

Beyonse is a student lead in our call center and through extended leadership experience on our team, she has developed superior leadership skills.

Beyonse consistently demonstrates thoughtful and mature communication, including in student employee meetings, with full-time staff, and when developing a culture of belonging within the team. A full-time staff member worked with Beyonse closely to plan Badge Summit (an international micro-credentialing summit) in 2025 and requested that she work with him for the 2026 summit after her maturity and attention to detail contributed to a successful event. While planning this event, Beyonse used research, timelines, and professional communication to navigate projects.

Additionally, Beyonse uses high-quality communication when given feedback. She frequently solicits feedback from peers and full-time staff and uses the feedback to improve. One of the student lead responsibilities is to run biweekly student employee meetings. This includes identifying what training would be beneficial, creating the powerpoint and associated quiz, and leading the meeting. During the last year, Beyonse identified a pattern for where student employees were stuck with different calls. Based on this observation, Beyonse worked to make the student employee meetings more beneficial by training in depth, providing real world examples, and reinforce their confidence. This adjustment to our meetings has made a difference in the student employee knowledge and confidence. Beyonse has received positive feedback from student employees as well, including comments about how these meetings have improved their knowledge of office policies and how to assist those contacting our office.

Additionally, Beyonse has positioned herself as a role model in the office, both as a student employee and a leader. During her time as a student lead, she's worked to increase call center morale, including creating a culture where all student employees feel comfortable helping each other (rather than only relying on leads or full-time staff) and they have strong working relationships. For example, she suggested adding a theme for an often poorly attended end of year party, and that event had higher attendance, positively impacted team building, and received positive feedback.

Beyonse assisted with hiring, interviewing and training five student employees during the 2025-2026 academic year. This included reviewing resumes, participating in interviews, and providing input on who should be hired. She has also practiced delegation this year, including assigning student employees to update the office calendar and determining a schedule with the other lead for completing weekly scheduling and running the biweekly meetings.

As a lead, Beyonse consistently explained policies and procedures in multiple ways to help with training and applying the information to specific situations. She provides feedback on how student employees answered questions, when appropriate, and will help them find the resources for next time. She often goes out of her way to disseminate information or clarify commonly misunderstood information to ensure our team provides accurate information.

Overall, Beyonse has excelled in all aspects of leadership on our team and has emerged as a strong role model.