



Turning Student Workers into Interns; A Success Story

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Introductions

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Student Employment Experience Goal

Our goal is to take the knowledge and instruction offered in classrooms and provide the hands-on experience necessary for continued success in the workplace.



Industry Feedback

- The class of 2018 entered the workforce without the necessary soft skills employers need; qualified entry level candidates are hard to find.
- The skills that are most attractive currently are strategic thinking and analytical skills, teamwork, the ability to adapt to change, and leadership ability.

(Inside Higher Ed, Workplace Trends)

This is true of non IT jobs as well.

Entry Level Skill Gap

Figure 1: Employer vs. Student Perception of Proficiency in Career Readiness Competencies, by Percentage of Respondents

Competency	% of Employers That Rated Recent Grads Proficient*	% of Students Who Considered Themselves Proficient**
Professionalism/Work Ethic	42.5%	89.4%
Oral/Written Communications	41.6%	79.4%
Critical Thinking/Problem Solving	55.8%	79.9%
Teamwork/Collaboration	77.0%	85.1%
Leadership	33.0%	70.5%
Digital Technology	65.8%	59.9%
Career Management	17.3%	40.9%
Global/Intercultural Fluency	20.7%	34.9%

Source: *Job Outlook 2018* (N=201 employing organizations) and *The Class of 2017 Student Survey Report* (N=4,213 graduating seniors), National Association of Colleges and Employers

*The percentages corresponding to "rated proficient" represent, among all responding employers, the percentage who, on a 5-point scale, rated recent graduates either "very" (4) or "extremely" (5) proficient in the respective competency.

**The percentages corresponding to "considered proficient" represent, among all responding graduating seniors from the Class of 2017, the percentage who, on a 5-point scale, considered himself/herself either "very" (4) or "extremely" (5) proficient in the respective competency.



Entry Level Skill Gap in Administrative Technologies



Use the numerous Student Worker positions effectively



Administrative Technologies is doing something that is garnering a lot of interest and we wanted to share the success factors with you.



Core Competencies

The core competencies used in our training program are:

- Communication
- Building Collaborative Relationships
- Customer Orientation
- Fostering innovation and Continuous Improvement
- Initiative
- Flexibility
- Reliability
- Managing Change

- Overview of SEE
- Module 1: Getting Star...
- Module 2: Endpoint Es...
- Module 3: Endpoint Pr...
- Module 4: Endpoint Int...
- Module 120: Onboardi...
- Evaluations
- Success Report
- Resources
- Statistics
- Site Info
- Learner Support
- Help

OVERVIEW OF SEE

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[Link](#) [? Help](#)

+ Administrative Technologies Employee Core Competencies

Attention to Communication: Ensuring that information is passed on to others who should be kept informed.

Building Collaborative Relationships: The ability to develop, maintain, and strengthen partnerships with others inside or outside of the organization who can provide information, assistance and support.

Customer Orientation: Demonstrates concern for meeting internal and external customers' needs in a manner that provides excellence in the customer experience.

Fostering Innovation/Continuous Improvement: Developing, sponsoring or supporting the introduction of new and improved methods, products, procedures or technologies.

Initiative: Identifying, evaluating and acting on what needs to be done and doing it before being required to act according to the situation; being present, attentive and engaged.

Flexibility: Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things.

Reliability: Demonstrates a high level of dependability in all aspects of the job.

Managing Change: Demonstrating support for innovation and for organizational changes needed to improve the organization's effectiveness; initiating, sponsoring, and implementing organizational change; helping others successfully respond to organizational changes.

Fostering Diversity: Creates an atmosphere of valuing and accepting others.

Technical Expertise: Acquires and uses technical and professional knowledge, skills and judgment to accomplish results and provides excellence in the customer experience.

[AT Core Competencies.pdf](#)

+ [Add attachments](#)

+ Module Overviews

Module 1: Getting Started - Offers a brief introduction to Endpoint Support and focuses on developing a baseline understanding of Office 365, Outlook desktop application, Teams, Cherwell, and PowerShell.

Module 2: Endpoint Essentials - The most used tools and procedures for building the foundation of the Technician position explained in depth.

Module 3: Endpoint Procedures - Additional tools and procedures to know as a Technician.

Module 4: Endpoint Tech II & III Training - Other tools available for use.

Module 5: eRecycling ***** Under Construction *****

Module 6: Asset Management ***** Under Construction *****

+ [Add attachments](#)

+ Technician Handbook

- Overview of SEE
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MODULE 3: ENDPOINT PROCEDURES

Add Content + Reorder ⚙

[Module 3: Endpoint Procedures](#) > **Section 3.1 - Building a Computer**

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How Do We Build Computers?

