

Disability Services Student Paraprofessionals

HIRING, TRAINING AND PROFESSIONAL DEVELOPMENT



Presenters



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Learning Objectives

- ▶ Set Clear Hiring Goals
- ▶ Develop Effective Recruiting Strategies
- ▶ Administer Interactive and Enriching Training Sessions
- ▶ Promote and Facilitate Professional Development
- ▶ Prepare and Equip Students for the Future



Setting Goals for Hiring Student Paraprofessionals

ASSESSING DEPARTMENT NEEDS AND DEVELOPING JOB CRITERIA

State of DSS in 2015

- ▶ Front office staffing: Office Manager, Testing Coordinator and 5 student assistants
- ▶ Limited amount of disability specialists
- ▶ High increase in student population
- ▶ Transitioning from a paper-based process to a digital student management system
- ▶ Limited resources
- ▶ Minimal space

Job Criteria Development: Activity

Goal	Need	Skills and Abilities
Using Digital/Online Computer Student Database	Online database-tech savvy	Comfortable with technology and variety or software application
Helping students navigate first semester of college	Coordinating and leading Peer Mentor Program. Pairing students with disabilities with a mentor during first semester of college	Experience with mentoring, communication, relationship building, connecting students to resources



Effective Recruitment Strategies

POSITION DESCRIPTIONS, JOB MARKETING, AND INTERVIEW QUESTIONS

The Position Description

- ▶ Follow campus guidelines for student employment
- ▶ Should include:
 - ▶ Brief Department Description
 - ▶ Education, Experience, Skills and Requirements
 - ▶ Compensation
 - ▶ Work Schedule
 - ▶ General Responsibilities
 - ▶ Training Requirements
- ▶ [Select for Online Form Example](#)

Marketing the Open Positions

- ▶ **Create an accessible version of the job application**
- ▶ **Create a flier and job announcement**
 - ▶ Include key words
 - ▶ Appeal to students: use appropriate language provide examples
 - ▶ Pertinent information on the position
- ▶ **Post fliers in relevant locations**
 - ▶ Career center
 - ▶ Academic Departments: Human Services, Special Education, Communications, etc.
 - ▶ Housing
 - ▶ Diversity centers
 - ▶ Student support services offices
- ▶ **Online postings**
- ▶ **Referrals**



JOIN OUR TEAM!

Apply to be a Student Assistant at DSS!

Become an advocate and ally for CSUF's diverse population! Promote diversity and inclusion for all students and increase accessibility of all campus environments.

POSITIONS AVAILABLE



FRONT OFFICE ASSISTANT

- Engage and educate students and guests about general services, accommodations process, groups/workshops and campus resources.
- Serve as an exam proctor to students with testing accommodations.



EXAM PROCTOR ASSISTANT

- Direct assistant to DSS Exam Proctoring Coordinator.
- Serve as program lead during night exams.
- Serve as an exam proctor to students with testing accommodations.

TO APPLY:

Apply online at tinyurl.com/dsspositions
before Friday, June 22

- Use your Fullerton email to access the application.
- All positions will use the same form, so no need to complete multiple forms if interested in multiple positions

Creating the Interview Questions

Goal	Need	Skills and Abilities	Questions
Using Digital/Online Computer Student Database	Online database-tech savvy	Comfortable with technology and variety of software application	What technology or software have you worked with in the past?
Helping students navigate first semester of college	Coordinating and leading Peer Mentor Program. Pairing students with disabilities with a mentor during first semester of college	Experience with mentoring, communication, relationship building, connecting students to resources	When working in team, what role do you take on? If there is conflict within the team, how would you navigate that?



Structuring Training Sessions

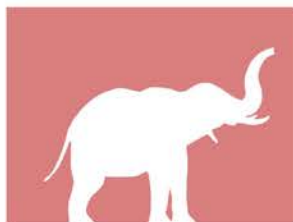
PROGRAM FOUNDATIONS & TEAM BUILDING

Why it is important to Establish the Office Mission & Core Values

- ▶ Understanding of why the program exists
- ▶ Supports the mission of your program
- ▶ Reflection of department values
- ▶ Helps to set self-evaluation and improvement goals
- ▶ Inspire people to action & improve engagement
- ▶ Template for decision making

DISABILITY SUPPORT SERVICES

OUR CORE VALUES



NOT JUST TITAN PRIDE... DSS PRIDE!

