



GRAND VALLEY STATE UNIVERSITY®

INTERPROFESSIONAL SIMULATION CENTER

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 provides students with numerous 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 various 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 STC Program currently serves students from various academic programs, including Nursing, Physician Assistant Studies, Occupational Therapy, Speech-Language Pathology, and Physical Therapy, among others.

The mission of 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 applying existing and evolving best practices, principles of andragogy, and relevant 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 accomplishing our mission. Additional information about the Simulation Center can be obtained on our website at [GVSU Simulation Center - Grand Valley State University](#)

If you have any questions, please get in touch with the following Simulation Technology Staff members:

Douglas Ayers BSN, RN,
CHSE
Simulation Technology
Manager
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Simulation Technology
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Becoming a Standardized Technical Communicator at Grand Valley State University

The Application Process

The application form for an STC position can be found on the GVSU Simulation Center Website. If you are unable to find the application, please get in touch with Douglas Ayers, Simulation Technology Manager, at ayersdo@gvsu.edu. Please note that 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 determine if it is appropriate to set up an interview. Upon successful completion of these steps, your name will be added to our confidential STC database.

Additional Required Paperwork

STCs are required to complete all required federal, state, and local tax forms, as well as the Employment Eligibility Form (I-9), before working as an STC. Additionally, STCs must sign the GVSU Simulation Center User Agreement, FERPA Act Knowledge Acknowledgment form, and the Photo-Video Consent & Release form. We typically ask new STCs to schedule a time to visit 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 on an hourly basis. The university pays STCs for a minimum of three hours per assigned session. 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 Christine Adams, Simulation Assistant, at adamsc3@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). Currently, we utilize an online program, Sign-Up Genius, to facilitate scheduling of STCs for events. Prior to each semester, every STC in our database will receive an email link to Sign Up Genius containing a list of dates/times STCs are needed. STCs are directed to indicate which events/days they are available to work. The Simulation Technology Manager and/or the Simulation Scheduler uses this information to staff all the events. A list of potential dates is then emailed to each STC. The work sessions are not confirmed until the STC replies via email that each day works for their schedule. STCs who need assistance with Sign-Up Genius are asked to contact Douglas Ayers. Training/shadow sessions will be scheduled for new STCs before they can be scheduled individually.

Punctuality

STCs will receive a confirmation email several days before each assigned event. STCs are expected to reply via email they confirm that the dates match their availability. Additionally, STCs must arrive promptly at the confirmed arrival time (which will be noted in the email). STCs always report to Room CHS 353, unless directed otherwise.

Confidentiality

Updated 9/2025 D.A.

Any information that STCs hear or see from students must be kept confidential. This includes any discussions you may witness 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 Staff are always available to address any concerns or questions regarding the confidentiality policy. Cameras and sound equipment are constantly operating. Do not discuss student performance or interactions. All STCs are required to sign the GVSU Simulation Confidentiality Agreement and the FERPA Acknowledgement. Breach of confidentiality may result in termination from the STC position.

Typical Day/Training

The STC will arrive for in-person training before the event's scheduled start time. The Simulation Staff will review the scenario assigned to the STC, either in person or via a pre-recorded training video, and address any questions or concerns. The STC may repeat the scenario multiple times, depending on how the events are scheduled. STCs may be expected to portray the voice of patient case scenarios and use human patient simulators. In this case, training will include a review of the high-fidelity simulation software, instruction on using the microphone, and guidance on communicating with faculty, as applicable. Typically, STCs utilize a computer that streams the audio and video of the simulation room and a separate computer/tablet to control the simulation software. Between each scenario, the STC will be responsible for assisting with resetting or cleaning the room in preparation for the subsequent scenario encounter. Simulation Staff will be available to help with resetting the room and answer any questions. The STCs will have scheduled breaks in between encounters or for lunch.

