Engaging and Empowering Your Student Staff

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David Peters
Director, Intramural Sports & Sport Clubs, Florida State University

Brad Whittaker
Director, Intramural Sports & Club Sports, Ohio University

SESSION FORMAT and MATERIALS

Focused Roundtable
Provide Framework and Examples
Your Success Stories

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

SESSION OUTLINE

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

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

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
ASSESS YOUR PROGRAM

Job Responsibilities
- Professional Staff
- Student Staff

Student Staff Positions
- Staff Size
- Diversity of Positions

BASICS OF THE JOB: PROGRAM DIRECTORS

Program Coordinators
What are the Basic Components of YOUR Job?

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

WHAT DO YOUR STUDENTS DO?

Student Responsibilities
- Staffing - Recruiting, Hiring, Training, Scheduling, Evaluating
- Customer Service - Participant Evaluation & Feedback
- Conflict Management - Participants and Staff
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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

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

**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

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

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

**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

Committee **Responsibilities**
- Marketing and Promotion
- Patron & Participant Relations
- Staff Evaluation
- Event Administration

SKILLS-BASED INDIVIDUAL EXAMPLE

**Student Directors**
- Officials
- Office Operations
- Registration
- Personnel
- Marketing
- Facility Operations
Student Director of **Officials**
Recruiting, Hiring, Training, Scheduling and Evaluating All IM Sports Officials
Managing Officials’ Payroll
Conducting Weekly Officials Meetings

**SKILLS-BASED INDIVIDUAL EXAMPLE**

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**

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

**SKILLS-BASED INDIVIDUAL EXAMPLE**

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

**SKILLS-BASED INDIVIDUAL EXAMPLE**

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

**SKILLS-BASED INDIVIDUAL EXAMPLE**

Student Director of **Personnel**
Collects and Reviews Staff Availability Forms
Schedules All Administrative Staff for IM Activities
Coordinates Purchases for Staff Business Meetings

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**KEYS TO SUCCESS**

**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

**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

**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

Intramural Sports Work Teams
Officials Training Team
Officials Evaluation Team
Customer Service Team
Marketing & Promotions Team
Facilities Team

SKILLS-BASED GROUP EXAMPLE

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

Marketing & Promotions Team
Produces Marketing Materials
Staffs Various Marketing Tables & Events

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

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KEYS TO SUCCESS

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

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

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

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

Focus on Learning Outcomes
Set Expectations for Learning & Execution

Specific Learning Outcomes
Effective Communication
Make Presentations and Give Performances
Intellectual Growth
Employ Critical Thinking in Problem Solving
Leadership Development
Serve in a Leadership Position

LEARNING OUTCOMES

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

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

Other Q&A

Session Materials
Session Evaluations
Slides & Handouts Available Online at fsu.campusrec.com/nirs

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