Student Employment Appreciation Week sounds like a pretty obvious concept. Once a year we find a way to show our appreciation for our student employees and all their hard work. However, before going on auto-pilot to show your appreciation this year, we challenge you to ask, “Why should we celebrate our student employees?”

It is important to first describe some of the tasks that student employees perform for the University. We rely on these students to staff our front desks, file our papers, shelve library books, provide residence security, or sort mail. And these are just a few of the many examples in which student employees engage throughout our campus and in many departments to help keep the University functioning. Keep in mind, these are the same students that have papers, quizzes and tests. They are part of athletic teams as well as social and academic clubs. They have social lives and extra-curricular activities.

To say the least, they perform a daunting balancing act.

We should then ask ourselves, “What if student employees stopped working tomorrow?” The answer: unanswered phone calls, piles of books to be shelved, unkempt papers to be filed, lapsed security, waning student services, faltering customer service, failed experiments, compromised health and safety issues, and the list goes on. The University would suffer greatly should this occur. It is easy to imagine that many of its daily operations and services would be severely hindered to the point where it would be very difficult to achieve the University’s overall goals.

Fortunately, this is not the Georgetown story. Day in and day out, with the assistance of thousands of student employees, the University hums along without skipping a beat. And almost without fail, our student employees find a way to balance their busy lives in this academically challenging environment to show up for each shift and work to best of their potential.

For this they deserve more than our appreciation. They deserve our respect and admiration. Student employment here at Georgetown University is a win-win program.

The University gets capable and dependable student employees to carry out the necessary daily duties and responsibilities. The students get valuable experience that will be useful when they enter their post-collegiate years, as well as a paycheck to help with the cost of school or to finance a night out. Just as importantly, student employment fosters a sense of community.

We realize as we work side by side with student employees that they are just as much a part of making this University run as we are a part of their education experience. It rings of the mantra, ‘we are all in this together,’ in its truest form.

Thus, this year during Student Employment Appreciation Week, don’t look at your student and say, “Thank You.” Look at your colleagues and say, “Thank You,” because that’s what they really are. They more than deserve it, they have earned it.

By: Ryan Powers, Associate Director, Student Employment Programs
Robert Duffley ('13)

This is Robert's second year with me -- he designs our newsletter and scholarly paper series, writes feature articles for the website and newsletter, and helps with anything else that comes up. He's extremely responsible, diligent, and easy to work with. Plus, he's got a great eye for design and a knack for writing. I hope to work with Robert for the remaining two years of his Georgetown career.

Mimi Kirk
Multimedia and Publications Editor
Center for Contemporary Arab Studies

Alexandra Theobald ('12)

As our Alumni Lounge Manager, Alexandra has proven to be an extremely professional and committed student worker. She supervises a staff of nine students, communicating with them regularly and professionally. In response to our staff's growing concerns about scheduling miscommunications, she implemented a new electronic system to provide reporting accuracy, easing students' minds about what can be a frustrating aspect of student employment.

Laura Cordero-Alessandri
Reynolds Hall Director
Office of Residence Life

Meredith Gadoury ('11)

Ms. Gadoury has been an employee of the MSB Technology Center since her Freshman year. During that time, she has not only completed her job assignments with exceptional professionalism, but has also advanced to the position where she is the current Student Lab Manager.

As Lab Manager, Ms. Gadoury is responsible for supervising over 30 MSBTC student employees. This includes the primary responsibility to hire, fire, develop training, and schedule the students. She is the focal point to set the operating procedures and policies associated with supporting a user community of over 2200 students, faculty, and staff. This is an extraordinarily responsible position for any student employee.

In managing IT services and resolving individual user problems, Meredith's work involves continuos (cont. page 3)

Ten ways to show you care

In search of simple and affordable ways to celebrate Student Employment Appreciation Week?

Here are some activities that are sure to put a smile on your students faces.

- Send them a note/email saying: Thanks!
- Bring in a different treat everyday
- Take your employees out to lunch
- Give them a gift card to their favorite lunch spot e.g. Cosi, Starbucks
- Give certificates or awards for attributes such as most congenial, most punctual etc.
- Decorate student work spaces with balloons, flowers, streamers etc.
- Give students coupons for things such as a free drink, a homemade meal etc.
- Decorate the office bulletin board with pictures of your students
- Collect small goodies from everyone in the office and make care packages for students
- Place an ad in the Hoya thanking your students for their hard work
interaction with Georgetown University faculty, staff, and students. We rely not only on her technical expertise but also on her timeliness, trustworthiness, her ability to foresee and solve problems in advance, and on her ability to react to emerging situations independently, without hesitation. In particular we rely on her superior talents as a personnel manager. She has consistently demonstrated an exceptional capability in this regard. Even as a student employee, Meredith has administrator access to many network services. She is employed in roles that require significant specialized IT knowledge and a very high degree of trust, and she diligently performs this work in addition to her scholastic pursuits.

All of the above highlights Meredith's organizational skills, integrity, level-headed maturity, and her poise in high-pressure situations. Additionally, she is a vibrant, intelligent, and socially-aware individual whose personal behavior is a credit to Georgetown University. During the time I have known Meredith I have observed her talent for relating to other individuals, confident manner, and impressive communication skills.

