

Engaging and Empowering Your Student Staff

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Engaging and Empowering Your Student Staff

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SESSION FORMAT and MATERIALS

Engaging and Empowering Your Student Staff

Focused Roundtable

Provide Framework and Examples
Your Success Stories

Materials

Presentation Outline
Slides and Handouts Available Online
at fsu.campusrec.com/nirsa

SESSION OUTLINE

Engaging and Empowering Your Student Staff

The Key Questions

Why Make the Change?
What Job Responsibilities Can Be Yielded to Your Student Staff?
Who on Your Student Staff Can Handle These Increased Responsibilities?
How Can You Better Ensure Buy In By Your Student Staff?
When and Where Will the Successes Be Seen?

MORE THAN JUST A JOB

Engaging and Empowering Your Student Staff

Promoting Learning

Enhance the Job Beyond Basic Tasks

Highlighting Leadership Opportunities

Hire Student Leaders Not Just Student Employees

Maximizing Staff Skills and Talents

Take Advantage of the Diversity of Knowledge, Skills and Talents of Your Student Staff

MORE THAN JUST A JOB

Engaging and Empowering Your Student Staff

Establishing Employee Ownership

Make the Employee's Impact Evident
Students are Invested in the Program
Significantly Less Staff Turnover

Reduce Your Workload

Less "Busy Work"
A Shift to Supervision and Mentorship

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ASSESS YOUR PROGRAM

Job Responsibilities
Professional Staff
Student Staff

Student Staff Positions
Staff Size
Diversity of Positions

Engaging and Empowering Your Student Staff

BASICS OF THE JOB: PROGRAM DIRECTORS

Program Coordinators
What are the Basic Components of YOUR Job?

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WHAT DO YOU DO?

Program Coordinators
Staffing - Recruiting, Hiring, Training, Scheduling, Evaluating
Customer Service - Participant Evaluation & Feedback
Conflict Management - Participants and Staff
Program Scheduling
Event & Activity Preparation
Event Facilitation & Management
Marketing and Promotions
Risk Management - Facility Maintenance, Accident Review
Program Budgeting

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WHAT DO YOUR STUDENTS DO?

Student Responsibilities
Staffing - Recruiting, Hiring, Training, Scheduling, Evaluating
Customer Service - Participant Evaluation & Feedback
Conflict Management - Participants and Staff
Program Scheduling
Event & Activity Preparation
Event Facilitation & Management
Marketing and Promotions
Risk Management - Facility Maintenance, Accident Review
Program Budgeting

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STUDENT STAFF JOB LEVELS

Program Changers
Program Assistants, Team Leaders

Decision Makers
Facility & Event Supervisors, Managers
Lead Workers, Lead Staff

Workhorses
Basic Employees, Often Entry-Level

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IMPLEMENTING A NEW MODEL

The Approach
Finding the Right Approach for Your School, Program, & Staff

The Scale
Mission & Goals
Program
Specific Staff Positions

IMPLEMENTING A NEW MODEL

Engaging and Empowering Your Student Staff

Evaluate Your Current Model

What Positions Can Be Expanded
What Responsibilities Are You Willing to Allow Your Student Staff to Manage

Develop a Plan

Select Your Approach
Advocate Change
Set Realistic Goals on a Manageable Timeline

INTEREST-BASED MODELS

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Sample Groupings

Sports – Basketball, Soccer, Flag Football
Group Exercise – Cardio, Strength, Mind & Body
Outdoors – Kayaking, Hiking, Rock Climbing

Key Aspects

Often Easier to Implement with Staff
Enthusiasm for Aspect of Job
KSAs May Be Limited, Challenging Tasks

SKILLS-BASED MODELS

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Sample Responsibilities

Staff Training
Staff Evaluation
Program Promotion

Key Aspects

Knowledge of Staff Strengths Required
Higher Probability of Success in Accomplishing Tasks Related to Their Skills & Talents

INTEREST-BASED EXAMPLE

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Intramural Sports Committees

Flag Football, Volleyball, Soccer, Basketball, Softball & Kickball, Dodgeball, Racquet Sports

Fitness Committees

Cardio, Strength, Group Exercise, Wellness

Aquatics Committees

Lifeguarding, Certifications, Lessons, Pool Events

INTEREST-BASED EXAMPLE

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Committee Responsibilities

Marketing and Promotion
Patron & Participant Relations
Staff Evaluation
Event Administration

SKILLS-BASED INDIVIDUAL EXAMPLE

Engaging and Empowering Your Student Staff

Student Directors

Officials
Office Operations
Registration
Personnel
Marketing
Facility Operations

SKILLS-BASED INDIVIDUAL EXAMPLE

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Your Student Staff

Student Director of **Officials**

- Recruiting, Hiring, Training, Scheduling and Evaluating All IM Sports Officials
- Managing Officials' Payroll
- Conducting Weekly Officials Meetings

Student Director of **Office Operations**

- Coordinates All IM Sports Office Staff
- Records Results from All IM Games & Events
- Manages the Double Forfeit Database
- Prepares All Necessary Daily Paperwork

