



CRISTO REY
ST. MARTIN COLLEGE PREP

Corporate Work Study Program

Book of Jobs

June, 2014

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Introduction

Each of the 28 Cristo Rey network schools exist to break the cycle of poverty that exists in urban settings and give students the opportunity to succeed in college, professional careers and give back to their communities. Cristo Rey St. Martin College Prep (Waukegan, IL) provides low income students from the Waukegan, North Chicago and surrounding communities an affordable, Catholic based college prep education.

-The Corporate Work Study Program (CWSP) contracts with companies throughout Lake County, IL and Kenosha County, WI to fill entry-level positions at their places of business. Many of our students work at their business partner for multiple school years and are also hired for summer and holiday employment. Our business partners gain a talent acquisition pipeline of high school aged students comprising the target markets they seek to employ upon college graduation.

The fees earned are “assigned” over to the school and applied against the operating expenses of Cristo Rey St. Martin College Prep resulting in an affordable tuition for low income students and their families. Our business partners treat their students as they would other employees. Working with adults in a professional environment helps students understand the importance of acting responsibly and professionally plus provides role models. Each student has a direct supervisor who provides performance feedback including a twice yearly comprehensive performance appraisal covering several skill categories.

The Corporate Work Study Program is the employer of record for the students and carries liability and workman’s compensation insurance plus complies with all Department of Labor regulations. . This allows students to work one full day (approximately 7 1/2 to 8 hours) each week plus an extra day every fourth week without missing any classes. Students work throughout the school year (late August to June) except for major holidays and school vacations such as Christmas break and Spring break.

Student workers are transported to and from work on a daily basis. Students are held to a strict code of conduct. Any absences from work must be made up by a student on a day that there is no Corporate Work Study Program teams scheduled (i.e. Christmas break, Spring break or school holidays). Each student receives a grade in the CWSP class and it is a credit class.

Incoming students receive four weeks of training throughout the summer including diagnostic testing and classroom learning. All freshmen go on a multi-day retreat where they experience life on a college campus and experience team building plus additional work focused training. Finally, incoming students work over four consecutive “training” days before school begins which compresses their learning curve.

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<http://cristoreystmartin.org/>

Administration – FGМК

FGMK has been in business since 1969 and has a staff of over 250, including 40 partners. FGMK provides a variety of services to closely held companies globally including accounting, tax, technology, estate and many additional areas. The firm is the 9th largest accounting firm in the Chicago area.

FGMK has sponsored a team of CRSM student workers since 2011.

February, 2013 – Administration

Key skills –Attention to Detail, Strong Process Organization, Independent Worker

Team Size – 4 CRSM Student Workers

Department – Administration

Job Title – Junior Administrator

The Administration department consists of a dozen full time staff who work directly with FGMK Partners to provide high service levels to their client base.

Core Duties

Each student handles highly confidential documents/folders containing personal financial and tax information. They are trained on proper document handling and best practices regarding confidential information. The duties the student workers perform include the following:

- Retrieve and deliver requested client files and deliver to partners/requestors (return files as well)
- File Management – students regularly sort and categorize client files by name and year of file data and then file by various criteria including active, responsible partner, etc.
- Scanning – students are responsible to scan and store all billing invoices and supporting documents into an electronic filing system. This requires strict quality control measures including ensuring the number of incoming paper documents matches the imaged versions, the page numbers are in order, all images are not skewed and the electronic filename follows the naming convention.

Value of CWSP Team

The CRSM student workers add time to the administrator staff's day by owning and completing projects accurately and timely. This is especially beneficial when Administration positions are open and during the increased volume of project work during tax season.

Administrative Services – Gewalt Hamilton & Associates

Gewalt Hamilton & Associates , Inc. Is a Civil Engineering company that offers a diverse range of professional engineering, surveying, planning, traffic studies, environmental and geographic information services. GHA represents a diverse group of clients that include municipalities, county and state agencies, utility companies, school districts, hospitals, community colleges, park districts, senior care facilities, commercial and residential developers.

Gewalt Hamilton & Associates is headquartered in Vernon Hills, IL and employs 81 professionals currently located among two Chicago-land offices as well as one in Missouri

Since 2004 Gewalt Hamilton & Associates has sponsored a team of four CRSM student workers.

