

# STUDENT SUPERVISION

MANAGING MILLENIALS

Students look to teachers for instruction, for guidance, and for modeling of appropriate behavior.

In the same way, students who are employees look to their managers for training, for professional and personal development.

# NOW.....Who are our Student Employees?

- Born between 1980-2000 they are called:
  - NEXTERS
  - GENERATION Y
  - INTERNET GENERATION
  - DIGITAL GENERATION
  - MyPODS etc...

But....the clear winner is the " MILLENNIALS"  
(Peter Jennings abcnews.com)

# WHO ARE THE "MILLENIALS"?

- According to Claire Raines "Managing Millennials" from UCSC –Training and Dev. Career Center they are "the hottest commodity on the job market".
- SOCIABLE
- OPTIMISTIC
- TALENTED
- WELL EDUCATED
- OPEN –MINDED
- CONNECTED
- INFLUENTIAL and the most important:
- ACHIEVMENT ORIENTED

60's



80's



00's



*Millennials Rising: R.J. Matson, Cartoonist*

This is the first generation to grow up surrounded  
by digital media

Multitasking is one of their forte!

Mastering rapidly changing technology and constant  
multitasking.

For them, a world without cell phones or Internet access is  
unimaginable.

They are emailing, IMing, iPoding, watching TV, text  
messaging, listening to their MP4, and doing their  
homework at the same time

They are

Raised by "Helicopter parents" -  
those who hover over all their kid's  
activities, ready to swoop in,  
provide input and take control.

Now, we have to keep in mind that most of the time when they get the job, this is their first "real job" and we are the only one who they connect with for a while...

Therefore while you are training .....  
First quarter look for depression attack!

Separation anxiety-be aware of the  
symptoms  
hopeless-helpless



Millenials are always busy;  
Despite all the different activities they  
are engaged in, they still manage to  
work at the same time.

They expect more supervision and  
coaching because they have spent  
more time with their parents who  
organized their activities, school goals  
and free time.



**"YOU GET *FIVE* MINUTES BETWEEN SOCCER AND PIANO?  
WHAT DO YOU DO WITH ALL THAT FREE TIME?!?"**

# An Overview of What we do?

We train them ( from tours, introductions, computer, programs, office etiquette and procedures to money related questions ex. Timesheet )

Schedule

Evaluate –Performance

-Attendance

-Behavior

-Attitude

Motivate to work

Correct behavior- through counseling

Teach them valuable transferable skills

Keep the place rolling!

Survey of different aspects of  
supervising, training,  
evaluating student employees  
from UC Libraries

# How do you weekly schedule students?

UCB,UCD, UCLA, UCR; UCSD,UCSC, UCSB,SLRF,:

**FIXED SCHEDULE BY 2<sup>ND</sup> WEEK FOR THE QUARTER  
BUT SEPARATE SCHEDULES FOR FINALS AND  
INTERSESSION**

Do you use a computer program  
to schedule?

**UCSD, UCD, UCR, UCI, SLRF: EXCEL OR WORD**

**UCSB, UCSC, UCLA: NONE**

**UCR: ORACLE (FOR FRONT DESK HOURS)**

**UCB: HOMEMADE (DOS)**

Do student employees get different privileges using library material than regular students ?

**UCD: GRAD PRIVILEGES FIRST DAY OF WORK**

**UCSD, UCB: GRAD PRIVILEGES AFTER 6 MONTHS**

**UCSB: MIGHT CANCEL FINES IF WITHIN REASON**

**UCSC, UCR, SRLF, UCLA, UCI: NONE**

# How do you reward your students?

**UCB:** VERBAL, FIRST CHOICE OF HOURS, SEMESTER PARTY, BIRTHDAY PARTIES, FOOD, CASH SPOT AWARDS

**UCD:** CHRISTMAS TREAT BAGS, STUDENT OF THE MONTH (\$7 COFFEE HOUSE COUPON), TREATS, END-OF-THE-YEAR PARTY FOR GRADUATING STUDENTS, PROMOTION TO BECOME A MENTOR STUDENT

