UCF

Work+

SKILLS FOR TODAY, SUCCESS FOR TOMORROW

SSWB Supervisor Training

Integrating Career Readiness into Student Work

January 29, 2025

Training: 12:00-2:00pm

Group Consultation: 2:00pm-2:30pm

Meet the Career Education Team

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Work+ Student Assistant

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Work+ Supervisor Training Does Not Cover the Following:

- Performance Appraisals
- Performance Management
- Supporting Students in Distress
- Conflict Resolution
- Human Resources Training
- Accessibility Training
- Training for Supporting Veterans
- Emotional Intelligence Individual/Team Insights

Where can you go to get these trainings?

UCF Human Resources:
hr.ucf.edu/liaisons-supervisors/#resources

Office of Learning and Organizational Development:
access.ucf.edu/workshops/#courses

LinkedIn Learning:
digitallearning.ucf.edu/linkedin-learning

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Agenda

Icebreaker
Who you are as a supervisor

Why Work+
Identify and articulate the purpose, opportunities, and benefits of Work+.

NACE Competencies
Examine the NACE competencies and how they can be applied to improve the working learner experience through Work+.

Tools and Strategies for Supporting Working Learners
Acquire tools and strategies to engage working learners and integrate NACE core competencies, preparing them with career-ready skills.

Who's in the Room

Academic Advancement Programs	Academic Advocacy	Academic Success Coaching	Career Services	Downtown Student Services	Experiential Learning
First Year Experience	Housing and Residence Life	LEAD Scholars Academy	Office of Student Involvement	Recreation and Wellness Center	Registrar's Office
Student Academic Resource Center	Student Care Services	Student Union	UCF Connect	Undergraduate Admissions	University Testing Center

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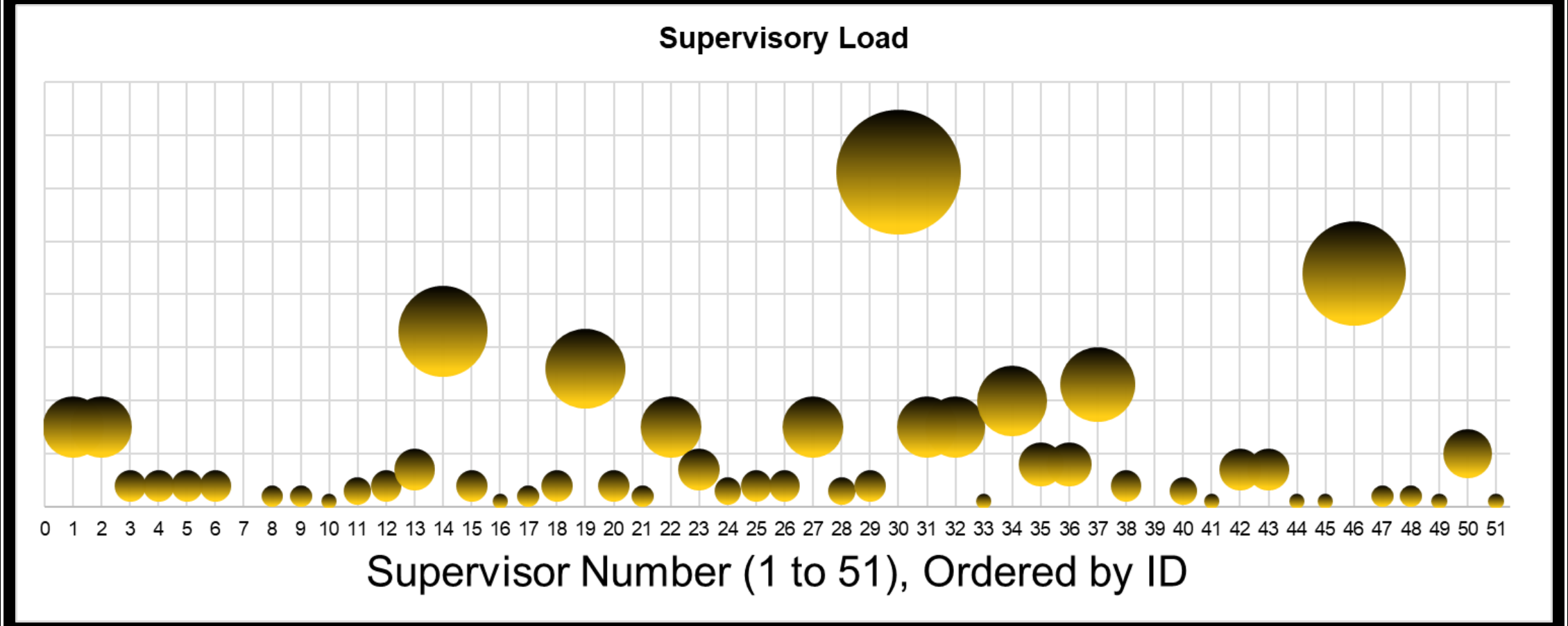
SSWB Supervisors: Supervisory Load



