

Employee Name: _____

On-campus supervisors are encouraged to discuss remote work with student employees and outline a tentative agreement of expected duties and responsibilities. This guide is composed of practical items for supervisors to consider when planning for student supervisees to work within a remote capacity.

Virtual Work Planning Considerations:

1. What are the immediate priorities/goals for your team?
2. Determine current face-to-face student employee job duties & responsibilities that support these priorities.

Can any of the above responsibilities/job duties be performed remotely?

<p style="text-align: center;">If "Yes":</p> <ul style="list-style-type: none"> Discuss clear expectations for how the work is to be carried out within a virtual environment. Identify necessary technology & communication considerations. Identify and agree upon priorities throughout remote work. 	<p style="text-align: center;">If "No", explore:</p> <ul style="list-style-type: none"> Alternative options for employee to meet the same goal of duty/responsibility. Cross-training opportunities for employee to work within or between work teams/departments. Additional special projects, tasks, or online training.
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3. What method and frequency of interaction will occur between the supervisor and the student employee? (ex.: *twice-weekly 15-minute check-ins via Zoom, daily chat via Microsoft Teams, etc.*)
4. List alternative tasks, duties, and/or projects that student employee will be responsible to complete within a **remote** capacity (See our [tips](#) on writing *SMART* duties & responsibilities).
5. How will employee productivity be evaluated?
 - Time tracking via employee submitted weekly [activity log](#) (**recommended***)
 - Employee self-report
 - Other:

Make it S.M.A.R.T

Specific

- What will be accomplished? What actions will you take?

Measurable

- What data will measure the goal? (How much? How many? How well?)

Achievable

- Is the goal doable? Do you have the necessary skills and sufficient resources?

Relevant

- How does the goal align with broader goals? Why is the result important?

Time-Based

- What is the realistic time frame for accomplishing the goal?

Writing a SMART Description	
"Coordinate _____ . . ."	Specific action to be taken
". . . in order to _____ . . ."	Measurable accomplishment, relevant result
"By _____"	Within a certain time frame

"Specific "actions may include:

Oversee	Upgrade	Provide	Plan	Evaluate	Produce
Update	Process	Manage	Implement	Dispatch	Administer
Write	Supervise	Create	Reconcile	Direct	Establish
Coordinate	Develop	Maintain	Support	Transition	Generate

Sample SMART Goals:

"Employee will cross-train on answering emails from the general department mailbox and begin to provide once-weekly coverage by September 15, 2020."

"Employee will research current customer service best practices and present a well-developed a 1-2 page digital tip sheet on how to provide superior service by November 15, 2020."

Technology Considerations

- Employees may need to complete portions of their work in an environment where online access is limited. Be sensitive to these issues and consider allowing students to submit and complete work/professional development via smartphone, or with resources that may be printed and processed offline to ensure equity.
- What systems will your employees need access to?
 - Ensure that each employee has what they need to work from home and have gained access to each system prior to being required to engage in remote work.
 - Access to certain systems may be required such as Multi-Factor Authentication (MFA) and/or Campus VPN. Both must be configured before working from home.
- Do they have the equipment necessary to perform these functions? (e.g. internet, computer, printer, phone, fax, etc.)
- Make sure your employees are set up on Microsoft Teams before working from home
- Will your employee need to have any video conference calls?
 - If so, review professional attire requirements and background and lighting considerations



- Ensure your team appropriately uses Outlook to reflect where they'll be working and what their working hours will be.
- It may be helpful to reserve and communicate regular blocks of time via Outlook to meet with your staff virtually through Microsoft Teams if your work is highly collaborative.

Communication Considerations

- Establish priorities, goals, and expectations before the onset of remote arrangements.
- Check-in with your team regularly via 1:1 meetings to make sure critical tasks are on target and they have the resources they need.
- Consider conducting formal check-ins with employees to discuss any changes in priorities/goals in addition to standard updates/progress reports.
- Emphasize increased communication between team members, supervisors, and the university as a whole.
- Consider holding virtual office hours each day.