In my experience not everyone at any age, much less at an undergraduate student's tender years, has the finest characteristics to excel in the roles Ms. Gadoury fills for us each day.

**John Carpenter**  
Chief Technology Officer  
 McDonough School of Business

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**Rachel Clune (’11)**

I am honored to recommend Rachel Clune for her exceptional work as a student employee. Rachel has worked for the Georgetown Scholarship Program Office for two years, and she has been enormously helpful; she can do in 10 hours what it takes other people 40 hours to accomplish, and is so dedicated to improving the student experience and ensuring GSP runs as efficiently as possible. In her post, Rachel has implemented processes and systems that streamline our administrative duties, thereby maximizing our time with students. Rachel is also the architect of the beloved GSP Weekly Email. I can’t say I’ve ever met another student more fully committed to their “job” as Rachel is to her work here. We cannot ever begin to adequately thank Rachel for what she has meant to our program, but to have her recognized in a public forum, in the way she deserves, would be so appreciated.

**Melissa M. Foy and Christine Pfeil**  
Georgetown Scholarship Program

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**Morgan Falzone (’13)**

The Office of Residence Life would like to recognize Morgan Falzone, a student worker who joined our team this semester and who has made an extraordinary impact already! As a sample of her great work: During her first week here, I asked her to type up a project list and at the end of the day she gave me back the typed list and said, “I went ahead and completed everything I saw my name attached to for this month.” She is incredible!

**Kevin Stensberg**  
Office of Residence Life
Olga Sologoub (*12)

There aren’t enough words to describe the gratitude I have for Olga, a junior in the MSB, and her incredible work in the Office of Student Financial Services. Olga has done an exceptional job this year planning, developing, and coordinating a brand new program for our office: The Peer Counseling Program. She not only recruited participants and trained each one of them, but has also taken it upon herself to make improvements to the curriculum and involve the students in every step of the process. Her work ethic and dedication to this program and its participants, as well as other various projects in our office, is beyond extraordinary. We want her to make sure that she knows that her commitment has not gone unnoticed. From her bountiful energy and positive attitude, to her indispensable effort and innovation, Olga truly makes our office sparkle!

Marina Test
Assistant to the Dean
Office of Financial Student Services

Heather Hutchison (*11)

Theology would like to recognize our student worker, Heather Hutchison. Heather has been an outstanding student worker in the Theology Department for three years. She has helped Theology faculty and staff in completing a range of projects--conducting research online and in Lauinger Library, editing assignments, helping staff with lecture arrangements, and running errands. She is dependable, punctual, productive, and serious when it comes to doing her work. As the department's front-desk person, she is a friendly and welcoming presence to students, faculty, and the general public. Heather has made a real difference in our department, and we truly appreciate her exceptional work.

Theology Department Staff

Jarvis Matthews (*12)

Jarvis has been a student employee in the School of Continuing Studies since May, 2009. In addition to the regular assignments that include, but are not limited to, filing, copying and troubleshooting computer issues, Jarvis works in various capacities for the entire office. On any given day, once he completes assignments for the office manager, he assists in managing the flow of paperwork in the Admissions area. Jarvis completes assignments for the individual school programs and the Dean’s Office. Jarvis usually completes most tasks in one to two days. Jarvis has an unusually pleasant demeanor and positive attitude. He has grown tremendously during the past three years with maturity equal to or better than a graduate student. His sense of humor and personality are very well suited to a large office with various staff. He has proven to be consistent, well mannered and a leader in the area of student employment.

Betty Henderson
School of Continuing Studies
**Yadira Vieyra (‘11)**

Yadira has worked for the Office of Student Financial Services for all of her Georgetown career. Having just started at Georgetown this past July, I couldn't have been luckier to have Yadira for a student employee. She managed not only to support me in my role, but also to assist me in learning some of the ins and outs of my position. I am forever indebted to her for her kind leadership and support. In addition to guiding me through my transition, Yadira has been my partner in developing Georgetown's financial literacy program: Common $ense. She has not only helped me organize this year's workshops, but has also worked side by side with me to develop a proposal to expand the program for the upcoming school year. Throughout her time here, Yadira's diligence and dedication have shined through. When she graduates this year, her presence will be greatly missed!

Marina Test  
Assistant to the Dean  
Office of Financial Student Services

**Vanessa Panaligan (‘11)**

It is a pleasure to write a recommendation for our student employee, Vanessa J. Panaligan, who works with the entire staff of the College Dean’s Office.

She assists not only myself, but also our junior and senior-level Advising Deans, our Program Coordinator and other staff members, all of whom hold her in the highest regard for her work and for her positive attitude.

Vanessa is an outstanding professional who does excellent work in all of her responsibilities in every project that is assigned to her. She understands and supports the purpose of each assignment, and she makes sure that every part of it, whether complex or detailed, is handled with meticulous thoroughness. She thinks about her work as it supports the mission of the College. She maintains a calm equilibrium no matter the situation, she never needs reminding about a task, she finishes all deadlines early, she quickly grasps her assignments, she has a wonderful sense of humor, and she thoughtfully offers to help others when her regular duties permit.