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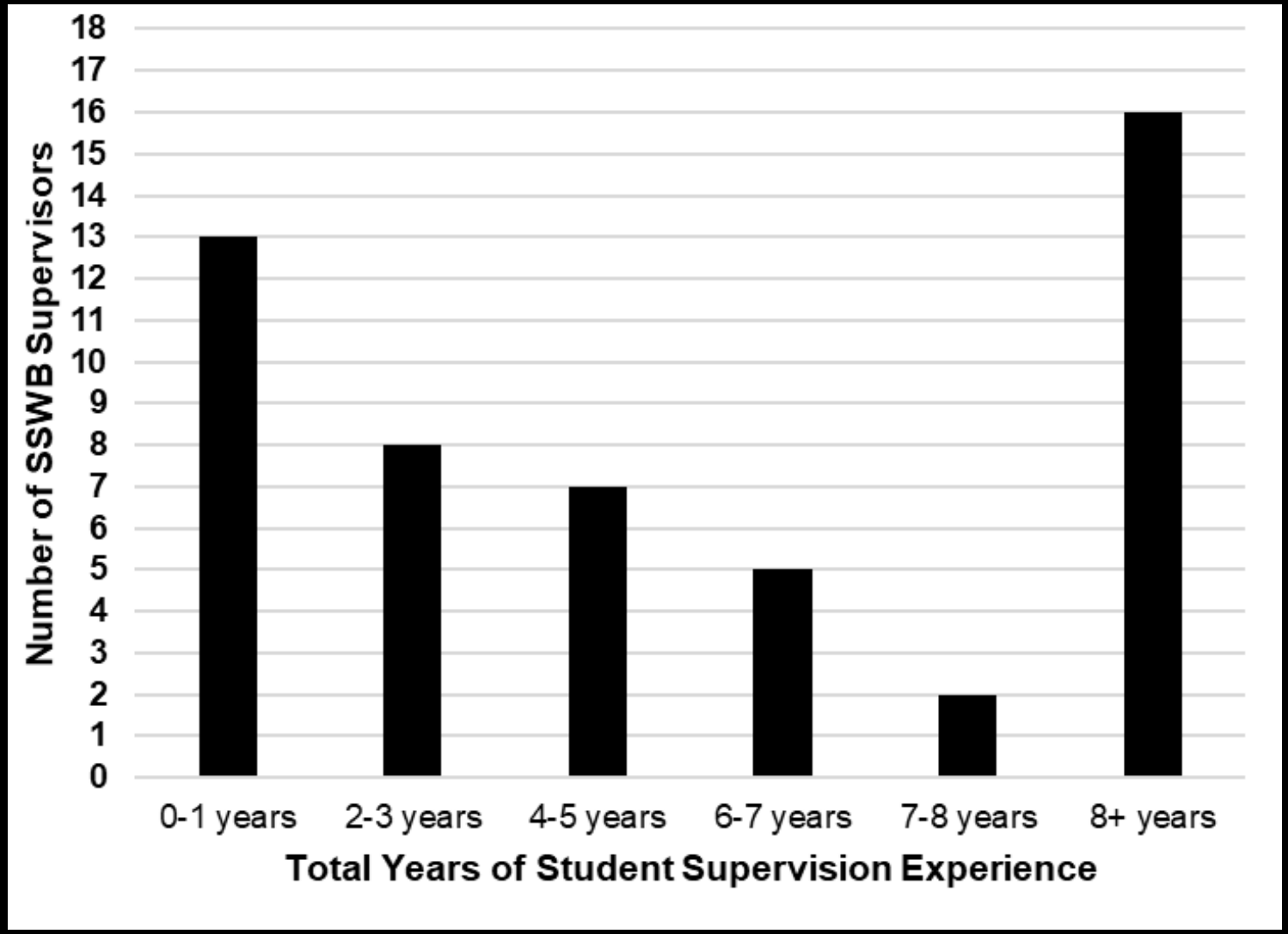
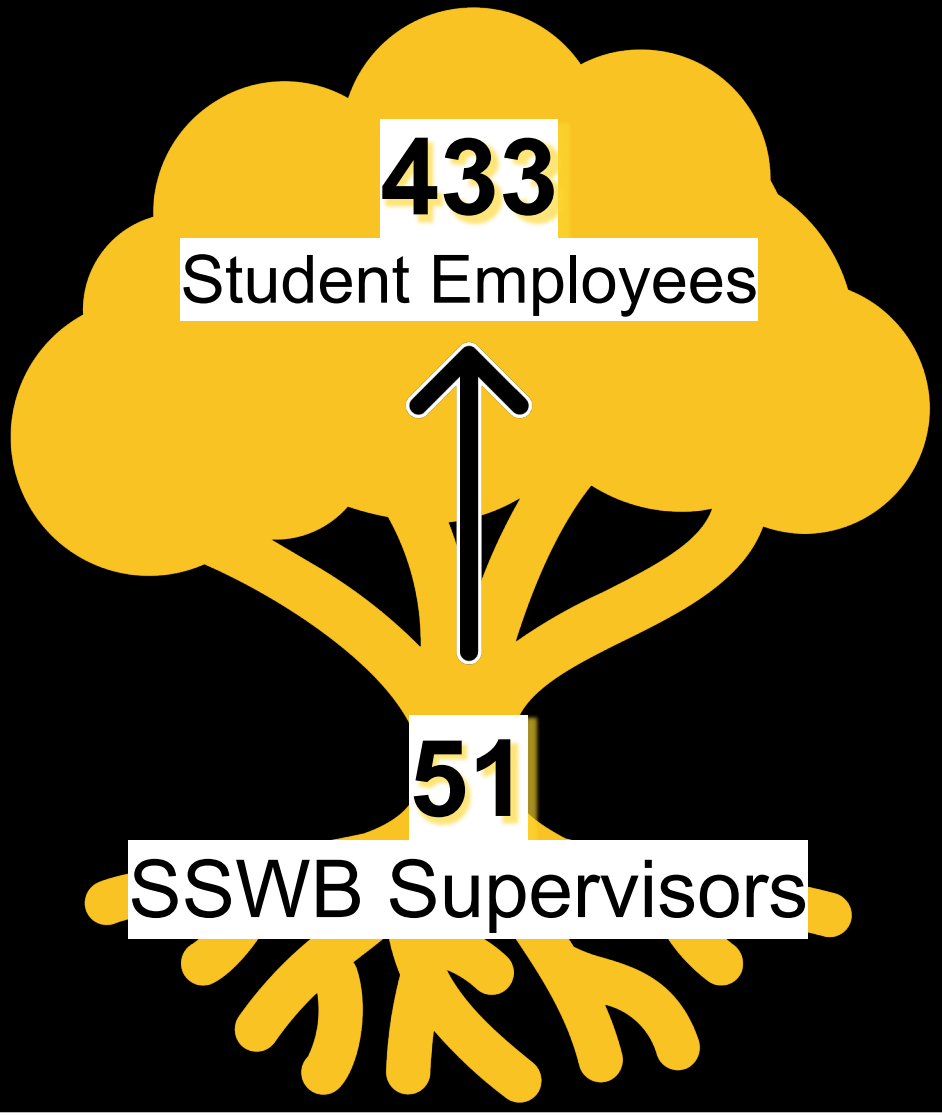
SSWB Supervisors: Total Years of Student Supervision Experience





