

An aerial photograph of a university campus, likely Ohio State University, showing a mix of brick academic buildings, green lawns, a golf course, and a river. The sun is low in the sky, creating a warm, golden glow. The title 'STUDENT EMPLOYEE IMPACT REPORT' is overlaid in large, white, sans-serif capital letters. A white horizontal bar is positioned below the title.

STUDENT EMPLOYEE IMPACT REPORT

2019

HOW WORKING IN THE DIVISION
OF STUDENT AFFAIRS BENEFITS
STUDENT EMPLOYEES



OHIO
UNIVERSITY

DIVISION OF STUDENT AFFAIRS



During the 2018-19 school year, the Division of Student Affairs hosted hundreds of events, housed and fed thousands of students, provided support services and championed a strong sense of belonging. These division programs and initiatives allow students to discover their potential. None of this would have been possible without our student employees. Across the division, our best work is with and for students. It's the reason we do what we do; it's even in our name.

We employ students in the division to: (1) Integrate learning from varied experiences in and through an important job on campus, thus offering the space to enrich and deepen learning, which better prepares our students for their roles as global citizens. (2) Promote retention to graduation. (3) Prioritize and invest in students in the embedded work we do in DOSA. (4) Build student connection to campus. (5) Improve students' financial security.

Employing students is so embedded in our work, it's easy to gloss over that it is part of the way we do business. The stories in this report highlight the impact that working for the Division of Student Affairs has on our undergraduate students at Ohio University and showcases some of our best examples of learning through experience.

Jason B. Pina, Ed.D. Vice President for Student Affairs

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All DOSA staff were invited to nominate student employees who were exemplars of DOSA's learning goals. Students featured in this report were nominated by their supervisors and selected through a review process. All nominations were reviewed against all nominees by office/department and by learning goal.


ADAPTABILITY


INNOVATION


INTERCULTURAL
COMPETENCY


INTERPERSONAL
COMMUNICATION

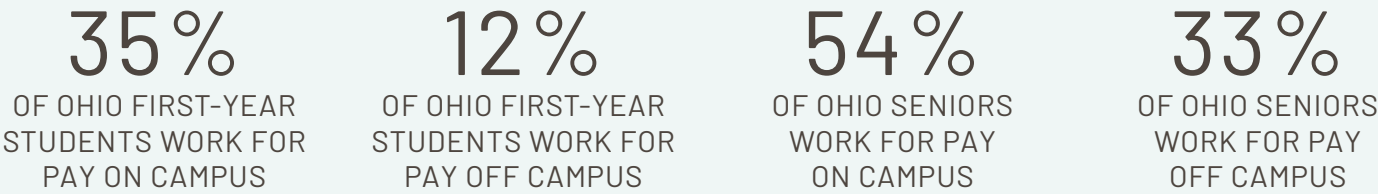

PROBLEM SOLVING


SELF-AWARENESS


TEAM DEVELOPMENT


WELL-BEING

2017 NATIONAL SURVEY OF STUDENT ENGAGEMENT (NSSE) RESULTS





ADAPTABILITY

MEGAN GRAFF: GRAPHIC DESIGNER
STUDENT AFFAIRS COMMUNICATION & MARKETING
MAJOR: INTERACTIVE DESIGN | CLASS OF 2019

In 2018 DOSA centralized its marketing operations from across the division. As a result, Megan's job changed dramatically with a new environment, supervisors and colleagues.

Working in DOSA has deepened my learning on adaptability in many ways.

Because I came from Marketing and Auxiliaries at Culinary Services, I had to adjust to a new work environment and workflow with DOSA from the start. I knew that if I kept a positive attitude through it all, work would be more enjoyable for those around me as well as myself. At DOSA I had the opportunity to work with clients whose requests constantly changed due to various circumstances. This has shaped my understanding of the importance of being flexible with clients and taking requests from supervisors in the office.

One of the biggest things I learned from professors is to not take constructive criticism personally. If there are changes to be made on a project, it most likely means that the project is worth improving upon. This has made my adaptability in DOSA and future workplaces much stronger.

AILSA HECKSCHER: PROJECT MANAGER
STUDENT AFFAIRS COMMUNICATION & MARKETING
MAJOR: MARKETING | CLASS OF 2020



My role changed significantly as the marketing needs of Campus Recreation were identified and our new team in the Bromley office became more familiar with Campus Rec as a client. I became a Project Manager, where I was a student supervisor to the five Campus Rec marketing leads and assisted with project intakes and logistics. In order to be successful in my job, I had to learn to adapt to each new change.

Initially, this was difficult for me, moving to a new office with new people and a new set of responsibilities, but I came to realize that the ability to adapt to changes was an incredibly important skill. Throughout my time in this role, I've worked to adapt to changes on our team, but I have also utilized adaptability skills when working with the facilities that fall under Campus Recreation. Each facility has different needs, projects and events that require varying marketing materials and a distinct approach to communication.

The most important skill I have translated from my job to my coursework is how to communicate with other people, especially in a group/work/team setting. Working for DOSA has provided me with new experiences that have allowed me to better understand communication styles and how everyone processes information in different ways. I've learned to process the needs of our clients based on communication, which has helped me in group projects in many classes I've taken.

I'm a marketing major, and I've utilized tactics I've gained from my marketing classes in my job at DOSA. Specifically, this past semester I took a consumer behavior course, which helped me understand some of the psychology behind marketing tactics. I was able to look into some consumer behavior tactics that work well with students of my age group and understand how we might be able to improve our marketing for Campus Recreation.

STUDENT JOB TITLES IN DOSA

- ASSISTANT RESIDENT DIRECTOR
- CATERING COORDINATOR
- CONFERENCE ASSISTANT
- DINING HALL STUDENT COORDINATOR
- ELECTRICIAN
- EVENT TECHNICIAN
- FOOD PRO TEAM MEMBER
- GROUNDS SPECIALIST
- GROUP FITNESS INSTRUCTOR
- GUEST SERVICES
- HOUSING AMBASSADOR
- LIFEGUARD
- MEMBER SERVICES ASSISTANT
- OFFICIAL
- OPERATIONS SUPERVISOR
- OUTDOOR PURSUITS ASSISTANT
- STUDENT LEADER
- PRODUCTION ASSISTANT
- STAGE HAND
- STUDENT CONFERENCE SERVICES COORDINATOR
- STUDENT FRONT OF HOUSE COORDINATOR
- STUDENT MANAGER
- STUDENT OFFICE ASSISTANT
- STUDENT TECHNICAL COORDINATOR
- STUDENT TICKET OFFICE COORDINATOR
- TICKET CLERK
- USHER
- AND MORE!



INNOVATION

EVE GUSTWILLER:
GRAPHIC DESIGNER
HOUSING & RESIDENCE LIFE
MAJOR: GRAPHIC DESIGN | CLASS OF 2019



As an undergraduate student, I didn't always have the necessary assets to design and create large-scale projects in class or with my own personal funding. But with DOSA, I had much more freedom to create innovative materials for Housing & Residence Life, where my skills and opinions were truly valued. Because I was provided with the opportunity to think big, I grew not only in my creativity, but also in my leadership and professional skills, as I had to effectively communicate and support my initiatives. As a result of my growth and the supportive DOSA foundation, I was able to create work that enhanced and benefited the goals of the Housing & Residence Life Department.

CORINNE RIVERS:
STUDENT LEADER
COMPETITIVE SPORTS, CAMPUS RECREATION
MAJOR: JOURNALISM | CLASS OF 2021

An example of innovation in my workplace would be the unique problem-solving situations we come across on a daily basis. With my leadership in marketing and office operations, I have had a lot of opportunities to create new methods of organization in our department as well as to introduce creative activities for our students, like escape rooms. I have created and set up three escape rooms for Competitive Sports this year, and I also facilitated and supervised during the first event.

A lot of what I do in my job is easily transferable in my coursework as a journalism major. Many of the leadership skills I've obtained from being a supervisor at Competitive Sports have allowed me to be confident in my ability to work in group projects and to present my work to others. I have also evolved my communication skills so that I can comfortably interact with other in classrooms.

The same can be said for the concepts I learn in school being transferred to my job. In my classes, I learn a lot about taking responsibility for your actions as a journalist and as a person. Having a position of authority at work requires me to be responsible and capable of accepting the situation as my own in order to problem solve. Understanding that part of my career is being responsible for what I do helps me when thinking about solutions to work problems.



**OHIO UNIVERSITY'S
DIVISION OF STUDENT
AFFAIRS EMPLOYS
3,400+ STUDENTS**

INTERCULTURAL COMPETENCY & INTERPERSONAL COMMUNICATION

"KAT IS A STUDENT WITH A VERY BROAD RANGE OF KNOWLEDGE. SHE UNDERSTANDS THE CHALLENGES SOME FACE BECAUSE OF THINGS LIKE THEIR DISABILITY, THEIR SEXUAL ORIENTATION, GENDER IDENTITY OR THEIR ETHNIC BACKGROUND."

CHRISTIE GANG, NOMINATION FOR KAT JEFFERS OF THE CAREER AND LEADERSHIP DEVELOPMENT CENTER

FAYE SLOMA:
STUDENT AMBASSADOR
CAREER AND LEADERSHIP DEVELOPMENT CENTER
MAJOR: COMMUNICATION STUDIES | CLASS OF 2019

Erin Morgenstern, Faye's supervisor in the CLDC, provided the following nomination:

"Faye is a student ambassador in the CLDC and brings her diversity and inclusion mindset to everything she does, including her work with our office. She brings a critical lens to all interactions with students and staff to make sure voices are heard that are often underrepresented on campus. She advocates for those students who bring a diverse perspective to our campus and works to make sure she is inclusive in her presentations, workshops and one-on-one interactions during mock interviews with every person she engages."

ELLI RINEHART:
HOUSING AMBASSADOR
HOUSING & RESIDENCE LIFE
MAJOR: HEALTH SCIENCES & PROFESSIONS
CLASS OF 2021

Jneanne Hacker, Elli's supervisor in Housing & Residence Life, provided the following nomination:

"Ellie has been part of our Housing Ambassador team and has demonstrated an exemplary level of service excellence. She showcases OHIO, HRL and the residential experience in such a positive and student focused manner that truly has an impact. As Ellie engages with prospective parents and students, she has the ability to draw from training, acquired skills, enhanced knowledge and her own personal experiences to package a story in such a powerful way that students walk away seeing themselves as a Bobcat through her lens and ability to tell her 'why OHIO.'"

**BLAKE WARRICK: WORK TEAM
CHAIR, COMPETITIVE SPORTS**
CAMPUS RECREATION
MAJOR: MARKETING | CLASS OF 2019

Bridget Tasker, Blake's supervisor in Campus Recreation, provided the following nomination:

"Blake oversees our Intramural Sports Officials trainings. He teaches officials how to communicate with their participants. Blake interviews, hires and trains employees. He does a great job creating an environment where other's opinions and voices are heard."

WHAT THE RESEARCH SAYS ABOUT STUDENT EMPLOYMENT IN COLLEGE

1. Current research on student employment during college is complex, in part because not all jobs have equal demands on student time and not all jobs explicitly connect in-class to out-of-class learning equally.
2. Arum and Roska (2011) report that working off-campus was negatively related to cognitive gains, but working on-campus was positively related to the same gains.
3. In a 2019 NASPA study of employing students on campus, they found, "Often times supervisors serve as the primary facilitators of professional development and learning opportunities for student employees and the extent to which supervisors are supported can determine whether an employment experience is menial or meaningful."
4. NASPA also found that ~37% of survey respondents have or are developing a learning framework associated with student employment efforts. These frameworks define what students should learn and communicate transparently and how what they are learning in their job connects with other experiences in and outside the classroom.

PROBLEM SOLVING & SELF-AWARENESS



OLIVIA HOON: RESOURCE SPECIALIST SUPERVISOR
CAMPUS RECREATION
MAJOR: ACCOUNTING & MANAGEMENT INFORMATION SYSTEMS AND BUSINESS PRE-LAW | CLASS OF 2020

My direct supervisors are very hands-off in my daily tasks and projects. Typically, when my boss gives me a project, she just tells me details of what she needs, and it's my responsibility to figure out what that looks like and how to get there.

Problem solving is important in any field, and I'm so grateful that this department has trusted me enough to give me these opportunities to develop this skill.

April Crabtree, Olivia's supervisor in Campus Recreation, provided the following nomination:

"Olivia and the rest of her team are the backbone of the Human and Financial Resource Operation. This position began out of necessity to streamline processes around the hiring of 600-700 student employees each year, providing financial reporting to area directors and reconciling purchasing for the department.

She has been challenged to work with professional staff members to organize rosters, ensure compliance with government and University policies and procedures, audit purchasing documents and streamline a hiring process. Olivia has flourished in this role."

BAILEE COON: ADMINISTRATIVE ASSISTANT
HOUSING & RESIDENCE LIFE
MAJOR: EXERCISE PHYSIOLOGY PRE-MED
CLASS OF 2020

Joanna Stoltzfus, Bailee's supervisor in Housing & Residence Life, provided the following nomination:

"Bailee spends a lot of time assisting with facilities and capital projects, which gives her a lot of exposure to students and potentially awkward, uncomfortable and sensitive situations. She approaches these situations with confidence, is able to be assertive and handles each situation in a professional manner.

Her positive, thoughtful and up-beat attitude allows her to come across to those she interacts with in a mature and positive way. Many of the tasks she does and assists with are very distasteful, difficult and time-consuming, but I can always trust Bailee to get the job done, no matter how bad or difficult it might be."

EMILY TRZECIAK: WORK TEAM CHAIR, COMPETITIVE SPORTS
CAMPUS RECREATION
MAJOR: BIOLOGICAL SCIENCES | CLASS OF 2019

Bridget Tasker, Emily's supervisor in Campus Recreation, provided the following nomination:

"Emily displays self-awareness. She is always evaluating herself and looking for ways to improve. I think her understanding of herself allows her to step into a leadership role effectively - whether that be listening to others or taking it upon herself to complete the project. Her self-awareness has helped her grow in confidence over the last year."

