

RAD Partners in STEP at University Library IUI:



# Transforming Student Employment Experience Through Research and Design

# Agenda



01

Introductions

02

Research Overview

03

Statistics and Findings

04

Going Forward

# Student Employee Experience Partners (STEP)



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# Student Employment At a Glance



40-60

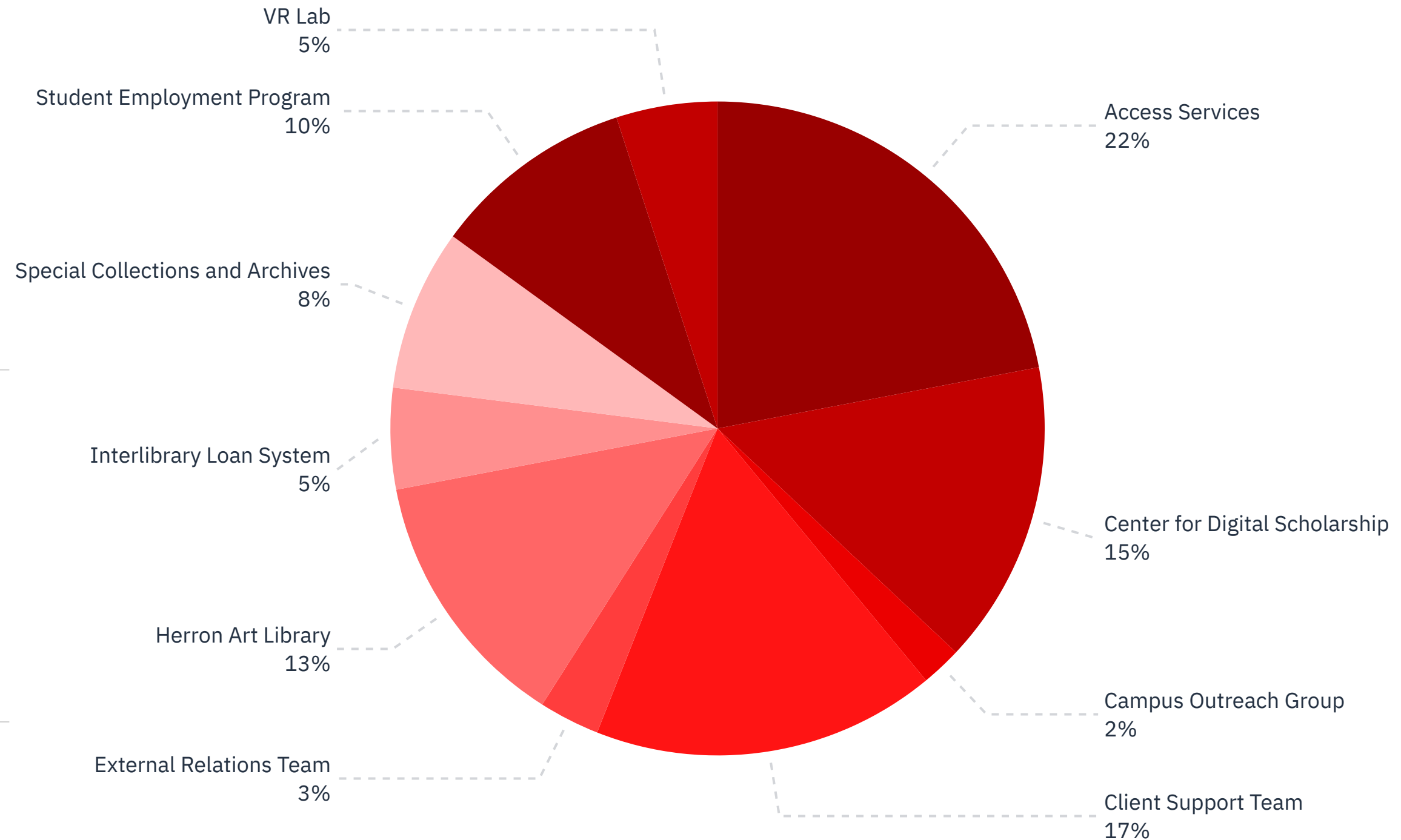
Typical number of students employed at University Library in a given semester

10

Total units across University Library

40%

Current approximate percentage that student employees make up at University Library