May, 2014 – Administrative Services Supervisor

Team Size - 4 CRSM Student Workers

Department – The Administrative Services department consist of 5 full time employees.

Key skills needed to be successful in this job:

1. Willingness to learn
2. Ability to multi-task on different types of projects
3. Ability to communicate with all levels of Engineers and other professionals
4. Display and/or learn good organizational skills

Duties Include:

- Processing monthly invoices to include proper documentation
- Applying checks to the appropriate invoices
- Printing and binding books for Project Managers and /or our clients.
- Scanning, copying project plans (including 24 x 36 plan sets), converting documents into PDFs.
- Assembling new billing file folders
- Filing receipts in the appropriate file folders.
- Entering mileage logs and print logs into Vision (Accounting Software).
- Mailing statements to clients.
- Responsible for properly filing folders in numerical order.
- Archive dormant jobs files and creating an associated listing
- Assist special department projects on an “as needed” basis.

Value of CRSM Team:

The Administrative Services Supervisor states the CRSM students free up time for full time staff to concentrate on higher priority projects/tasks and strategic planning. The CRSM students are treated as equal members of the team and are invited to participate in some of our business meetings and Friday Fun Days.

Each year we look forward to our new team members as well as the returning student workers

Contracts Administration/Documentation– Omnicell, Inc.

Omnicell, Inc., is a leading provider of solutions targeting patient safety and operational efficiency in healthcare facilities. From the point at which a medication arrives at the receiving dock to the time it is administered, Omnicell systems store it, package it, bar code it, order it, issue it, and charge it. Omnicell reports over \$246 million in annual revenues with approximately 1,100 employees.

Omnicell sponsored a CWSP team starting in 2011.

6/11/2012 – Manager, Service Contracts Administration

Key skills - MS Excel, Strong Communications, Independent Worker

Team Size – 4 CRSM Student Workers

The services organization is comprised of 83 full time employees and provides contract administration services, help desk, technical support, financial analysis and reverse logistics groups. The four student workers report directly to a single supervisor but each has been assigned a mentor who works different roles in the services organization.

The student workers started with similar core duties including filing documents into the services organization file room. Each student also rotates weekly into the sales department and enters sales invoices into Omnicell's SAP ERP system and also processing FEDEX return notices out to customers. Just a few weeks after the student worker team started the supervisor started collaborating with various people in the services group to build a list of projects from all areas that were then assigned to the students in addition to their core duties. The Manager of Service Contracts Administration states that the student workers were finishing tasks from the list much faster than originally anticipated and the competitive nature between the student worker team helped to drive the workers to finish projects quickly.

The Omnicell team supervisor and mentors realized that it is best to offer a variety of tasks/projects to the student workers and, based on discussions of each student's areas of interest, started assigning mentors and project work that would appeal to their areas of interest.

One student worker has aspirations to become a writer and, as a result, he was assigned to follow a select group of employees and document their processes and procedures. This documentation is being utilized in Omnicell's efforts to renew its ISO 9001 certification. The student worker files all approved documentation in the Agile document repository that houses all ISO related documents.

A second student worker is has an interest in mathematics and was assigned a Failure Analysis Engineer as mentor. This student has gained experience working with the IT department to quantify various Six Sigma quality measurements including defects ratings and quantity vs. reliability calculations. These are accomplished via creation of SQL queries and importing large amounts of data into Excel and applying intermediate and advanced Excel functions to the data including Pivot Tables and various formulas. The Mentor states that he emphasizes tying the formulas learned in Excel to mathematical classroom concepts.

Two of the student workers are being retained over the summer (in a job share role) to act as the SAP and Siebel CRM systems Data Base Administrator while an employee is on leave.

Value of CWSP Team

The Manager of Service Contracts Administration states that everybody in our facility refers to the team of student workers as “our kids” and they are equally contributing as any person in the facility. The student worker team contributes to every department and they are at a loss when one of the student workers is gone. She states “we rely on them for mail and things that keep us running including sales invoicing. We would need to hire two FTEs to perform equal work of the student worker team.

