



# The Job Squad Program

Sponsored by Academic  
Affairs, Human Resources, &  
Student Affairs

# OBJECTIVE



## Job Squad Program

- The purpose of this PowerPoint is to familiarize supervisors across campus about a program UVU has designed to support student employees. It should take approximately 30 min to view it all.

# Job Squad Program Overview

Part 1 – A link to an HR training will show up in your student employee's email within 48 hours of their PAF being processed. Please encourage your new hire to complete this online training module (should take less than 1 hour overall).

Part 2 – Mentor your student employee(s) in critical soft skills mentioned later in this presentation to help them connect and learn how to show up as effective stewards in life.

Part 3 – Encourage your student employee(s) to attend at least two of the Green Light series workshops put on throughout the fall and spring semesters.

## Why Should I Know More About This Program?

- The Job Squad program was created as a pathway to help support our students employees accomplish two critical things:
  - 1) Learn and enhance critical soft skills they will need for success in their careers or any roles of adulthood, while building confidence in their current position
  - 2) Continue to graduation



## Graduation Rates

### Graduation Rates - 2017

#### Bachelor's degree seeking students completing a bachelor's degree

Graduation Rate Within 4 Years	8.3 %
Graduation Rate Within 5 Years	16.0 %
Graduation Rate Within 6 Years	21.2 %

#### Graduation rates within 6 years by gender

Women	24.7 %
Men	17.9 %

#### Graduation rates within 6 years by race/ethnicity

White	22.9 %
Black african-american	13.0 %
Hispanic	14.7 %
Asian	15.4 %
American Indian or Alaskan Native	6.3 %
Race-ethnicity Unknown	21.9 %
Non-resident alien	28.9 %

Not Too  
Impressive!

# 45%

- President Tuminez has a goal for UVU to increase our graduation rate to 45% by 2025.
- This is a massive undertaking and will need all hands on deck to make it happen!





Are We Preparing Our Students for Post-Graduation Employment?

# *Not feeling prepared for work*

When thinking  
about new hires,  
more than

**1 IN 3**

**EMPLOYERS**

feel that school  
has not adequately  
prepared them



**1 IN 3**

**STUDENTS**

feel that school  
is not adequately  
preparing  
them for work



A large, stylized blue graphic of the number '70%' is centered on a black background. The '7' is a simple vertical bar with a horizontal top bar. The '0' is a thick, rounded ring. The percentage sign consists of a diagonal slash and a smaller '0'.

How many of our students  
work while going to school?

- Rising tuition costs, family obligations, resume-building, and handling the curveballs life can throw, are just a few reasons why working while in school is a must for many students.
- An average of 70 to 80 percent of full- or part-time students are employed either on- or off-campus.
- This prevalence of student employment has sparked interest among both practitioners and policymakers to explore and ultimately leverage the role of student employment, on-campus employment specifically, on student success.

# **JOB** **ON CAMPUS**

Retention Solution?

- If operationalized effectively, on-campus employment can provide students with a greater financial security, while also improving learning, career-readiness, and persistence outcomes.
- Recognizing these benefits, many institutions have advanced the use federal work-study and institutional-funded campus-based employment programs as a high-priority research area that can positively impact today's students.