SKILLS-BASED INDIVIDUAL EXAMPLE

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Your Student Staff

Student Director of **Registration**

- Assists Pro Staff with League Set-Up
- Creates Registration Materials for Each Sport / Event
- Trains IM Staff to Assist with Quarterly Registration
- Reconciles Deposits with Account Associate

Student Director of **Personnel**

- Collects and Reviews Staff Availability Forms
- Schedules All Administrative Staff for IM Activities
- Coordinates Purchases for Staff Business Meetings

SKILLS-BASED INDIVIDUAL EXAMPLE

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Your Student Staff

Student Director of **Marketing**

- Works with Campus Rec Director of Marketing to Develop and Distribute Marketing Materials
- Writes Press Releases to Submit to Local Media Outlets

Student Director of **Facility Operations**

- Inspects and Inventories All IM Sports Equipment
- Ensures Playing Facilities are in Proper Playing Condition Including During Inclement Weather
- Arranges for Laundering of Player/Staff Jerseys

KEYS TO SUCCESS

Engaging and
Empowering
Your Student Staff

Hiring Process

- Establishing Appropriate Timeline, Committee

Application Process

- Includes Formal Application, Resume, Cover Letter, Questionnaire
- Apply for Generic Student Director Position, Committee Recommends Specific Role

KEYS TO SUCCESS

Engaging and
Empowering
Your Student Staff

Interview Process

- Formal Interview with Search Committee
- Problem Solving Exercise with Fellow Applicants
- Individual Presentation to Search Committee

Deliberation Process

- Review of Materials, Interview, Past Performance
- Determine What Role Best Fits the Candidate

KEYS TO SUCCESS

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Your Student Staff

Offer and Acceptance

- Post Interview Meeting
- Feedback About Candidate, Decision and Rationale, Timeline for Candidate Decision

Training and Shadowing

- Work with Current Student Directors
- Student Director Retreat in Summer
- Student Director Fall Training

SKILLS-BASED GROUP EXAMPLE

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Intramural Sports **Work Teams**

- Officials Training Team
- Officials Evaluation Team
- Customer Service Team
- Marketing & Promotions Team
- Facilities Team

SKILLS-BASED GROUP EXAMPLE

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Officials Training Team

Plans and Executes Training Clinics

Officials Evaluation Team

On-Site Evaluation of Officials, Direct Feedback, Coordinates Evaluation Tracking

Customer Service Team

Trains and Evaluates Customer Service Staff

SKILLS-BASED GROUP EXAMPLE

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Marketing & Promotions Team

- Produces Marketing Materials
- Staffs Various Marketing Tables & Events

Facilities Team

- Coordinates Program Equipment at Facilities
- Evaluates Staff on Facility-Related Tasks

KEYS TO SUCCESS

Engaging and Empowering Your Student Staff

Team Approach

- From Initial Hiring, All Employees Have the Expectation to Contribute to Team's Success
- Incorporates Each Staff Member in a Team

Work Team Composition

- Each Team Has Veteran and Rookie Employees
- Provides Continuous Training
- Enhances Year-to-Year Consistency

KEYS TO SUCCESS

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Assignment to a Work Team

- Less Formal Process
- Employees Indicate Work Team Preferences
- Professional Staff Reviews Past Performance, Highlighting Skill Set of Each Employee

EVALUATING RISKS & REWARDS

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Where Can This Go **Wrong?**

- Little Mistakes, Incorrect Decision-Making
- Less-Informed Ideas
- Lacking Big Picture Perspective

Prepare **Yourself**

- Shift Your Role to Mentor and Supervisor
- Be Comfortable with Your Risks
- Prepare for Successes and Failures

IT'S IN THE DETAILS

Engaging and Empowering Your Student Staff

Explain Everything

Outline Detailed Objectives and Goals

Group Work

Committees, Work Teams, Leadership Teams

Individual Positions

Student Directors, Project Coordinators, Program Assistants, Student Managers

LEARNING OUTCOMES

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Focus on **Learning Outcomes**

Set Expectations for Learning & Execution

Specific Learning Outcomes

Effective Communication

Make Presentations and Gives Performances

Intellectual Growth

Employ Critical Thinking in Problem Solving

Leadership Development

Serve in a Leadership Position

LEARNING OUTCOMES

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Sample Team Goals – Officials Training

Demonstrate an Organized Approach to the Development of Oral Presentations that Effectively Articulate Sport Rules and Mechanics and Stimulate Learning by New Officials, as Adjudged by an Average Score of 80% or Higher by All Trained Applicants on the Officials' Preseason Exam.

Assessment

Formal & Informal

SEE AND CELEBRATE SUCCESS

Engaging and Empowering Your Student Staff

See the Success

Visible Evidence of Progress is a Key Motivator for Your Student Staff

Share Your Successes

Tell Others What Works for Your Program

THE NEXT STEPS

Engaging and Empowering Your Student Staff

Other **Q&A**

Session **Materials**

Session Evaluations

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