

Onboarding & Training - Superior

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Office of the Registrar

In my role as a Student Lead in the Office of the Registrar Call Center, I've taken on a large role in onboarding and training new student employees as they start handling calls on their own. Our office helps a mix of people, such as students, parents, faculty, and staff, so there's a wide range of questions that come in, and new employees have to get comfortable with that pretty quickly.

So far, I've trained over 15 student employees through onboarding, shadowing, and guided call practice. When I train, I don't just go over steps or policies. I try to help them understand how to think through situations so they're not stuck when something doesn't go exactly as expected.

For example, I walk them through things like verifying identity, dealing with registration issues like holds or missing requirements, and figuring out when something needs to be referred to another office, like the Bursar or Admissions. I also go over how to handle calls from parents or faculty, since those conversations can be a little different. These are the kinds of situations that come up all the time, and they can be confusing at first without practice.

One thing I changed was how we used meetings. Instead of just going over updates, I started bringing in real scenarios and asking people how they would respond before I jumped in. I'd bring up things like a parent calling without access to a student's info, a faculty member asking about enrollment, or a student trying to fix a registration issue, and have them talk through what they would say. It made meetings feel more useful and helped people feel more prepared.

During training shifts, I also use live calls as part of the learning process. New employees will listen in on calls, and I'll ask them what they would do next or how they would explain something before I step in. It keeps them engaged and gets them thinking instead of just listening. After calls, I try to give really specific feedback. I'll say things like "you handled that really well" or "I liked how you explained that," so they know what they're doing right. I've noticed that even small comments like that help people gain confidence a lot faster.

Over time, I've seen a clear difference. People are more comfortable speaking on calls, more willing to work through problems, and less likely to immediately ask someone else to take over. They start trusting themselves more. This work is also reflected in my performance evaluation, where I received top ratings across all categories, including leadership, communication, and initiative.

In addition to training, I've also been involved in the hiring process. I sat in on interviews with my supervisor, asked questions, reviewed resumes, and helped decide who would be a good fit for the team. This made me pay more attention to how people communicate, how they think through situations, and how they handle not knowing something.

It also shifted how I think about the role. Instead of only focusing on what the office needs, I started considering what students would gain from the job. A lot of the work builds communication and problem-solving skills, so I look for people who can grow in those areas and actually benefit from the experience. Being part of that process gave me a better sense of what makes someone successful here, and it's influenced how I approach training once they're hired.

Reflection

This experience changed how I think about training. I used to see it as making sure people had the right information, but I've realized that confidence matters just as much as accuracy.

What stood out to me most was how people improve when they're given the chance to think through situations instead of just being told the answer. When that's paired with clear, specific feedback, the growth happens a lot faster.

I also became more aware of how much the environment matters. When people feel comfortable asking questions and are not worried about getting something wrong, they're more willing to engage and actually learn.

Overall, this experience helped me understand that strong training isn't just about content, it's about creating the conditions where people can build confidence and become more independent over time. That's something I want to keep developing in future roles.

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