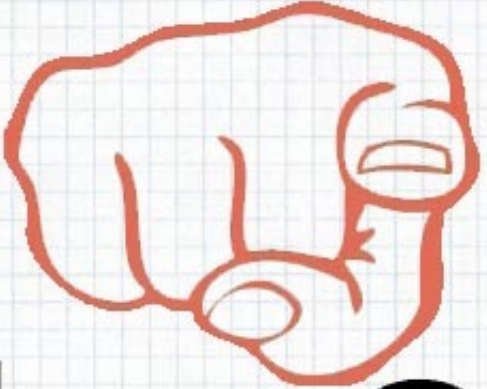


Student Employee  
Supervisors Play a Key Role

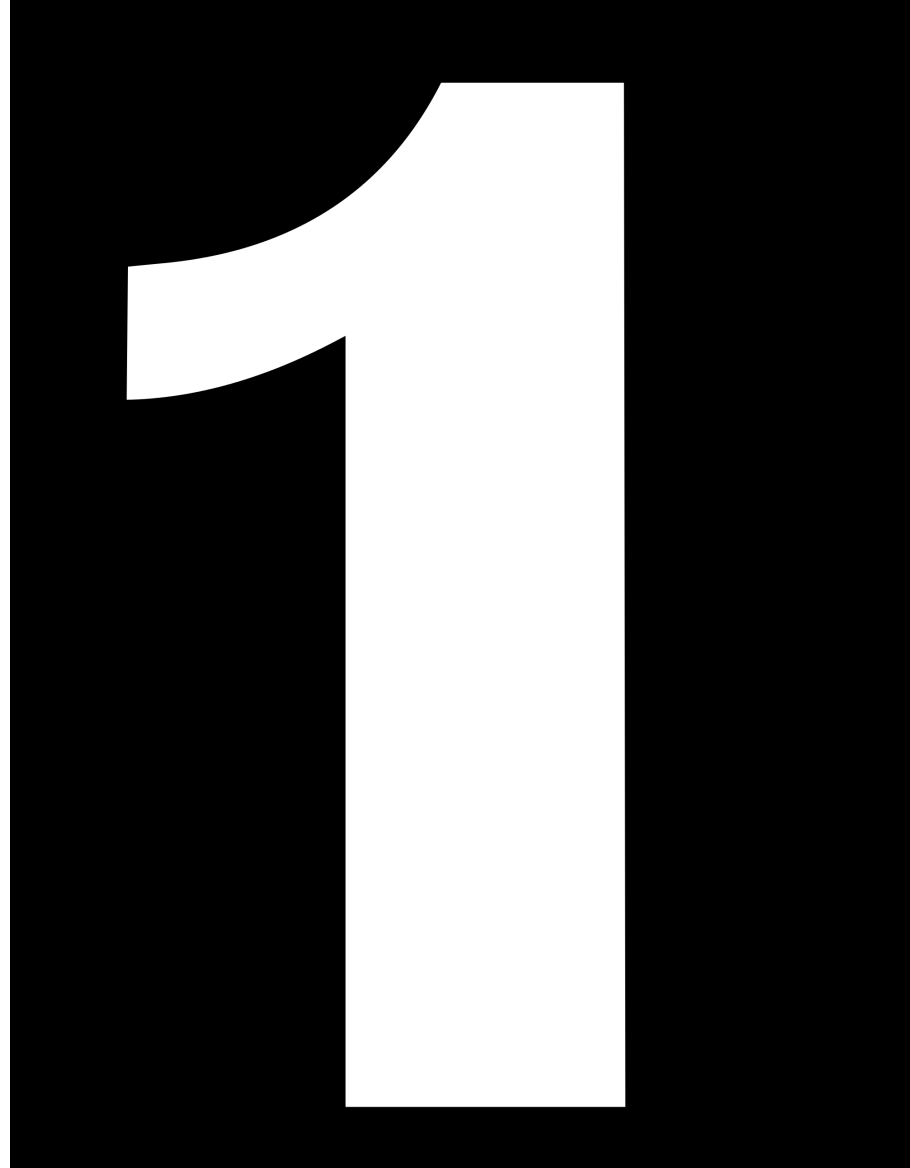
- Supervisors are primarily responsible for supporting student employee growth and often serve as the linchpin of the experience.
- Therefore, it is essential that UVU supervisors set high standards for what to expect from their student employees.

**RAISE**  
**THE BAR**

Mentor your  
student  
employees  
through the  
Job Squad  
program

how can  
**YOU**   
help ?

Phase



# Encourage Your Student Employees to Complete the Job Squad program as part of their onboarding process

## HR Service Center

### FILLING A VACANCY AND EXITS

Utah Valley University is an Affirmative Action/Equal Opportunity/ Equal Access Employer committed to an inclusive hiring process and welcoming of diverse candidates.



[See All](#)

### COMPENSATION / PAY INFORMATION

Utah Valley University maintains a compensation program consistent with Title VII of the Civil Rights Act, the Equal Pay Act, the Fair Labor Standards Act and other federal, state, and university regulations.



[See All](#)

### EMPLOYEE DEVELOPMENT

Human Resources offers a variety of training and professional learning opportunities to Utah Valley University employees through programs, workshops and online resources.



[See All](#)

### PERFORMANCE MANAGEMENT

The performance management program is intended to help employees be successful in their jobs at Utah Valley University and participate in continuous feedback and support.



[See All](#)

### EMPLOYEE APPRECIATION

Here at UVU we try to show how much we appreciate our employees and the dedication they provide to everyday performance.



[See All](#)

### JOB SQUAD

Job Squad is a new on-boarding course designed to orient student employees. In just few hours, it covers FERPA, TIMS, campus resources, internships, being a professional, and upcoming networking events. GET PAID. GET PREPPED. GET CERTIFIED.



[See All](#)

### EMPLOYEE ACCOMMODATIONS

UVU is an equal opportunity employer. We work to provide accommodations to all employees.



### WORKPLACE ISSUES & CONCERNS

Have an issue or concern you'd like to address for work? You can do that here.



### TOOLS AND FORMS

Find all the forms and tools you need for your employment while here at UVU.



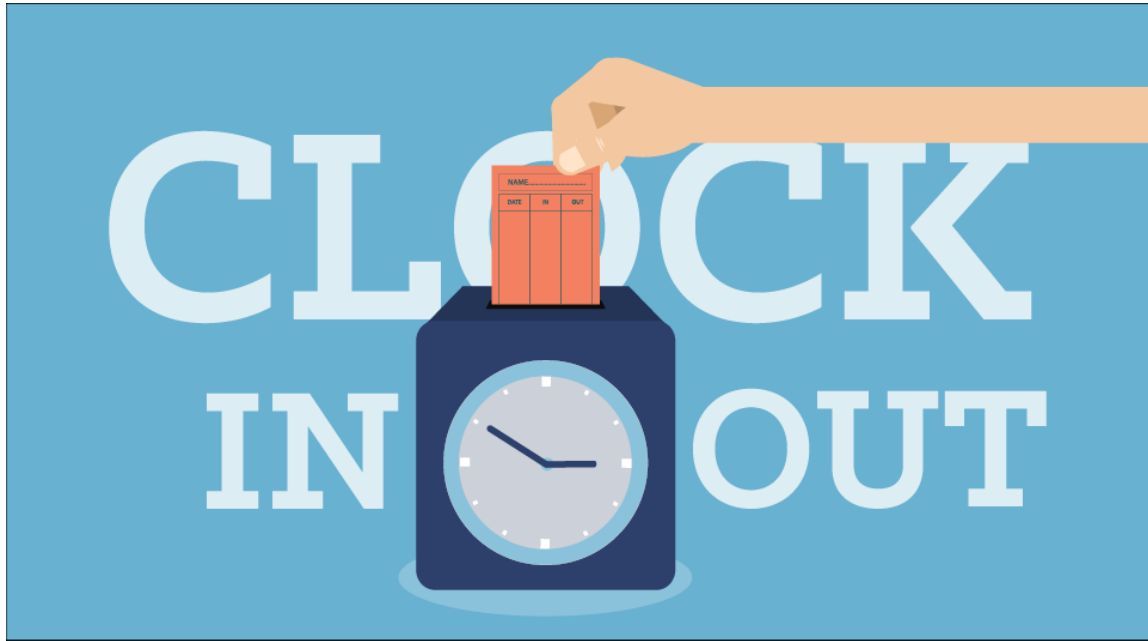


## About the Job Squad Program

- Does the FERPA training within this program count for the required campus FERPA training? No, this program touches on key points and alerts students they will need further training later on.
- Can the online training be done in more than one sitting? Each of the 4 segments can be done separately.
- Is it worth the time? YES! Employers report back that spending time developing key soft skills really allow those individuals to stand out from others