# Student Employee Experience Program Design



## Considerations

- Student-centered and led
- Purposeful employment
- Active learning and high-impact practices
- Continuous assessment and improvement

## Importance to Other Students

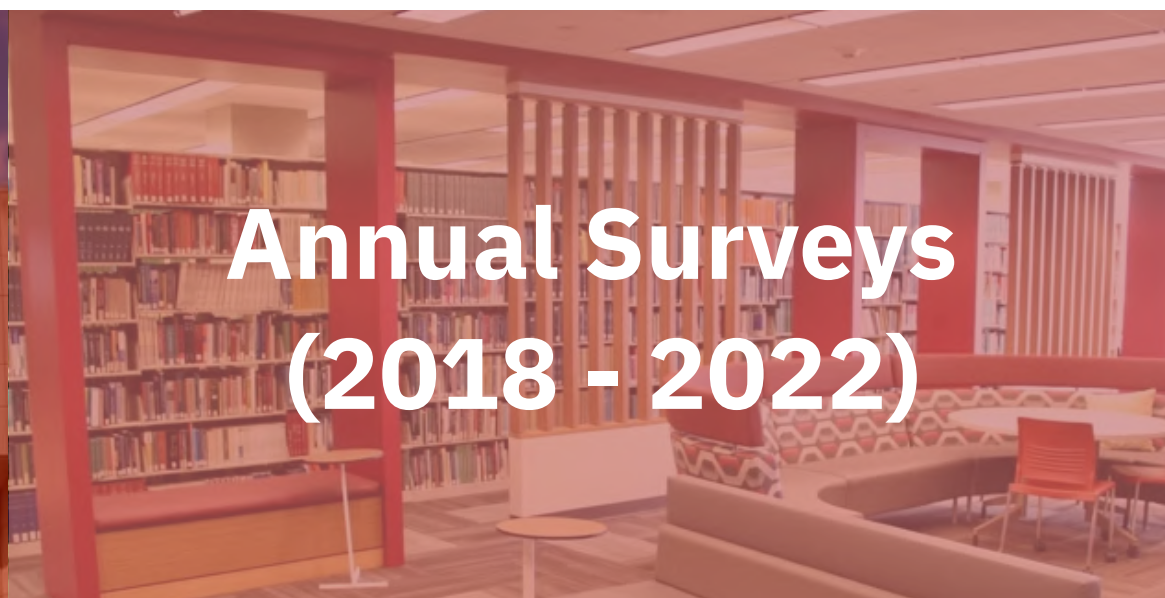
- Peer collaboration and support
- Supportive and inclusive work environment
- Stronger sense of belonging
- Career and personal growth