In the past four months the student workers began processing sales contracts (for customers without support contracts) by reviewing customer service technician’s documentation of help desk cases and using their training to create and deliver sales contracts to customers. This has resulted in more than \$42,000 of incremental revenue to Omnicell which has resulted in an impressive return on investment in their student worker team.

Corporate Tax – Reynolds Holding Group

Reynolds Holding Group is a leading provider of foodservice/food packaging in North America and the world's largest manufacturer of Foodservice Disposables and Food Packaging. Their products are used by the supermarket, packer/processor, institutional, foodservice, and restaurant industries. Reynolds reports over \$2.5 billion in annual revenues with 55 manufacturing facilities worldwide (7 countries), 12,300 employees and 1,600+ customers.

Reynolds has sponsored a CWSP student team since 2005.

February, 2013 – Corporate Tax Accountant

Key skills – Willingness to Learn, Attention to Detail, MS Office – Excel (intermediate to advanced)

Team Size – 1 CRSM Student Worker

Department – Corporate Tax

The corporate tax department is responsible to comply with sales tax audits in all states that Reynolds does business plus special reporting related to capital expenditures and other projects. The department is comprised of 16 full time employees in the Lake Forest facility and 35 employees throughout their various offices.

Core Duties

The CRSM student worker pulls invoices requested to complete audits. The student worker accesses Reynold's SAP system and is trained to identify and print the necessary invoices with supporting documents. Database updates are performed in several projects related to capital expenses. Also, the student has several filing projects related to the sorting and filing of tax documents into the appropriate state folders for each of Reynold's various entities.

Value of CWSP Team

The of number and frequency of sales tax audits has increased across all states and the corporate tax department incurs increased interest costs every month an audit remains open until completion. The CRSM student worker has reduced the amount of time needed to complete the multiple open audits resulting in lower interest expenses. The Tax Accountant estimates the interest fee savings derived from shortened audit time periods have more than offset the business expense paid for the CRSM worker.

Corporate Tax – W.W. Grainger, Inc.

W.W. Grainger is a leading distributor of industrial supplies, MRO equipment, tools and materials. Revenues are in excess of \$7 billion with 18,500 employees.

Grainger sponsors two teams of CWSP students and has been a CRSM business partner since 2008

October, 2012 – Supervisor, Sales Tax Audits

Key skills needed to be successful in this job

1. Ability to multi-task on different types of projects
2. Ability to communicate with all levels of tax professionals
3. Microsoft Excel skills are a plus

Department –Corporate Tax Department (including Federal/State/International Income and Sales/Use Tax)

Team Size – 2 CRSM Student Workers

The Tax Department consists of 19 employee team members plus a team of two CRSM CWSP students.

Duties (of the 2 CRSM Student Workers)

Help state sales tax audits by copying requested work papers and delivering them to the requesting parties on an as needed basis.

Assist on the IRS Audit in regard to copying work papers, scanning documentation from print to soft copy, arranging documentation in binders for ease of use.

Organize and file documents related to the over 500 domestic Grainger business locations.

Internet research is performed to find the branch location and then mail business licenses to the 500 locations for posting in each location in accordance with regulations.

Daily mail delivery to all accounting and tax departments which requires reading and comprehending materials so they may be delivered to the correct party.

Students assist with Records Retention by boxing up older tax records to send to storage and moving files to make room in each next year's filings.

Each student accesses a Project worksheet located on a share site that contains lists of project work the students use as a Todo list and then update various areas of the spreadsheet with their progress up to completion.

Value

In mid 2011 the Tax department had no staff dedicated to various functions like record retention and business license delivery and filing. The Sales Tax Audit Supervisor states that the CRSM student team has provided on-going effort to these two areas plus additional projects that free staff members to work on more value-added projects.

Customer Advocacy – Cardinal Health, Inc.

Cardinal Health, Inc. is a \$103 billion health care services company that helps pharmacies, hospitals, ambulatory surgery centers and physician offices focus on patient care while reducing costs and improving efficiencies. It has 31,900 employees

Cardinal Health has sponsored of a team of four CRSM students since 2007.

4/13/2012 – Director of Customer Advocacy

Team Size – 1 CRSM Student Worker

Department – Customer Advocacy

Key skills –Outgoing personality, strong verbal and phone skills, MS Excel

The customer advocacy department is comprised of registered nurses and clinicians who investigate and track product issues and evaluate the need to report to the FDA. Clinical product issues sometimes require field corrective actions and on rare occasions result in a recall.

