Orientation Student Staff FAQ
7.23.2020

Payment

1. Is there opportunity for additional work to get more pay?
   a. Unfortunately, there is no other opportunity within the OL role, but you can take a look at the Aggie Success Assistant (ASA) position: If you have any questions about your eligibility for the ASA position, the application, or job description and requirements, please contact Chantal Gallegos at cigallegos@ucdavis.edu. Please submit your application by July 31st, 2020 if interested in the ASA position.

2. I haven’t received payment for my training. What do I do?
   a. If you have NOT received payment for a training, you need to email our department's Human Resource coordinator, Kallie Elder and John Gerdes (kelder@ucdavis.edu)
      (jrgerdes@ucdavis.edu).
   b. Please note this is a change from the previous primary contact. Previously, the point person was Whitney Bonner (webonner@ucdavis.edu) but she is no longer the contact. If you’ve emailed Whitney Bonner recently with a payment question and have not received a response, please forward your question to Kallie Elder and John Gerdes (kelder@ucdavis.edu) and John Gerdes (jrgerdes@ucdavis.edu).

3. Are OLs expected to receive their full payment for Spring Quarter, Summer, and September in one stipend at the end of Orientation? Or should they have already received their $52 Spring Quarter Compensation and expect another $52 one-time payment for summer work in August?
   a. Please refer to your updated Job Description for more details. OLs will receive a few different payments as follows:
      1. $52.00 for 4 hours of Spring Quarter Training. This work should be completed and processed by now for most of you unless you were a part of a make-up training in July. If you have completed Spring Quarter Training and have a question about your payment, please email Kallie Elder (kelder@ucdavis.edu) and John Gerdes (jrgerdes@ucdavis.edu).
      2. $52.00 for 4 hours of summer remote. This work is to be completed by August 15th and will be processed by early September.
      3. $897.00 for September Orientation Leader Training and Aggie Orientation work. This will be one payment for the hours worked on September Orientation Leader Training (September 18, 21, and 22) as well as Aggie Orientation program (September 25-29)

LMS Online Trainings

1. I am not able to access the LMS trainings. What should I do?
   a. We are working to ensure you have access to all 3 of the required trainings for your Orientation Leader summer remote work. Please be patient, and you will be notified when all 3 trainings are ready for you to complete.

2. What is Aggie 101? Should OLs have completed Aggie 101 already?
Aggie 101 is a virtual platform designed to help new students learn about UC Davis and its many resources. The majority of new students have already completed Aggie 101, and Orientation Leaders will also be completing Aggie 101 to stay informed about university resources in preparation for any questions that new students may have. Orientation Leaders do not need to complete Aggie 101 during the summer anymore. Instead, Aggie 101 will be a part of September training. You will have access to Aggie 101 during September OL training.

I already completed online trainings due to different job, how do I check/do I still get paid?

If you’ve already completed the 3 online trainings for another position, you do not need to do them again for your Orientation Leader role as long as they do not expire before September 30, 2020. To check when your training expires, see the date listed underneath the “expiration” column in your required training section. You will still be paid your full hours even if you have completed these trainings in the past. If there is not an expiration date, then your training does not expire and you do not need to do it again if you’ve completed for another job.

You can check if you’ve completed a training, you should see an “attended” status, an “acquired” status or a “date completion” indicator.

If you have a specific question about your LMS status, you can email SDPS@ucdavis.edu.

September Training

Will I get more reminders about OL September training logistics?

Orientation Leaders will get more reminders about OL September training as well as detailed information about training closer to September. Please continue to keep September 18th, 21st, and 22nd from 8 AM – 5 PM reserved on your calendars. During this training, you can look forward to more information about the Aggie Orientation program schedule, Orientation Leader shift information, and skill building for your role in September training. OL September training will be completely online. We are still working out the details so stay tuned! We appreciate your patience.

I am feeling underprepared and am concerned. How will students will be able to ask questions and interact through an online format?

We acknowledge that our Aggie Orientation program and the Orientation Leader role have changed as we moved to an online format. We are intentionally planning to equip you with the knowledge and resources needed to perform your Orientation Leader responsibilities in our September training. We will be reviewing how to facilitate online groups, how you refer to campus resources, and much more during our September OL training. In addition, we have made shifts to the schedule in order to create additional spaces for new students to ask questions and have opportunities to connect with you and each other.

Aggie Orientation

Will I be in front of a computer all day during Aggie Orientation. What will Aggie Orientation be like?

Orientation Leaders will work online between 7-9 hours a day. In some events, you will be facilitating with your student groups; others you will be helping Team Leads facilitate or
troubleshoot tech issues; in others you get to participate in the fun! We also are setting up times for you to be available by chat (we will be talking more about the app we will be using on our phones in September.)

2. **When can I see the Aggie Orientation schedule?**
   a. During the first day of Orientation Leader training in September, we will go over the full schedule with you. As we know, you will have many questions, we want to make sure we are together in real time to answer them. The Aggie Orientation schedule will consist of Orientation Leader group time, wellness programming, faculty-led programming to prepare students for Fall Quarter, college time, and evening socials for students to attend among other things.

3. **I am worried for new students!**
   a. Many of you have voiced concerns about the experience new students will be getting with classes and Orientation being online. We hear that and have the same concerns as well. Our roles, and yours as well, will be critical in helping connect students with each other and campus resources. We are adding in specific times in the schedule for OLs to be available for 1 on 1 conversations with your students to provide time for quality conversations and connection.

4. **Is there a virtual campus tour component?**
   a. In Aggie 101, one of the sections is an online tour! You will go through Aggie 101 in September training, and students are currently going through Aggie 101 now, so they will get to see areas of our amazing campus.

**Orientation Leader Role**

1. **What are my next steps as of right now?**
   a. Some of you all have already met up with your Orientation Team Lead (OTL). Some of you have scheduled a 1:1 meeting with your OTL already. If you have not, please make sure to reach out to your OTL and schedule them ASAP! If you are have any issues or questions, please email orientation@ucdavis.edu. These 1:1 meetings need to happen by August 15th
   b. Complete all 3 of your online LMS trainings by August 15th
   c. Stay tuned for more details about September training. That is where the bulk of your training happen

2. **I am worried about carrying out my OL role as an international student.**
   a. We understand that international OLs are working from multiple time zones. Our program is taking place during Pacific Standard Time and we will need our Orientation Leaders to work during program hours to support their new students. Unfortunately, we cannot make changes to shifts because of the program’s timing. If you have any questions about this, please feel free to email orientation@ucdavis.edu.

3. **How many students will we have?**
   a. Orientation Leaders will continue to have a student group of 15-20 students. These students will meet with their Orientation Leader daily via online meetings. Students groups will be formed by a student’s transfer or first year status as well as their college identity. Please note you may have students in your group who are a different college or student identity as you. We will equip you with the resources needed to help ALL students. More details will be provided during September OL Training.
4. How long will I be on screen?
   a. OLs will be online throughout the day. OLs will work 7-9 hours/day. OLs will be online from 2-3 hours at a time maximum. There will be breaks built into the day where you will not be online, and we will encourage you to be away from your screens!