The staff can trust her to do her job extraordinarily well, and we depend upon her for a number of roles in the office. When she is assigned to the front desk of the Dean’s Office, she greets students, faculty, administrators, donors, parents and other visitors with poise and a warm and welcoming spirit.

We have been very fortunate to have Vanessa as a valued member of the College Dean’s staff.

Karen Brown  
Administrative Assistant  
Office of the Dean
Claire Navarro (‘11)

Claire M. Navarro works with the staff in the College Dean’s Office. She assists the Advising Dean for first-year and sophomore students, the Administrative Assistant and helps with preparations for Parents Weekend.

In September 2010, Claire was assigned the responsibility to register College families for Parents Weekend. She quickly grasped the significance, purpose and meaning of this weekend for our first and second-year families. She managed a complex set of responsibilities and deeply thought through every assignment. She immediately learned our registration database software, she carefully organized the multitude of registration forms and checks that were mailed to the office, and she graciously responded to a large number of telephone and email inquiries from parents. Claire also prepared materials, staffed the registration table, and followed up after the weekend with a debrief for next year.

Claire is an extraordinary employee who is extremely conscientious and meticulous about her work. All projects she has been assigned to work on throughout the year have been completed with care and attention to detail. She has a very welcoming approach when greeting visitors in our office, which is essential. We appreciate her intelligent and creative methodology to her responsibilities.

We are thrilled that she has been a true colleague of the ICC College Dean’s Office operation this year, and we hold her professionalism and composure in the highest regard.

Martha Warner
Program Coordinator
Office of the Dean

Katelyn Jones (‘11)

Katelyn Jones will be missed dearly in the Access Services Department (particularly in the Stacks Unit!) of Lauinger Library. For the past 3 years, Katelyn has loyally served Lauinger Library with diligence, a good-natured attitude, and unwavering pride in her work. Without her, Katelyn’s direct supervisors would be lost some days. Though we wish her the best of luck in her future endeavors for earning a PhD, Stacks Services will have a hard time attempting to replace such an amazing student and person. Happy Senior Year, Jones! We miss you already.

Access Services Department
Lauinger Library

Special Collections Research Center, Lauinger Library

We want to recognize our wonderful student assistants for their outstanding work with the University Archives, University Art Collection, Manuscripts, Rare Books, and Preservation. With their help, Special Collections can complete important projects that benefit the Department, the Library, and the University. Many thanks to Marvin Aguilar, Sarah Anderson, Michelle Cassidy, Erin Davis, Sahar Kazmi, Natalie Laflamme, Julie Shuster, and Samantha Silverberg.
Frequently Asked Questions
About SEO! At seo.georgetown.edu

Q: Do I need to submit paperwork for a student if we are the secondary department?
A: No. If you are hiring a student who is already employed by another department, simply start submitting override forms to that department. Be sure to send them every week, consistently, so that the student receives payment for all of the hours worked under your supervision. However, if the student wishes to make your department the new home department, submit a transfer form to our office, and hereafter submit the student’s hours directly to payroll.

Q: If a student worked on-campus in the past do I need to submit an I-9?
A: No. Since the student has already worked for the university, his/her employment verification information is already recorded in the system. However, certain documents may have expired which will need reverification. The SEO will contact hiring managers should this be the case.

Q: A student applied in-person for a job I posted online. Can I hire them through the student employment Web site?
A: Yes, the system is designed to handle hiring of both online and in-person applicants. Wherever you click Hire from – My Control Panel, Manage Jobs, or View Applications – the next screen will allow you to select from a list of online applicants or write in other name(s). The hiring process will ask for the student’s Georgetown ID number and mailing address – please be sure to have that information available to you at the time of hiring. Employers should also print and submit the hiring documents to the Student Employment Office in order to properly enter the student into the payroll system.

Q: I know I can change the status of a job, but how?
A: To move jobs among Listed, Review, and Storage modes, go to My Control Panel and click Manage Job next to the job you want to control. On the next screen, a number of small windows will display, one of which is labeled Update Status. Click the destination status.

Q: What paperwork do I need for student workers?
A: If you are hiring a student for the first time, he or she will need a Hoya Hiring Form, position description, I-9, and federal and state tax forms. Please make sure to attach copies of students’ identification documents to the I-9 when you submit it. Students who have previously worked for Georgetown require only an HHF and position description, unless their I-9 documentation has expired or they would like to make a change to their tax status.
Do you have an exemplary student you would like to have featured in an upcoming edition of the Hoya Hiring Gazette?

Would you like your department to be featured in our Employer Spotlight?

Do you have effective and innovative student employment resources (policies, manuals, etc.) that you are willing to share?

Contact the staff of the Hoya Hiring Gazette at finseo@georgetown.edu.

We are looking for great submissions!

Look for our next edition this summer!

Correction:
On our previous January newsletter, it was stated the Student Employment Appreciation Week was April 12th–18th, 2011. Student Employment Appreciation Week is, in fact, April 10th–16th, 2011. Please excuse our error and we apologize for any inconvenience. Thank you.