The online training includes a tutorial on what to do if you forget to clock in or out

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A screenshot of a web login page. At the top left is the logo for Old Dominion University (ODU). To the right of the logo is the text 'T.I.M.S. TIME INFORMATION MANAGEMENT SYSTEM'. Below this is a 'Please Login' section enclosed in a green border. It contains two input fields: 'Username:' and 'Password:'. Below the password field is a 'Submit' button. At the bottom of the page, there is a small disclaimer: 'System response and access times may vary due to a variety of factors'.



# Prompts Your Employee to Sign the UVU Confidentiality and Data Protection Statement

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## Utah Valley University Employee Confidentiality and Data Protection Acknowledgment

All Utah Valley University (“UVU”) employees are responsible for the security and confidentiality of institutional information, data, records, and reports. During your employment, you may have access to student, faculty, staff or UVU confidential and sensitive records, information, and data (“Confidential Information”). The unauthorized disclosure or use of, or access to, Confidential Data is strictly prohibited and will subject you to disciplinary action, up to and including termination and up to and including prosecution to the fullest extent permitted by law.

You acknowledge and understand that applicable law and UVU policy requires that you: (a) maintain the security and confidentiality of Confidential Data during and after your employment with UVU, and (b) exercise due caution in the storage and disposal of documents and reports containing Confidential Data, including those stored electronically. Specifically, you are prohibited from:

1. personally benefiting or allowing others to benefit by knowledge of any information gained by virtue of your work assignments or system access privileges;
2. exhibiting or divulging the contents of any record or report containing Confidential Information to any person, except in the execution of assigned duties and responsibilities;
3. including or causing to be included in any record or report a false, inaccurate, or misleading entry;
4. expunging or causing to be expunged a data entry from any record or report, except as is a normal part of your duties;
5. publishing or causing to be published any reports, records, or other information without proper authorization from the appropriate data steward (as defined in UVU Policy [445](#)); and
6. sharing passwords with office workers or anyone else. Passwords that are written down, stored electronically, or embedded within automatic log in procedures must be physically secured (e.g., encrypted, password protected, or physically locked).


Lastly, you acknowledge that you have read and understand the information security procedures and rules of conduct as promulgated by UVU. (Refer to UVU Policies [UVU Policies 441](#), [445](#), [449](#), [450](#), and [451](#)) You also acknowledge and understand that you must complete the UVU Security Training (<https://sso.securingthehuman.org/uvu/main.php>) annually.



**KEEP  
CALM  
AND  
INTERN  
ON**

Consider using your student position(s) as an internship opportunity for your student(s)

- The online portion of the Job Squad program explains to students the process they need to go through to use their position in your office as an internship for their program. If you have questions about this process, please call Internship Services for help.



## Take a Peek at the Internship Requirements

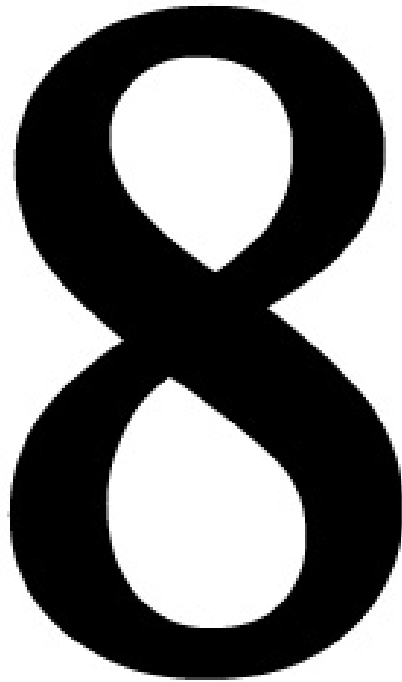
### Criteria for an Internship

An internship must meet the following criteria and be approved by your department. If your department does not approve the internship, but it does meet the criteria, you may be eligible to earn elective internship credit.

- The experience must be an extension of the classroom: a learning experience that provides for applying the knowledge gained in the classroom. It must not be simply to advance the operations of the employer or be the work that a regular employee would routinely perform.
- The skills or knowledge learned must be transferable to other employment settings.
- The experience has a defined beginning and end, and a job description with desired qualifications.
- There are clearly defined learning objectives/goals related to the professional goals of the student's academic coursework.
- There is supervision by a professional with expertise and educational and/or professional background in the field of the experience.
- There is routine feedback by the experienced supervisor.

# Teaches Fundamentals of Customer Care

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There are eight Be Here principles in this toolbox that touch on different aspects of customer service.

1. **Engage in Your range**
2. **Get them there**
3. **We do windows**
4. **Know our services/specialists**
5. **Know and grow your patrons/customers**
6. **Remember the goal**
7. **Be contagious**
8. **Conquer the campus**

Engaging in your range is active. Even if it seems like you are just sitting or standing at a service desk, you are actively being approachable, being ready and inviting someone to interact with you.

Service desks can look daunting, being ready and eager to help someone will bring more people to you, which means more customers and more interactions, more chances to help.

