



CAMPUS & STUDENT CENTERS

## STUDENT EMPLOYMENT: It's more than a job!

### LEARNING OUTCOMES

Our mission at the Campus & Student Centers is to enhance the educational program by providing opportunities for student development through employment.

#### Learning Objectives:

Students Associates employed in the Campus & Student Centers will:

- Learn cash management skills through balancing ticket sales at the Information Desk
- Demonstrate technical knowledge of technology through the use of audio-visual and computer equipment
- Demonstrate a significant knowledge of the Western Connecticut State University community
- Learn and exhibit professional behavior on and off the job
- Experience growth, interaction and learning as part of a team
- Demonstrate an understanding of their integral role in the operation of the Campus & Student Centers
- Demonstrate the ability to set and follow through with goals they set for themselves
- Broaden understanding for the importance of commitment, ethics, integrity and contributions to a team
- Enhance time-management skills while balancing academics, personal and work responsibilities
- Gain knowledge of event policies and protocols
- Be expected to uphold CSCs and University protocol and policy while on and off duty
- Gain knowledge of tickets sale policies and procedures
- Gain an understanding of the importance of safe cash handling procedures
- Gain an understanding of the importance of maintaining a clean and organized work environment

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- Develop the ability to interact with all types of guests (staff, students, faculty, parents, visitors, prospective students, community, etc.)
- Gain an understanding of the important role of the CSCs on a university campus
- Demonstrate a complete knowledge of the workings of the CSCs Information Desks
- Demonstrate the ability to function as part of a team
- Demonstrate an understanding of the importance of individual performance
- Learn the importance of positive interpersonal relationships with professional staff

Additionally, Students Managers and Student Supervisors will:

- Gain supervisory experience through the management of Student Associates
- Demonstrate the ability to prioritize multiple customer requests while managing the facility
- Exhibit crises management skills in the instance of a building emergency
- Know the protocol of who to contact in case of a building emergency and demonstrate said protocol
- Demonstrate knowledge of emergency procedures and general building evacuation protocol
- Learn motivation skills through encouraging Student Associates to perform duties well
- Gain an understanding of leadership through supervising peers
- Demonstrate an ability to work independently and without supervision while on shift as a manager
- Learn goal setting skills
- Demonstrate the ability to enforce CSCs protocol and policy as necessary
- Gain an understanding of the complexities of managing a facility
- Will plan training sessions for the Student Associates
- Understand what it means to be a role model on and off the job
- Build upon leadership and networking skills