Be proud to serve our community!
The way to do great work is to love what you do!



TITANS REACH HIGHER!

Strive for excellence!
Demonstrate integrity to your team and our community.



MAKE AN IMPACT. EMPOWER OURSELVES AND OUR COMMUNITY

We are advocates and allies.
Ensure your actions have provided access, support and advocacy to our community.



ADD THE SWEET TOUCH

Create meaningful connections everyday with guests, students, faculty, and staff.



CONTINUOUS LEARNING AND GROWTH

Empower yourself and others to take learning opportunities to grow to be better partners.



TEAMWORK MAKES THE DREAM WORK

Build lasting relationships. Think smarter, work harder and do it together with our partners and each other.



**MAKE AN IMPACT.
EMPOWER OURSELVES AND
OUR COMMUNITY**

We are advocates
and allies.

Ensure your actions
have provided access,
support and advocacy
to our community.

- **Agents of change**
- **Serve with integrity**
- **Ensuring each person is provided with a high level of service and support**
- **Universally impactful**

Training Component Examples

- ▶ Policies and Procedures: e.g. Application Process, Testing Policy
- ▶ Disability & the Law: e.g. ADA, Section 504, FERPA, HIPPA
- ▶ Accessible Technology
- ▶ Diversity Training
- ▶ Professionalism and Etiquette
- ▶ Identifying Campus Resources

Engaging Activities

▶ Ice Breakers & Team Building

- ▶ Fun and interactive ways to get everyone introduced to each other
- ▶ Gives opportunity for everyone to participate and share something about themselves
- ▶ Establishes comradery
- ▶ More engaged, more invested, build trust, teamwork

▶ Consider Various Learning Styles

- ▶ Great way to introduce Universal Design elements
- ▶ Utilize various teaching methods: PowerPoints, training videos, handouts, hands-on activities, etc.
- ▶ Include multiple staff presenters

▶ Accessible & Inclusive

- ▶ When selecting activities, uphold inclusivity and diversity

HUMAN BINGO!

ASK AROUND TO FILL IN ALL THE SPACES - YOU MAY ONLY USE A PERSON'S NAME ONCE

SOMEONE WITH GLASSES	SOMEONE IN YOUR CLASS	SOMEONE BORN IN SAME MONTH AS YOU	SOMEONE WITH BROWN HAIR	SOMEONE WHO HAS 'S' IN THEIR NAME	SOMEONE WHO LIKES TO PLAY SPORT
SOMEONE WHO CAN PLAY PIANO	SOMEONE WHO CAN DO A CARTWHEEL	SOMEONE WHO LIKES STAR WARS	SOMEONE WHO HAS A PET DOG	SOMEONE WHO CAN ROLLERSKATE	SOMEONE WHO LIKES APPLES
SOMEONE WITH BLUE EYES	SOMEONE NOT IN YOUR CLASS	SOMEONE OLDER THAN YOU	SOMEONE WHO LIKES THE COLOUR PINK	SOMEONE WHO CAN CROSS THEIR EYES	SOMEONE WHO CAN CLIMB TREES
SOMEONE WHO HAS BEEN ON A PLANE	SOMEONE WHO EATS CHOCOLATE	SOMEONE WHO LIKES LEGO	SOMEONE YOUNGER THAN YOU	SOMEONE WHO CAN WHISTLE	SOMEONE WHO PLAYS SPORT

Tell us:

RED - something about yesterday

ORANGE - something you do well

YELLOW - something about your childhood

BLUE - something you learned last week

BROWN - something you can't live without

GREEN - something you watch/listen to



Additional Professional Development During Employment

- ▶ **Disability Related Trainings:**
 - ▶ ASL/Sign Language
 - ▶ Service Animals/ESA's
 - ▶ Disability Diversity
- ▶ **Crisis Training**
- ▶ **Collaborating with campus partners to better support students**
 - ▶ Veterans Resource Center, Counseling & Psychological Services, Workability IV, Tutoring Centers, Housing, LGBTQ Resource Center, Academic Departments, Center for Autism, University Police, Student Health Center
- ▶ **Provide Leadership Opportunities**