# Research



**Demographics  
Review**



**Annual Surveys  
(2018 - 2022)**



**Literature  
Review**



**Interviews**



**Observations/  
Shadowing**



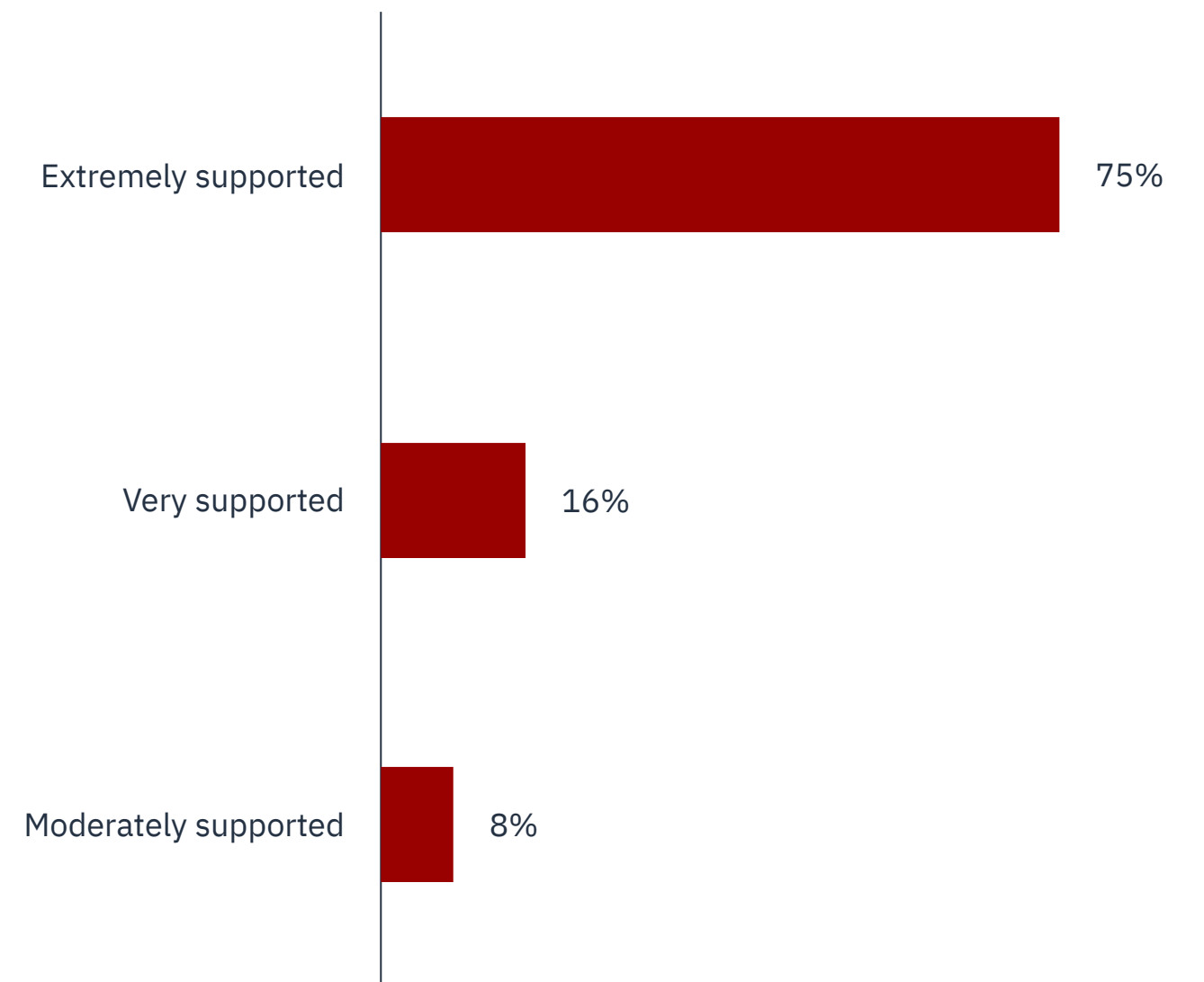
**Comprehensive  
Survey**

# Research Findings



Felt **supported** from their supervisor

How supported do you feel  
by your supervisors?



\*12 replies to our survey were received out of approx. 40 student employees at UL.