The core duties the CRSM student worker performs include:

- Data entry into a customized database that tracks clinical product complaints and receipt of recalled products.
- Entry of responses to complaints
- Run reports related to product complaints/recalls and downloads to MS Excel
- Perform mailings for letters that are sent to customers impacted by product recalls
- Filing into supplier files that typically contain thousands of documents
- Talking to customers via the use of phone call scripts
- Additional projects were completed with related departments

Value of CWSP Team

The CRSM student worker performs important tier 2 tasks for the customer advocacy department. This has helped to keep processes as up to date as possible.

Customer Service – Libertyville Bank and Trust

Libertyville Bank and Trust offers personal and business financial services to the Lake county area with eight locations. Combined with its parent company Wintrust Financial over 100 banking locations exist.

Libertyville Bank and Trust has sponsored a team of four CRSM student workers since in 2004.

3/28/2012 –Human Resources Officer

Key skills –MS Office, Outgoing Personality, Phone Skills

Departments – Accounting, Customer Service, Purchasing, Human Resources

Team Size – 4 CRSM Student Workers

A team of four CRSM student workers report to a supervisor in the Human Resources where they perform duties including:

Customer Service – Reception duties include answering phones in a enthusiastic and welcoming manner and assisting customers to reach the appropriate person to address their needs via a “warm” transfer.

Special projects – One student workers supported a project by performing database “clean-up” procedures.

Customer Service/Client Support Services – Northern Trust Company

Northern Trust is a leading provider of asset management, fiduciary, banking, asset servicing and fund administration solutions for individuals, families, corporations and institutions worldwide. It headquartered in Chicago, IL and is among the largest bank companies in Illinois with over \$94 million in assets and 84 locations throughout the US.

Northern Trust Company has sponsored a team of CRSM Corporate Work Study (CWSP) student workers since 2011.

Team Size – 4 CRSM Student Workers

Department – The Client Support Service department consists of 7 full time employees and supports the Banking, Trust and Investment Groups.

Key skills – Attention to detail, willingness to learn and very organized.

Duties include:

- Printing, binding and quality control review of client “book” requests in preparation for client meetings. In the most recent month over 200 client books were prepared.
- Preparation and scanning of several customer document types for each of the three groups.
- Produce cover sheets and preparation of documents moving to offsite storage locations.
- Daily pick-up of Incoming mail followed by sorting and delivery to all areas of the building. This occurs several times throughout the day including pick-up of outgoing mail pieces.
- Loan package preparation, printing and delivery for weekly loan committee meetings.
- Special projects as assigned

Value of CWSP Team

The Manager, Client Support Services at Northern Trust Company states they do not know what they would do without CRSM student workers. The CRSM team addresses duties that free up the staff to work on higher priority projects plus reduces the workload for the full time staffers.

Customer Service – W.W. Grainger, Inc.

W.W. Grainger is a global distributor of industrial supplies, MRO equipment, tools and materials. Revenues are in excess of \$9 billion with over 22,000 employees. Grainger sponsors 20 CWSP student workers and have been a CRSM business partner since 2008

Grainger Customer Service operations has been a CRSM business partner since 2013.

December, 2013 – Customer Services Operations Associate Customer Service Operations De

Key skills –

- Microsoft Office –Intermediate Proficiency (Word, Excel, PowerPoint, and Outlook).
- Strong attention to detail
- Excellent communication skills
- Ability to handle changes to processes (change management skills)
- Organizational skills. The student should be able to identify key messages for written communications and for projects; they would need to be able to identify the necessary steps to complete the project from start to finish.

Department – Customer Service Operations

Team Size – 4 CRSM Student Workers

Customer Service Operations is part of the Customer Service department, rolling up to the US business at W.W. Grainger, Inc. The Customer Service Operations department consists of 50 full time team members plus four CRSM CWSP students. The CRSM students perform multiple duties detailed below:

Process Documentation:

Work with various team members within the KeepStock operations team to document the work instructions for working maintenance requests for customers.

