



MASEA Monitor

Midwest Association of Student Employment Administrators

Fall 2009

Official Newsletter of MASEA

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Interesting Points about 2009 MASEA Conference

- * 40 attendees
- * 16 professional development sessions
- * Participants donated \$550 to "With Wing and a Halo."
- * Visited University of Wisconsin—Madison
- * 17 attendees of SEE training before conference

President's Points

By: Barb Fahnhorst

It is with joy in my heart that I write this first letter to MASEA members as president of your association. I have been a member of MASEA for over 20 years and it feels good to give back to an organization that supports the work of student employment professionals. We all give of ourselves every day as we help students find the right path on their professional and personal journeys. Thank you for all that you do to touch student lives.

The highlight for MASEA this past summer was the annual conference in June. It was a time of learning, connection and reconnection. The 16 professional development sessions were well received and they afforded participants the opportunity to take practical information back to their campuses. I would like to thank the following members for presenting sessions at the conference:

- Sandi Dale – "The Economic Times, Reauthorization and Other Current Issues in Student Employment"
- George Eskro – "SEE Training"
- Karen Hollebeek – "Times of Someone Else's Life"
- Angie Mareck – "Basics for Supervisors"
- Jamie McEwen – "College Students and Work – Will it Help or Hurt"
- Pat O'Donnell – "Now is the Time to Improve Our Public Speaking Skills and "Time after Time – Why do we do what we do"
- Timothy Putzier – "Student Job Center" and "Facebook"
- David Reseigh – "The Basics of Job Location and Development"

- Joan Sweeney – "Developing and Maintaining a Successful America Reads and America Counts Program"
- Donald Vince – "SEE Training" and "Federal Update"

I am happy to announce that the "Best of Region" went to David Reseigh for his session – "The Basics of Job Location and Development". David received \$250 from MASEA and will receive \$250 from NSEA to present this session at the NSEA conference in October. Congratulations, David!

There were five sessions presented by non-MASEA members who volunteered their time and expertise to help make the conference a success. MASEA is thankful for their contribution to our organization.

- Mary Kirk and Colleen Kerl, UW-Madison – "Student Appointment/ Payroll System"
- Maribeth Overland, MOverland Consulting, St. Cloud, MN – "Being Responsive to Meaningful Feedback" and "Being Committed to Personality Integration through Lifelong Learning"
- Mark Rhoads, McCandlish Holton, Richmond, VA – "Immigration Issues for International Students"
- Ron Ronnenberg, UW-Green Bay – "Save Time, Save Paper – How to Implement and Develop an Imaging System"

(Continued on Page 2)

President's Points Continued...

Both Maribeth Overland and Mark Rhoads welcomed members to contact them for more information or for help with training.

I also thank the following members for serving as session moderators: Barbara Cloutier, Michelle Cornell, Michelle Curtis, George Eskro, Karen Hollebeek, Angie Mareck, Jamie McEwen, Christina Mosteller, Pat O'Donnell, Cathy Underwood, Ann Wessman, Becky Wendt, and Emily Whitworth. Your contribution to MASEA is appreciated!

"With Wings and a Halo" was the organization that was chosen to receive the proceeds from the silent auction. Their mission statement is: "To put a smile on the face of a child in the time of need". Through the generous donations of MASEA conference attendees (and a \$250 matching gift from MASEA), a check for \$800 was sent to Paul Gilbertson, co-founder of "With

Wings and a Halo". Paul sent a thank you by e-mail to the association, "Thanks for the kind donation of the \$800.00. It will be used to expand the "B.A.C.K. Packets" program throughout the Midwest!"

And, last but certainly not least, thank you to the board members who were instrumental in orchestrating a successful conference: David Reseigh, Cathy Underwood, Becky Wendt, Mary Williams, Pat O'Donnell, and Sandi Dale.

As the board looks forward to this year, our focus areas include:

- Obtaining 501C3 tax-exempt status;
- Voting on MASEA constitution revisions;
- Planning for the NSEA/MASEA conference in October, 2010, Cincinnati, Ohio;

- Expanding SEE training opportunities;
- Securing committed conference sponsorship;
- Developing grant sources for conference scholarships;
- Expanding membership services;
- Selecting the site for the MASEA conference in June, 2011, Des Moines, Iowa.