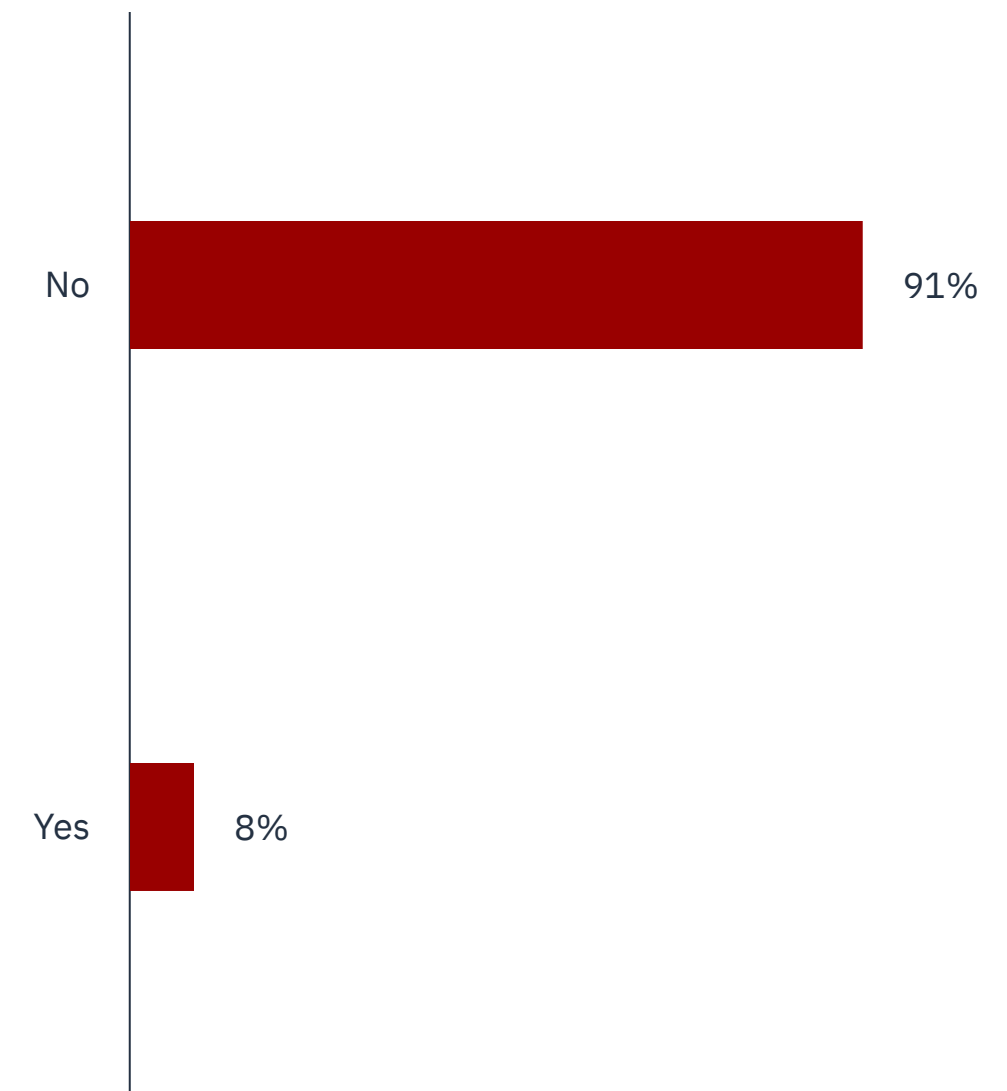
# Research Findings



Felt **supported** from their supervisor

**91%** of job satisfaction and guidance

Are there any issues you face in your role?