Alternative Tasks, Duties, and Long-Term Projects

- Online file clean up
- Digitize paper databases
- Update materials; flyers, manuals, processes, databases, lists
- Host online meetings with other student staff. If you have lead student employees, have them create weekly check-ins for other student employees.
- Outbound calling (via Zoom or other meeting platforms)
- Monitor, manage and post on blogs, forums, and social networks
- Participate in any required online training
- Training development (student worker orientation; customer service; your office's services)
- Utilize the student employee's talents and experiences. Research and create tip sheets or FAQs for:
 - Public speaking
 - Being an engaged student
 - Succeeding academically
 - Working in an office environment
 - Being a first-generation college student
- Review current student employee policy from their lens or create an operating procedure for a student worker policy. Empower them to reflect on their role as a student employee.
- Review other institutional websites for content ideas to improve your office's website.
- Create online content such as
 - YouTube Videos. Example: promotional video for an event or a "How to."
 - Online resources for the webpage. *Example:* best ways to communicate with your office virtually
 - FAQs
- Complete office projects that have been on "the shelf" for a while
- Research on various higher education topics.
- Conduct background research on best practices.
- Evaluate all aspects of the current visitor experience; make recommendations for improvements and provide input/suggestions on how the suggestions could be implemented - this may include researching innovative ways to better connect/communicate/outreach with the population served.

- Generate creative, interactive engaging content for social media platforms.
- Complete a **free** Google course & create a presentation/tip sheet on key takeaways. All are self-paced and can be completed over time (may need to sign-in to Gmail to access*):
 - [How to increase productivity at work \(1 hr\)](#): Become better at managing your time and learn how delegation and prioritization can help you work more efficiently.
 - [Effective communication \(9hrs\)](#): Use digital tools to communicate and collaborate with others in the workplace more effectively. Hold a team meeting, collect feedback, create and share a proposal, and present the information to an audience.
 - [Fundamentals of Digital Marketing \(40 hrs\)](#): master the basics of digital marketing with Google's free Interactive Advertising Bureau-accredited course. Includes free certification*
 - [Send professional emails \(1.5 hrs\)](#): Learn how to write professional emails for specific workplace situations.
 - [Give & Receive Feedback \(1.5 hrs\)](#): Feedback is an important communication skill. Learn to give and receive written feedback.
 - [Creating a Responsible Blog \(1.5 hrs\)](#): Learn about online safety and security while building a blog.
 - [Create a Presentation "All About a Topic" \(1.5 hrs\)](#): Make an interactive presentation to share information about a topic you care about.
 - [Intro to Digital Well-Being \(1 hr\)](#): In this module, you'll discover why a healthy relationship with technology is so important, and how you can become more aware of your online usage. You'll also learn about the different tools you can use to help you develop and maintain healthy tech habits.

Professional Development Opportunities for Students

- **SuperStrong Interest Inventory**: This tool helps you discover who you are and explores majors and career paths that are the best fit for you. Take this quick and easy assessment using the code "ccgamecocks" and entering in your UofSC email address.
- **Work Values Assessment »** A work values assessment is designed to help you learn more about what is important to you in work and life so you can get the most out of your area of professional interest. You may complete the worksheet on your own, but we recommend you follow-up by reviewing your results with a career development coach. Taking this assessment and reviewing it ahead of time is a good way to prepare for any career counseling appointment.
- Practice online for a graduate school interview using **Big Interview**.
- Reflect on your current coursework. How are your academics related to your on-campus job and their ultimate career aspiration? Write a compelling reflection to explain.
- Complete the **Showcasing Your Student Leadership Experience on Your Resume [pdf]** & use the resources provided to update your resume.
- Virtual readings with reflections written and returned to the supervisor.
- Check out any of the following soft (transferable) skills training courses. No registration is necessary. Self-paced & can be completed over time:
 - [Personal branding for Career Success](#) (24 hrs.)
 - [Succeed in the Workplace](#) (24 hrs.)
 - [Developing Good Academic Practice](#) (5 hrs.)
 - [Learning how to learn](#) (6 hrs.)
 - ["Talk the Talk"](#): skills and knowledge you need to create and deliver confident presentations and speeches (6 hrs)

Student Employee Weekly Time Log Template

Week of:

Date	Work task performed	Time Spent	Comments
			Weekly total:

Week of:

Date	Work task performed	Time Spent	Comments
			Weekly total: