

Training Your Disability Services Student Workers: The Nitty Gritty Edition!

AHEAD 2021 Equity & Excellence Conference-Austin, Texas

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1 **Welcome! Today's Agenda**

- Introductions
- Overview of the TECHniques Center
- Brainstorming
- Details, Details, Details
- Reflection & Debrief
- Q&A, Table Work, and Next Steps

2 **Introductions!**

- What is your name?
- Where are you from?
- What is one of the biggest challenges you have planning and executing student worker training?

3 **About the TECHniques Center**

- Fee-for-service program of Student Disability Services
- - 8 hours of tutoring / week and weekly meetings with an Academic Counselor
- Hire 65 – 75 tutors each semester to work with 175 students
- Highly rated Level 3 CRLA tutoring/Level 1 mentoring program with extensive training and high pay rates on campus
- Very relationship-based job; tutors are matched one-on-one with students, and we consider our workplace a family environment

4 **TC Training Schedule Outline – Day 1**

- New Tutors Only
- Structured like Texas Tech University's New Employee Training
- Focuses on: Introduction to Program, Developing Empathy, Program Culture, P&P, Documentation, Introduction to Tutoring
- 8:15 a.m. – 4:30 p.m. (about 8 hours of training including a working lunch)

5 **TC Training Schedule Outline – Day 2**

- Both New and Returning Tutors
- Structured Conference-Style with an Opening Session, a Keynote Session, Breakout Sessions, and a Closing Session
- Focuses on: Team Building, Professionalism, A Variety of Level 1, 2, and 3 CRLA Topics, and a Special Message from a Keynote
- 8:15 a.m. – 3:30 p.m. (About 7 hours of training including working lunch)

6 **Table Work**

- Take some time to work at your tables and answer the following questions:
 - What does your training look like now?
 - What ideas do you like and could implement this semester?
 - What do you want to do differently for your next training?

7 **Let's Build a Toolkit**

- Collaborating through the entire process

8 **Brainstorming**

- Training Planning Meeting
 - Where all the decisions are made!
- [CRLA Levels/Topics](#)
- [AHEAD Domain, Standards and Performance Indicators](#)
- [Peatworks.org](#)

9 **Brainstorming - Continued**

- Requirements & Must Haves
- Themes
- Food
- Keynote
- What else needs to be decided?

10 **Roles**

- Proposals
- Interests & Expertise
- Staff & Master Tutors collaborate

11 **Deadlines**

- Blurbs
- Presentation materials
- Requirements & standards

12 **Location**

- Blurbs
- Presentation materials
- Requirements & standards

13 **Other Location Considerations**

- Where to have breakout sessions?
- Room sizes matter with student chosen learning track
 - Why?
- Any other location considerations?

14 **Themes**

- Vary each semester to make training extra magical!
- Brainstorm as a group
- Incorporate the theme into session titles & descriptions, decorations, and music
- Master Tutors will help create signs, handouts, and table decorations
- We reuse a LOT of our resources

- Can order cheap decorations from Oriental Trading Company and Amazon

15 **Themes Throughout the Years**

- Superheroes
- Comic Books
- Anniversary and New Year. New Vision.
- Harry Potter
- Pirates
- “The Future is Bright” Theme
 - The more you engage in the theme, the more the students will engage in the training.
- Anniversary Theme
 - Celebrate your milestones
- The Winning Theme for This Semester’s Training is...
 - The trees are a hint
 - Any guesses?
 - Drum roll, please
- Survivor!
 - Chaos Kass!!
 - Decorations
 - Ways to incorporate survivor into the mandatory trainings
 - Other theme ideas??

16 **Keynote Speaker**

- Who do you know?
- What knowledge do you want them to share?
- Professors
- Career Center
- Student Affairs Staff
- Deans
- Former Employees
- Graduate Assistants
- Medical/Counseling Staff
- Shoot for the stars!
- Dream Keynote Speaker?

17 **T-Shirts and Swag**

- New T-shirt for each academic year
- Creates a sense of unity and belonging
- Serves as a marketing, promotion, and recruitment tool for our program
- Logo competition
- Other swag?

18 **Activities**

- Get active
- Thoughtfully design activities
- “Verbal and Non-Verbal Clues” activity
- Design Your Journey Activity
 - Passengers
 - Destination
 - Tools Available

- Starting Point
- “Resume Writing” Team Building Exercise
- Team Values Activity
 - Team building
 - Sets your priorities as a team
 - This team chose:
 - Growth
 - Caring
 - Communication
- Assessment Activities
 - Have fun assessing the learning
 - Kahoot
 - Poll Everywhere
- More Activity Ideas
 - Take a creative approach
 - Use your unique talents to make the trainings memorable and special
 - What special talents or other ideas can you think of?
- Group Photo
 - Social Media Posts
 - Marketing Materials
 - Memories

19 **Resources – Tutor Binders**

- TECHniques Center Policies and Procedures
- Guides to documentation system and time sheet reporting
- Resources for Before the Session ...
- Resources for During the Session ...
- Resources for After the Session...
- Campus and Online Resources
- Tabs for each student, their syllabi, assessments, etc.
 - *Due to the pandemic, binder resources are now completely online using OneNote*
- What resources does your training specifically need?

20 **Food**

- Candy, snacks, coffee, and a working lunch both days
- On campus locations sometimes require university catering (can be more expensive)
- Try to partner with local vendors to get a better deal
- Potbelly’s, Slim Chickens, Fuddruckers, J&B Coffee
- Restaurant Ideas?

21 **Reflection and Debrief**

- We send a survey at the end of each training asking for feedback
- Master Tutors are debriefed for their insights
- Staff meet the next morning to discuss what went well, what we would change, concerns, and initial observations
- What else do you want to know?

- 22 **More Table Work**
- What final questions do you have?
 - What are your next steps to integrate some magic into your student training?
 - What team members can help you accomplish these goals?
 - Where else can you go for help?

23 **The TECHniques Center at Texas Tech University**

<http://www.depts.ttu.edu/techniques/>

<https://www.facebook.com/TechniquesCenter/>

<https://techniquescenter.wordpress.com/>