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# Research Findings

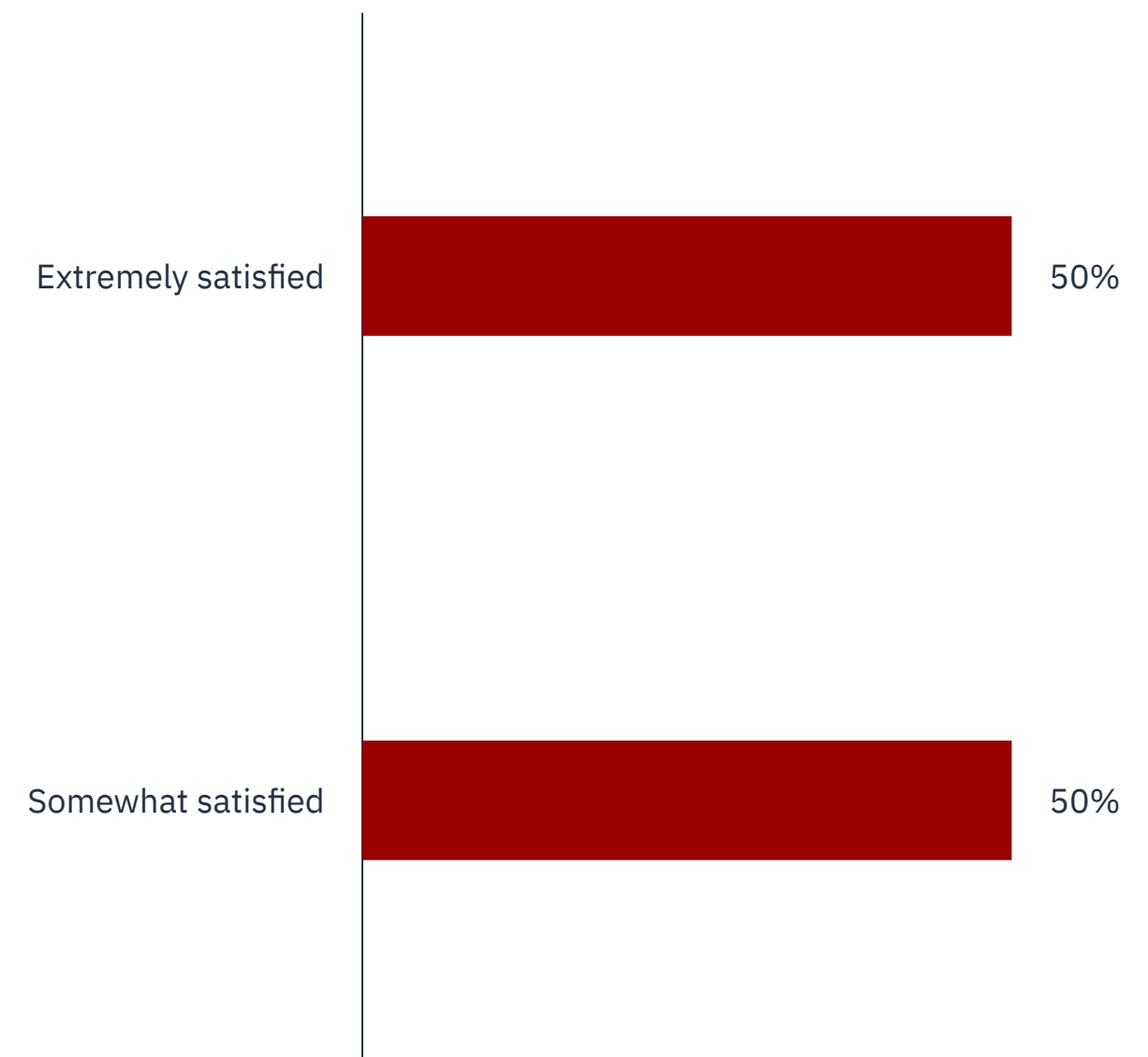


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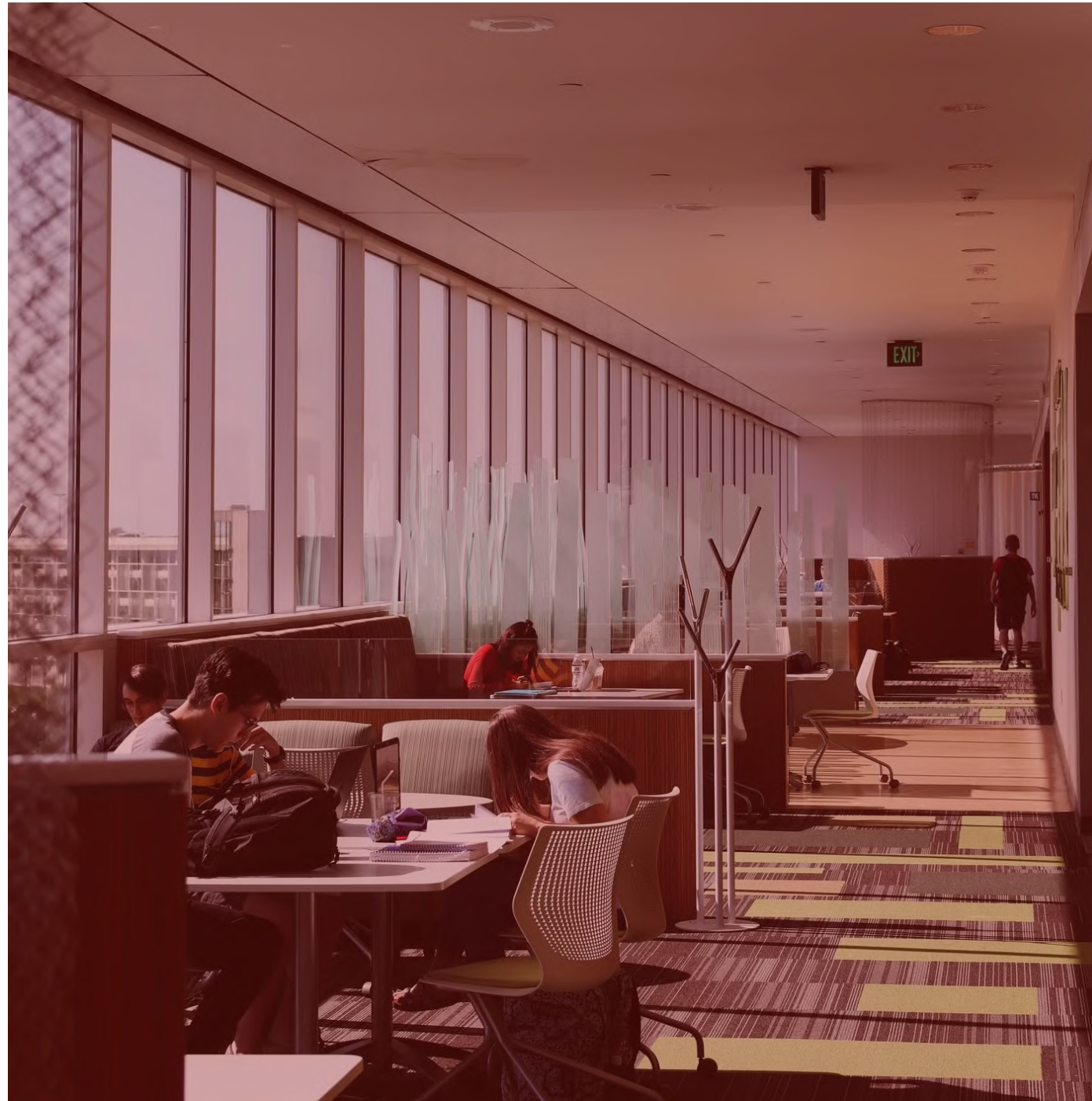
Feel recognized and **appreciated**,  
fostering overall growth