The board welcomes input from all members. Please remember that MASEA is YOUR organization. Feel free to drop me an e-mail or call to let me know how MASEA can serve you.

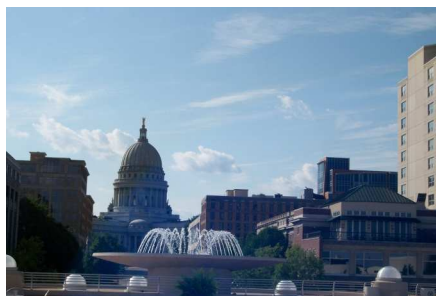
I wish you well as you begin this new academic year - may it be a year of personal and professional growth. Hopefully I will see you at the regional meeting at the NSEA conference in Orlando (Wednesday, 10/21, 3:00 p.m.)!

Having *The Time of Our Lives* in Madison

By Becky Wendt

June brought forty conference attendees to the city of Madison, Wisconsin and the beautiful Madison Concourse Hotel and Governor's Club with the intent of having the *time of their life* at the 2009 Midwest Association of Student Employment Administrators annual conference, "Times of Your Life". The conference proved to be a valuable experience for all who attended.

SEE Training, provided by our expert trainers, George Eskro and Don Vince, was held on Monday and



Tuesday, June 15 and 16, for seventeen trainees. The training, as always, was a huge success.

Wednesday opened with the President's welcome, and then jumped right into the interest sessions that dealt with Imaging Systems, Basics for Supervisors, Job Centers, and Public Speaking Skills. The lunch session introduced our charity for this year, *With Wings and a Halo*, which was very well received by con-

ference goers. After lunch, we trekked down famous State Street and enjoyed the gorgeous sunshine to commence our tour of the UW-Madison campus on beautiful Lake Mendota. We learned about history, art, and research, and viewed the Student Employment Office. Very interesting! Then it was time to walk back through the center of town, past the State Capitol building, and to the Lake Monona shore for an authentic German family-style dinner at Madison's Essen Haus restaurant.

Thursday offered a full slate of interesting sessions on topics such as Im-

Having *The Time of Our Lives* in Madison Continued...

migration Issues, Achieving Goals, Social Networking, Nomination Letters, Effective Feedback, Student Payroll Systems, America Reads programs, Effects of the Economy on Employment, JLD, What Employers Want, and the Annual MASEA Business Meeting.

Thursday evening allowed for small group networking and sightseeing of this beautiful and historic city.

On Friday, we participated in a lively session about Personality Integration and learning who we really are. Don

Vince updated us on Federal news and we were fortunate to receive message from the NSEA President, Valerie Marsh.

Awards were presented and we adjourned by noon.

We received wonderful comments from conference goers about the 2009



conference site, sessions, activities and amenities, and we recruited some new members! Participants truly did have the *Time of their Life*.

Please join us in Cincinnati, Ohio in October 2011, for another opportunity to share your expertise and experience with our colleagues in the Student Employment profession!

MASEA Annual Awards

By: David Reseigh

It was my distinct pleasure as the 2008-09 MASEA President to present several awards at the June conference in Madison. MASEA annually presents these awards to members for their unique and valuable contributions to our organization. The four awards and their recipients were:

[Dan Kreidler Newcomer Award](#); given to someone who has “uniquely” contributed to MASEA within the first two years of their membership. [Jennifer Young](#) of Edgewood College in Madison was our award recipient. Jennifer helped market the MASEA Annual Conference, the Student Employment Essentials training, and the value of being a MASEA member to the WASFAA membership. Jennifer also helped with locating presenters for our conference.

[Cheri Lenz Award](#); given annually to a member with eight to ten years of service in Student Employment, a long-term leadership record, and currently an active member in MASEA.

[Mary Williams](#) from Macalester College in St. Paul, Minnesota was our recipient. Mary has been a great asset to our organization and is serving her third full term on the MASEA Board. She has diligently and faithfully served as the MASEA Secretary, VP of Member Services, and in her present role as your MASEA Treasurer.

[MASEA Outstanding Service Award](#); The MASEA Outstanding Service Award is presented to a member of two or more years who has provided outstanding contributions to conferences and programs, special projects or committee assignments, or in leadership positions. [Becky Wendt](#) from the University of Wisconsin, Green Bay was our recipient. Becky is currently serving in her second term as Vice President of Professional Development on the MASEA Board. Becky’s performance as the chairperson for both the 2008 and 2009 MASEA Conferences and seeing both

of these time consuming events to their completion was most commendable.