BBX (Branch Business Excellence) Data Entry:

Enter in data conduct by branch designates on the seven high risk process in a branch. The student will input the results of the branch audit into the BBX spreadsheet which helps identify the risk ranking of the 3 key areas.

Showroom Redesign Data Entry:

The student will take customer feedback and input into a specialized survey data tool. This data will then be used to evaluate the showroom redesign that is occurring across the United States. The student will run reports on a monthly basis and send to the reporting team to be inputted into the operating review and pull the customer comments and send to the branch team for review.

Runzheimer/ CSE Alignment:

The student will receive an excel file on as the alignment changes (currently every three to four months) and validate the cost center and manager for each employee. This process requires attention to detail and frequent use of the company intranet employee global connections site. Understanding that employees may have similar names and identifying the correct employee.

Ad-hoc Projects:

From time to time, different projects come up that many not recur. Some examples of projects completed by the CRSM students include:

Communication updates:

Weekly Newsletter to ~ 500 branch managers: Student puts together the Team Member Spotlight every week by selecting a team member from a list of those submitted for their good work. They then edit what was written about the team member, and the article is showcased weekly in Ahead of the Curve newsletter.

Special Project: Develop a new page that field team members can reference when they need assistance, but aren't sure whom to contact at the Grainger Headquarters office.

Monthly Go See Meetings: I have colleagues across various functional areas that are critical to Grainger's operations, including Product Management, indirect Purchasing, Corporate Communications, Contact Center, etc. The students receive the name of an employee they should meet, and they schedule the meeting in Outlook, research that person's department, and conducts the meeting themselves. It's a Q& A format for the meeting, and the intent is to allow the student to learn about other parts of the organization.

Misc. Projects: There are a lot of miscellaneous projects in CS Communications. We will have the student helping out with many of these on an as needed basis.

Customer Alignment Data Entry updates:

Student will work with the KeepStock team to help with disengagement of accounts and mailing of scanners to new OSSC's and customers.

Value of CWSP Team

Grainger's Customer Service Operations department remains a small group of employees who are tasked with balancing many competing priorities. When the opportunity to have a CRSM student team arose, we quickly jumped on the opportunity which freed up time for the core team members to focus on essential and critical issues without letting some administrative tasks fall by the wayside. This is an excellent opportunity for both Customer Service Operations to work with students who bring a fresh set of eyes to things and for the student to be engaged in some Corporate Customer Service Operational issues.

Ethics and Compliance – Takeda Pharmaceutical Company

For more than 230 years, Takeda has been serving society with innovative medicines, helping patients reclaim valuable moments of life from illness. Takeda Pharmaceutical Company reported \$XX billion in revenues and employs over 31,000 people worldwide.

Takeda has sponsored five teams of CWSP students starting in August, 2013.

December, 2013 – Compliance Training & Communications Program Manager

Key skills – MS Office – Intermediate, Strong Written Communications, Attention to Detail

Team Size – 4 CRSM Student Workers

Department – Compliance Operations

Takeda established an Ethics & Compliance Program that requires all Takeda employees and agents be responsible for conducting their business activities in compliance with all applicable laws and regulations, industry guidance and codes and the highest standards of business ethics. The Corporate Ethics & Compliance Program is aligned with the OIG Compliance Program Guidance for Pharmaceutical Manufacturers plus the PhRMA Code on Interactions with Healthcare Professionals.

The Office of Ethics & Compliance has responsibility that includes the management of the US Code of Conduct, Compliance Policies, Compliance Training, Compliance Hotline/Helpline, Investigations, 3rd Party Due Diligence, and the Anti-corruption Program

Takeda's OEC Operations team consists of 20 full time employees.

Projects

Records Management – incoming documents in paper format are sorted and organized into record storage boxes. Information such as file numbers and descriptions are logged into Excel files and then the files are shipped to offsite storage facilities.

Corporate Sponsorship Records Consolidation – Students combine disparate emails and their associated sponsorship approvals (email) to ensure appropriate documentation and approvals exist for every sponsorship. Their procedures include:

Duplicate emails are identified and stored in folders.

Students are trained to ensure the appropriate records and approvals exist.

Approvers are contacted by students requesting missing approvals.

All electronic files are stored into properly organized electronic folders.