How satisfied are you with your current tasks & role?



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# Research Findings



01. Balancing academic and personal work
02. Networking and team building opportunities
03. Professional development

# Research Recommendations



## 01 Enhance Networking and Collaboration Opportunities

Encourage cross-department collaboration, build camaraderie through team-building activities



## 02 Improve Professional Development Offerings

Offer direct career guidance, start up skill development workshops



## 03 Increase Visibility and Utilization of External Resources

Raise awareness of available resources, facilitate access to external resources



# Importance and **Benefits** to STEP and the Library



## For **Student Employees**

- Improve personal and professional development
- Enhance sense of belonging
- Provide better work experience



## For **University Library**

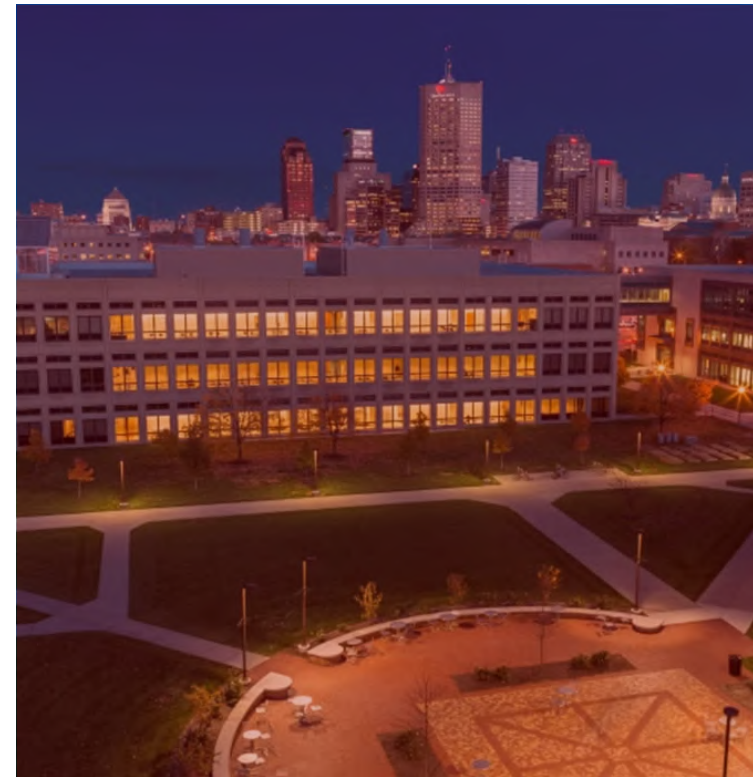
- Align with institutional goals
- Improve employee performance
- Increase retention rates