Commonly confused with the physical assembly of computers, the act of 'building' a computer references construction of the environment in which the user would be interacting. This pertains to all applications, software, policies in place on the device that shape the user experience. In order to standardize this, we use a Microsoft administration product known as Software Center Configuration Manager (SCCM) to deploy the software and operating systems to computers that we support.

Currently, Endpoint Systems administrators made to the Endpoint Support SCCM environment, as well as providing support for all of campus in terms of maintenance of SCCM as a service. For our convenience, the Windows Pre-installation Environment (WinPE) allows us to create bootable deployment keys that use network connection to install preliminary applications, drivers and the operating system.

* Which of the following is the best description of what it means to 'build' a computer in terms of the scope of Endpoint Support?

- 1 : Assembling RAM, motherboard, GPU, CPU, and casing to create the physical device.
- 2 : Connecting all peripherals including network cables, keyboard, mouse and monitors.
- 3 : Implementing an image on a machine with a specific operating system, software, and policy.
- 4 : All of the above.

Submit Answer Show Poll





Impact Beyond Illinois State

We have students that have left the university and are currently working in *Corporate Cyber Security*, Information Technology with in *Disney*, Departmental and Team leads at *State Farm Insurance*, *Country Financial*, *Discover*, and *Caterpillar*.



Christian Sandu:

“I can easily attribute my better skills to the student worker position I held at Endpoint Support.

To give an idea of previous experience I had only worked at a couple electronic retailers before joining the Endpoint team, so I had little skills other than selling. While my current full-time position has a different focus, I can easily draw parallels in my approach to solving issues or completing tasks from what I picked up as a student worker.

Invaluable skills such as time management, communication, organization, teamwork, and self-sustainability/reliance, the experience you gain from peers and mentors, when approaching challenging opportunities, you know nothing about. This was my best gained life/job skill from Endpoint and it continues to serve me well as I was able to join AT full time, largely thanks to that experience, that lives on in the ilstu and AT culture.

I continue to feel that sense of support and in turn I seek to share that experience with others.”



Michael Knerr:

“As a student technician I was able to hone and expand on my craft in the IT field while also drawing experience from a talented group of mentors.

My progression from a level one technician to lead technician greatly helped my transition to a full-time position by providing me the necessary skills to work effectively with the distributed nature of the University’s technology and prepared me for roles of greater responsibility.

The institutional knowledge and communication experience I obtained from interacting with so many diverse areas of the University as a student has been extremely valuable.

When I started my full-time career I was productive immediately with great credit going to the lessons I received from my previous student positions and mentors.”



Our training program has proven effective with students studying outside of the IT field. A few examples are

Branden Wall, is in Biochemistry with an emphasis in Pre-Med course work. He began by answering the phone queue and has worked his way up to working on our systems administration team

Sophia Renteria, Journalism major and is currently working with Administrative Communications.

Evie Kovarik, Actuarial major, now a member of the Enterprise Data Analytics.

Can this model be replicated?

- Yes.
- Expect more from your student workers, give them structure.
- We have the starter kit, and we believe you can make it work for you.

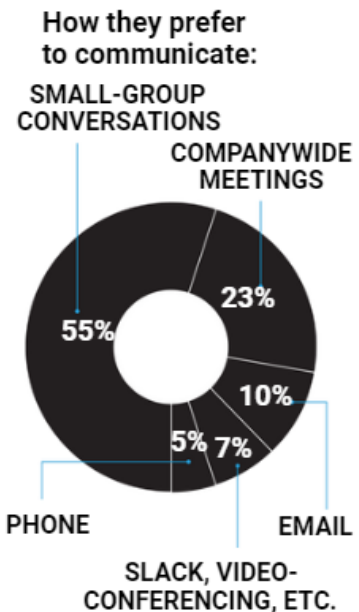
Millennial and Generation Z Gap?

- We are learning from our student workers.
- With a relatable vision and mission, the right support structure, high expectations, and a trustworthy value system, the gap disappears.

Millennial and Generation Z Gap?

THAT THING ABOUT MILLENNIALS COMMUNICATING ONLY WITH THEIR PHONES?

Don't believe it. When it comes to conveying info to employees, these leaders said they like to keep things personal. And 51% said they want to reveal, and explain, company financials—be they good, bad, or ugly—to staff.



"You walk up to them and let them know what's going on or what you expect. People don't like meetings, and nobody takes emails seriously."



Coley DeWitt, VP of Phil DeWitt Equipment, a farm-equipment dealer in Sikeston, Missouri

Final Thoughts

- Student workers are a valuable resource
- With the right structure, the students close workplace readiness gap
- We believe these results can be replicated in non-IT areas