

2018 NATIONAL CONFERENCE PROGRAM

NSEA



MASEA

October 17-18

Craft your own future



Wednesday, October 17

7:30 AM-9:00 AM 4 th Floor Foyer	Registration Desk Open
8:00 AM-12:00 PM 4 th Floor Foyer	Vendor Display
8:00 AM-9:00 AM Crystal Ballroom	Breakfast
9:00 AM-10:15 AM Crystal Ballroom	Keynote Speaker After Millennials <i>Jeff Kallay, Principal, Render Experiences</i> After two decades of recruiting and enrolling Millennials (and their Baby Boomer parents) this presentation raises the importance of learning about and understanding the seismic generational shift happening on college campuses as post-9/11 Homeland/GenZ and their GenerationX parents are now the target audience. It provides historic background on American generations and key insights into understanding and connecting with this new student/parent cohort and provides added value for helping understand generational differences in the workplace as more Millennials are in the ranks of staff and faculty.
10:15 AM-10:30 AM	Break
10:30 AM-11:45 AM	Concurrent Sessions
Wright A Ballroom	NEASEA Meet & Greet
Wright B Ballroom	SASEA Meet & Greet
Wright C Ballroom	MASEA Meet & Greet
Walker Room	WASEA Meet & Greet
11:45 AM-noon	Break
12:00PM-1:30 PM Crystal Ballroom	Lunch & Community Service Presentation <i>Andi Mallmann-Elliott, Community Advocates</i> Community Advocates' mission is to provide individuals and families with advocacy and services that meet their basic needs so they may live in dignity.
12:00PM-1:45 PM 4 th Floor Foyer	Registration Desk Open
1:30 PM-1:45 PM	Break
1:30 PM-4:45 PM 4 th Floor Foyer	Vendor Display
1:45 PM-3:00 PM	Concurrent Sessions
Wright A Ballroom <i>Above & Beyond</i>	Maximizing Student Employment Through Partnerships <i>Justin Mumford, University of Wisconsin-Madison</i> The student employment experience on a college campus not only is a means to enhance access, but is also a powerfully important high-impact practice for many students' collegiate experience. As student employment administrators it is critical that we are constantly finding ways to creatively

maximize the experience provided and the ways in which students are engaged within those experiences. Through successful collaboration and partnership, we can more effectively enhance the employment experience provided across campus from the student's employment application through their eventual graduation. This session will be collaborative in nature and focused on real, practical examples of partnerships, how they were formed, and the ultimate outcomes realized as a result.

Wright B Ballroom

Making Connections: Improving Outcomes through Reflective Conversations in Student Employment

Elizabeth Wormsbecker, University of Puget Sound

Student staff members at the University of Puget Sound have begun actively reflecting on the intersections — and making meaningful connections — between their on-campus work experience and their academic learning through a program of reflective conversations called Compass Puget Sound. By critically reflecting on activities and experiences, students are also better prepared to articulate the value of the experience for future opportunities in life after graduation.

During this session, we will share the student-learning outcomes of this program of reflective conversations as well as the impact these conversations can have on supervisors, students, job performance, and the goals of your institution. We will discuss the program structure, marketing strategies, and supervisor training techniques so that you can consider how these important reflective conversations could be incorporated into your work with students and supervisors.

Wright C Ballroom

On-Campus Staffing Services

Genesis Lagunas, DePaul University

DePaul's Office of Student Employment recognizes the importance of on-campus employment in a student's professional and educational development. With on-campus employment being so competitive, on-campus staffing services provide students an opportunity to gain valuable work experience during their time at DePaul, while also providing managers with the best talent for their departmental needs. In this session, participants will discover the benefits of having this service available from both a student employment manager and student perspective. Participants will also learn how this service can benefit their own Office of Student Employment.

Walker Room

Get Un-Isolated with an Un-Conference

Annaka Sikkink, North Carolina State University

Student employment can be a lonely field; many of us work individually or in very small teams on our campuses. That's why networking through professional associations can be so valuable. The Carolinas Chapter of SASEA has started connecting student employment professionals in North and South Carolina through bi-monthly conference calls and an "un-conference." An un-conference is a unique discussion and networking platform that draws on the expertise of everyone attending. Come learn about this creative and easy-to-organize strategy for connecting with colleagues in your field.

3:00 PM-3:15 PM

Break

3:15 PM-4:30 PM

Concurrent Sessions

Wright A Ballroom

FWS, Student Employment & Technology: How to Survive Budget Cuts, Be More Efficient, and Eliminate Compliance Violations!

