



**Arrupe Corporate Work-Study Program
Best Practices October 2011—Examples**

*We thank the following Partner Companies for sharing your examples of:
Forms, processes, company newsletters, and other creative approaches
to help manage the Arrupe Student Worker*

- Archstone Communities LLC
- Aspect Energy, LLC
- Brass Smith LLC
- Catholic Health Initiatives
- Great West Life
- MWH Constructors, Inc.
- Seeds of Hope
- Westin Tabor Center Hotel

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**If you have questions, at any time, regarding your student worker:
Please contact the Arrupe Corporate Work-Study Program, at 303-710-7040**

Integrate/Introduce Students to Company

**Arrupe CWSP
Best Practices 2011
Examples**

Helping students feel part of your organization and its mission can be an important motivator for your student workers. The following pages contain examples of practices and materials used to introduce and integrate students within a company.

How to Integrate/Introduce to Company | Example from Catholic Health Initiatives

Part of integrating the students to the company may involve assigning mentors to the student worker. The mentors ask students to develop a presentation explaining what the student is doing and learning/gaining from his/her work experience. Here a few examples of this PowerPoint presentation template that the student updates throughout the year. If you wish to view the template as a PowerPoint file, please contact a Corporate Work-Study member.

Some things to remember as you are working on this presentation:

- Please feel free to be creative! Although we want specific information on some topics we also want this to be your presentation. Add information and comments that are important to you. There are no “right” or “wrong” ways to do this.
- Elaborate! For example, the statement “I liked to create spreadsheets” is a good start but we want to know why. You know by now that we’re interested in you and your experience.
- Work on this throughout the year. It is easier to create as you go along rather than trying to push this out the last few days in May.
- Ask questions and seek advice. Many of us are walking encyclopedias of technical information. Feel free to go to any member of your team for information and tips on fast and effective ways to create what you envision. We will be more than happy to help you.
- Tell us your story. We will be asking you to present this to us at the end of the year. Yep, that means standing up and speaking in front of the team that you have been working with during this school year. Try practicing with friends or family or one of us – you will find that this will be much easier if you do.
- Have fun! This is great opportunity to “play” while you work. You’ll find that the time you spend on this will be a fun and educational experience.


~ Bon Voyage!!



How to Integrate/Introduce to Company | Example from Brass Smith LLC

It is helpful for the student to know who or what department is responsible for what. If the student can have a greater understating of who are the key players for specific tasks or departments, this gives the student confidence with their projects and when answering phones.

People to Contact		
Dept/Project	Primary Contact Person	Secondary Person
Main Contact	Courtney	Danielle
Accounting (Accounting filing and matching)	Tencha	Courtney
Order / Quote Filing	Stephanie	Katie
Human Resource filing	Susan	Danielle
Shop Time Cards		
Marketing		
Purchasing Projects		
Special Projects		



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Key Employees and People to Know

Mike Ackerman, owner
Mike has an office at BSI, however, only comes in occasionally.

Tom Kissinger, Chief Executive Officer (CEO)
Tom's office is in the northeast corner of the building.

Dave Carr, Chief Financial Officer (CFO)
Dave's office is next to Tom Kissinger in the northeast hall.

Alex Nodes, Office Assistant
Alex is responsible for the front desk and lobby area. She is BSI's first link to guests and our customers via phone calls.

Courtney Chance, Purchasing/Accounting Specialist
Courtney is your main contact and will communicate most of your assignments to you. Courtney will coordinate your daily work and will sign your timecards.

Danielle Tomp, Payroll and Human Resources Administrator
Danielle is responsible for the timecards and ensuring time and jobs are entered correctly.

Katie Vais, Customer Service Manager
Katie is responsible for the quote and order files.

Kirk Snyder, Marketing Assistant
Kirk is responsible for correspondence to our customers and potential customers.

Susan Kemp, Human Resources Manager
Susan is the liaison between Arrupe and BSI.

Tencha Sanchez, Accounts Receivable/Accounts Payable (AR/AP)
Tencha is responsible for all invoices sent to customers and for paying our vendors who sell us raw materials and supplies.

www.bsidesigns.com

How to Integrate/Introduce to Company | Example from Great-West Life

The primary contact at Great-West Life makes each intern a binder with a pen, calculator, highlighter, a pad of paper, a copy of the Arrupe School calendar, a water bottle, and badge holder. The letter is placed on top of the binder. The primary contact spends 15-20 minutes going over the information prior to introducing students to their managers. This helps calm and reassure the intern –And emphasizes that they are part of the team. And if they need anything in the future, they know they have many recourses.

Student Name



Welcome to Great-West! We are glad that you have been assigned to work for us during the 2011-2012 school year! This is the sixth year that we have participated in the Arrupe Work Study Program and are looking forward to a wonderful year!