[President’s Award](#); The recipient of the President’s Award is a member of MASEA who has provided outstanding contributions to MASEA during the President’s term of office.

[Pat O’Donnell](#) of Cleveland State University was my choice as the recipient of the President’s Award. Pat just finished her term as Secretary of MASEA, where she coordinated our regional SEOTY activities, published the MASEA Monitor Newsletter, and actively participated in multiple MASEA and NSEA Board discussions, activities, and conference programs. Pat was very deserving of this award.

Congratulations to the MASEA Award Recipients:

- Jennifer Young
- Mary Williams
- Becky Wendt
- Pat O’Donnell

Reflections by MO...

By: Maribeth Overland

Maribeth Overland is a consultant who presented two sessions at the 2009 MASEA Conference in Madison, WI. Below is her summary and reflections on these two sessions.

As I presented my two educational sessions at the 2009 MASEA Conference, it was apparent from the camaraderie of the participants, that MASEA members were professionals who were committed to “tapping their authentic leadership potential” through sharing meaningful feedback and encouraging professional development within their MASEA members.

In my first presentation, **Being Responsive to Meaningful Feedback**, participants actively engaged in a lively discussion as to how they could implement the *Effective Feedback Model* within their respective institutions. Members willingly provided examples of challenges in both giving and receiving feedback. These examples then served to illustrate how the model which includes: *observable behavior, impact of behavior and preferred behavior*, could promote professionalism and achievement of organizational goals. At the close of the session, participants were sharing

ideas with each other regarding how the model would work within their departmental staff. This was truly an example of professionals providing meaningful input for professional development of their peers.

The next day, MASEA members once again enthusiastically engaged in a session on **Being Committed to Personality Integration through Lifelong Learning**. In this session, we discussed how emotional intelligence (EQ) impacts our ability to lead authentically. The six competencies of EQ self-mastery were introduced: *self-awareness, responsiveness to meaningful feedback, self-responsiveness & self-motivating, self-managing and emotional maturity, personal vision with integrity, personality integration through lifelong learning*. MASEA members shared their input regarding the benefits and challenges of practicing these competencies in the fast-paced, always-changing world of the student employment in higher education. Partici-

pants then were led through an exercise of self-discovery to determine their authentic leadership personality based upon the Enneagram theory of personality. Indicators of leadership personality included: *what is our basic life question (safety/validation/security), how we get it answered (assertive/withdrawn/dutiful), how we approach conflict (positive/intense/efficient), what are our blind spots and filters to effective communication*. Once again, it was rewarding to experience the high level of engagement and sharing of life examples as participants moved their self-discovery of their personality integration toward an active implementation for lifelong learning. It was a pleasure and a privilege to work with the high caliber professionals of MASEA. I look forward to future encounters.

Maribeth (mo) Overland

MOverland Consulting

<http://MOverlandconsulting.com>

And the 2009-10 MASEA Board Members Are...

President:

Barb Fahnhorst from the College of St. Benedict/St. John's University (MN)

Past President:

David Reseigh from Purdue University (IN)

President Elect:

Tim Putzier from University of Wisconsin—Madison (WI)

VP for Membership:

Sandi Dale from University of Missouri—Kansas City (MO)



2009-10 Board Members — except for Tim (he wasn't elected yet)

VP for Professional Development:

Becky Wendt from University of Wisconsin—Green Bay (WI)

Treasurer:

Mary Williams from Macalester College (MN)

Secretary:

Angie Mareck from College of Saint Benedict/Saint John's University (MN)



Tim Putzier —
President Elect

Supervisor Training at Lakeland College

By: Jill Preissner

Supervisor training is something which is easy to either touch lightly or skip over entirely at each college/university. Since being hired at Lakeland College one of the challenges which I have is to have each supervisor “buy into” the new ideas and policies which have been implemented since I have been hired. Last year I had a brief session with the supervi-

sors in several different published dates during the summer months. This year to get a better response I asked each Vice President to set up a meeting on their choice of date and time with each staff/faculty supervisor under their umbrella and myself. The result was that I had a 95% attendance rate in which it had previously been approximately 70% at

best. I also compiled many tools to aid them in interviewing which I received at SEE Training over the summer at Madison, WI. In the end, even though not all in attendance were present by their own choosing, the information was dispensed, a power point was presented and very good discussion was had at each of the 7 presentations!