If you are stocking shelves, in the aisles, be ready to stop at any moment and answer a question or help someone who looks lost.

If someone is hovering outside of your range, acknowledge their presence and let them know you are ready for them when they are ready to approach you.

**1. Be aware of your surroundings. Acknowledge customers with eye contact, a smile, and positive body language. Be approachable.**



# 1. Engage In Your Range

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Sometimes the interaction isn't an easy answer, but there is nothing more discouraging than being told no, or that this isn't the right place with no follow up. Rather than thinking of the negative, think of what you can do to help. How can you get that customer to what they need?

If you can't answer that question, who can? If you don't provide that service, who does? If what they want is not possible, what is the next best solution?



**2. Get the customer to the service, person, item, or information that they need. Get them there physically and intellectually. When it seems impossible, try to find alternatives and create a positive experience.**

## 2. Get Them There

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Especially when at a service desk where you are the first person they can see and talk to, they aren't going to necessarily know what you are in charge of and what you aren't. They don't have your job description memorized. So when it comes to something you can do, even when it isn't your job, do what you can.

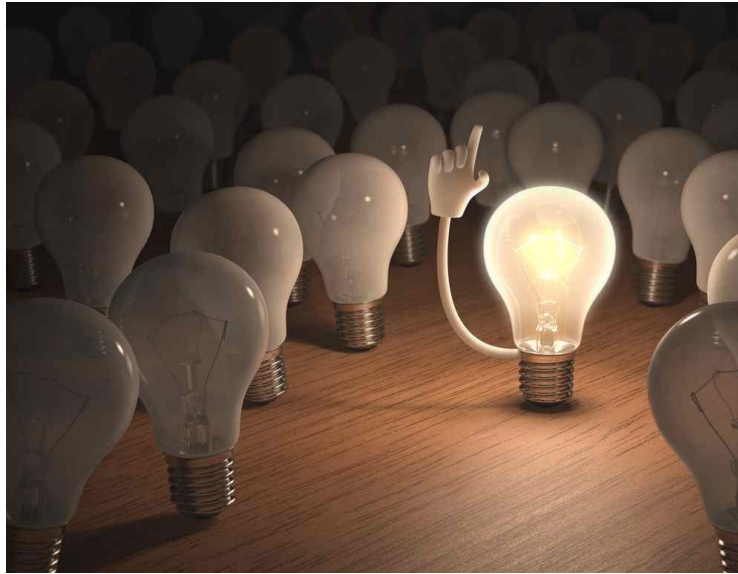
**3. There is no work beneath you, especially when a customer is involved. When they see you, they see the entire organization.**



## 3. We Do Windows

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Everyone has a unique job and role to fulfill on campus, and their own expertise. Knowing which department or person is best able to serve the patron's needs in a given situation is super helpful. Once you know who can help them best you can **Get Them There** to that person so they can get the best service possible.



4. If you do not know what we do and who does it, the customer will not know what we do and who does it.

## 4. Know Your Services

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# 5. Know & Grow Your Customers

Getting to know your customers makes them want to become regulars. The more comfortable they feel coming to your store or department, the more they will come.

It doesn't have to be big. We're not saying become best friends with them (there are appropriate limits to this), but remembering people who come often, remembering their favorite orders, or what they need will make that transaction easier for both of you.

Once you build a level of trust with them, they will be more willing to bring their bigger questions, problems, and orders to you.

**5. Collect customers. Let them know who you are and how you can help them. Listen and serve with empathy.**





A lot of the time what we do feels like a thankless task. Busy work, even. But remembering that everything we do has a purpose and fits into the bigger picture can help motivate you and improve your attitude.

6. So much of your work is invisible to the public. Always remember, what you do impacts student, faculty, and staff success.

# 6. Remember the Goal

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Your attitude and emotions affect those around you, customers and colleagues included. Just coming to work with a good attitude will make a world of difference.

7. You impact the environment of campus/your organization. Emotions are contagious, so spread goodwill with customers and colleagues.

# 7. Be Contagious

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The whole campus is your community. Spread the service wherever you go. The more connected we are the better the whole campus will be. Wherever you go, look for ways you can better serve the rest of campus, from sharing what you know to recommending services we have.

Remember, you are a special part of UVU, so make all of campus yours!



**8. Wherever you go, represent the organization. Be an ambassador. Look for things we can do better and people we can help.**

# 8. Conquer the Campus

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# UVU STUDENT INFORMATION SHEET

## **ACADEMIC SERVICES**

### **Academic Advising**

Advisors help in picking classes and guiding student through the registration process. Students should meet with their academic advisor every semester to make sure they are on track to graduate.

[Find your advisor](#)

[Academic Counseling Center Website](#)

Career and Advising Center LC 402

(801) 863-8425

E-mail: [acadcounseling@uvu.edu](mailto:acadcounseling@uvu.edu)

### **Academic Standards**

The Academic Standards Office can help you access and utilize resources that will enable you to succeed academically.

[Academic Standards Website](#)

Room LC 402

(801) 863-5325

E-mail: [academicstandards@uvu.edu](mailto:academicstandards@uvu.edu)

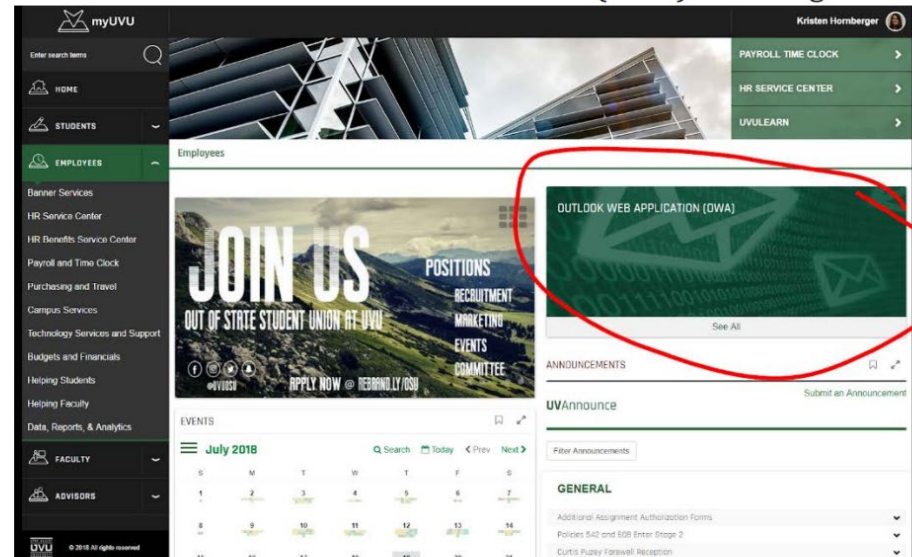
The online program includes a downloadable 17 page resource sheet of campus services

It also has  
downloadable  
instructions for  
accessing your new  
employee email  
account

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### Accessing your employee email:

- Log into your myuvu account
- Click on the Employee tab on the left side
- Click on the OUTLOOK WEB APPLICATION (OWA) on the right hand side:



- This will take you to the Log in page. User name is your UVID. Password is your UVU password.

Microsoft  
Outlook Web App

Phase





## Teach & Train Your Students – Critical Relationship Skills

- How to approach difficult or crucial conversations
- When and what to escalate
- How to approach conflict with others
- How to make suggestions for improvements
- How to develop and maintain efficient systems
- How to communicate with stake holders and bosses
- How to give and receive feedback in a kind and professional manner



If you have not developed your own training materials to teach and train your employees

- HR gives access for your student employees to the Learning Library in the Bridge App – which gives them access to every topic possible to help support their learning and better understanding of how to break down essential soft skills needed for adulthood.



Phase

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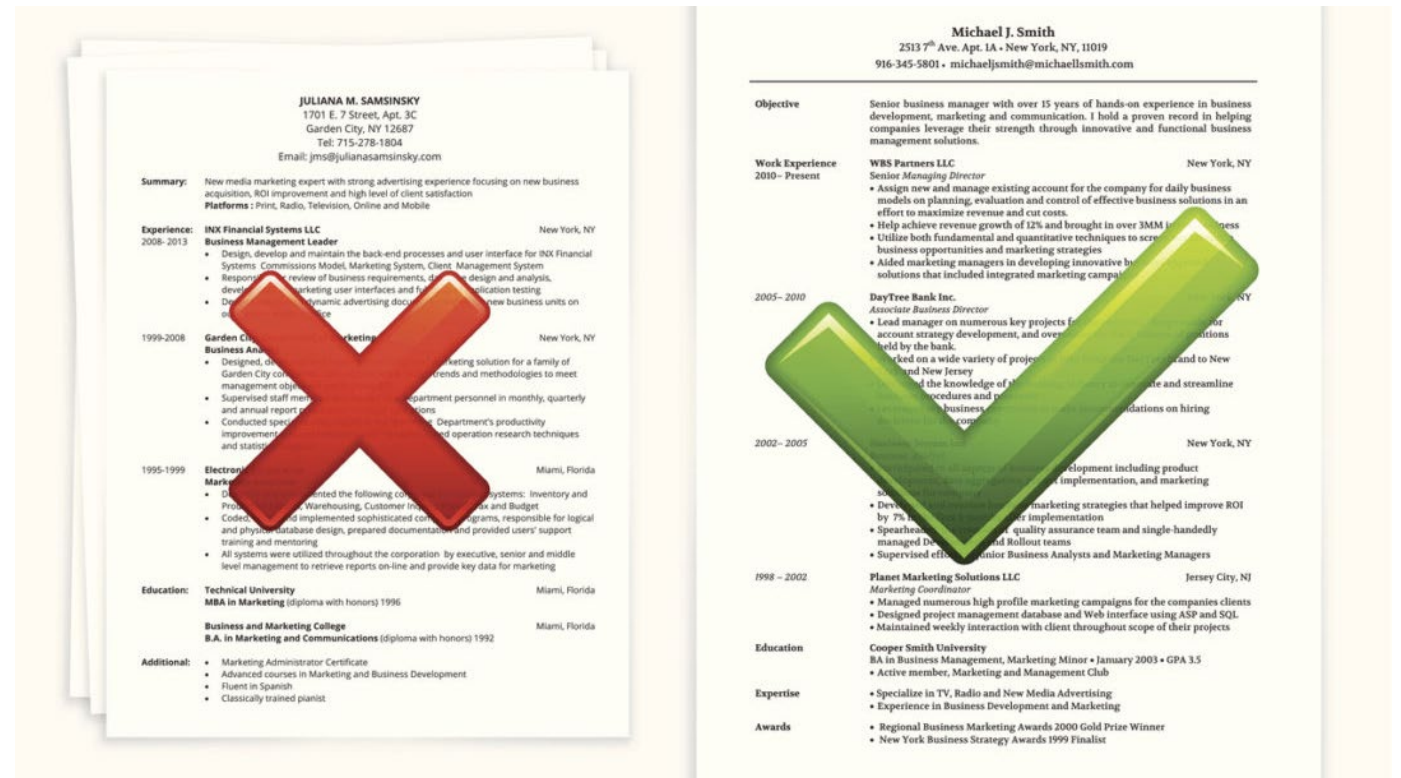




What Are Some Additional Critical Attributes Employers are Looking for?