You have been assigned to work in the GWRS (GW Retirement Services) Department. You will report to Gary Biesiadecki (x71555) on 10T2. Some of your duties will include:

- Assembling Enrollment Kits for the field reps
- Binding reports for field managers
- Reconciling Field Ops reports to confirm equipment assigned to staff is correct
- Review/calculate that equipment charges are correct to field offices
- Administrative ad hoc reports as necessary

Should you have anything that you would like to talk about or need anything not provided to you, please let me know and I will do all I can to help you!

There are a few rules:

- 1) Please do not leave the Great-West campus without permission. It is OK to walk over to Starbucks. We have a full service Cafeteria and a Company Store that have lunch and snack items. You will be provided with a Lunch Coupon each work day in the amount of \$7 maximum.
- 2) Please notify Kendra (x72698) if you are not feeling well and she will contact the school so you can be picked up and taken home. It is better to stay home when you are sick so that your co-workers are not exposed and possibly end up sick as well.
- 3) It is expected that you will honor the safety rules that all employees follow. No running, pushing, etc. This is a place of business and a professional attitude will be expected at all times.
- 4) Please stay in your business unit until 10 minutes before time to meet your ride at the end of the day. If you need to speak with me at anytime, please make arrangements with your manager prior to coming to see me. Your manager is responsible for knowing where you are at all times.

We want you to have a safe and happy year at Great-West. If you have questions please feel free to call me or come see me!

Kendra Whittaker
kendra.whittaker@gwl.com
Corporate Community Support, 1T3
303-737-2698

Keeping Student Workers Utilized and on Task | Example from Brass Smith LLC

This example serves as daily agenda so the student knows what to expect from the day.

Miriam's Schedule

8:00am – 8:10am	Organize day Check Email Check Calendar on outlook Review White Board Give Courtney your time sheet. If she is out see Danielle.
8:10am – 10:30am	Enter Shop Time Cards Match Accounting documents File all accounting documents File all orders/quotes File for Human Resource Check and fill all printers, copiers, fax machines with paper in the front office (If low on paper please let Stephanie know) Check water level in the Postage Machine
10:30am -10:40am	Break (Please finish any project near completion before going on break) Example: you have 5 min left in completing a project...finish this first
10:40am-10:55am	Release Jobs (see Danielle)
10:55am-12:00pm	See white board and calendar for special projects needing to be done If no special project see Wayne or Kirk for the database project If Wayne and Kirk do not need help at this time please see extra stuff list
11:55am-12:00pm	Gather together any projects you can do at the front desk and have them ready for when you break the receptionist.
12:00pm-12:30pm	Lunch Break
12:30pm-1:30pm	Break Receptionist While at the desk do the following: Stuff envelopes (from anyone in the office who needs this to be done) Add up checks to be deposited and write total down for Courtney to do Work on projects that can be done at the front desk
1:30pm-3:45pm	Continue projects working on during the morning unless it is finished then See white board and calendar for special projects needing to be done If no special projects please see Wayne or Kirk for Database project If they do not need this done at this time please see extra stuff list
3:45pm-4:00pm	Check and fill all printers, copiers, fax machines with paper in the front office (If low on paper please let Stephanie know) Pick up area around main printers and fax machines Check water level in the Postage Machine Prepare to go home for the day

Note: Each student worker at Brass Smith LLC is in charge of a different filing area. Do to the segregation of students and files, if an error is noticed it is quickly attributed to a specific student and students are better able to get feedback on their performance.

How to Integrate/Introduce to Company | Example from MWH Constructors, Inc.

The supervisor created a handbook to help her keep the students organized, on task, setting expectations, and provides specific steps to a project. The binder is organized with index tabs, in a 3-ring binder (1.5" thick binder).

Sections to the binder:

- Company Mission Statement
- Organization (includes Organization Chart)
- Phone Directory
- Mail
- Daily Tasks
- Check-in and End of Day

Keeping Student Workers Utilized and on Task

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Communicating expectations and providing clear instructions are important components in any workplace setting. The following pages contain a sample scheduling tool and checklists that some of our partner organizations use to help their students.

Keeping Student Workers Utilized and on Task | Example from Archstone Communities LLC

This is an example of morning duties with explanation/reminders for student. These tasks and reminders help the company get things done in the morning. The student will understand what tasks need to get done and he/she can check-them off when they are done. The reminders help the student do the job correctly.

Getting Started

In the morning you will have various tasks that need to be completed. The morning tasks should only take you about 30-45 minutes to complete.