# Action Plans



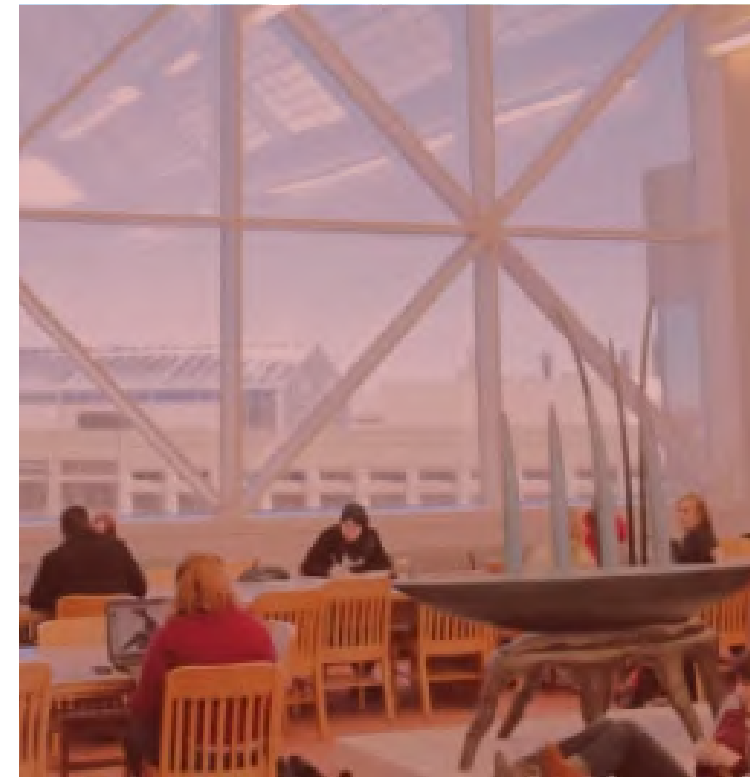
**01** Monthly Informal networking opportunities

Recurring monthly social events



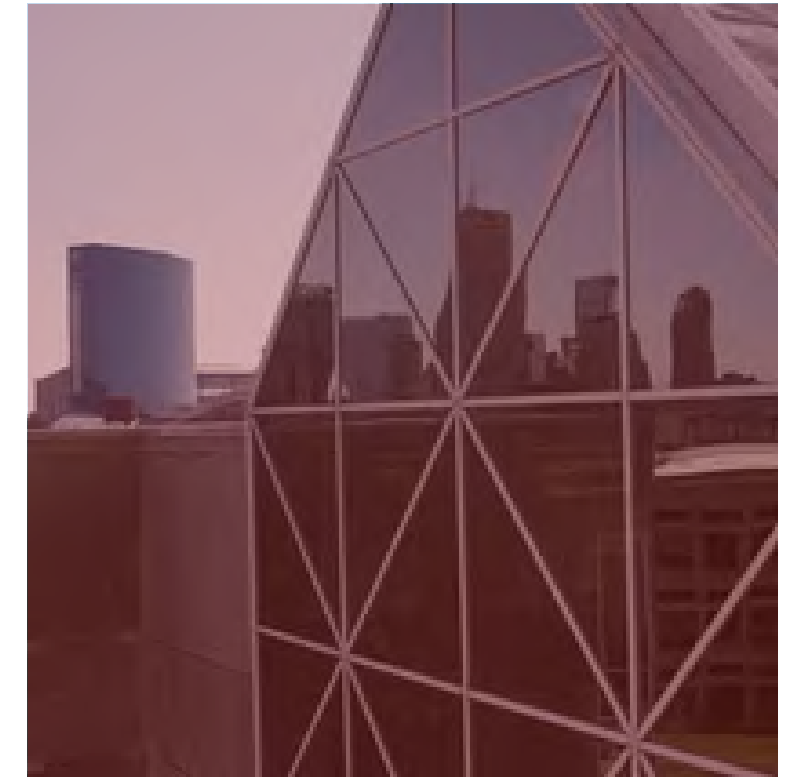
**02** Career Week and Professional Development Resources