Taige A. Haines, Next Gen Web Solutions

How technology like JobX/TimesheetX can assist schools with avoiding costly FWS and State/Federal Labor Law violations, penalties and fines;

be more efficient managing your entire employment lifecycle; survive severe budget cuts; and bring considerable cost savings to your institutional bottom-line when managing their student employment and FWS businesses.

Wright B Ballroom

The Effect of a Campus-Wide Student Employment Program on Post-Graduation

Mike Burnes, Berry College

This is a follow-up presentation to "What Does the Research Say About Student Employment" which was presented at the Pittsburgh conference in 2016. Derived from the presenter's doctoral dissertation, the presentation will cover additional research related to the impact of student employment on post-graduation outcomes. The presentation will also describe the results of statistical analysis on the impacts of and interactions between several variables. These include: total hours worked, hours worked at different levels of job complexity/responsibility, relationship of job to major, GPA, number of academic internship hours completed, number of career development events attended, and socio-economic status. Outcome variables include ability to secure full-time employment, salary, and job satisfaction. This study differs from others in that it uses detailed institutional data on work hours and not on self-reported data.

Wright C Ballroom
Above & Beyond

Creating Job Descriptions and Learning Outcomes

Molly Gonzales and Kate Suriyatip, Pepperdine University

A strong job description serves as the foundation for a successful hiring process. When completed correctly, these descriptions can target ideal students for available job opportunities, and provide necessary details for future reporting. Pairing job descriptions with appropriate learning outcomes lead to clear job expectations for students, employees, and staff members.

Walker Room

Navigating the Handshake Waters

Stefanie Rich, University of Dayton

This session will describe the process that the University of Dayton went through to convert Student Employment from a CSO system to Handshake. This includes the development of an outside process to capture data in order to hire students in Banner. During the presentation, participants will also be able to brainstorm ideas on ways Handshake could enhance the system to make some processes easier for Student Employment.

4:30 PM-5:30 PM
Fourth Floor Foyer

Registration Desk Open

4:30 PM-5:30 PM
Wright A Ballroom

Newcomers' Welcome

6:00 PM-8:00 PM
Crystal Ballroom

Welcome Reception, Dinner, Awards Ceremony, and Silent Auction
Guest Speaker: Tom Walker, 2018 National SEOTY Winner

Thursday, October 18

7:30 AM-9:00 AM
4th Floor Foyer

Registration Desk Open

8:00 AM-12:00 PM
4th Floor Foyer

Vendor Display

8:00 AM-9:00 AM
Crystal Ballroom

Breakfast & NSEA Business Meeting

9:00 AM-10:15 AM
Crystal Ballroom

NSEA Speaks Out & SEE Updates

10:15 AM-10:30 AM

Break

10:30 AM-11:45 AM

Concurrent Sessions

Wright A Ballroom

The Magic Brew: Crafting a Successful Supervisor Training Program *Kathleen Canfield, Harper College*

Supervisor training is a critical part of on-campus student employment. This session will discuss the initial offering of a "Best Practices for Supervising Student Workers" workshop and the expansion of the program to a Part 2 Advanced Interactive Training and a Question and Answer session. Topics will include how to communicate effectively and consistently with students, using a script to coach and mentor with discussion of typical challenges with students, the advantages of adopting a training schedule and how to use discussion and white-board exercises in your workshops. Marketing the program and getting buy-in from campus leaders will also be addressed.

Wright B Ballroom
Above & Beyond

Advance Student Careers: Building a Robust Professional Development Program to Promote Retention & Career Success for Student Employment *Annaka Sikkink, North Carolina State University*

Campus Enterprises at NC State University employs about 1,200 students. In 2017-2018 school year, we began the roll-out of our AdvanCE Professional Development Series. AdvanCE is a comprehensive student-focused workshop series to help students build skills that are both immediately applicable in their student jobs, and career relevant for their future endeavors. This session will detail the structure and goals of the AdvanCE Series, which was designed to be compatible with Campus Enterprises' tiered job classification and wage structure. It will also explore how to build buy-in for professional development among a wide array of auxiliary services operational units, in a context of limited time and resources.

Wright C Ballroom

Level Up! Using Professional Development as a Change Factor in Student Employment Models *Jennifer Dobbs, Jackson College*

Regardless of the size of your student employment model, team building and professional development are essential in creating a cohort of students who not only well represent your college or university, but also give them confidence and skills they might not have previously had. Using an existing LMS you can create a "course" for your student employees to host discussions, track professional development and engage them in ways that are not always possible for decentralized groups. This session will show you how to create a leveled approach in your LMS for student employment where you can track and showcase students as they move through your employment model. This can be used for any skill set and

provides a good foundation for housing all documentation and important messages as well.