12% of UCF student employees

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Icebreaker

- Your name
- Your department
- Were you a student employee during college?
- Answer **one** of the following questions:

  What was your first job?
  What motivates you to work hard?
  What did you want to be when you were little?
  What is one word that describes your supervision style?
  What was your favorite subject in school?

Work+ Supervisor Onboarding: Learning Objectives

Identify and articulate the purpose, opportunities, and benefits of Work+.

Examine the NACE competencies and how they can be applied to improve the working learner experience through Work+.

Acquire tools and strategies to engage working learners and integrate NACE core competencies, preparing them with career-ready skills.

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WhyWork+

Identify and articulate the purpose, opportunities, and benefits of Work+.

What is a working learner?

Working learners are students who are both ***studying*** and gaining ***work experience***.

The challenge

Working learners are more likely to experience **equity**, **skills**, and **economic mobility gaps**.

Spring 2025 Snapshot

3,720 students are currently employed by UCF as of January 21, 2025.

33% of UCF working learners are **low-income**

Demographics of UCF working learners:

- **11%** are Black/African American
- **55%** are Female
- **30%** are Hispanic/Latino
- **21%** are first-generation

The working learner experience is an **equity issue.**

Source: UCF Institutional Knowledge Management (IKM)

The opportunity

Enhance the existing on-campus work experience to bridge the **skills** and **articulation gap**, without requiring students to seek separate opportunities.