Mock interviews, resume reviews, luncheon panel



**03** Voluntary Peer Mentorship Program

Buddy system for new hires



**04** Ongoing Research

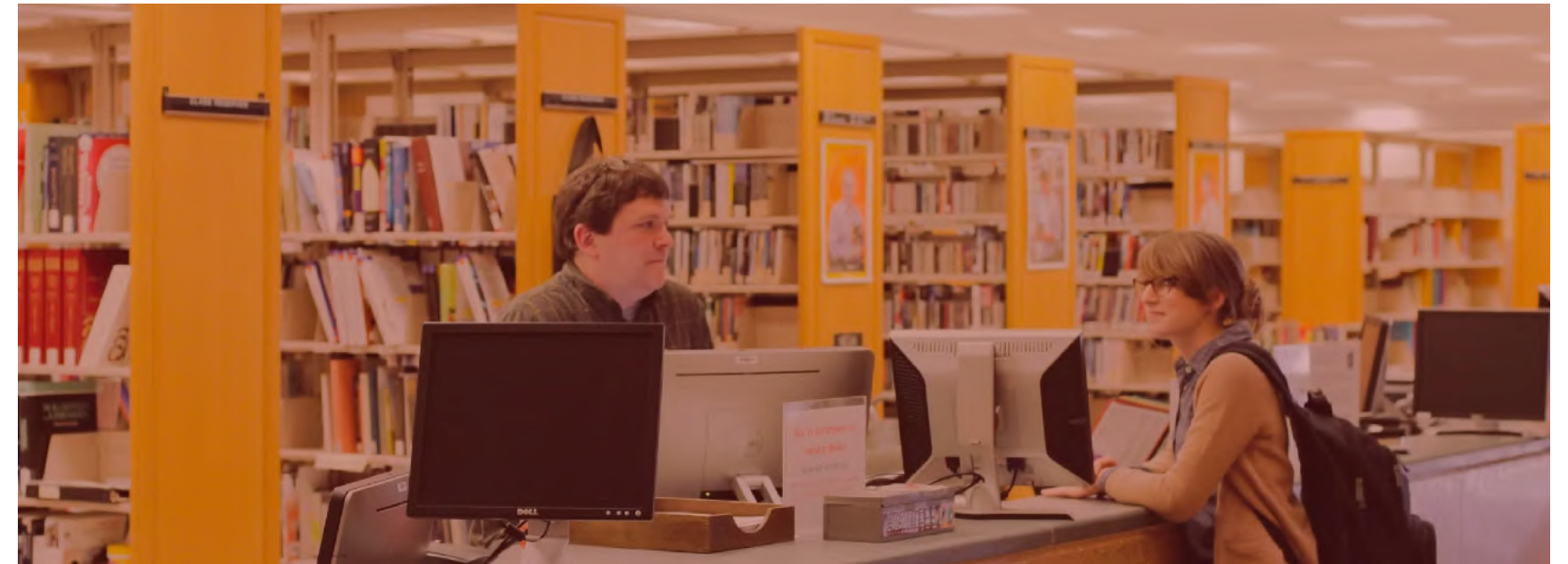
Feedback surveys, Post-event surveys, interviews

# Current Event **Agenda**



## 01 Third Thursdays

Informal events *every third Thursday* of the month encouraging student employees across departments to meet and mingle in a more relaxed and low-key environment



## 02 Professional Development Week

Resumé reviews, mock interview, luncheon discussion panel, and overall focus on career and skill growth specific for UL student employees to provide them with catered advice

# Ongoing Progress



## Student Employee Council

Extracurricular and leadership opportunities, will offer more channels of communication between student and full-time employees, allows students to have a voice in the UL goings-on

## The Next Generation

Onboarding new RAD Partners to take on the mantle, using our research and current plans in action as a framework how we can continue to shape the student employee experience at UL to be successful and resourceful



# Continuous Feedback



**Monthly**

Post-Event Questions

To gauge what students are enjoying about events and what they would like to see going forward, more informal and quick engagement

**Bi-Yearly**

End of Semester Surveys

Sent out to students to better understand how the semester has gone in terms of work-life balance, an open form to receive feedback

**Yearly**

Library Council Committee

With STEP Council as a work in progress, having student voices in spaces such as this could help garner supervisor feedback as well

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What  
comes  
after:

# Building a Framework.

— George Kuh



“It’s not only the activity, it’s the extent to which students are asked to think about what’s happening to them, how well designed it is, how often they get feedback, the quality of that feedback, and how often they interact with their peers around the experience they’re having.”

UNIVERSITY  
LIBRARY

# Thank you!



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