Parking

Free parking is available during work hours. STCs must register their vehicle with parking services as directed upon hire. The SP/STC entrance to the parking garage is off Prospect. Please do not enter the parking garage STRAIGHT AHEAD, as that lot belongs to Corewell Health. Please inform the parking attendant that you are an STC in the simulation center and authorized to park in the Upper-Level Ramp. Parking Permits are updated annually, and it is the responsibility of the STC to maintain them. If you drive different/multiple vehicles to campus, you are responsible for updating your account to reflect the car you drive to campus to avoid a ticket. If you are reporting for events that take place after hours or at alternate locations, you will receive instructions on where to park. For more information about 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. 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. STCs will be informed via email of the extended break for the events to which they are assigned.

Assigned Role

STCs are expected to always stay in character when working with students, unless instructed otherwise by the

Simulation Staff, who will provide instructions on practical 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 students' performance on simulations. 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. STCs may not record interactions on their personal device. You may be asked to review an assigned video of your own interaction with students to complete a self-evaluation for review with the Program Manager or designated Simulation Staff.

Dress Code

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

To ensure the well-being of all individuals in clinical learning settings, standardized patients are prohibited from wearing scented products while working in the simulation center. Personal care products, such as cologne, perfume, aftershave lotions, scented lotions, and fragranced hair products, are not permitted in the facilities. Use of cleaning products other than those purchased by the Simulation Center is prohibited for cleaning personal workspaces.

ID Badge

GVSU picture ID cards for STCs can be obtained by visiting the Allendale Student Assistance Center, located at 150 STU on the Allendale campus, or the Student Assistance Center in the DeVos Center in downtown Grand Rapids. You must have your G# and photo identification. No appointment is needed.

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 on STCs regarding the portrayal of scenarios and any areas that require improvement.

Injuries /Accidents

STCs are required to immediately inform the Simulation Staff of any injury or accident sustained during their job duties. An Injury Report form must be completed within 24 hours of the incident, and the Standardized Patient Manager 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' notice, STCs will be paid at 50% of the expected rate for that day. This policy applies even if events are canceled after you have arrived on campus. Please note that if the university is closed due to inclement weather

or other unforeseen circumstances, all simulation events will be canceled, and STCs will not receive payment. If an STC needs to be canceled after all scheduled staff arrive on campus, the Simulation Staff will inquire about a volunteer STC to leave. If no volunteer is identified, then Simulation Staff will randomly select the name(s) of STC who will be asked to go with 50% pay. Simulation staff will track who was sent home last and ensure that the individual's name is not in the drawing again.

Last Minute Call List

The STC Program maintains a list of employees who reside near the GVSU Health Campus and are willing to be contacted at short notice or early in the morning in the event of a cancellation or no-show. Please inform Simulation Staff if you would like to be included on this list.

Call-In Procedure

If an STC is unable to work an event after accepting an assignment, please notify the Simulation Technology Staff (listed on page 1) as soon as possible.

Safety on Campus

The GV Department of Public Safety supports student success by providing a safe and secure environment in which to learn, live, and work.

Wi-Fi Calling: Cell service on the health campus can be challenging. Connect to the Wi-Fi network (either GV-Visitor or GV-Faculty-Staff [login required]). Enabling Wi-Fi calling on your phone allows you to use Wi-Fi to place regular and emergency calls when there is poor or no cell service.

GVSU Alert: We encourage you to sign up for the GVSUAlert! Emergency Notification System. Alerts are automatically sent to your email, but you can easily add your primary mobile number to receive text alerts. Faculty and Staff will add their mobile phone numbers in Workday. You may also add other phone numbers by visiting www.gvsu.edu/gvsualert. You will receive Timely Warnings (when there is a continuing or ongoing threat so you can protect yourself from harm), Emergency Notifications (notification of a significant emergency or immediate threat – extreme weather causing cancellations, serious illness, or active shooters), and Safety Notices (criminal activity, utility outage, or other safety-related incidents). **Active Shooter Protocols:** available at <https://www.gvsu.edu/dps/active-shooter-response-85.htm>. When an active shooter is in your vicinity: RUN – HIDE – FIGHT; when an active shooter is reported elsewhere on campus: CLOSE – BARRICADE – STAY PUT. Be aware of the door locks and lockdown buttons in your designated work area.