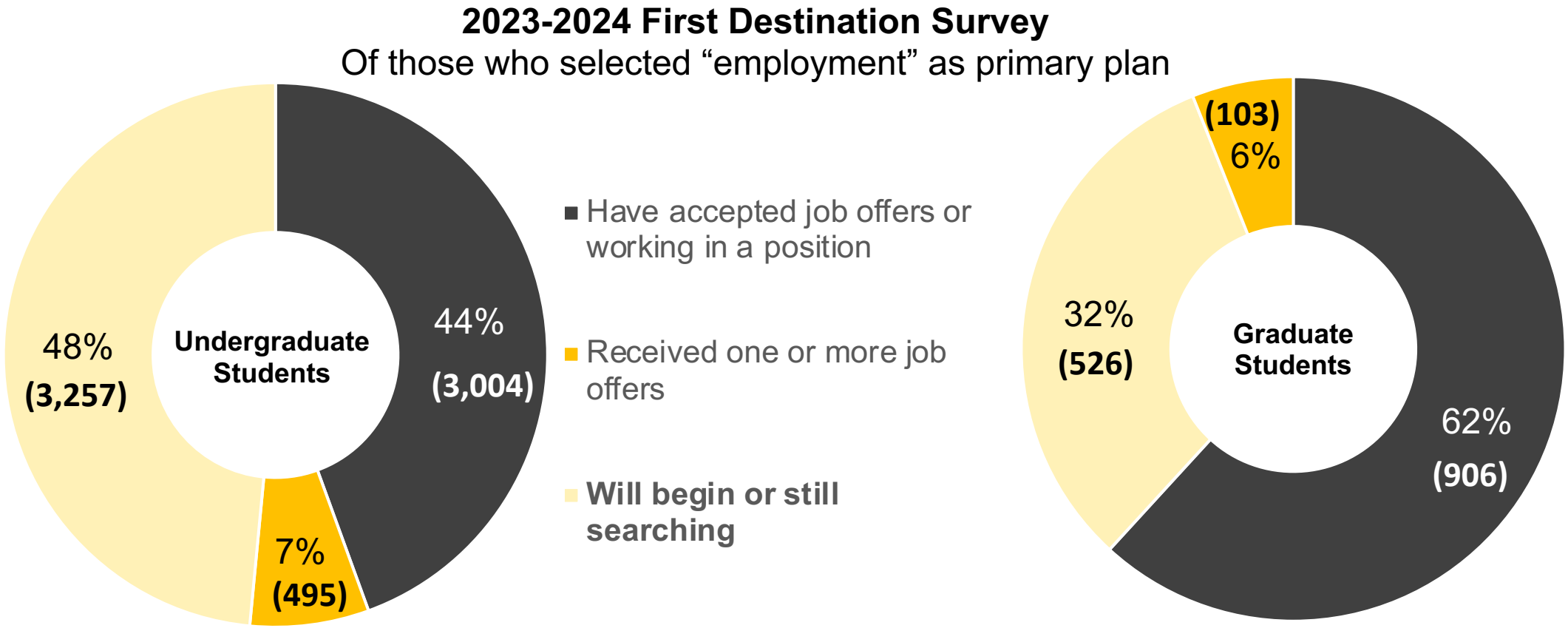
<50% of college graduates succeed in finding meaningful work.

11% of business leaders strongly agree that college graduates have the skills employers need.

The working learner experience is an opportunity to address the **skills and economic mobility issue** for college graduates.

The opportunity

Student work presents the ideal platform for student professional and personal growth through an *intentional* and *reflective* approach.



Data Source: UCF Operational Excellence and Assessment Support (OEAS)
First Destination Survey, 2023-2024 academic year, undergraduate v. graduate students

If college is meant to prepare students to achieve financial viability, find meaning in their human relationships and their work, and contribute to the common good, higher education needs to figure out which experiences during a student's education are most likely to lead to these life-transformative outcomes. And it needs to make these experiences available to all students at scale.

Coalition for Transformative Education, Gallup

The Goal of Work+

The **goal** of Work+ is to transform student employment into a meaningful *co-curricular experience* by:

- Boosting *career readiness*
- Strengthening supervisor-learner relationships through ***mentorship***
- Helping learners connect *transferable skills* to *post-graduation goals*

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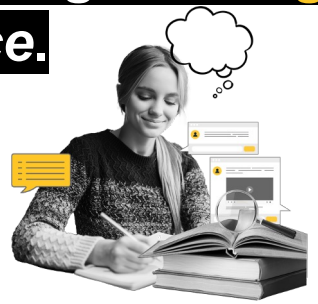
How does Work+ work?

Work+ is designed for those supervising working learners – students who are both *studying* and gaining *work experience*.



Skill development and assessment

Included in working learner day-to-day work.

Supervisor support

Additional support to ensure the best experience for you and your working learners.

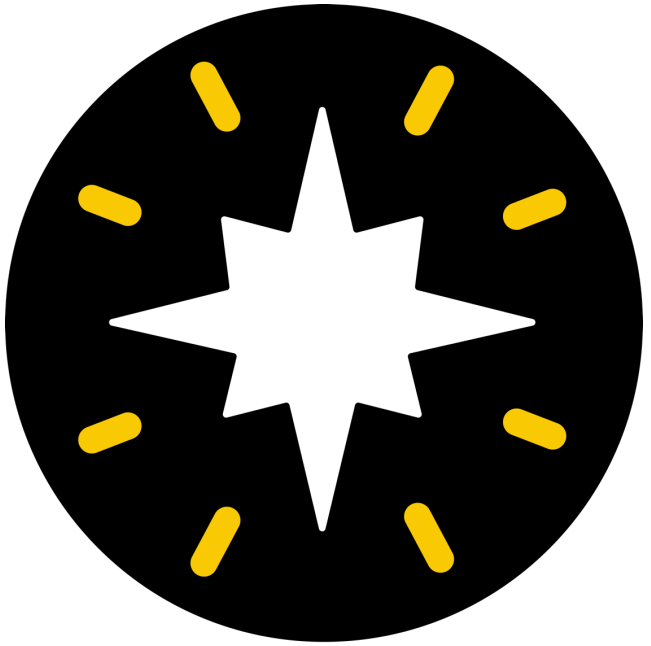
Culture + Community

Value in opportunities to connect with peers.

The Benefit

Work+ shifts the mindset from student employment being transactional to intentional and reflective.

- College graduates who had a **mentor** were more than *twice as likely* to be *engaged* at work and have a higher sense of *well-being*.
- **Mentored** graduates are **20% more likely** to *feel well-prepared* for their first job compared to non-mentored graduates **(82% vs. 62%)**.
- Students with **mentorship** have a **15% higher** likelihood of graduation and retention, compared to 10% for their non-mentored peers.