Preparing for Their Future

FOSTERING TRANSFERABLE SKILLS

Acquired Skills: DSS Employment

▶ “Soft” Skills

- ▶ Professional oral and written communication
- ▶ Customer service
- ▶ Problem solving and critical thinking
- ▶ Establishing healthy professional working relationships

▶ Developing office and administrative competencies

- ▶ Operating Office Equipment
- ▶ Navigating campus and community resources
- ▶ Projects and administrative tasks
- ▶ Understanding confidentiality

▶ Technology Skills

- ▶ Working with accessible and office technology
- ▶ Student Management Databases
- ▶ Digital and website content

▶ Diversity and Inclusion

- ▶ Advocating for civil rights
- ▶ Identifying barriers
- ▶ Outreach, education and training



Coming Full Circle

BENEFITING BOTH THE STUDENT PARAPROFESSIONALS AND YOUR OFFICE

Reciprocal Relationships & Benefits

▶ Student Workers Benefit

- ▶ Convenience of working on campus
- ▶ Understanding diverse identities
- ▶ Able to make a positive impact in student's lives
- ▶ Professional development towards career goals
- ▶ Establish their work ethic and marketable skills for future employers
- ▶ Networking and establish relationships with professionals in higher education
- ▶ Encouraging them to be professionally responsible and autonomous

▶ DSS Office benefits

- ▶ Capitalize off of their strengths and abilities
 - ▶ Ex: marketing, outreach, leaderships, organization, program development
- ▶ Cost-effective
- ▶ Provides support to staff workload
- ▶ Create a more comfortable and inviting environment for students
- ▶ Connect with student clubs and organizations by student liaison
- ▶ Developing agents of equity and social change

Former Student Paraprofessional Testimonials

- ▶ **Cassandra:** “Working for DSS has challenged me into improving my communication skills with students. DSS has taught me to always find all the best possible information for students, as well as creating a connection with the students we service providing a welcoming non-transactional atmosphere.”
- ▶ **Brianna:** “Working at DSS has significantly impacted my growth as a paraprofessional and has allowed me to develop many valuable skills that are necessary for my intended career path. For example, I am able to exercise flexibility and critical thinking skills when working directly with a population that exhibits a wide range of abilities and needs. Additionally, this position has helped me to refine my communication skills, my ability to take initiative, and uphold values of advocacy and allyship.”

Former Student Paraprofessional Testimonials

- ▶ **Clara:** “Working at Disability Support Services has helped me develop skills that I was lacking as an individual going into the professional world. For example, being a student assistant challenged me every day to step out of my comfort zone and think critically to find solutions to issues that didn't always have a straight forward answer. This position also taught me how to use my voice and become an advocate to individuals with disabilities and provide an environment that is equitable to all. Lastly, this job also gave me confidence as a professional by being consistently exposed to opportunities to provide resources and assistance to not only the individuals we provide services to, but to the university population as well. This job was exactly what I needed right as I graduated and took off into the professional world.”
- ▶ **Melissa:** “In the time that I have worked at DSS, I have grown professionally and personally with the assistance of my colleagues and supervisors. Working with the DSS staff, CSUF faculty and students has helped me develop interpersonal skills that will be used in future workplaces and my own life. My favorite aspect of working as a student at DSS was having the ability to work as a team and still be able to take initiative when the opportunity presented itself. I have learned how to collaborate with others, support our community and be proactive while working and I am beyond grateful to DSS for enriching my professional development”



Questions?

References

- DSS Website
 - <http://www.fullerton.edu/dss/>
- CSUF Employer's Guide for On-Campus Student Employment
 - http://www.fullerton.edu/financialaid/_resources/pdf/resources/Employers%20Guide%20for%20On-Campus%20Student%20Employment.pdf
- Inclusive Ice Breakers & Team Builders
 - <http://www.serviceandinclusion.org/conf/HSHT-Team-Building-Ice-Breaker-Manual-2008-09.pdf>
 - https://counties.uwex.edu/fonddulac/files/2012/12/Icebreakers_and_Mixers_th_at_Promote_Inclusion-WebVersion.pdf
- Soft Skills
 - <https://www.thebalancecareers.com/list-of-soft-skills-2063770>



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