**UCI:** TREATS, DEPT. PARTIES, END-OF-THE-YEAR PARTY FOR GRADUATING STUDENTS



- **UCLA:** DEPT. PARTY EACH QUARTER
- **UCR:** TREATS, FOOD, GIFTS (LIB. STAFF ASS.), BIRTHDAY CARDS, STUDENT OF THE MONTH (\$5 CASH)
- **UCSD:** TREATS, PRAISE, PROMOTION TO WORKLEADER
- **UCSB:** STUDENT APPRECIATION DAY BEFORE FINALS
- **SRLF:** FLEXIBILITY, MONETARY REWARDS FOR EXCEPTIONAL STUDENTS EACH SCHOOL YEAR (HR FUNDED)

Do you have a budget or is it out of pocket?

UCSD, UCSB, UCSC, UCD, UCR, UCLA,  
UCI: OUT OF POCKET

SLRF: LHR FUNDS END-OF-YEAR AWARDS

UCB: CASH SPOT AWARDS ARE FUNDED BY LIBRARY

# How do you determine who should get a raise? When? ...and how much?

**UCSD: ELIGIBLE FOR 6% RAISE AFTER 1 YEAR**

**UCSB: AUTOMATIC \$0.25 RAISE EVERY 300 HOURS WORKED**

**UCSC: EVERY 350 HOURS WORKED - \$0.10, \$0.15, OR \$0.20 RAISE DEPENDING ON EVALUATION**

**UCD: FIRST AFTER 3 QUARTERS, UP TO \$0.75 ONCE A YEAR DEPENDING ON EVALUATION**

**UCR: FIRST AFTER 2 CONSECUTIVE QUARTERS, \$0.20, \$0.35, OR \$0.50 DEPENDING ON EVALUATION, THEN YEARLY**

**SRLF: RECLASS POSSIBLE AFTER 150 HOURS**

**UCB: NO RAISES, BUT OVER \$10/HR PAY**

**UCLA: START IN STACKS, THEN RECLASS AT 6 MONTHS TO SAII, IF SPECIALIZED SECTION, RECLASS TO SAIII**

**UCI: DEPENDING ON HOURS WORKED, USUALLY ~\$0.12**

# How often do they get an evaluation?

**UCSD:** ANNUALLY

**UCSB:** END OF FIRST QUARTER, THEN YEARLY

**UCSC:** EVERY 350 HOURS WORKED

**UCD:** AFTER THREE QUARTERS, THEN YEARLY

**UCR:** AFTER 2 QUARTERS, THEN YEARLY

**SLRF:** 2-3 FIRST YEAR, THEN SEMI-ANNUALLY

**UCB:** ONCE A SEMESTER

**UCLA:** EVERY TIME THEY GET A RAISE

**UCI:** NO FORMAL EVALUATIONS

# Who is involved in Student training?

**UCI:** NIGHT SUPERVISOR

**UCLA:** EACH DEPT SEPARATELY

**UCB:** HEAD OF CIRC/ASSISTANT AND EXPERIENCED STUDENTS

**SRLF:** STUDENT SUPERVISORS

**UCR:** STUDENT SUPERVISOR/ NIGHT ASSISTANT

**UCD:** STUDENT SUPERVISOR/ MENTOR STUDENTS

**UCSC:** ALL STAFF AND SA IV

**UCSB:** STUDENT SUPERVISOR

**UCSD:** HIRING SUPERVISOR BUT OTHER STAFF HELPS

# Have the budget cuts impacted the hiring or promotion of student workers?

UCSD, UCSB, UCSC, SRLF, UCB,  
UCLA, UCI: NOT YET

UCD: NO MERIT INCREASES ONLY LONGEVITY

UCR: WORK STUDY STUDENT ONLY

# Do you have a training manual?

**UCSD, UCSB, UCR:** YES, ONLINE

**UCSC:** YES, WORKING ON WEBSITE

**UCD, SRLF:** YES, WRITTEN STUDENT MANUAL

**UCR:** TRAINING PROCEDURES ONLY, POWERPOINT FOR STAX/LC  
TRAINING

**UCB:** YES

**UCLA:** NO

**UCI:** UPDATING

# Student survey-questionnaire

- Answers from student employees from Shields Library - Circulation, Stacks and PSE Library