Sample Compliance – Students perform internet research ensuring Takeda documentation is up to date regarding state-by-state regulations/laws regarding the use and management of drug samples. The students utilize a master Excel file and perform Google searches to update documentation of laws/regulations impacting drug samples. Also, new state laws/regulations are researched.

Sharepoint Site Administration – students maintain compliance information contained on an internal Sharepoint site. Documents, links, resource/reference information are uploaded and/or deleted to an internal compliance Sharepoint site. Students receive online training in Sharepoint administration.

Country Based Code of Conduct Research - Students perform internet to document by topic country-by-country laws/regulations related to codes of conduct. The students utilize a master Excel file and perform Google searches based on country and pharma code to update documentation of laws/regulations and identify gaps among countries.

Advisory Board Close-outs – There are hundreds of advisory boards and students review all advisory requests to make sure they are complete. Students create folders for each request and then review the contents to ensure each folder is complete. . Students contact individual advisors requesting any missing documents. Students check that “close-outs” are complete and then kick-off workflows that are imbedded in Sharepoint site.

Speaker Corrective Actions Committee Reporting – students review reports submitted by SCAC members outlining corrective actions required of speakers at Takeda functions. Corrective actions are identified and entered into a master Excel file and then summaries are created and distributed to committee members.

Value of CWSP Team

The CRSM student workers are individually assigned project work that is classified as both tier 1 and tier 2 projects. This provides more time for the full time staff to focus on higher priority projects and allows more time for planning.

Filing/Business Office – Vista Health System

Vista Health is a network of two hospitals, Vista Medical Center East and Vista Medical Center West, a stand-alone same day surgery and treatment center, and several locations for imaging and patient therapy. Vista has been part of Lake County, IL for almost 100 years with 407 licensed beds, 340 active physicians and 1,200 employees and is headquartered in Waukegan, IL.

Vista Health has sponsored CWSP teams since 2006.

5/30/12/2012 – Business Office Supervisor

Key skills – Filing/Sorting/Copying, Attention to Detail, MS Office

Team Size – 3 CRSM Student Workers

The business office of Vista is comprised of 24 employees that perform service functions for six facilities including billing, collections, insurance, patient accounting and customer service.

Core Duties

Each CRSM student worker receives requests for files from staff members including account analysts, collections, cashiers and customer service representatives. The student worker then pulls what are called Face Sheets (various patient identification and services documents) and/or EOBs (Explanation of Benefits) and then remove/copy/replace the required documents to present to the requestor. The filing system is organized into batch numbers, patient name and then the various document types associated with Face Sheets or EOBs.

Value of CWSP Team

The CRSM student workers are part of the business office team and are included in staff meetings and luncheons just as the staff employees. The business office supervisor states the student workers are constantly busy with their work flow and their contributions are significant to the department.

Finance - Accounting, Customer Service, Purchasing – Buehler, Inc.

Buehler, Inc., an ITW subsidiary, is a leading manufacturer of scientific instruments, supplies, and laboratory furniture for use to analyze all types of solid materials, including ceramics, metals, composites, glass, rock and plastic. Revenues are in excess of \$100 Million with 300 employees worldwide. The headquarters facility is located in Lake Bluff, IL and they also have facilities in China, the United Kingdom (UK), Germany and Canada.

Five departments sponsor a team of four CRSM student workers since in 2009.

3/22/2012 –Human Resources Specialist, Buehler, Inc..

Key skills –MS Office, Attention to Detail, Filing/Sorting, Verbal and Written Communications

Departments – Accounting, Customer Service, Purchasing, Human Resources

Team Size – 4 CRSM Student Workers

The Buehler headquarters facility in Lake Bluff, IL consists of 115 employees working in various departments including customer service, product service, accounting and purchasing. A team of four CRSM student workers report to a supervisor in the Human Resources where they perform “core” duties including mail delivery and back-up receptionist and they are assigned projects among the other departments.

The duties in other departments include:

Product Service – Filing of service tickets with appropriate copies placed into folders.

Customer Service – Student workers access the Sales Logic CRM system performing data entry of various service functions. Intermediate Excel skills are utilized in creating Excel downloads and performing advanced sorting, formatting and then identifying duplicate data and making the necessary corrections in the Sales Logic system.

