

Employee Development Program

Oklahoma State University

Introduction:

University Dining Services is one of the largest student employers on campus, hiring 400 student employees annually alongside 100+ full-time staff. We provide real-world experience, helping students develop skills in customer service, teamwork, time management, and leadership. Our commitment to student employment has earned us OSU Career Services' Student Employer of the Year award twice. By accommodating academic schedules and offering hands-on experience in a fast-paced setting, we ensure students gain valuable skills that benefit them beyond graduation.

Essay:

To provide the best training and support for student employees, we established a dedicated onboarding committee, that developed a structured program covering essential aspects of student employment. The goal was to create a comprehensive yet time-efficient curriculum tailored to operational needs and student feedback.

Using the Canvas system, a familiar university platform, training is seamless and easily accessible. The program covers key topics like clocking in, uniform expectations, dining locations, cashiering, food safety, allergen awareness, and workplace policies. Returning employees complete a refresher course each semester, focusing on crucial but easily forgotten topics like cash handling and food safety. Megan Crow oversees the system, while unit managers ensure new hires complete their training.

Canvas was chosen for its minimal cost, allowing UDS to allocate resources toward employee development, competitive wages, and improved workplace conditions. This cost-effective approach ensures high-quality training without sacrificing investments in staff growth. By maintaining a structured, adaptable, and budget-conscious system, UDS equips student employees with the skills they need for success from day one.

Introduction:

University Dining Services believes well-trained student employees feel more confident and prepared, leading to higher job satisfaction and retention. Comprehensive training reduces abrupt resignations, while refresher courses help returning employees quickly readjust each semester.

Though the program is new, UDS has already seen improved retention, with fewer students leaving between semesters. By equipping employees with the skills and resources they need, we create a more engaged and committed workforce, enhancing dining operations.

While staffing remains consistent, some turnover is expected as students graduate or pursue internships, ensuring new opportunities for incoming student workers each semester.

Essay:

Since implementing the new training program, UDS has seen significant improvements in student employment and retention. From the spring 2023 semester to the fall 2024 semester, the total number of student employees increased by 6%, reflecting a growing interest in campus dining jobs.

More notably, student employee retention between semesters has risen by 25%. This increase suggests that the structured onboarding and refresher training have helped students feel more confident and comfortable in their roles, reducing turnover. By equipping employees with the necessary skills and resources from the start, UDS fosters a supportive work environment that encourages students to return.

These improvements highlight the effectiveness of investing in proper training. As retention rates continue to rise, UDS benefits from a more experienced workforce, leading to greater efficiency and consistency in operations. Additionally, returning employees contribute to a positive workplace culture, mentoring new hires and enhancing teamwork across dining locations.

By prioritizing comprehensive training and ongoing support, UDS has not only strengthened its workforce but also created an environment where student employees feel valued, prepared, and motivated to continue working throughout their college careers.

Introduction:

The structured training program has positively impacted recruitment by ensuring new hires feel prepared and supported from day one. By standardizing onboarding through the Canvas training course, every student employee receives consistent, essential knowledge, increasing confidence in their roles. Flexible completion options and paid training time make the process accessible and fair, further enhancing job appeal. The improved training experience has contributed to a 6% increase in student employment and a 25% rise in retention, demonstrating that well-prepared employees are more likely to stay. This positive reputation has made UDS a more attractive employer for students seeking campus jobs.

Essay:

The structured training program has not only improved recruitment but also enhanced the overall experience for student employees by ensuring they feel confident and prepared before their first shifts. While hands-on training is still vital, the pre-shift Canvas course provides foundational knowledge on policies, procedures, and expectations, reducing first-day anxiety and promoting a smoother transition into their roles.

This standardized training ensures consistency across all University Dining Services units, equipping every student employee with the same essential information. By reinforcing service quality and efficiency, UDS upholds its commitment to excellence in campus dining. Each training module includes quizzes to assess comprehension, allowing UDS to track progress, identify areas needing additional support, and continuously improve training effectiveness.

Since implementing this approach, we've seen fewer cashiering errors and greater confidence among student employees. The refresher training at the start of each semester helps reinforce key concepts and assess retention over time. Additionally, Canvas provides valuable analytics, helping UDS evaluate trends and adjust training as needed. By using data-driven insights, we ensure ongoing adaptability and effectiveness, creating a well-prepared, high-performing student workforce while strengthening UDS's reputation as a top student employer on campus.

Introduction:

University Dining Services (UDS) is committed to creating a supportive and engaging work environment for student employees. Through structured training programs and development opportunities, UDS helps students feel confident in their roles while fostering professional growth and social connections. As Brianna H. notes, "Having pictures and videos of the cash registers was extremely helpful." By equipping employees with essential knowledge before their first shift, UDS reduces first-day anxieties and improves job satisfaction. From skill-building to career advancement, student employees like Kelsey B., Shaun Brinker, and Chloe T. share how UDS has positively impacted their work experience and beyond.

Essay:

A well-structured training program can significantly enhance employee satisfaction by fostering confidence, competence, and a sense of belonging. UDS ensures new hires feel prepared from day one, as Kelsey B. shares: "The training we do before we start our roles really helped me be more confident on my first day." By answering key questions in advance, students can focus on their roles without unnecessary stress.

Beyond initial training, UDS prioritizes professional growth, allowing employees to advance within the organization. Shaun Brinker, who began as a stock clerk and is now an assistant manager, credits UDS for emphasizing development: "UDS has really put an emphasis on developing their staff from the ground up!" This focus on career growth not only benefits individual employees but also strengthens the overall workforce.

Additionally, employment at UDS fosters a sense of community. Chloe T., a transfer student, found that working at North Dining helped her integrate into campus life: "Getting a job helped me meet classmates and connect with others. I've made so many friends!" The combination of skill-building, career advancement, and social connections makes UDS a valuable and rewarding workplace for students.

Log in to nacufs.awardsplatform.com to see complete entry attachments.

<div>PDF</div> <div>Full Time Emplo... 487 KiB</div>	<div>PDF</div> <div>Career Develop... 117 KiB</div>	<div>PDF</div> <div>Student Employ... 3.2 MiB</div>

PDF
<u>Training and Qui...</u> 392 KiB

PDF
<u>Analytics and Re...</u> 1,006 KiB

PDF
<u>Cash Shortages....</u> 420 KiB