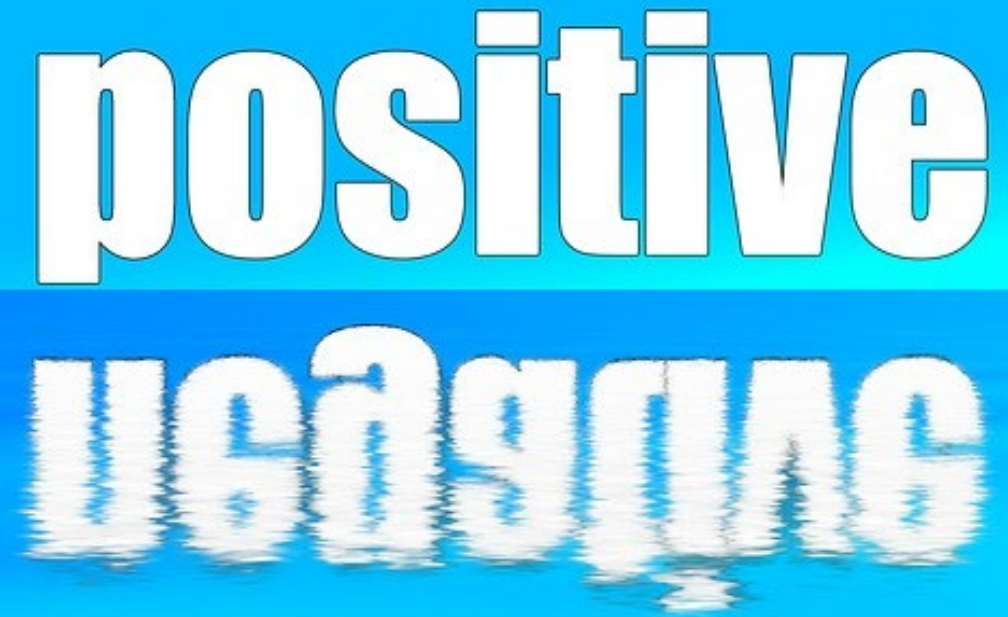
# A Well Developed Resume

Students often need help making a connection between the job skills they have learned in your office to what they would be doing in a future job. Helping them see those connections and assisting them in how to write that into their resume can be invaluable to helping them advance.



# Demonstrate a Healthy Mindset

Employers expect employees to show up ready to work, with the ability to manage their personal lives outside of the workplace. They also want to see employees able to accept change, be flexible in work assignments, and able to keep a positive attitude when things may not go their way. You may need to point some of these things out to your student staff.



positive  
positive

# Excellent Interviewing Skills

Employers often mention to us how surprised they are by the number of young adults who don't know how to answer questions about themselves, or to ask questions about the company interviewing them, or how to stay focused during questioning. Interviewers want to see students acting in a professional manner (sadly many don't understand this)

**Practice + Repeat**

**Get ready ahead of time**

**Try to stay calm.**

**Research the company.**

**Be on time—that means early!**

**Follow up after the interview.**

**Top Interview Tips**

**the balance**

The infographic features six illustrations: 1. A woman practicing an interview in a mirror. 2. A woman holding up a shirt and pants. 3. A woman meditating with a thought bubble of a meditating figure. 4. A woman looking at a large stack of papers. 5. A woman with a briefcase and a sign that says 'INTERVIEW @ 12-'. 6. A woman putting an envelope into a mailbox labeled 'MAIL'.

# Demonstrate Cultural Awareness

Employers want to see their employees be able to get along and respect others with different cultural backgrounds. Understanding one's own biases is so important prior to working with others. No two people truly think alike.



