THE ROLE OF A SUPERVISOR

Many student assistants have never had jobs or worked in a “professional” capacity before. Supervisors need to explain differences between their college experience and work experience and help students understand the value of on campus experiences.

Recommendations for supervisors:

• Orient the student in detail to the role in the department
• Explain the standards of behavior expected
• Ensure that students comply with FERPA and other policies
• Provide training necessary to perform job tasks
• Ensure adequate supervision of student work
• Keep lines of communication open, clear, and constructive
• Ensure that students are performing the tasks defined in their job descriptions
• Monitor the award balances of Federal Work-Study students and budgeted amount for student employees
• Verify the accuracy of student time entry
• Ensure that students take a half-hour (minimum) unpaid break if working six or more continuous hours
• Ensure that students do not work during scheduled class times

Tips for supervisors

• Establish clear goals
• Delegate!
• Set a positive example of professional, polite, and ethical behavior
• Remember that student employees are students first
• Show appreciation for exceptional work
• Allow for student input/engagement
• Be an accessible supervisor
• Be a student
• Be a teacher
• Encourage risk-taking and decision-making
• Communicate openly and honestly