

Beyonse is a student lead in our call center. As part of lead duties, Beyonse has participated in the hiring, onboarding and training process for several student employees.

During hiring in Fall 2025, Beyonse reviewed our job description and provided feedback. Then, she reviewed resumes and provided input for who to move along to interviews. During hiring in Spring 2026, Beyonse participated in interviews then provided input for who should be hired. During both hiring processes, Beyonse was professional, a great example of our office, and provided good insights into a student's potential. For example, Beyonse advocated for one potential hire by talking about how the problem-solving skills he explained in his interview stood out compared to how others described using problem solving, and that would help him be successful in our office.

Since Beyonse was unable to participate in Fall 2025 interviews, she helped prepare the other student lead for how to interview. During Spring 2026 interviews, Beyonse did not conduct interviews on her own, but she did participate in several.

During the training process, Beyonse helped the new student employees reach goals, understand content better, and provided constructive feedback each time a new student employee answered a call. This helped them get real time feedback and quickly improve how they answered questions.

As a lead, Beyonse consistently explained policies and procedures in multiple ways to help with training and applying the information to specific situations. Generally, she goes out of her way to disseminate information or clarify commonly misunderstood information to ensure our team provides accurate information. Beyonse teaches by showing, and this is particularly relevant with teaching new student leads how to help with training. Since she has a successful track record of training, new student leads can effectively copy how she trains and apply it to each new student employee. Beyonse also provided feedback and updates during the training process, including what we could improve for next time or even outdated modules.

Aside from new student employee training, Beyonse also worked hard to update our biweekly student employee meetings to include better mini trainings that students could immediately apply to real world situations, improving how student employees retained and used content.

Overall, Beyonse is an essential part of the training process on our team and continuously works to improve this process.