NDSU GROW: Supervisor Training

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Credit: Big thank-you to the University of Iowa for the development of the GROW Program (Guided Reflection On Work) and for graciously sharing many of the materials we will use
Introductions

Briefly, share with a partner:

• What was the very first job you ever held? What was that experience like? What did you learn in that first job, if anything?
• Why are you here today?
Thinking about on-campus student employment in a different way
Outcomes for this Session

Be able to:

• Describe how student employment supports student success
• Articulate the purpose of NDSU GROW
• Explain how to implement the NDSU GROW intervention
Student Employment and Student Success
What do we want students to learn?

- Practical Competence
- Communication
- Critical Thinking, Creative Thinking, Problem Solving
- Technology
- Human Societies
- Diversity and Global Experiences
- Personal and Social Responsibility
Where do students learn these things?
Classrooms
• On-campus employment gives students the opportunity to apply what they are learning in an employment setting
• Creates seamless environment (no silos) to make connections between the classroom and out-of-classroom experiences
• With some intentionality, can be a “high-impact practice”
High-Impact Practices

• High-Impact educational practices shown to be critical for students’ deep learning, retention, and preparation for a career
  – George Kuh, among others, used NSSE data to explore the impact of these activities

• First-year seminars, undergraduate research, common intellectual experiences, diversity and global learning, learning communities, service learning, writing-intensive courses, internships, collaborative projects, capstone courses
Benefits of High-Impact Practices

Figure 3
Impact of Educationally Purposeful Activities on the Probability of Returning for the Second Year of College by Race
On-Campus Student Employment as a High-Impact Practice

- IOWA GROW model found those students who participated:
  - Made more connections between work and life as student
  - Felt more prepared for the world of full-time work
  - Saw connections between job and major
  - Felt more prepared to work with diverse individuals
  - Felt job helped them use critical thinking skills and develop conflict resolution skills
But, work can also be a problem for students – too many hours, wrong fit, not the right environment.
What to do?

- Good student employment practices (such as training, performance reviews, etc…this is really another session 😊)
- Identified learning outcomes for student employees
- Deliberate reflection
- Supervisors as educators
- Using NDSU GROW to help make deeper connections between work and academics for students
Purpose of NDSU GROW
How do we help students see their employment on campus as something more than a paycheck?

As employers, how do we help students engage more deeply in their work while supporting their success as students? With limited resources, what can we do to retain students in on-campus employment?

This is what NDSU GROW is all about!
NDSU GROW Purpose

• Support student success by:
  – Making student employment a high-impact practice
  – By providing structured opportunities to reflect on and integrate learning
  – And by helping students articulate what they have learned from their job
NDSU GROW Intervention
Overview

1. Pre-survey sent to all DSA NDSU Student Employees
2. Supervisors hold brief (5-15 minute) conversations 1-on-1 or in small groups with student employees they supervise, 1-2 times per semester
3. Post-survey sent to all DSA NDSU Student Employees
4. Post-survey sent to participating supervisors to learn more about their experiences with NDSU GROW
1. Pre-survey

• Administered by the Office of Student Affairs Assessment
• Covers student employee engagement, learning, and any items of your department’s interest (if you expect 8 or more responses)
• Went out in mid-September
• Results available for Division and for participating departments if at least 8 student employee responses
2. Conversations

Before your conversation:

• Think about what you want your student employee to learn from their work
• “By May, I hope my student employees will be able to….”
2b. Conversations

- Decide on 1-on-1 or group conversations
- Send out questions ahead of time and let students know you will discuss their responses at your meeting
  - See supervisor packet
- Think about how you can integrate your conversations into any check-ins or one-on-ones with students
2c. Have the Conversation

- Remind students this is an NDSU GROW conversation and restate the purpose
- Use the four questions to guide the conversation
- Take notes to refer to during the next conversation
- Conversations don’t need to be long; most are 5-15 minutes
- One to Two per semester
- Familiarize yourself with resources, included in your packet, in case students need referrals to support services (such as tutoring)
2c. Have the Conversation

- Put the questions into your own words
- Weave the questions into your conversation
- Use your notes to follow-up on topics of interest in later conversations
2d. The Questions

1. How is this job fitting in with your academics?
2. What are you learning here that’s helping you in school?
3. What are you learning in class that you can apply here at work?
4. Can you give me a couple of examples of things you’ve learned here that you think you’ll use in your chosen profession?
5. In the coming months, are there things you’d like to learn or do here at work?
2e. Make referrals if needed

• If a student reveals a personal concern, this is good, it means they trust you

• You don’t have to solve the personal problem but can refer to a resource that can help
2f. Continue to Support Learning

• Establish general outcomes for what students should learn from working in your office
• If possible, use the students’ responses to guide and inform their work setting – can they experience other aspects of your department, or work on other projects?
3. Post-Survey

• Administered to all DSA Student Employees by the Office of Student Affairs Assessment
• Similar to the pre-survey to look for patterns of growth for participants / non-participants in NDSU GROW
• Again have the option to include department-specific items if you think you will have 8 or more responses
4. Post-Survey to Participating Supervisors

- Will ask about your experience with NDSU GROW to improve the experience in future years
- Will ask about the themes from your meetings with students (i.e., what did students say they were learning in the work setting?) so we can understand these conversations
- Administered by the Office of Student Affairs Assessment
Next Steps