Walker Room

The Hybrid Approach to Supervisor Training

Lauren DeHaan, Indiana University-Purdue

We have all faced the challenge of motivating supervisors to attend our training, especially with their busy schedules. And when they do attend, their experience is across the board or they come from different perspectives that may not apply to everyone. One solution to these challenges is a hybrid training model. Hybrid learning is a combination of online and in-person learning. It offers more flexibility for those who cannot commit to a full day of training, but it still allows for effective discussion and collaboration in person. This session will look at Indiana University-Purdue University's three part supervisor training series, developed by Lauren DeHaan, that follows the hybrid model. Gain a better understanding of what material should be presented online or conducted in person, and how this can be facilitated and developed effectively.

11:45 AM-12:00 PM Break

12:00PM-1:30 PM
Crystal Ballroom

Lunch & Federal Update

Guest Speaker: William Gil, Director of Government Relations, American Association of Collegiate Registrars and Admissions Officers

12:00PM-1:30 PM
4th Floor Foyer

Registration Desk Open

1:30 PM-1:45 PM

Break

1:45 PM-3:00 PM

Concurrent Sessions

Wright A Ballroom

Why Everyone Needs an Advisory Board

Brittney Gilman, Indiana State University

Student Employment professionals wear many hats, but we can't solve all problems on our own. This session will discuss the positive impacts an advisory board can have on your student employment functions, and the successes seen at other universities with current boards. Attendees will also participate in interactive brainstorming to develop a plan for their own campus.

Wright B Ballroom

Student Employee of the Year & Student Employee Appreciation Event

Rodrigo Mercado and Patricia Aguilera, California State University San Bernardino

During National Student Employment Week, CSUSB collaborates with the campus community in recognizing the importance of student employment and student employee recognition in the invaluable contributions and services they provide through part-time employment at our campus.

CSUSB employs approximately 2000 student employees in various student employments programs that serve our campus community through on and off-campus employment. These programs include the: Federal Work-Study program, Student Assistants, International Students and Instructional Student Assistants (tutors).

In recognition for our student employee's valuable contributions to our university, CSUSB hosted its inaugural Student Employment Week this year to celebrate the achievements of our student employees. A committee was created that included several departments that included Student Employment, Human Resources, Financial Aid, Career Center,

and the Student Union that implemented various actives during the week in honor of our student employees. These actives included departmental recognition of their student employees in showing their appreciation by providing lunch, snacks, office displays. In addition, the committee organized a campus-wide luncheon for our student employees by providing them with lunch from In-And-Out Burgers, employee recognition and awards, keynote speaker, games and interactive activities and opportunity drawings.

Wright C Ballroom

Transitions, Challenges, and Success – Becoming a Stand Alone Office

Lauren Ward, University of Rochester

Ever wonder what happens when student employment transitions from one office to another? Join us for an exploratory session about our challenges and successes at the University of Rochester. This program is designed for newer student employment administrators that have questions and for attendees who are looking to make changes to their current office structure.

Walker Room
Above & Beyond

Student Employment Manager Certificate Program

Meghan Funk and Genesis Lagunas, DePaul University

Goals:

- Participants will be able to explain proper managing techniques around hiring and appraising student employees through the use of a manager training certificate program.
- Participants will be able to list specific manager trainings that would be beneficial to their specific campus.
- Participants will be able to describe assessment procedures to aid in measuring the success of a manager certificate program.

What makes a successful supervisor when it comes to managing student employees? On-campus employment plays an integral part in the educational and professional development of students. How are we as managers creating positive working environments for students to thrive? Join the team from DePaul University's Office of Student Employment as they discuss their institution's Manager Certificate Program. Participants will discover the details surrounding a training program that encourages managers about best practices involving hiring and appraising student employees, implementing progressive discipline, and much more! During this session, participants will engage in interactive activities, as well as group dialogue. Through these activities, participants will discover how a certificate program can address the challenges and successes that managers face on their college campuses.