Accounts Payable/Finance – The student worker is responsible to match incoming supplier invoices with their associated purchase orders and shipping receipts to check for accuracy and fulfillment of the order (i.e. quantity, description, item number). After matching the student worker accesses the Mapics accounts payable system enters the invoice information for payment or documents the differences and sends the invoice back to the person originating the invoice request.

Purchasing Compliance – The student worker reviews work order folders to ascertain that proper authorization exists to complete work orders out on the distribution center floor. The process includes verifying prices to approved system documents, associated purchase orders to ensure proper pricing and documented receipt of orders. One ad-hoc project involves documentation of the work order procedures (with manager review) resulting with completed documentation of internal department procedures.

Translation Services – Students translate seven to eight page employment contracts from German to English (using Google Translate) and match the exact formatting to the original document (formats, spacing, etc.).

Value of CWSP Team

The CRSM student workers become members of the Buehler team. The Buehler supervisors state their absence is felt by all when they are not at work (i.e. due to spring break/Christmas break). The supervisors state they bring value to each department they work in.

Finance - Accounting, Customer Service, Legal, Health & Safety – EMCO

EMCO Chemical Distributors started in the garage of its owner and has progressed over forty years to become a leader in the contract chemical distribution, manufacturing and packaging industries. EMCO employs up to 500 staff workers processes and ships over 27 million gallons of chemicals in a year.

EMCO has sponsored a team of CRSM students since 2008.

Key skills – Attention to Detail, Intermediate MS Office, Aptitude for Internet Usage and Research

Team Size – 4 CRSM Student Workers

Departments – Accounting, Customer Service, Legal and Health/Safety

A team of four CRSM students work in five different departments at EMCO. One student shares time between the legal and customer service departments. A second student shares time between the quality assurance lab and customer service department.

The Manager of Accounting states that the CRSM worker assigned to the accounting department is a valuable contributor in the management of excess and obsolete inventory. Based on reports of obsolete inventory reports the student worker is able to use judgment and knowledge of EMCO's systems to identify the "owner/customer" of obsolete products sitting in inventory and communicate with the salesperson on record to "move" the product to its owner. The skills involve use of MS Excel and knowledge of the MS Dynamics reporting system.

EMCO's General Counsel states that the CRSM student has been instrumental in converting their legal documents into a file system including litigation, contracts and work files. The student worker catches on quickly and is eager to help out with a variety of tasks necessary to a successful conversion.

The Director of Environmental Health and Safety works closely with several agencies including the EPA, OSHA, Department of Homeland Security and others to ensure employee safety as well as compliance with government regulations. The director supervises a CRSM student worker who records and tracks employee training certifications and also performs internet research for potential training materials to be integrated into the education and safety training classes provided to EMCO employees. This student researches several industry websites for relevant training materials related to OSHA, EPA, Homeland Security and MSDS and has downloaded over 1,000 videos and related training materials. The director then reviews the downloaded materials and identifies the materials that will be integrated into their training curriculums. The student worker will be directly involved in the creation of training tests administered to employees in the near future.

Value of CWSP Team

The accounting manager states that without the CRSM student they cannot keep up with the amount of work resulting in back logs. The accounting department hired one student worker throughout the summer and states the student has done a fantastic job investigating and identifying customers listed on the Excess Obsolete Slow Moving inventory report.

Finance -Accounting, Administration, Finance and Engineering – MacLean Fogg

MacLean Fogg is a leading distributor of high performance fastener and component systems, forgings, precision machined parts, suspension and transmission components, connectors and insulators to the automotive, truck, trailer, off-road vehicles, recreational vehicles, farm equipment, military vehicles, and aerospace markets. Annual revenues in 2011 exceeded \$800 million with over 4,500 employees. MacLean Fogg is located in Mundelein, IL.

MacLean Fogg has sponsored a team of CRSM students since the 2004/2005 school year.

Team Size – 4 Corporate Work Study Program (CWSP) Student Workers

Department – Accounting

Key skills – Attention to Detail, Organization and Flexibility

Daily core duties accounting department include:

- Process accounts payable invoices
- Reconcile item numbers and quantities listed on “pick tickets” vs. invoice
- Back-up person to cover the phones for the entire company

Value – The Controller states in the CRSM student worker relieves the work load throughout the accounting department.

