

# **2010 ACCED-I REGION 12 FALL SUMMIT**

---

Finding, Hiring, Training, & Retaining  
Seasonal Student Workers at  
Boston University

# Student Staff Size

---

- ❑ Our staff consists of approx. 50 students.
- ❑ We offer 6 different positions
  - Residence Hall Coordinator
  - Front Desk Attendant
  - Lead Room Attendant
  - Room Attendant
  - Operations Assistant
  - Conference Assistant
- ❑ Room Attendant job function has the most with 25.

# Function

---

- ❑ Their function as student employees is to help maintain front and back of the house operations for our residence halls that we utilize during the summer for our conference housing programs.
- ❑ The back of the house operations consist of preparing guest rooms. It includes making beds, placing amenities, cleaning rooms, and all duties relating to preparing these rooms for our guests.
- ❑ Front of the house operations include facilitating the arrival and departure of conference housing guests, and providing assistance to guests while in residence.
- ❑ There are different levels of responsibility within each operation, and the positions are broken out to provide student supervisors to each side of the house.

# Marketing

---

- ❑ We market to potential employees via the University's Student Link website, our own Departmental website, and informational recruitment tables set up at the dining halls and the recreation center at various times throughout the spring semester.
- ❑ We get a fair amount of applications from students who have heard of our positions via word of mouth from past employees.
- ❑ Last year we received 25% of our new applications from students who were referred to us by a friend.
- ❑ The Student Link website sent us about 25% of our new applicants.
- ❑ We got 20% of them from our efforts at the dining halls and fitness center.

# Marketing

---

- Overall though the positions tend to market themselves once students find out that we offer free housing as part of the compensation for working.



# Training

---

- Training for our students includes three main components
  - “Classroom” sessions to go over policies and procedures
  - Safety meetings with our Environmental Health and Safety office
  - Hands on experiences with our University’s Commencement.

# Training

---

- Our “classroom” sessions are held for us to go over each individual jobs own policies and procedures.
- These sessions are job specific, and we spend time going over the rights and wrongs, and laying out scenarios that may be encountered throughout the summer.
- We also have a customer service piece attached to these sessions, as a lot of the program involves some interaction with the clients, and we want the students to be able to provide our customers with the best service they can, even if what they do is not directly related to interacting with the clients.

# Training

---

- We initially get our students in house before their last week of finals to go over safety procedures with our Environmental Health and Safety office. Because of the type of work they perform, they need to know about specific procedures in order to stay safe during the summer.



# Training

---

- Commencement provides us with a great opportunity to get the students all together so they get to meet each other, and then work along side one another for a few days actually performing some of their job duties. It may not be exactly what they do throughout the summer, but it is close, and the ability for them to learn from experience is very beneficial in the long run. Commencement is our kick off to the summer season, and it gives the students the truest sense of what to expect for the upcoming months.



# Training

---

- In the future we plan on incorporating a lot more hands on type training.
- From the end of year evaluations we received, the students preferred actually doing the work, rather than listening to a presentation on how it is done.
- That as well as some more team building sessions should be able to best prepare our staff for their season ahead.

