

Introduction

Welcome to the Standardized Technical Communicator (STC) Program at Grand Valley State University (GVSU). As a component of the Simulation Center, our STC Program offers students many opportunities to develop and practice skills essential to outstanding clinical practice and safe patient care. We employ individuals who can portray the role of patients with a variety of different conditions and emotional states within healthcare settings. Students can practice skills, including communication and physical assessment skills, in a safe environment, and further develop competencies as emerging healthcare professionals.

The GVSU TC Program currently serves students from many academic programs which include Nursing, Physician Assistant Studies, Occupational Therapy, Speech-Language Pathology, and Physical Therapy.

The mission of the GVSU's Interprofessional Simulation Center is, to promote interprofessional healthcare delivery by teaching professional competencies in a safe and interactive learning environment. This is accomplished by the application of existing and evolving best practices, principles of andragogy, and technologies. The following information outlines the expectations the simulation center has for employees of the STC Program, as well as the policies and procedures essential to accomplish our mission. Additional information about the Simulation Center can be obtained on our website at [GVSU Simulation Center - Grand Valley State University](http://www.gvsu.edu/simulation-center)

If you have any questions, please contact the following Simulation Staff members:

Douglas Ayers BSN, RN, CHSE
Simulation Technology Manager
Office: 616-331-3059
Email: ayersdo@gvsu.edu

Mark S. Reinink EMT-P I/C,
CHSE, CHSOS
Simulation Technology Assistant Manager
Office: 616-331-7846
Email: reininkm@gvsu.edu

Becoming a Standardized Technical Communicator at Grand Valley State University

The Application Process

The application form for a Standardized Technical Communicator position can be found on the GVSU Simulation Center Website. If you are unable to find the application, please contact Douglas Ayers, Simulation Technology Manager at ayersdo@gvsu.edu. Potential STC will be provided with an application packet which includes a form authorizing Grand Valley State University to process a criminal background check which is required by all individuals employed in the STC Program. These materials may be returned via email, fax or

mail for your convenience. Please note, it is required that all STCs have an email account and are comfortable using email as a communication tool. Once your application materials have been processed, the Simulation Technology Manager will contact you to set up an interview. Upon successful completion of these steps, your name will be added to our confidential STC database.

Additional Required Paperwork

As temporary employees of Grand Valley State University, Standardized Technical Communicators are required to complete all required federal, state, and local tax forms as well as the Employment Eligibility Form (I-9) prior to working as an STC. We typically ask new STCs to set up a time to come into our facility to complete this paperwork or have them arrive early for their first work assignment.

Payments and Benefits

STCs are classified as temporary employees of the university and are paid by the hour. The university pays Standardized Technical Communicators for a minimum of three hours each time they work an assigned session. Standardized Technical Communicators have the option of receiving a check in the mail or enrolling in direct deposit. Payroll checks are issued bi-weekly. Depending on the timing of the event worked relative to the current pay period it may take up to three weeks to receive payment. Any questions regarding pay periods and payment should be directed to Matt Wagenheim at wagehma@gvsu.edu.

Working as a Standardized Technical Communicator at Grand Valley State University

Scheduling of Simulation Events

Simulation events are requested by faculty members prior to each semester (Fall, Winter, Spring/Summer). At the current time, we use an online program, Sign-Up Genius, to assist in scheduling STCs for events. Prior to each semester, every STC in our database will receive an email link to Sign Up Genius. This link will contain a list of dates with events where STCs are needed. Standardized Technical Communicators are directed to indicate which events/days they are available to work. The Simulation Technology Manager uses this information to staff all the events. A confirmed schedule is then emailed to each STC, listing the dates/events for which they have been scheduled. STCs who need assistance learning to utilize our Sign-Up Genius are asked to contact Douglas Ayers. Training/shadow sessions will be scheduled for new Standardized Technical Communicators before they can be scheduled individually.

Punctuality

Standardized Technical Communicator will receive a confirmation email several days before each assigned event. Please reply with a confirmation that you have received the email and will be available to work. This is so we do not have to make repeated attempts to confirm your attendance. Please arrive promptly at your confirmed arrival time (which will be noted in the email). STCs always report to room CHS 353 unless directed differently.

Confidentiality

Any discussion with or any information that STCs hear or see from students must be kept confidential. This includes any discussions you may hear between students, faculty, or other staff members. All documents and information, printed, electronic, or videos which are used in your role as an STC are the property of GVSU and may not be copied or reproduced for any use beyond your work at GVSU. The Simulation Technology Manager is always available if a concern or question arises regarding the confidentiality policy.

Typical Day

The STC will arrive thirty to forty-five minutes prior to the simulation's scheduled start time. The Simulation Staff will review the scenario assigned to the STC, either in-person or via pre-recorded training video, and answer any questions or concerns. Each scenario lasts approximately 20-30 minutes and the STC will repeat the scenario multiple times depending on how the scenarios are scheduled. Voicing the manikins includes speaking into a microphone as well as controlling two computers. One computer will be the audio and video of the simulation room and the other computer will be the manikin software that the STC will control throughout the scenario. In between each scenario, the STC will be responsible for assisting with resetting or cleaning the room in preparation to start the next scenario encounter. The Simulation Staff will be available to assist in the resetting of the room and answer any questions. The STCs will have scheduled breaks in between encounters or for lunches. The Standardized Technical Communicators are requested not to leave the building unless approved by a Simulation Staff member, because sometimes the next simulation may start earlier than expected.

