Student Interns & Ambassadors Programs  
Supporting Pathways for IT Professionals  
EDUCAUSE Webinar April 12, 2022
WHAT IS THE UTS BOLD CAREERS PROGRAM?

• UTS offers both an ambassador and an internship program, allowing students to work with department leaders in their field of preference.

• UTS created the Bold Careers program to help students further their professional success upon graduation.

• The program allows for students to work on department projects, shadow mentors, and expand their resume.

• Students in the program are enrolled in a degree in the:
  • Carlos Alvarez College of Business
  • College of Education and Human Development
  • College for Health, Community, and Policy
  • College of Liberal and Fine Arts
  • College of Sciences

OUR PROGRAMS

Ambassadorship Program

• Bold Careers Ambassadors dedicate 10 hours minimum to 25 hours maximum a month.
• Ambassadors are expected to check in with their managers and provide support to department projects.
• The program is ongoing; students can interview to join for a semester and stay on until they graduate.
• Students often transition from Interns to Ambassadors to keep enjoying the program benefits.
• UTS Bold Careers gives students with all majors and course levels a chance to become a member.

Internship Program

• Bold Careers Interns dedicate around 150-250 hours a semester to the program (based on their department).
• Interns are expected to check in with their managers and provide efficient work, all the while gaining the department academic requirements to complete their internship.
• Internships are offered to students on an academic credit basis, students will earn credit hours after participating in the UTS Bold Careers Internship.
• Like the Ambassador program, students often move into the Internship program when they are eligible.
The UTS Bold Careers program has empowered and served over 70 student participants since its launch in the Spring of 2021.

UTS Bold Careers members have since gone on to garner publications, have featured presentations in national conferences, and have had their work posted directly on the UTSA website.

Recently, our Bold Careers students were interviewed by Dell, and this project also featured their amazing work.

UTS Bold Careers prides in giving their interns real life work projects, training tomorrow’s leaders and giving students the opportunity to have that exposure in the workplace and one day choose IT as their career.
• Mr. LeNoir utilizes his ambassadors to dissect the UTSA VDI website and learn every aspect of it.

• His ambassadors demonstrate VDI technology by creating a video, presentation, or graphic on the topic.

• These learning aids are crucial because it’s coming from a UTSA student to help other UTSA students.

• He has found that most students have never heard of VDI and the university communication team is working on getting more campus awareness about this software.

• Contact Information: geoff.lenoir@utsa.edu
VDI PROJECT FOR STUDENT OFF-CAMPUS ACCESS

2021 EDUCAUSE ANNUAL CONFERENCE
From Help Desk to Tech Café: UTSA’s Innovative Tech Support Center

On-Demand

Executive Team:
Sarah Arrellano, Bold Career Intern

Overview:
Launch an UE team to transform help desk into an innovative Tech Café by evaluating the current help desk process and identifying areas for improvement. This team will develop a comprehensive plan to create a specialized help desk area for users to access software applications and hardware support. They will identify goals and develop strategies to enhance technology support services.

Presenters:
Bert Garcia
Associate Director, Operations, Division of Information Resources

Vanessa Komen
Assistant Director, Division of Information Resources

Kendra Kittshum
Senior Management Analyst, Division of Information Resources
DIVERSITY, EQUITY, & INCLUSIVENESS

UTS Bold Careers Students provide valuable insight to a team of IT Professionals at higher education institutions. With their unique student perspective, projects, surveys, presentations, and more receive valuable input. Interns also help the department support in diversity, equity, and inclusiveness—featured in the photo are program members presenting for the department.

Having student feedback instantly can boost a project and allow students to get a head start on their professional career, featuring their name on projects & presentations.

BOLD CAREERS SUPPORT
DIVERSITY, EQUITY, INCLUSIVENESS

- Interns dedicate several hours each week to help IT work on projects & more.
- In this photo, interns and program members are reflecting on Black History Month featuring a presentation for their institution.
- Their insight comes from using applications IT creates and testing out upcoming changes to the University.
- One example is the Student Email Change. When our institution changed students’ email names, Interns provided feedback on how smooth the process was.
COLLABORATION WITH
CITYMESTER & NAJIM FOUNDATION

LEADERSHIP TO SUPPORT WOMEN IN THE WORKFORCE

• Mentorship vs. Sponsorship
• Importance of mentoring your staff
• Student Internships
  • https://alltogether.swe.org/2019/07/how-to-be-a-better-ally-to-female-coworkers/
  • https://www.forbes.com/sites/work-in
  • https://www.proquest.com/openview/7f04b5cfe3a0be4c866383282029ba86d/1?pq-origsite=gscholar&cbl=18750&diss=y
  • https://www.forbes.com/sites/adigaskell/2021/02/18/workplace-equality-improves-when-women-mentor-men/?sh=31f3d815a199
  • https://news.umich.edu/women-mentoring-men-could-help-solve-workplace-gender-bias-inequality/
• Maegan Fredrickson & Lisa Sosa, UTS Bold Careers Interns
Chapter 11
Utilizing Online Innovative Technology for Student Success in Higher Education Learning Environments

Vesna Elsner Groza,
University of Arizona, Tucson, USA
Patricia Gordon,
University of Missouri, Columbia, MO
Donald McBeath,
University of Arizona, Tucson, USA

Abstract
This chapter discusses the development of online learning environments and the integration of technology in higher education. The authors explore the use of innovative technology to support student success in online learning environments. They highlight the importance of fostering a supportive online learning environment that promotes student engagement, active learning, and collaboration. The chapter also discusses the challenges faced by students in online learning and provides strategies to overcome these challenges. The authors conclude by emphasizing the need for continuous improvement and adaptation of online learning technologies to meet the evolving needs of students and educators.

The Critical Role of Technology Support Programs During the COVID-19 Transition to E-Learning

Cathy Brown,
University of Texas at San Antonio
Kathleen Gable,
University of Texas at San Antonio
Amma Binta,
University of Texas at San Antonio
Judy Green,
University of Texas at San Antonio
Yoselis Ramirez-Duma,
University of Texas at San Antonio

Just below the knee cure for the above shown in the image below, there have been tremendous changes in the educational sector. Since the Spring 2020 pandemic, colleges and universities have implemented a range of strategies to support their students and faculty during this unprecedented time. This chapter discusses the critical role of technology support programs in facilitating the transition to e-learning during the COVID-19 pandemic. The authors highlight the importance of effective technology support programs in ensuring a smooth transition to online learning and maintaining student engagement. They also discuss the strategies used by colleges and universities to support students and faculty during this challenging period.

WEBSITE

TECHNOLOGY SOLUTIONS BOLD CAREERS

This university technology solutions is a part of the University of Texas at San Antonio. The university's technology solutions program is designed to help students and faculty integrate technology into their academic and professional lives. The program offers a range of services, including technical support, training, and software solutions. The chapter discusses the benefits of integrating technology into learning and provides examples of successful technology integration projects.

STATE OF THE STATE

Hybrid Conference

This conference is a hybrid event that combines both in-person and virtual components. The conference features speakers and sessions on various topics related to technology and communication. The chapter discusses the importance of technology in communication and provides examples of successful technology integration projects in the field of communication.
EDUCAUSE POSTER DATA:
STUDENT & MANAGER SURVEYS

EDUCAUSE POSTER
CREATING AMBASSADOR & INTERNSHIP PROGRAMS
Addressing The Higher Education Digital Divide: Establishing A Student Technology Fund.

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