



Communication in Computing:

Help Desk Workshop

Sponsored by the Grand Valley Speech Lab

Presentation Overview and Components

It is no surprise that the use of technology is continuously growing and shows no signs of slowing down. However, as technology continues to grow, the use of face-to-face communication decreases. In 2019, Grand Valley Speech Lab consultants Hannah Karwat and Dominic Cassisi wanted to know if this decrease in face-to-face communication has any effect on STEM students here at GVSU. They decided to begin researching communication in STEM students and whether or not their communication skills were on par with the expectations of the professional world. Their study found that there was a noticeable gap in communication between students entering the workplace and current professionals. As employees of Grand Valley’s communication center, Hannah and Dom felt it was their responsibility to help narrow this communication gap and ensure that STEM students are properly prepared to enter the workforce upon their graduation.

The Communication in Computing: Help Desk Workshop is designed to give computing students an opportunity to understand the role public speaking will play in their future careers. The workshop is comprised of four key parts: first, it will propose steps to identifying the “message”, or problem at hand, when a caller has an issue. Next, it explores a variety of verbal communication strategies that can be used to ensure that the call runs smoothly, and the issue is solved promptly. Finally, the workshop will conclude with a group activity. The audience will be broken into small groups, asked to listen to recordings of potential help desk issues, and given a few moments to construct an effective approach to solving the situation. At the end of the workshop we will open up the floor for questions, concerns, and suggestions on how to improve this workshop and potentially turn it into a competition in the future.



Materials

Participants will need either a laptop or paper and pen or pencil to take notes during the interactive portion of the workshop. The workshop notes will be collected at the end, if the notes have are electronically, please email the notes to karwath@mail.gvsu.edu.

Workshop Creators



Hannah Karwat

Hannah is a junior at Grand Valley State University majoring in Information Systems and minoring in business. She has been working at the Grand Valley Speech Lab as a consultant and undergraduate researcher for two years. Her mission is to establish a connection between the communication center and STEM students to ensure that all students are prepared for their professional careers. Hannah is also the National Communication Centers Association's 2019 Bob & Ann Weiss Undergraduate Paper Award for Communication Deficiencies in STEM Students.



Dominic Cassisi

Dom is a junior at Grand Valley State University majoring in Advertising & Public Relations. He has been working at the Grand Valley Speech Lab as a consultant and undergraduate researcher for two years. He is the President of his fraternity and part of GV's National Student Advertising Competition (NSAC) Team. Dom is also the National Communication Centers Association's 2019 Bob & Ann Weiss Undergraduate Paper Award for Communication Deficiencies in STEM Students.