## Levels of cultural awareness



1  
Awareness  
of visible  
cultural traits

2  
Taking notice of  
subtle cultural  
differences

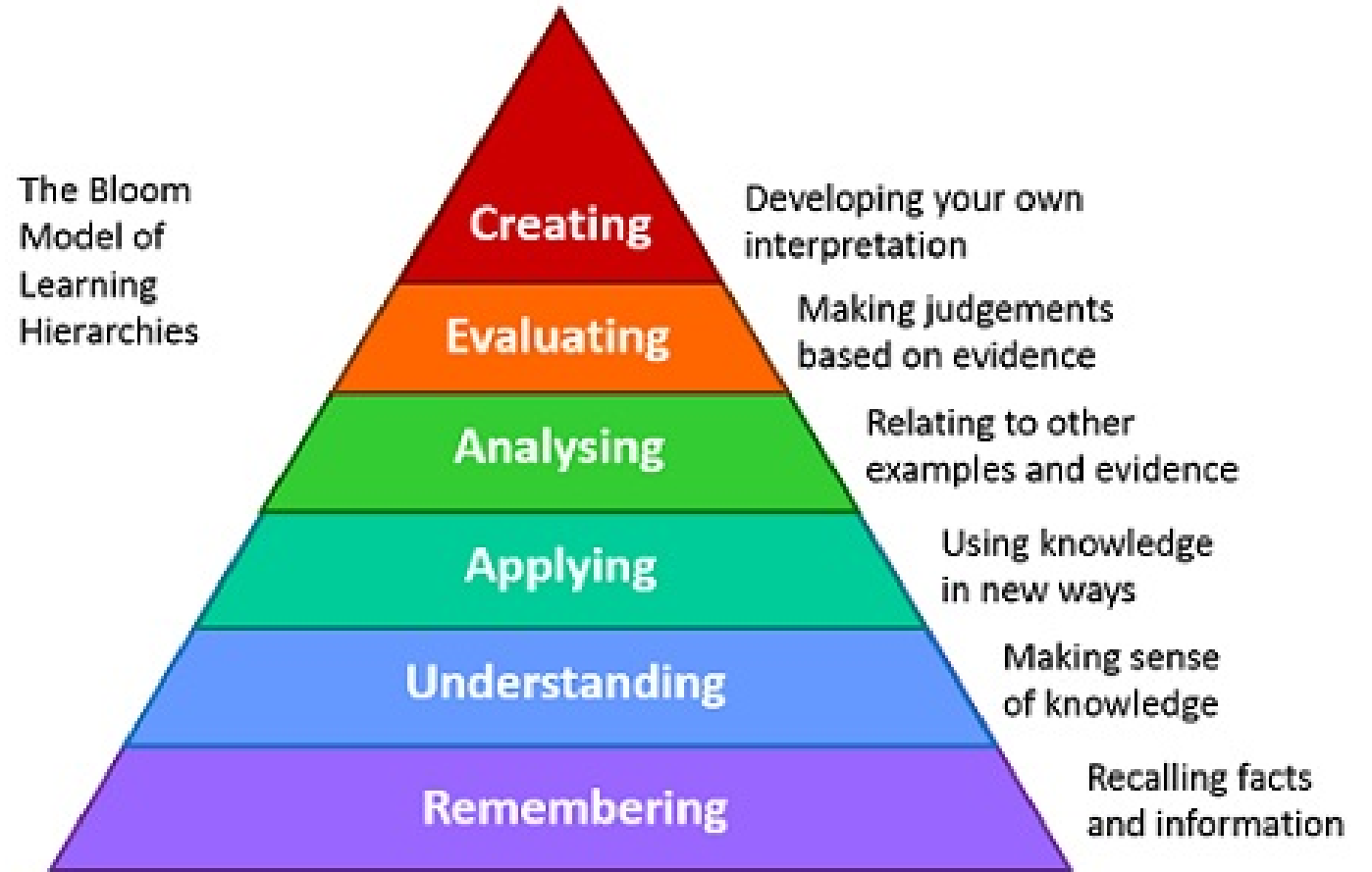
3  
Increasing analysis  
of cultural  
differences

4  
Understanding how  
another culture  
feels from an  
insider prospective



# Demonstrate an ability to learn & apply new skills

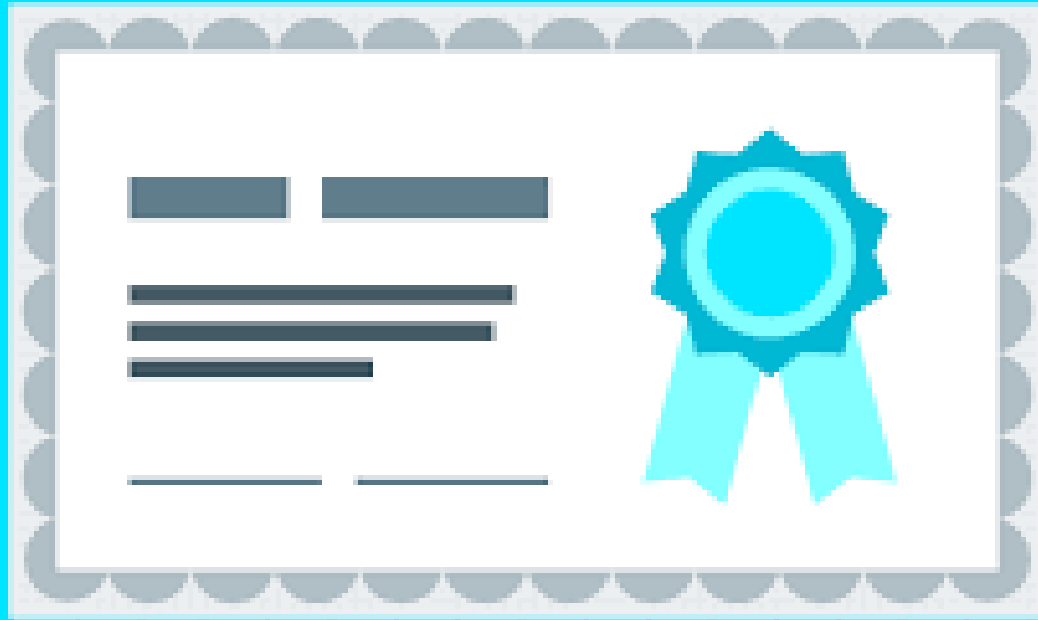
Employers want to see critical thinking and problem solving skills at work...also looking for the ability of an employee to learn and grow without needing a significant amount of hand holding along the way. Employers want to see their employees bring new ideas and solutions to the table.





Upcoming  
workshops  
you can  
send your  
student  
employees  
to

- A variety of staff and faculty are hosting several workshops throughout the year to cover these additional topics.
- Please send your student employees to attend, and they are welcome to bring a friend. Plan on paying student employees to attend as part of their work week.
- Visit [www.uvu.edu/hr/jobsquad](http://www.uvu.edu/hr/jobsquad) for upcoming workshops



- Complete Part 1 on the HR training website with an 80% pass rate
- Attend at least 2 of the workshops, be sure to sign the roll

How students earn a certificate of completion?

How do you  
know when  
your  
employee is  
done?