- **UPS Labels and folders:** Check cabinets to make sure they are filled with UPS labels and folders. (Located in the back right cubicle) If the cabinet is not at least halfway full it needs to be refilled. You can find the folders and UPS labels in the file room.
- **Inter-office envelopes:** Once the basket in the back is filled with inter-office envelopes take them to the copy room. In the copy room you will see a bin that has used envelopes, place them in there.
- **Filing Positive Pay packets:** Positive Pay packets will be placed in your inbox on your desk. Before filing the Positive Pay packet look in the right hand top corner and make sure all three signatures are present. Filing for the Positive Pay packets will be located in the drawer above desk. (Make sure that if there is a clip on it you take it off and staple.)
- **Making new folders for Positive Pay packets:** Each Positive Pay folder has a month and date range on it, and they should be filed accordingly (EX: Jan 2011 Positive Pay 1-15). After a folder has been filled with documents create a new folder with continuous date etc... The folders you will use to create new ones are located in the back right cubicle.
- **Emptying Drawers:** The drawers located where Darlene and Glen sit need to be emptied approximately every other week. The files you take out the drawer go to the big file room in the labeled spot. If you have trouble with this you can always ask Rick Friddle where a specific file will go. After the files are emptied and in the file room, you will need to take the original label off of the now empty drawer and put a new label on it. The labels are just little stickers that you can write on and are located above your desk in the cabinet.
- **Task List:** The task list will have different tasks for you to complete and should be checked each morning. In order to get to the task list you need to go to SharePoint. Once in SharePoint select departments, then Finance and scroll down to Accounts Payable. Then click shared documents, projects, finally Arrupe Task List.
- **Email:** Once you get an email account set up you should always check your email, some tasks may be sent to you through email.

Keeping Student Workers Utilized and on Task | Example from Westin Tabor Center Hotel

The student worker becomes familiar with how to do the job by getting trained on specific programs or processes to the company and is provided the necessary resources to help get the job done.

- The students are trained on our in-house systems, and have obtained the ability to answer questions or identify the correct information that clients/customers may be calling in for. To help with this, they both have their own inboxes
- We've got each of our students set up with their own work stations, email addresses, and they each have several tasks that are their responsibility to champion for the entirety of the year.

Keeping Student Workers Utilized and on Task | Example from Westin Tabor Center Hotel

The company has the student, for example, working the sales office and is responsible for the following:

- Answering the reception phones
(people calling regarding fielding sales and catering inquiries. The students record those inquiries, and then assign them to the appropriate sales managers)
- Turning over definite business
- Closing old files and filing them appropriately
- Creating files for a current business
- Delivering mail to people in the office

Also one student may be specifically responsible for one project/area while another student is responsible for a different project/area.

- One student, for example, championing the supply closet: by organizing, inventorying, and maintaining the closet
- Other student, for example, is champion of our amenities closet; where she also organizes, inventories, and maintains the closet.

Keeping Student Workers Utilized and on Task | Example from Archstone Communities LLC

Helpful reminders are good for the students, especially because the student works one day a week and may need these reminders to do his/her job correctly.

Helpful Reminders

Many projects you do may take some time so here are some helpful shortcuts of those and other things to help you along the way.

Ctrl-C=Copy

Ctrl-V=Paste

Ctrl-P=Print

Ctrl-S=Save

Ctrl-F=Find (Good in Excel)

- Saving websites like PeopleSoft and SharePoint in your favorites will allow you to access them quicker.
- While in PeopleSoft keys like Home and Insert will help out a lot when inserting numbers.
- Favorites is a helpful way to access websites that you will commonly visit such as PeopleSoft and SharePoint things like Heat won't need to be saved in your favorites because it is already saved on your desktop
- If entering something into the conversations field in PeopleSoft it's easier to open Microsoft Word type it there and copy and paste so you are not constantly retyping what belongs in the conversations fields.
- Having multiple windows open in PeopleSoft (if necessary) so you are not going back and forth between windows.
- If adding up sums in Excel highlight instead of calculating in your head or using a calculator.
- If making copies always remember to separate the originals from the copies. Remember also to re-staple any staples you removed.
- Take your badge everywhere! (Would hate to go on a mail trip and not be able to come back).
- Sticky notes are good reminders of things like passwords and something you may need to do upon returning to work.
- Always remember to check in files when using SharePoint!
- When looking for vouchers take the whole batch so files don't get lost or separated.
- Ask questions!! It is always better to ask a question if you are confused or need further clarification then taking the task not knowing what you are doing and potentially messing it up.

Keeping Student Workers Utilized and on Task | Example from Brass Smith LLC

Having an orientation onsite for all students at the same time is very helpful. This example is what is given to a team of student workers over the summer. The students receive the same training and expectations.

Arrupe Corporate Work Study Program Student-Employee Orientation

Welcome to BSI! We are looking forward to your year with us and we hope that this will be a rewarding experience for you.