2:00 PM-3:00 PM

President's Meeting

3:00 PM-3:15 PM

Break (pick up silent auction items)

3:15 PM-4:30 PM

Concurrent Sessions

Wright A Ballroom

Supervisors Matter: Supporting Student Success

Trevor Eagle and Diana Sesate, Arizona State University

This case study of a large public research university in the western United States briefly highlights relevant scholarship, shares context around student employment, and presents findings from an analysis on the relationship between supervisors and student success. The presentation also reviews related challenges and successes, discusses future directions for the case study institution, and invites participants to share their experiences.

Wright B Ballroom

Gone Paperless: Transitioning to Electronic Paperwork

Ami Hollis & Cathy Sandella, Kent State University

Kent State University was able to implement a new electronic signature program, DocuSign, summer 2017 through collaborative efforts between Information Systems, Human Resources, Career Exploration and Development/Student Employment and Payroll. Utilizing this application allows HR offices on campus to have documents completed, signed and forwarded digitally and instantly, on any device with ease. Additionally, a method of electronically moving the documents to the virtual employment files was developed. This reduces time and effort, and minimizes the potential for lost paperwork. And students and staff love it! The Student Employment office is benefiting from the electronic signature program in the following ways: shorten student employee on boarding process, more secure than paper documents by encryption, complete audit trail of signatures, virtually no faxing, scanning or copies needed, reduce paperwork error rates and rework, quick and easy to use.

Wright C Ballroom
Above & Beyond

A Good Job: Campus Employment As a High-Impact Practice

Marianna Savoca, Stony Brook University – State University of New York

This interactive program will be of interest to entry-level practitioners who directly supervise student employees, mid-level managers who provide leadership for units with student employees, and senior-level professionals with divisional or institutional responsibility for student learning and student success. Areas of discussion: student employment as a vehicle for retention and student success; structuring student work experiences to maximize opportunities for learning and development.

Walker Room

Ways With Words: NACE Competencies for a Competing World

Les C. Miller, Appalachian State University

More often times than not graduating students have a difficult time in identifying their student employment experience into acquired skills and competencies which employers desire to see on resumes. This interactive workshop will help begin the process from day one by identifying the NACE career competencies in student employment job descriptions. Thus, opening the conversations with students and employers enabling them to better articulate their work experience. So bring some sample job descriptions to see if you can help “beef” them up in Ways with Words!

4:30 PM-5:30 PM
4th Floor Foyer

Registration Desk Open
Please drop off your lanyards.

6:00 PM-8:00 PM

Dinner Meet Ups
Sign up at the registration desk prior to the event to enjoy restaurants in Milwaukee with your NSEA colleagues. Meet in the lobby.

Friday, October 19

8:00 AM-9:00 AM &
12:00 PM-12:30PM
4th Floor Foyer

Registration Desk Open

9:00 AM-12:00 PM

Student Employment Tutorial (SET)

**If you would like to attend this program but did not preregister, please visit the registration table.*

6 Ways to Flip Your Script for Leadership Success

William A. (Bill) Gentry, Ph.D., Director of Career and Professional Development, High Point University

William A. (Bill) Gentry, Ph.D. is the Director of Career and Professional Development at High Point University where he is responsible for partnering with employers to create internship opportunities for current High Point University students, and employment opportunities or grad school placement upon their graduation.

As a researcher and practitioner, Dr. Gentry examines what leaders, notably first-time managers, can do to be successful and avoid derailment, and how organizations can build a healthy leadership pipeline by focusing on first-time, frontline and entry-level managers and supervisors. As a keynote speaker for conferences and events, he informs and inspires leaders, particularly entry- and first-level supervisors and managers who are leading for the first time to be their best.

During his career, Dr. Gentry has amassed more than 70 academic presentations and has published more than 40 academic articles. In addition, he and his research has been featured in more than 50 Internet and news outlets including Forbes.com, the *Wall Street Journal*, CNN.com, *Harvard Business Review*, *Chief Learning Officer*, ChiefExecutive.net, Toastmasters, and TrainingIndustry.com. He wrote the cover article to the July 2017 edition of *TD Magazine* focusing on first-time managers and new leaders (*From Me to We*). Dr. Gentry has also used his passion for research and developing first-time managers to write the highly acclaimed book *Be the Boss Everyone Wants to Work For: A Guide for New Leaders* (Berrett-Koehler Publishers).

Before coming to High Point University, Bill worked for more than a decade at the Center for Creative Leadership, a top-ranked global provider of executive education and leadership development as a researcher, trainer, and manager. Bill graduated summa cum laude from Emory University, and earned his M.S and Ph.D. in industrial-organizational psychology from the University of Georgia. He and his wife Courtney live in High Point, North Carolina.

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