# WHAT DO YOU LIKE ABOUT YOUR JOB? WHY DO YOU STAY?

- FLEXIBLE HOURS
- LOCATION (ON CAMPUS)
- WORK ATMOSPHERE (COWORKERS AND SUPERVISORS)
- STRESS-FREE ENVIRONMENT
- PAY
- CUSTOMER SERVICE
- INCREASED LOAN PRIVILEGES

# WHAT DO YOU EXPECT FROM YOUR SUPERVISOR?

- EXPLAINING MISTAKES
- FEEDBACK
- ORGANIZATIONAL SKILLS
- SENSE OF HUMOR
- UNDERSTANDING
- EQUAL TASK ASSIGNMENTS
- ANSWERING QUESTIONS
- HONESTY
- RELIABILITY
- COMMUNICATION
- PROFESSIONALISM
- ACCOMODATING
- DEPENDABILTY
- RESPECT
- SETTING ATTAINABLE STANDARDS
- SUPPORT

# WHAT CAN YOUR SUPERVISOR EXPECT FROM YOU?

- PUNCTUALITY
- GREAT CUSTOMER SERVICE SKILLS
- ACCEPTING ASSIGNED TASKS
- WORK KNOWLEDGE
- PROFESSIONALISM
- RESPONSIBLE
- HARD-WORKING
- OPEN PERSONALITY
- DEPENDABILITY
- DEDICATION
- SENSE OF HUMOR
- GOOD COMMUNICATION SKILLS
- ABILITY TO IMPROVE
- POSITIVE DISPOSITION
- CONSTANT EFFORT
- RESPECT
- COURTESY
- "DILIGENT ERASING" 😊

# WHAT MOTIVATES YOU IN YOUR JOB?

- LEARNING
- PAY
- BROWNIES/TREATS
- FUN PEOPLE TO WORK WITH
- WANTING TO DO A GOOD JOB
- GOOD EVALUATIONS
- POSITIVE CUSTOMER COMMENTS
- BEING PRODUCTIVE
- HELPING PATRONS
- BEING ABLE TO HOLD A JOB DURING COLLEGE (LOOKS GOOD TO EMPLOYERS)

# WHAT TYPE OF FEEDBACK IS MOST HELPFUL TO YOU?

- HONEST
- BOTH POSITIVE AND NEGATIVE
- IMMEDIATE
- DIRECT
- VERBAL OR BY EMAIL
- RELEVANT
- NECESSARY
- EXPLANATION WHY I'M DOING A CERTAIN TASK (THE BIG PICTURE)

Regardless of our training style, our goal is the same:

- **To have them fully trained**
- **To encourage them to see it as a career**
- **To make them feel safe and appreciated**

# ...suggestions

- Earn their trust and respect
- Set clear expectations and then get out of the way
- Let them come to you with questions, rather than micro-managing them.
- Ask for input
- Let them be entrepreneurs within their departments. (Hint: This is pretty good advice for managing most people).
- Give lots of feedback... make it QUIC: Quality (brief, specific), Immediate, and Constructive (this is what you can do better, this is how this project is tied to your longer term goals).
- Get to the point
- Offer professional and personal development opportunities

# Bibliography

- **Managing Generations in the 21st Century Workplace**

[http://www.ucop.edu/ucli/presentations\\_10\\_06/young.pdf](http://www.ucop.edu/ucli/presentations_10_06/young.pdf)

- **Managing Millenials By Claire Raines UC Santa Cruz  
(Training and development / Career Center)**

- **Duke Magazine "Helicopter Parents"**

<http://www.dukemagazine.duke.edu/dukemag/issues/010207/parents1.html>

## **The "Millennials" Are Coming**

<http://www.cbsnews.com/stories/2007/11/08/60minutes/main3475200.shtml>



# Discussion Topics

- How workplace adapt to the new generation?
- How do you manage student turnover?