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)
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?

Let’s Build a Toolkit
- Collaborating through the entire process

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

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

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

Deadlines
- Blurbs
- Presentation materials
- Requirements & standards

Location
- Blurbs
- Presentation materials
- Requirements & standards

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

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
  o The more you engage in the theme, the more the students will engage in the training.
• Anniversary Theme
  o Celebrate your milestones
• The Winning Theme for This Semester’s Training is...
  o The trees are a hint
  o Any guesses?
  o Drum roll, please
• Survivor!
  o Chaos Kass!!
  o Decorations
  o Ways to incorporate survivor into the mandatory trainings
  o 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
  o Passengers
  o Destination
  o Tools Available
o Starting Point
• “Resume Writing” Team Building Exercise
• Team Values Activity
  o Team building
  o Sets your priorities as a team
    ▪ This team chose:
    ▪ Growth
    ▪ Caring
    ▪ Communication
• Assessment Activities
  o Have fun assessing the learning
  o Kahoot
  o Poll Everywhere
• More Activity Ideas
  o Take a creative approach
  o Use your unique talents to make the trainings memorable and special
  o What special talents or other ideas can you think of?

• Group Photo
  o Social Media Posts
  o Marketing Materials
  o 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.
  o 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?
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?

The TECHniques Center at Texas Tech University
http://www.depts.ttu.edu/techniques/
https://www.facebook.com/TechniquesCenter/
https://techniquescenter.wordpress.com/