Parking

Free parking is available for STCs while working on a scheduled day for the Simulation Center. Parking will be communicated with you per semester and a virtual parking pass will be provided accordingly. STCs must create a Citizen Connect Portal account to register for a

virtual parking pass. Only one pass will be provided, and it will be linked via license plate. If you need to transfer the virtual park to a different vehicle, then you must log into your Citizen Connect Portal account and reassign the pass to a different registered vehicle. Please make sure the virtual parking pass is assigned to the correct vehicle for the day or you will receive a parking ticket. The Standardized Technical Communicator Program cannot be responsible for parking ticket expenses when these rules are not followed. In the event that we have a Standardized Technical Communicator park on the PEW Campus Parking Garage, GVSU will provide one hour of travel time to get to the CHS building (30 minutes to CHS and 30 minutes to leave CHS). For more information about how to create a Citizen Connect Portal account, transfer a parking pass, or other parking questions, please contact the university parking services at (616)-331-7275 or email parkinggr@gvsu.edu.

Meals and Breaks

Coffee and water are provided during work hours. Please bring a water bottle to fill from the water cooler. STCs are encouraged to bring meals and snacks which can be stored in the refrigerator located in room CHS 300 or DCIH 360D. A microwave and toaster are also available. Food may also be purchased at the small café located on the main floor of the DCIH building if time permits. Standardized Technical Communicators will be made aware of lunch hours scheduled for the events they are assigned to work.

Assigned Role

Standardized Technical Communicators are to always stay in character when working with students unless instructed differently by the Simulation Staff who will provide instructions on effective techniques for doing so.

Use of Video Equipment

The GVSU Simulation Center is equipped with video recording equipment in all simulation areas. Almost every simulation event is recorded on video or streamed to a viewer at a computer station or in a classroom. As a reminder, communications that occur in the Simulation Center may be recorded. Please do not discuss case materials outside of the Simulation Center. STCs must be conscious and respectful when having conversations in the Simulation Center. It is not appropriate to discuss student's performance on simulations as it is possible the conversation could be streamed to an observing person in another room. If you need to debrief and express feelings about a simulation, please share your concern with the Simulation Staff and an appropriate time and space will be provided.

Training

Training will be provided by the Simulation Staff before the STC is scheduled to work an event. There may be pre-training material in the form of videos, patient case files, or other electronic information that is shared with the Standardized Technical Communicator prior to the scheduled event day. It is expected that the STCs review the material before coming on their scheduled event day, as well as bring any questions about the training material. STCs will be compensated with at least 30 minutes (up to an hour) when pre-training materials are provided. It is expected that the scheduled STCs arrive at work on time to prepare for the simulation. Time is provided before each simulation to review the scenario with the Simulation Staff and faculty so the STC can obtain answers to any questions.

Dress Code

STCs are expected to wear business casual clothing as they are representing GVSU.

Feedback

STCs do not provide feedback on students' performance of examination skills or techniques. Occasionally, STCs will be asked to provide feedback to faculty before a debrief session. The Simulation Staff will provide instruction on constructive feedback techniques. At all times it is the team's responsibility to provide students with a safe and encouraging learning environment. The Simulation Staff will communicate with faculty and provide feedback for STCs on the portrayal of scenarios and anything that should be improved.

Injuries /Accidents

STCs are required to immediately inform the Simulation Staff of his/her designee of any injury or accident sustained during their job duties. An Injury Report form can be obtained from room CHS 343 and must be filled out within 24 hours of the occurrence and the Simulation Staff will submit the completed form to Human Resources.

Cancellation of Event

We respect the commitment the STCs make to the Simulation Center. In the event a scheduled event is canceled, the assigned STC will be notified as soon as possible. If cancellation occurs with less than 24 hours of notice, STCs will be paid at 50% of the expected rate for that day. Please note if the university is closed due to inclement weather or other reasons all simulation events are canceled and STCs will not be paid.

Last Minute Call List

The STC Program maintains a list of Standardized Technical Communicators who live close to the CHS building and are willing to be called at the last minute or early in the morning in the event of a cancellation or no-show. Please inform the Simulation Technology Manager if you would like to be included on this list.

Call-In Procedure

If the Standardized Technical Communicator is unable to work an event after accepting an assignment, please notify one of the following people as soon as possible. Douglas Ayers, Simulation Technology Manager Office: 616-331-3059 or cell: 734-276-0299.



I have received and reviewed the Grand Valley State University Standardized Technical Communicator Manual. I agree to adhere to the policies and procedures outlined in this manual and on the university website. I understand that failure to comply with these policies and procedures may result in my termination as a Standardized Technical Communicator.

Signature

Printed Name

Date