Research from the University of Minnesota and Gallup-Purdue Index.

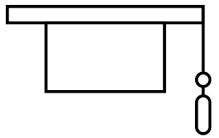
Work+ Incorporation of NACE Career Readiness Competencies

Examine the NACE competencies and how they can be applied to improve the working learner experience through Work+.

National Association of Colleges and Employers (NACE)

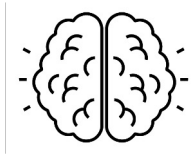
Career Readiness Core Competencies

Work+ focuses on **eight career competencies**, each of which can be demonstrated in a variety of ways.



Career and Self Development

- Always learning
- Knowing your strengths and weaknesses
- Seeking new opportunities
- Building relationships

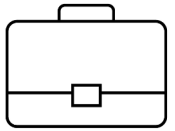


Critical Thinking

- Identify needs based on situational context
- Analyze information logically
- Respond effectively to needs

Teamwork

- Build collaborative relationships
- Work toward common goals
- Appreciate diverse viewpoints
- Share responsibilities



Professionalism

- Recognize diverse work environments
- Demonstrate effective work habits
- Prioritize the community and workplace's best interests

Communication

- Share ideas, facts, and perspectives
- Exchange information clearly and effectively
- Communicate with internal and external stakeholders

Equity and Inclusion

- Show cultural awareness
- Promote diversity and inclusion
- Understand different backgrounds
- Engage equitably

Technology

- Understand and use technologies ethically
- Complete tasks using digital tools
- Enhance efficiencies and achieve goals through technology

Leadership

- Capitalize on personal and team strengths
- Leverage team skills
- Identify team strengths

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Work+ : Enhancement of Job Posting Descriptions

Graphics Digital Media Designer: Before

This position offers a unique opportunity to gain practical experience in a creative and collaborative environment. You will be involved in various large projects, utilizing the Adobe Creative Suite and other tools and contributing to multiple visual and digital media forms. This role is perfect for someone looking to enhance their skills and build a professional portfolio in graphic design, visual content creation, and digital media.

Work+ : Enhancement of Job Posting Descriptions

Graphics Digital Media Designer: After

This position offers a unique opportunity to gain practical experience in a creative and collaborative environment. You will be involved in various large projects, utilizing Adobe Creative Suite and other tools, and contributing to multiple visual and digital media forms. This role is ideal for enhancing skills and building a professional portfolio in graphic design, visual content creation, and digital media. You will complete day-to-day responsibilities assigned by your supervisor and can create unique working experiences that align with your academic and professional interests. Additionally, you will develop critical 21st-century workplace skills and build a digital portfolio of your work experiences with the guidance of a supervisor or mentor.

Work+ Incorporating NACE Competencies into Job Responsibilities

PeerKnights Responsibilities:

- **Communication**: Outreach to students via phone call and email, facilitate presentations to classrooms and campus partners, and host tabling events
- **Career and Self Development:** Complete the UCF Higher Education Coaching Academy Peer Coach training and other trainings provided
- **Career and Self Development:** Meet with supervisor multiple times each semester for Professional Development sessions
- **Leadership & Professionalism**: Serve as a student leader at the University of Central Florida and be a role model for other students and community members
- **Teamwork**: Collaborate with Professional Advocates and other campus leaders to achieve student success
- **Technology:** Utilize Microsoft Office suite including Outlook, Excel, and PowerPoint
- **Critical Thinking:** Contribute new ideas to support student success in innovative ways
- **Professionalism**: Demonstrate dependability and ability to work individually and with a team

Work+ Alignment of Experience on Students' Resumes

- **Front Desk Assistant**
  - **Communication:** Drafted and edited internal and external communications, including emails, reports, and presentations.
  - **Critical Thinking:** Streamlined office procedures by implementing a new filing system, reducing document retrieval time by 30%.
  - **Technology:** Utilized office software such as Microsoft Office Suite and Google Workspace to manage schedules, create documents, and organize meetings.

Work+ Alignment of Experience on Students' Resumes

Resident Assistant

- **Leadership:** Planned and led community-building activities for residents, fostering a welcoming and inclusive living environment.
- **Professionalism and Communication:** Mediated conflicts between residents and provided support and resources for personal and academic concerns.
- **Critical Thinking:** Responded to emergency situations and coordinated with campus security and emergency services as needed.

Work+ Alignment of Experience on Students' Resumes

Research Assistant

- **Critical Thinking:** Conducted comprehensive literature reviews and synthesized research findings to support ongoing projects.
- **Professionalism:** Maintained accurate lab records and ensured compliance with research protocols and ethical standards.
- **Communication:** Presented research findings at departmental meetings and contributed to the preparation of academic papers.

Competency Activity

Supervisor Resource: NACE Competencies in the Workplace

- Critical Thinking
- Communication
- Career & Self Development
- Leadership
- Technology
- Teamwork
- Equity & Inclusion
- Professionalism

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Tools and Strategies

Acquire tools and strategies to engage working learners and integrate NACE core competencies, preparing them with career-ready skills.