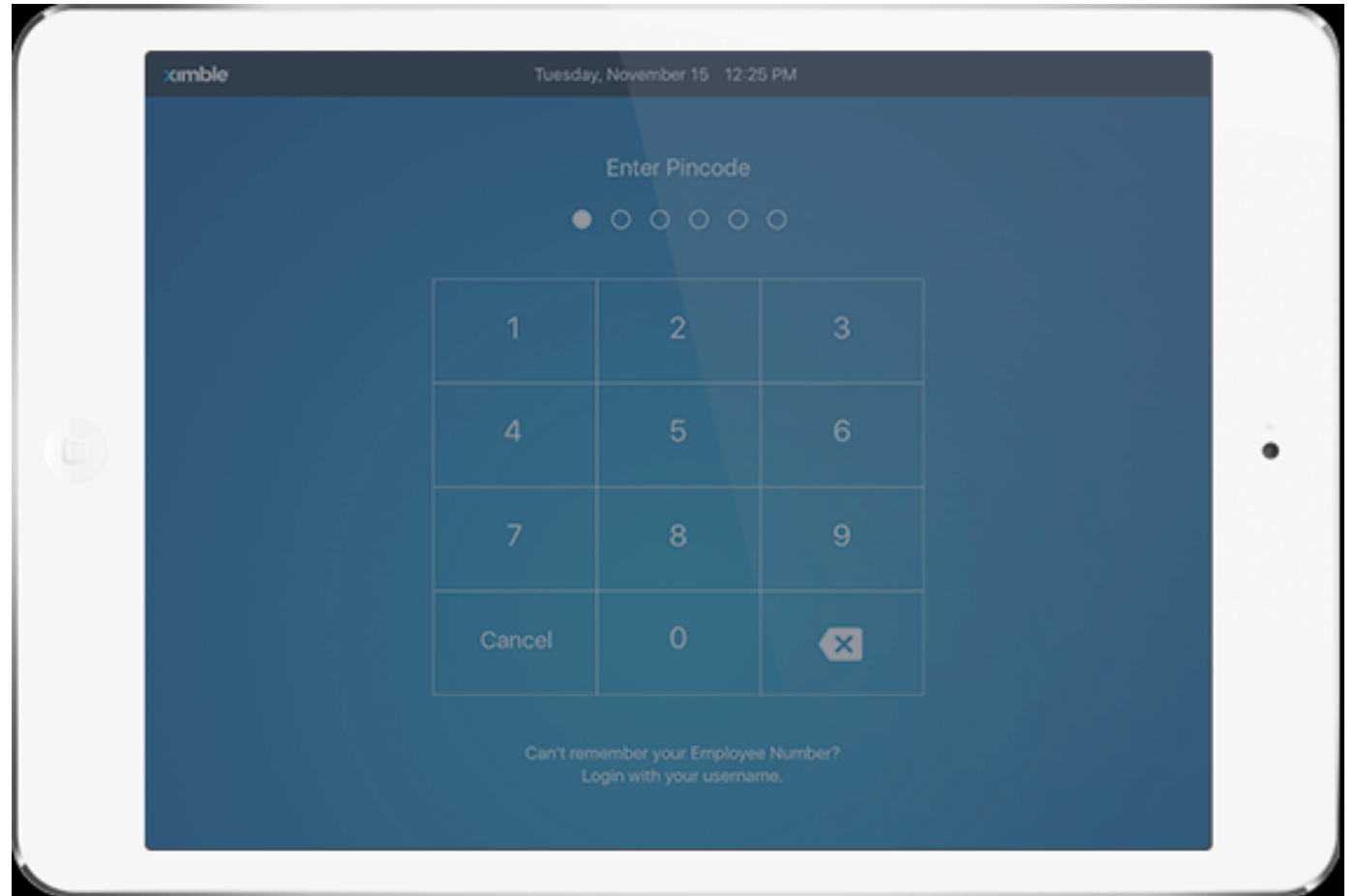
When completed with an 80% or better, your students should be able to present you with a completed certificate for the online portion

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Employees  
will check in  
and out at the  
workshops

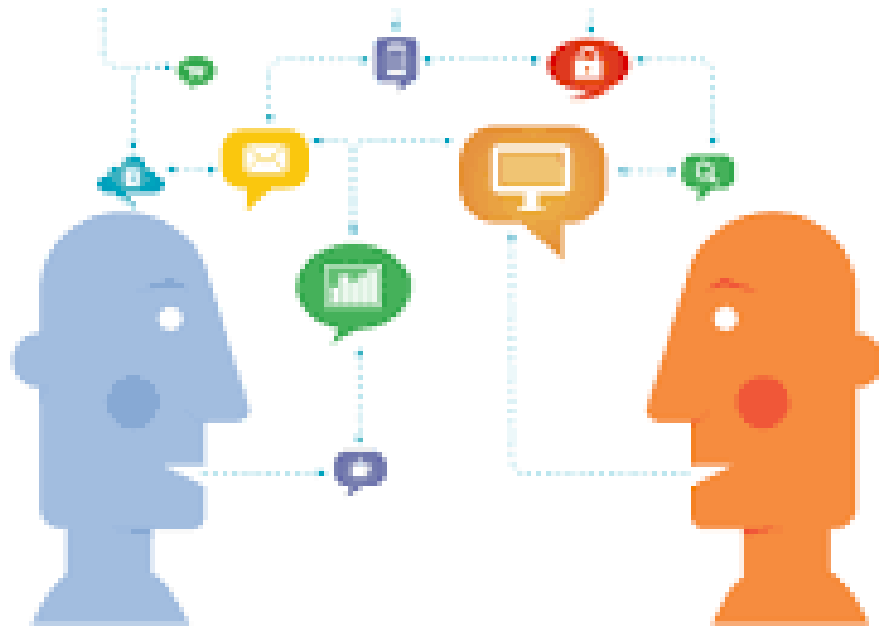
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Consider using this program for a raise incentive

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## Communication

Collaborate on multiple channels  
messaging · webinars · workshops

We need your help!

- Multiple communication channels are needed to explain to students the benefits on working on-campus, to inform them about on-campus positions and the green light program to support their transition into employment and other steward opportunities after graduation.