OFFICE OF INTERNATIONAL PROGRAMS AND STUDY ABROAD

THE UNIVERSITY OF TEXAS AT EL PASO™

FROM FRONT DESK TO CORNER OFFICE: STUDENT PROFESSIONAL DEVELOPMENT WORKSHOPS

















During the Spring 2019 semester, the Office of International Programs and Study Abroad (OIPSA) sponsored professional development workshops for its student employees. Recognizing the value of our students and the responsibility to help develop them into high-achieving professionals, OIPSA developed and hosted two 1.5-hour Student Professional Development Workshops, and sponsored students to attend three development and leadership events hosted by other UTEP departments. The goal was to improve the skill level of the student staff in various aspects when looking back at their current positions at OIPSA, and to improve their confidence in these areas for the future when they will be applying for jobs and starting careers after graduation.

RESEARCH QUESTION

WHAT CAN OIPSA DO TO PROACTIVELY AND INTENTIONALLY DEVELOP STUDENT EMPLOYEES TO THRIVE IN THEIR CURRENT ROLES AND EXCEED IN THEIR **FUTURE CAREERS?**

LEARNING OUTCOMES

- (1) Student employees will feel more confident in their skills in their current positions at OIPSA.
- (2) Student employees will feel more confident and prepared to enter the workforce upon graduating.

omments LOOKING BACK

at current OIPSA job

'If something is wrong, I can talk about it with a full-time

"How to refer to a professor."

"Do not give advice, just information."

"I feel more comfortable when talking to students, and my manners and way of speaking give a better impression."

"Helps to remind me that life is always bigger than the immediate surroundings."

"Network with other student workers from other offices."

"Leadership skills are useful in any work environment."

> "I am able to connect better with my coworkers."

"Using the same terminology

as the caller so they feel

"This event will help me at

OIP by being a better

leader at work and having a

better relation with the

students coming to the

"...This will help me show

even more respect to those

"Be more courteous, and

really understand the

students' needs."

understood."

"Smile more."

office."

around me."

UTEP L.I.V.E. (Leadership, Innovation, Vision, **Engagement)**

Email Etiquette &

Workplace Ethics

Workshop

Feb 22, 2019

Hosted by: OIPSA & HR

Attended: 9

Miner Manners:

Mastering Dining

Etiquette

Mar 7, 2019

Hosted by: Career Center

Attended: 8

Apr 12, 2019 Hosted by: **SELC** # Attended: 4

"Ask for the full details [from **Customer Service** the client]."

Apr 26, 2019 Hosted by: **OIPSA**

Workshop

"Don't take client moods personally."

"Don't make assumptions. Be patient."

ment my strengths...."

"I will focus my energy and time in projects that compli-

"...It gives me more hope to find a position that I can thrive instead of endure."

KEY FINDINGS

ments LOOKING FORWARD to future career

> "When to use BCC (I didn't know what that was)."

> > "Don't do favors."

"Be more conscious and responsible of what I email."

"...We practiced enough, so

in the future, we can be

attending those events with

"These... experiences/skills make

us different from other students

"It helped me to keep being

"One of the key points was to

identify the type of leader

your boss is so you can

better work with them."

real companies."

when applying for a job."

proactive."

confident when

100%

"Strongly Agreed" or "Agreed" that they felt more confident in their skills at OIPSA after attending each OIPSAhosted workshop.

"Strongly Agreed" or that they felt more confident that they will be prepared to enter the workforce after graduation after attending each OIPSA -hosted workshop.

INNOVATION

. Created intentional professional development workshops and assessed participation in outside workshops, which has not been done by our department before.

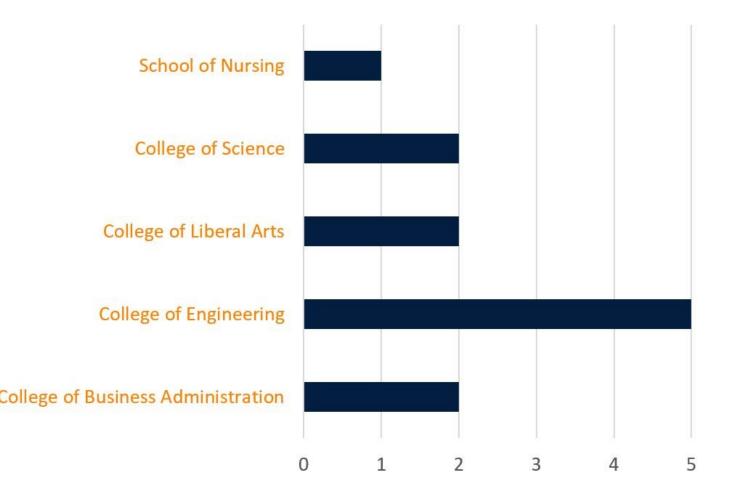
- . Used videos from the UT Skillport to enhance workshops.

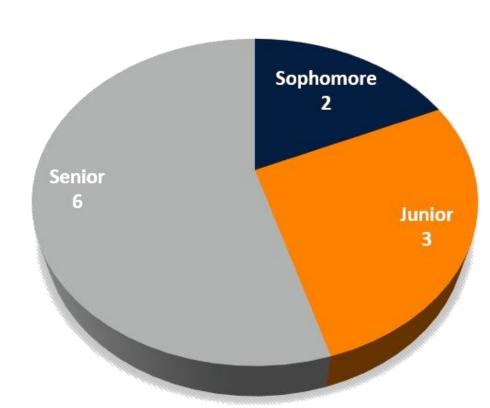
. Added self-reflection components into workshops for personal development.

(METHODOLOGY

Internally-created three-to-six question surveys were distributed to student employees who participated in each event. Data was qualitative and quantitative. There was a 100% response rate for each event.







DEMOGRAPHICS)

OIPSA employs 11 undergraduate students. Eight work with OIP, and three work with SA. One SA employee was hired in March and unable to participate in the earlier events. Most students had been employed with OIPSA for at least one year, and would continue their employment beyond Spring 2019.

Attended: 11

May 1, 2019 Hosted by: **SELC** # Attended: 2

21st Century Scholars

FORWARD THINKING

In previous years, OIPSA would sponsor students to attend professional development events hosted by other departments, but most student workshops were centered around task-based trainings and office procedural changes. OIPSA will continue to host professional development workshops with varying topics, and continue to sponsor student employees for events hosted by other departments. Students have also been encouraged to seek out relevant events (ex. through the CampusEdge site) that may be of particular use to them.

Learning from past sessions, we will work on improving our time management by either covering fewer topics in a session, or scheduling longer sessions to ensure all planned topics are covered. Potential future workshop topics are listed below:

Strengths Finder Stress Management Resume Building

Presentations & Public Speaking

LOOKING BACK FOR THE FUTURE...

In the spirit of this year's theme and in an effort to continue to be forward-thinking regarding our student professional development, we ask our students to share their thoughts on how preparing for and presenting at the poster session helped with their current OIPSA jobs and prepared them for the future...