware that students are available to help.

    Benefits: Boredom breeds inaccuracy and laziness, so if they aren't bored, they will continue to perform well. Also, agendas, routine, and established "back-up" projects create clear expectations so students are never curious about what to do next. Agendas also help develop a sense of initiative, as students are more likely to just "dive in" when they know what to do. Finally, occasionally "sharing" the student with other departments provides variety to the day, incorporates the student into more of the organization, and ensures there is always something for him/her to do.

5. *Provide multiple methods of instruction/explanation*

Examples: When giving verbal instructions, ask the students to re-state, in their words, what you expect. Encourage note taking and ask to see notes (particularly with Freshmen or other students you have concerns about). If you provide written instructions, ask them to summarize what they understand. It's always a good idea to provide a concrete example of a finished project, or to ask the student to show you an example before they get too far into a project. Don't assume a head nod or "yeah, OK" equates with understanding. Once you are accustomed to the student's work quality, you can of course modify how you solicit proof of understanding.

Benefits: Promotes communication skills and emphasizes the importance of understanding instructions. Reduces frustration for both student and supervisor by minimizing mistakes and misunderstandings.

4. *Provide regular feedback*

Examples: Make sure you insist on checking-in every morning and every evening; don't let the students start the morning or end the day without making contact with a supervisor. Set regular times to "check-in" with the student to discuss how things are going (i.e. every Monday workday). Fill out the daily timecard. Address concerns immediately with the student. Point out mistakes and allow the student an opportunity to correct it. Likewise, offer positive feedback on a job well done. When completing progress reports and official Mid-Year/End of Year Evaluations, review the results with the student. Don't be afraid to correct a student or to provide constructive criticism. If the student did not meet expectations on a certain day, don't give them a false impression by writing "good day" on a time card.

Benefits: Enhances communication between you and the student. Provides an opportunity to reinforce your expectations. Gives the student benchmarks to evaluate and improve his/her own performance. Teaches students the value of constructive criticism, compliments and learning from mistakes. Addressing concerns honestly and quickly can often correct the problem before it becomes a bigger issue. Honestly complimenting students can motivate them to continue to succeed.

3. *Make your expectations clear & hold students accountable*

Examples: Provide time limits on projects. Make certain the student understands instructions. Offer a clear "chain of command" (i.e., "If I'm unavailable, talk to Sue. If Sue is unavailable, work on the back-up project). When providing multiple tasks at once, encourage students to prioritize them with you, so everyone knows when something should be completed. Provide an example of a finished project, if possible. When providing constructive criticism or compliments, give specific examples of the mistake or the job well done. "Good job today" does not mean as much as "I really appreciated how quickly you completed the copy job." Schedule an August orientation for the whole team.

Benefits: Clear expectations reduce mistakes and frustration for both the supervisor and the student. Students are more likely to excel when they know what you expect and when you provide specific feedback. An orientation at the beginning of the year ensures that everyone is on the same page from Day 1.

2. *Maintain regular communication with CWSP staff*

Examples: Provide names and contact information for anyone who should be informed about CWSP happenings, or who has direct supervision of our students. Write specific comments on timesheets. If you're not comfortable, or don't have time, to comment on the timesheet, send us an email. Send us emails or call us to let us know how things are going (good or not). No issue is too small; even if you've addressed the concern with the student, just let us know, so we can stay in the loop. If you were particularly impressed one day, let us know that too!

Benefits: CWSP staff is here to help you in any way we can, so that your experience with our students and program is mutually rewarding. By providing updated contact information, we can be certain that communication is timely and effective. By working together, we can often address and correct concerns before they become big problems. We can also make sure that students get the recognition they deserve for a job well done.

1. *Have Fun!!*

Examples: Enjoy being with them. Ask them about school, sports, what they do during free time. Include them in company celebrations (if appropriate). Let them know work can be fun, as long as the job gets done!

Benefits: Our students look to you as role models and guides for how to behave in the work world. If they witness their coworkers approaching the day with a positive attitude, they are more likely to do the same. When our students feel like it's OK to have fun, and if they feel that you enjoy their company and contributions, they will likely be more productive and effective. Our students have energy, creative ideas, humor and a willingness to succeed, in addition to a wealth of individual talents. Tap into these traits to re-energize your workplace and brighten your workday!