Empowering, Coaching, or Managing?

Pro Staff Engage with Student Intern Decision-Making

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So... what exactly is the Student Affairs Dean’s Intern program??
Interns are encouraged to take the initiative and think big, while also learning how to work in an office. Simple enough, huh? 😊
Opportunities and challenges

Going from a rigidly structured academic setting to a more independent setting can be challenging for students!

Their development is tracked and assessed. SLOs are in place.
Challenges

- Redefining and adjusting expectations
  - New cohort every year
  - Professionalizing
  - Frequent Interruptions
- Equity-minded programming (how to)
Some Best Practices

- Selection – Do students buy in to the program and are they excited by it?
- Training – Train them on the in’s and out’s of programming and other tasks required
- Authentic relationships – They matter. And they can mean the difference between a student feeling supported and buying in, and a student who does not
- Accessibility – For the program to reach its potential, staff have to be accessible – in-person, digitally, planned and unplanned interactions. Expect plenty of on-the-spot coaching and troubleshooting.

- Mission – Students buy into the program in part because they are so mission-driven. College motto emphasizes being a “Scholar & Citizen”
- Trust - Staff trust students, students trust staff. Built over time, through a variety of interactions and shared experiences. Greater trust = greater communication and greater programs
- Learning from each other – Interns know they are here to learn, but they also recognize that staff may learn just as much from them
- Total staff buy-in – the professional staff and leadership of the department recognize the value of the program and support it accordingly. Success is measured not simply through program output, but in the student development that occurs during the year (captured via assessment)
Questions? Comments? Email me at c8lewis@ucsd.edu

(I can also send you these slides!)