1,200

STUDENT EMPLOYEES
COMPLETED OHIO UNIVERSITY
LEADERSHIP ENDORSEMENT
FOUNDATIONS



TEAM DEVELOPMENT & WELL-BEING



BAILEY BORLAND: STUDENT INTERN WEST 82 AND LATITUDE 39, CULINARY SERVICES MAJOR: COMMUNITY AND PUBLIC HEALTH CLASS OF 2019

To have a successful workplace you need to prioritize and value your team and make sure they're working efficiently and happily. This can be done in many ways. With Culinary Services, management has helped me by making sure I lead meetings that focus on team building and bonding. Holding these meetings help our students have a positive attitude within the team and workplace! This semester we tried a new way of doing these kinds of meetings. Instead of PowerPoint, we made them interactive team-building meetings. The feedback we got from the employees about the new meeting was very positive, and they preferred the interactive meetings.

A big portion of creating a well-being environment within a workplace is your attitude. I am pretty well-known for my bubbly personality, but it goes farther than that. It is trying to keep your employees positive about work, school and their lives as well. DOSA and Culinary Services helped me understand that being a manager isn't just more paperwork and responsibilities. It is about caring for your employees and listening to what they want and figuring out how you can execute their wants as much as possible into your workplace.

Another significant part of my job is finding new ways to improve the team and challenging individuals to work more efficiently. I would go about this by creating projects that helped the workplace and challenged the employee to work on different social and management skills. This could be how they speak to employees, how to supervise and manage the floor or how to better them as a leader in their weak spots.

Not only did this job teach me about management, but it helped me execute topics I learned in my classes. For example, I have been working on a program planning and evaluation class all year. This class goes through how to plan for programs and events by a detailed

process. I used this knowledge in my workplace many times. I would use the step-to-step process in program planning/evaluation to get each thing listed done.

This job has also increased my leadership skills. With my major, we had multiple group projects for every class. Some lasted all semester, but others changed every week. The leadership skills I have gained here at Culinary Services have helped me with my group projects by avoiding conflict, managing the coursework between each group member and getting the work done efficiently and on time.

DOSA and Culinary Services have been hands down the best experience in my college career. They have taught me the importance of time management, being professional, customer service skills, leadership skills, communication skills within a workplace, interviewing skills, Excel and Outlook management, event planning, public speaking, scheduling, supervision above managers and so much more. I wish every Ohio University college student would work for DOSA/ Culinary Services.

LEAH MAXEY: STUDENT ASSISTANT OFFICE OF THE DEAN OF STUDENTS MAJOR: DIETETICS | CLASS OF 2019

Working in DOSA has benefited my learning of well-being in the workplace. The people in this office show so much compassion for each other and show they care about the well-being of everyone inside and outside of the office. The DOSA staff takes the time to listen to how you're feeling, and they are very open to helping if you are struggling. Positive energy is transmitted very easily in my opinion, and every time I got to work it was always in the air, despite some of the difficult things the division deals with in their office. DOSA has reminded me to never judge someone because you never know what they're going through.

ALIVIAH CHAPLIN: HOUSE MANAGER EVENT SERVICES MAJOR: POLITICAL SCIENCE | CLASS OF 2019

Team building is of vital importance in my job at Memorial Auditorium. Because we host large events with hundreds of patrons across a large building, it is physically impossible for one or even two people to do everything and be everywhere. It truly takes the team efforts of every person, equipped with the same information, all working towards the common goal of providing the best patron experience. For example, prior to a show there is quite a bit of set up that needs to be done. By spelling out all the tasks and assigning a group of people to each one, not only does everyone feel more invested in preparing the auditorium, but each team member can help out the other as everyone is aware of the master list of tasks.

I have tried to foster team development in some the smallest things we do at Memorial Auditorium. For example, I have worked to learn almost everyone's names and greet them personally as they walk into our office. If ushers feel known and included from the moment they walk in the door, it creates a more welcoming environment, and not only will this translate into better productivity, but more importantly, employees feel valued and a part of team.

BIANCA LONG: SOCIAL MEDIA COORDINATOR STUDENT AFFAIRS COMMUNICATION & MARKETING MAJOR: JOURNALISM | CLASS OF 2018

Working in DOSA, I learned that it's important to be personable with as many people as I can because we often work so close together. I try and make it a small mission of mine to get to know and ask about the personal successes of my coworkers. That way, whenever we have a work-related project it goes a lot smoother because we've had so many conversations before!



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