Expectations

- We ask that you do your best work always. Please give us 100% of your skills, abilities and attention. When you do your job well—correctly and in a timely fashion—you are telling us that we can trust you with additional projects.
- Please do not share our information with others either inside or outside of our organization. That includes employee information, customer information, payment information, and so on. Confidentiality of our internal information is critical to our continued success.
- Ask us questions. If you do not TOTALLY understand what we want you to do, ask again. Sometimes we forget that we have been doing this for a long time and you haven't!
- Manage your time. Please remember that you are a paid employee (through CWSP) and we expect a full day's work every day. You will have daily tasks to do, a "go-to" list and contacts for additional projects, and an "extra jobs" list to use when you need something else to do.

Your Role at BSI

You play a critical support role at BSI and the tasks you are assigned are important parts of our success.

- Filing is SO important! We file because we need to refer to the information later and we need to find it! Make sure you put the information where it belongs.
- When you answer the phones and sit at the front desk, you are the voice and face of BSI. Our customers don't know (and shouldn't need to) that you are a high school student on a work-study program. They only know that you are a BSI employee and you are representing us. Please speak clearly and professionally at all times.

Electronics and Technology

As student-employees, we ask that you keep all electronic equipment at home or in your backpack while you are at work, including ipods, mp3 players, and cell phones. If you are "tempted", please leave your electronic equipment with Courtney along with your timecard each morning. If you need to use your cell phone on your lunch break, please do so outside of the building.

Using BSI's computers for personal email and personal internet use is NOT allowed.

We want to help you have the best work experience! Please do not hesitate to ask questions of any of us or our colleagues. We look forward to your employment with BSI!

Keeping Student Workers Utilized and on Task | Example from Seeds of Hope

Explaining job duties and expectations up front, and holding students accountable for these expectations, can improve student performance and reduce frustration. Students are more likely to excel when they know what is expected and when they receive specific feedback. Here is an example of a company who provides a job description and expectations for their student workers on the students first workday.

Job Description and Expectations

Your job is to provide administrative and project support to all the members of the Seeds of Hope staff.

Each day, you will have set duties to complete. On your first work days with us, Christine will go over all of these duties with you and train you on them until you are comfortable taking them over on your own. These duties include, but are not limited to:

- Filing
- Picking up and dropping off mail from the mail room
- Copying, faxing, and scanning
- Restocking letterhead and envelopes
- Straightening the Seeds of Hope work area

Each day, you will also have a special project to work on. These projects include, but are not limited to:

- Stuffing envelopes
- Folding newsletters
- Creating prospect lists in Excel
- Sending out auction item solicitation letters
- Working on arts and crafts projects for events

Please ask questions if you are unsure about your job duties. We want you to be confident in your work – never be afraid to ask questions or for clarification.

Supervisor Information

Your supervisor is _____. She is your contact person at Seeds of Hope. Please check in with her upon your arrival and departure each day, as she will be responsible for signing your time sheet. If she is not in the office, the back-up person to sign your time sheet and go to with questions is _____. If you ever have questions or concerns about your job, you are more than welcome to speak to _____. We want you to be a happy part of our team. Please communicate with her and let us know your thoughts.

Our expectations of you

We expect you to be on-time and ready to work. We know it will take some time to get used to your new job, so please ask questions and let us know if you have concerns. In every task that you do, please take your time to do it. We do not want you to race through your work. We much rather you take your time and do a good and thorough job. We expect you to communicate with us. Please keep us informed about your job. Give _____ updates on how a project is going and any issues that have come up. If you have finished a task and do not have anything to do, let us know so we can keep you busy. If there is a task that you have enjoyed, we want to know that too!

We ask you to be flexible with us. We do not have a lot of space to work in, so you will not have a set workspace. It may change frequently. Please be patient with us, especially in the first few weeks.

Keeping Student Workers Utilized and on Task | Example from Seeds of Hope

The student workers are still young and may lose track of time or become easily distracted. Clear expectations reduce mistakes and frustration for both the supervisor and the student. Here is an example of expectations for the students lunch/breaks.

Lunch and breaks

During your workday, you will have a one-hour lunch break and a fifteen minute break in the morning and a fifteen minute break in the afternoon. You may take your morning and afternoon breaks at your leisure. You may use the restroom or go refill your water bottle any time you need to. Your lunchtime will begin after the mail has been picked up and dropped off (this time will vary by day).

Unfortunately, we do not have a lunchroom here. You are welcome to eat your lunch outside if the weather is nice. Or, you may eat your lunch in your workspace. We do not have any restaurants or cafeterias within walking distance. Therefore, you will need to bring your lunch. We have a refrigerator and microwave in the kitchen that you are welcome to use.

Please only use your cell phone during breaks and lunchtime. If you are going talk on your cell phone during lunch or breaks, please step outside or go somewhere you will not disturb the others on our floor.

If you have an iPod to bring to work, you are welcome to do so. You may listen to music on your iPod when you are filing, folding, or doing other tasks in which listening to music will not distract you. You may also listen to your iPod during breaks and lunchtime.