Tips for Orientation and Training

The following tips were presented by two College of Saint Benedict/Saint John's University staff members at a professional development event sponsored by the Student Employment Leadership Team (SELT). The two staff members were Cindy Dirkes and Becky Rawe.

Orientation Expectations

- It is important to use orientation as a way to energize your new and returning student employees. Help them enjoy where they are working and what they are doing.
- Develop a training packet for each new/returning student. Include items such as department guidelines, work schedule, policy on excused vs. unexcused absences, dress code, etc.
- Feed the expectations in small doses. Have a complete list of expectations in writing and based on the job description but review the expectations in small doses to avoid “overload”
- Develop a department contract or agreement that the expectations have been reviewed and understood. Use the same type of agreement for department policies on confidentiality and FERPA.
- If you need to develop a list of expectations, start with what you **do not** want in your student staff, prioritize these, and then set up a

positive way to communicate what you **do** want.

- Verbalize and Visualize the expectations. Use role plays. For dress codes, have one student employee dress the correct way and one the incorrect way.

Training

- Use structured training time and a theme (as appropriate). Themes make it more interesting, memorable, and fun. Some ideas departments have used are, “Come Grow With Us” – garden theme; “Knock Your Socks Off Customer Service” – socks were given as door prizes.
- Have a schedule for training – what things will be covered, when, by whom. Use people from other departments that relate to the work the students are doing.
 - Use integrated training. Ex: Bring in



Telecommunications to do phone use training – how to transfer calls, retrieve voice mail or Secu-

rity for fire drills, campus escorts, etc.

- Include fun ways of learning and develop team building during the training time
- Emphasize up front the importance of training – why certain things are covered, how it will help down the road, and how is it important to me – the student employee
- Remind the student employees that the work they do affects the co-workers, department, campus, parents, and any other constituency they serve
- Use a work-related trivia game to make training fun. Develop a quiz with general campus information (who is the president, what are the hours of Student Accounts, etc.) and also procedural information relative to the job (how do you retrieve voice mail messages, how do you put paper in the copier machine).
- Have an office/department manual. Let students develop and update it.

Official Newsletter of MASEA



Midwest Association of Student Employment Administrators Mission

- To improve the professional services of those administrators and counselors who assist post-secondary students in securing employment.
- To inform members of trends in employment.
- To exchange ideas relative to the administration of student employment services.
- To serve effectively the interests and needs of students who desire employment to finance their education.
- To facilitate communications between educational institutions and employers of students.

Welcome New MASEA Members

Elizabeth (Libby) Davis
University of Indianapolis

Sherri Kerby
Lawrence Technological University

Audrey Larkin
Kirtland Community College

Terry Miller
University of Northwestern Ohio

Nicole Niemeyer
University of Northwestern Ohio

Amy Norton
Clarke College

David Sandra
University of Wisconsin - Madison

Ashley Sowers
Columbia College

Leigh Taylor
University of Northwestern Ohio

Derric Watson
Earlham College

Karla Weber
University of Wisconsin - Madison

Amy Wedding
Purdue University Calumet

- To encourage and promote educational programs which provide an opportunity for development of the individual student through an employment experience.

www.masea.org

NSEA Logo Competition for National Student Employment Week

NSEA recently announced a logo competition for its membership and/or their students to design and submit a logo to be used for National Student Employment Week in 2010 and in the future.

Here are the details about how to submit a logo, and the timeline:

- Winner will receive \$100 and will be featured in the NSEA News that goes out to all members.
- Submissions will be accepted from any member of NSEA. The actual artwork could come from you or from a student at your institution.
- Include the name of the NSEA Member and your contact information

tion

- If it is a student's submission, add the student's name and their contact information in addition to the member information.
- The winner will be announced before the end of December 2009, and the logo will be available for the NSEA membership to use in 2010.
- Submit the original artwork electronically to Jackie Biron at jbiron@lifewest.edu. The deadline to receive submissions is **November 30, 2009**.

Mark Your Calendar...

for the

2010 NSEA Conference

Co-Hosted by MASEA

in

Cincinnati, OH

October 18-21, 2010

Newsletter contributions are always welcome! Send your articles and ideas to
Angie Mareck
(amareck@csbsju.edu).