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Practical Strategies for Supervisors

- Setting clear, developmental goals for working learners
- Providing regular, constructive feedback
- Encouraging reflection on work experiences
- Creating opportunities for skill application and growth
- Include some actionable steps

Photo by Kenny Eliason on Unsplash

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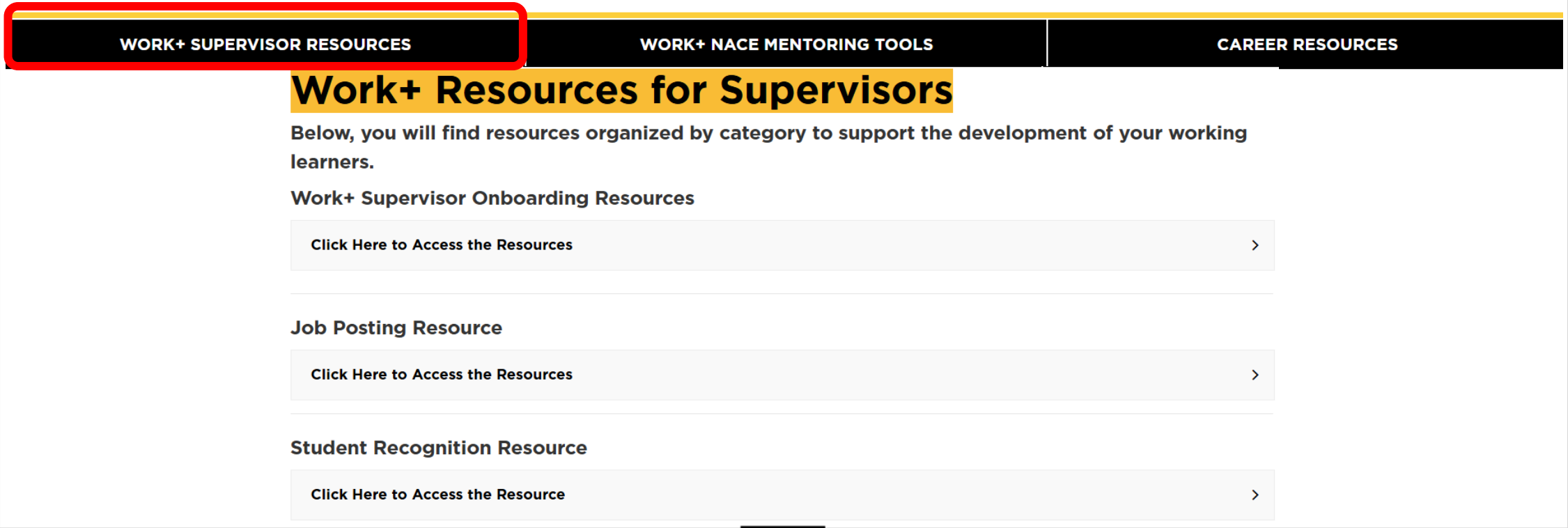
Visit the Supervisor Hub



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Visit the Supervisor Hub

WORK+ SUPERVISOR RESOURCES | WORK+ NACE MENTORING TOOLS | CAREER RESOURCES

NACE Career Readiness Mentoring Tools

NACE Conversation Starters and Discussion Topics

The Work+ Supervisor Hub offers conversation starters and discussion topics to guide your mentoring of working learners on the eight NACE Career Readiness Competencies:

- Career and Self-Development
- Communication
- Critical Thinking
- Equity and Inclusion
- Leadership
- Professionalism
- Teamwork
- Technology

ACCESS MENTORING TOOLS

Visit the Supervisor Hub

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NACE Conversation Starters and Discussion Topics

Below, you will find conversation starters and discussion topics designed for you to use with your working learners, specifically tailored to the eight NACE Career Readiness Competencies. These resources will help you connect with and mentor your team effectively.

Teamwork

- Conversation Starters
- Examples of How Teamwork Can be Demonstrated within Working Learners
- Small Group or One-on-One
- Small to Big Groups

