

Training Student Workers

While responsibilities will vary from department to department, common elements of student worker training often include:



- An explanation of how the department contributes to the overall mission and goals of the institution
- Supervisor expectations in terms of professional ethics, attitudes, and general work habits (e.g., dress code, how much notice is required if a student is unable to fulfill a scheduled work shift)
- The importance of providing excellent customer service in dealing with departmental clients, the public, and other campus offices
- Desired telephone and social media techniques and etiquette
- Appropriate responses to difficult situations
- The value of going the extra mile in accomplishing departmental tasks
- The necessity of observing confidentiality, especially regarding student and alumni records



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