DEVELOPING OUR MOST VALUABLE ASSET: CREATING AND ENHANCING STUDENT LEADERSHIP IN OUR OFFICES

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PRESENTATION OUTLINE

» Admissions Organizational Chart
» Utilizing Students
» Staff Responsibilities
» Training
» Student Leadership Structures
» Leadership Skills & Opportunities
» Accountability
» Conclusion: What Does It Take to Develop Student Leaders?
HOW DOES YOUR DEPARTMENT UTILIZE STUDENT WORKERS?

» Tour guides
» Greeters
» Phone Operators
» Event Planners
» Recruiters
» Data Entry
» Student Panels
» Others?
STAFF RESPONSIBILITIES

» Create a welcoming environment
  - Strive to learn names
  - Open-door policy
  - Get management involved

» Offer learning opportunities
  - Allow your students to make mistakes and find solutions.
    - Example: Learning how to address an envelope
  - Give opportunities to use talents and knowledge to develop skills

» Celebrate successes in the office
  - Share with your entire team
TRAINING FOR ALL STUDENT EMPLOYEES

» Host an extensive student training as soon as possible after the term begins

- Icebreakers
- Explain the work funnel
  - Example: Admissions Funnel
- Admission Office Structure (Organizational Chart)
- Yearly event calendar
- Professionalism in the workplace
  - Dress code
  - Use of university property
  - Day’s work, a day’s pay
- Team Building
HOW WE LEARN FACES AND NAMES

» Take photos of your student workers holding up their names during training
   - Display the photos somewhere in your office for all employees to see

» Our office displays their team building activity alongside the photos
STUDENT LEADERSHIP STRUCTURE

» Discuss the student leadership structure
  - Development of each structure within their own teams.
  - Rising Roadrunners Leadership Teams
  - Student Admission Officers
  - Telecounselors
LEADERSHIP SKILLS & OPPORTUNITIES

» **Goals**

» **Professional development within department**
  - UTSA Student Affairs offers and encourages development opportunities for all student employees
    - True Colors
    - Networking opportunities
      - Student Affairs Holiday Luncheon
      - Awards Ceremony
    - Student Awards

» **Team Building**

» **Mentoring**
ACCOUNTABILITY

» **Meetings**
  - Weekly or Monthly

» **Evaluations**
  - 30, 60, 90 day evaluations
  - Telecounselor Evaluation

» **Monitor Hours of Service**
  - Don’t wait until it’s too late

» **Complete Compliance Training**
  - Explain the importance of compliance training

» **Sign a Contract or Expectations**
Conclusion:
What Does It Take To Develop Student Leaders?

» Requires Office Support and Commitment
  - Money, Space, and Patience

» Students Must Have Responsibilities

» Strong Accountability

» Develop Student Leadership Structure

» Be Available
  - Student Development takes A LOT of time and commitment.

» Video- The Office
  - Michael and the Intern
THANK YOU