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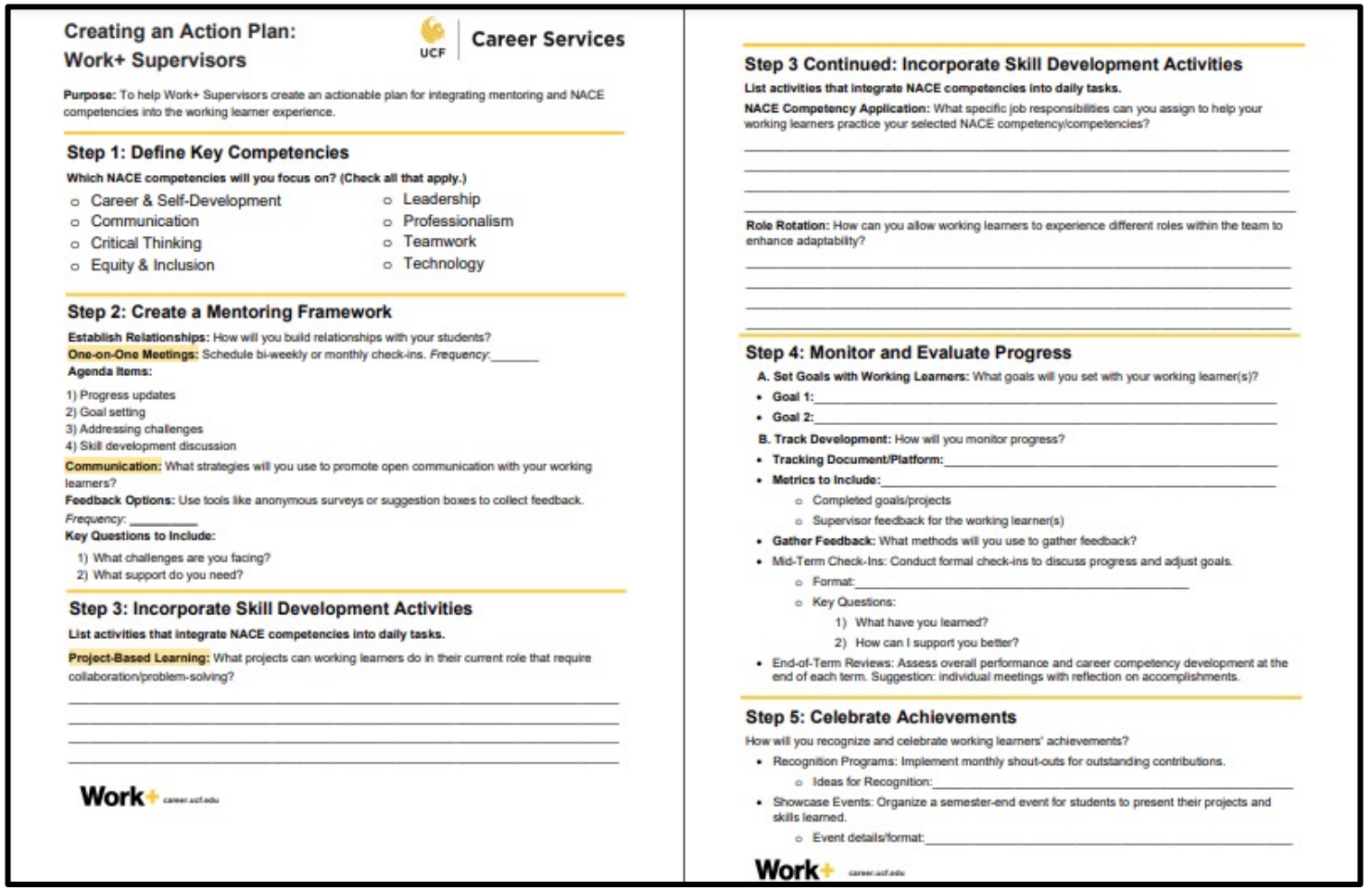
Creating an Action Plan

- **Step 1:** Define Key Competencies
- **Step 2:** Create a Mentoring Framework
- **Step 3:** Incorporate Skill Development Activities
- **Step 4:** Monitor and Evaluate Progress
- **Step 5:** Celebrate Achievements



Creating an Action Plan:
Work+ Supervisors

UCF | Career Services

Purpose: To help Work+ Supervisors create an actionable plan for integrating mentoring and NACE competencies into the working learner experience.

Step 1: Define Key Competencies

Which NACE competencies will you focus on? (Check all that apply.)

- ○ Career & Self-Development
- ○ Communication
- ○ Critical Thinking
- ○ Equity & Inclusion
- ○ Leadership
- ○ Professionalism
- ○ Teamwork
- ○ Technology

Step 2: Create a Mentoring Framework

Establish Relationships: How will you build relationships with your students?
One-on-One Meetings: Schedule bi-weekly or monthly check-ins. *Frequency:*_____
Agenda Items:

1) Progress updates
2) Goal setting
3) Addressing challenges
4) Skill development discussion

Communication: What strategies will you use to promote open communication with your working learners?
Feedback Options: Use tools like anonymous surveys or suggestion boxes to collect feedback.
Frequency: _____
Key Questions to Include:

1) What challenges are you facing?
2) What support do you need?

Step 3: Incorporate Skill Development Activities

List activities that integrate NACE competencies into daily tasks.

Project-Based Learning: What projects can working learners do in their current role that require collaboration/problem-solving?

_____
_____
_____
_____

Work+ career.ucf.edu

Step 3 Continued: Incorporate Skill Development Activities

List activities that integrate NACE competencies into daily tasks.

NACE Competency Application: What specific job responsibilities can you assign to help your working learners practice your selected NACE competency/competencies?

_____
_____
_____
_____

Role Rotation: How can you allow working learners to experience different roles within the team to enhance adaptability?

_____
_____
_____
_____

Step 4: Monitor and Evaluate Progress

A. Set Goals with Working Learners: What goals will you set with your working learner(s)?

- **Goal 1:**_____
- **Goal 2:**_____

B. Track Development: How will you monitor progress?

- **Tracking Document/Platform:**_____
- **Metrics to Include:**_____
  - ○ Completed goals/projects
  - ○ Supervisor feedback for the working learner(s)
- **Gather Feedback:** What methods will you use to gather feedback?
- Mid-Term Check-Ins: Conduct formal check-ins to discuss progress and adjust goals.
  - ○ Format:_____
  - ○ Key Questions:
    1) What have you learned?
    2) How can I support you better?
- End-of-Term Reviews: Assess overall performance and career competency development at the end of each term. Suggestion: individual meetings with reflection on accomplishments.

Step 5: Celebrate Achievements

How will you recognize and celebrate working learners' achievements?

- Recognition Programs: Implement monthly shout-outs for outstanding contributions.
  - ○ Ideas for Recognition:_____
- Showcase Events: Organize a semester-end event for students to present their projects and skills learned.
  - ○ Event details/format:_____

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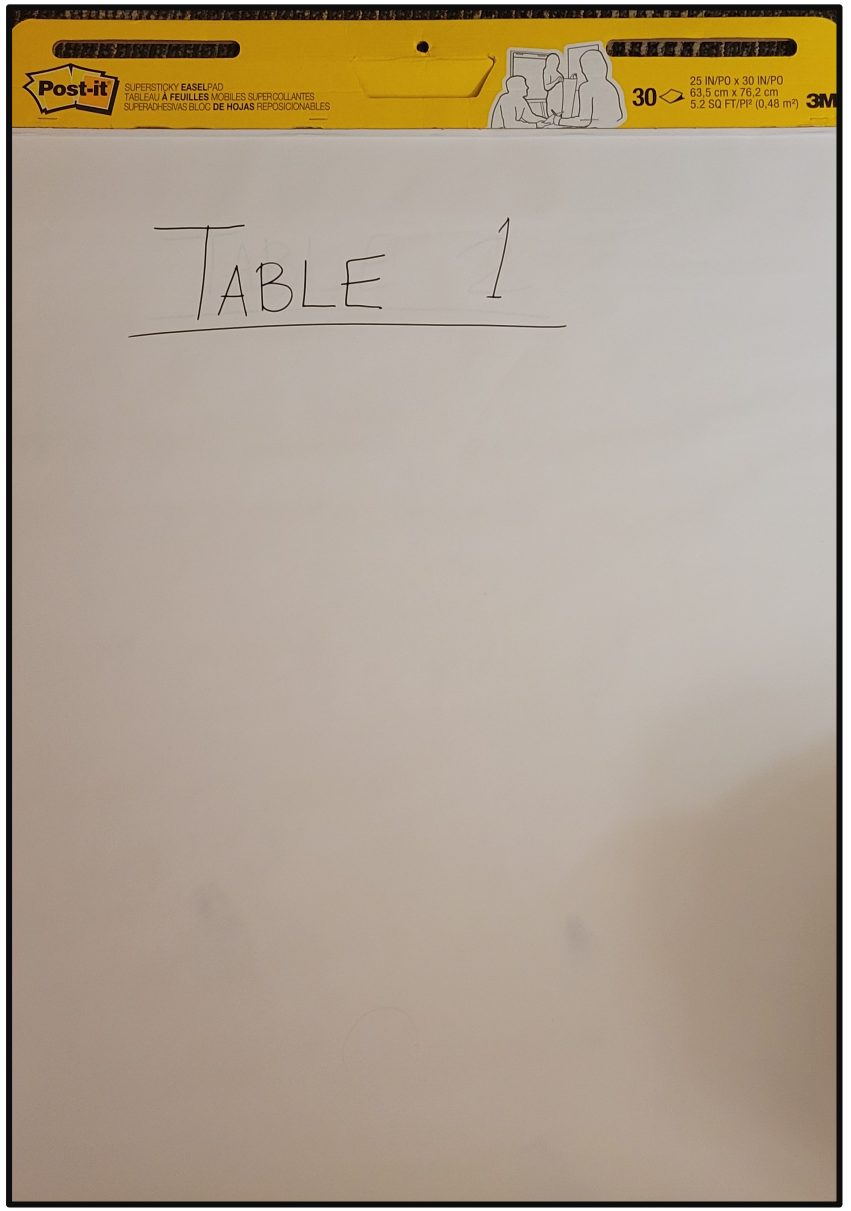
Interactive Component

Discussion Prompt:

- **Identify** and write down current transactional practices in your office or department.
- **Brainstorm** ways to make these practices more *intentional* and *reflective* for students. Write down your ideas.



Question and Answer Session

Questions • Concerns • Ideas

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Post-Training: What to Expect and Future Plans

What to Expect:

- Surveys
- Semesterly Newsletter
- Collaboration Opportunities
- Work+Collective - LinkedIn

Future Milestones:

- Supervisor Trainings in Workday
- Professional Development for Working Learners
- And more!

Group Consultation

Supervisor Resource: NACE Competencies in the Workplace

Supervisor Resource: Creating an Action Plan

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References and Credit

The Work+ pilot is supported by the UCF Center for Higher Education Innovation.

UCF | Center for Higher Education Innovation

References:

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