

Laura is a student lead in the call center.

While in this position, she has assisted with training new student employees in our office. Training included using benchmarks, observing progress, and reporting progress to manager. She used a non-bias approach, while training, which emphasizes not making assumptions about skills or abilities. She also ran a training for National Student Clearinghouse verifications to train new students how to complete these verifications. She went through examples, had students shadow her, then she watched them complete verifications. Laura followed up with students after the initial training to answer new questions they had after practicing independently.

Additionally, she assisted with training incoming student leads. Laura took this role one step further and helped identify student employees who would make great leads and work with them to start becoming role models. During student lead training, Laura shared situations that have surprised her as a lead, tips that she recently learned that she wished she knew earlier, and areas that she thought we could improve. She also took the lead when training for scheduling shifts. This kind of training process allows for more reflection and teamwork, and Laura excelled in the training and making new leads feel comfortable.

In a related project, Laura assisted with a video for the Emergency Procedures and Office Continuity committee. The goal of the emergency procedures video is to share it with new employees (full-time and student) during their onboarding process. With this in mind, Laura motivated student employees to participate, and kept all volunteer actors engaged during the filming process.

As a student lead, Laura is a role model and mentor for her fellow student employees. She exemplifies this quality, as well as organization and communication, in her onboarding and training activities.