Department – Administration

Key skills – MS Office, Communications (including phones) and Organization

Daily core duties include:

- Preparation and scanning of documents
- Data Entry into MS Access database of remote facility Key Performance Indicators including production data, downtime and operating efficiency data
- Enter corrective action reports into MS Excel files
- Worked on preparations for company Halloween party
- Back-up person to cover the phones for the entire company

Value – The Administrative Coordinator/Project Manager states that without the CRSM student worker in the Administration department they could not keep up with the amount/flow of work in the department. The student worker can be counted on to complete tasks after initially meeting to discuss the project.

Department – Engineering

Key skills – MS Office, Organization and Communications

Daily core duties include:

- Preparation and scanning of steel certifications
- Data Entry into MS Excel
- Back-up person to cover the phones for the entire company

Value – The Engineering Manager states the CRSM student worker in the Engineering department performs projects that are considered Tier 2 and this allows staff to concentrate on higher priority projects and duties.

Department – Finance

Key skills –Organization, Professional Demeanor and Detail Oriented

Daily core duties include:

- Shredding of confidential financial information reports for the accounting department
- Data Entry into IREN system – data management covering thousands of MacLean business accounts
- Back-up person to cover the phones for the entire company
- A special project recently completed involved entering all company travel and entertainment expenses from expense reports into an Excel file for management review. The student worker was assigned this project because the ability to understand the details and is trustworthy enough to work on the project.

Value of CWSP Team– The Finance Manager states the CRSM student takes hours of work off the plate of the staff which is especially valued during the run-up to the year-end processing for the company.

Finance - Accounting, Human Resources, Corp. Tax – Stepan Company

With more than 2,000 employees and 16 manufacturing locations worldwide, Stepan manufactures basic and intermediate chemicals, including surfactants, specialty products, germicidal and fabric softening quaternaries, phthalic anhydride (P.A.), polyurethane polyols and special ingredients for the food, supplement and pharmaceutical markets. They are based in Northfield, Illinois.

Stepan has sponsored a team of five CRSM CWSP students since 2011.

March, 2013 – Senior Payables Analyst

Key skills – Attention to Detail, Interpersonal Communications, Excel – Beginner to Intermediate

Department – Finance – Payables/Receivables

CRSM Team Size – 2 Student Workers

The finance department is comprised of 35 full time staff with responsibility for dozens of Stepan facilities located in the US and Internationally. Six full time employees comprise the payables/receivables department plus two CRSM student workers.

Duties

Accounts Payable Invoice Processing – students prep incoming invoices into processing batches and then file the batches into folders according to type of product/material. Students access Stepan's SAP FI ERP system and mailed invoices as the sources for incoming invoices.

Mail processing – the CRSM students sort and deliver all incoming mail for the Finance department.

Accounts Receivable Invoice Processing – the students access the SAP FI ERP system to access incoming sales invoices and then prep the invoices for batch processing.

Human Resources – CRSM students access the HR system to enter employee performance review ratings plus comments from confidential performance review documents.

Corporate Tax – Monthly sales information is entered into an Excel spreadsheet which calculates individual state sales tax accruals.

Value of CWSP Team

The Senior Payables Analyst states that without their CRSM student workers projects that the department is responsible for would be delayed with work backlogs accumulating. The CRSM students have alleviated the amount of overtime work incurred by the Payables staff.

Finance – Accounts Payable – American Hotel Register Company

American Hotel Register was founded in 1865 as a publisher of hotel travel directories and railroad maps and more recently has grown from a direct marketing company to a full distribution, service based organization. Currently there are 10 distribution centers around the country and in Hawaii. American Hotel Register is now a full service distribution company that services all aspects of the hospitality industry and employ over 1,000 people.

AHR has sponsored a team of four CRSM students since 2005.

April, 2013 – Manager, Accounts Payable, Cash Application and Mailroom

Key skills - Data Accuracy, Positive Attitude

Team Size – 1 CRSM Student Worker

Department –Finance (comprised 48 full time employees including 7 in Accounts Payable/Cash Application/Mailroom)

Core Duties

- Enter PO based invoices into Accounts Payable system (approximately 200 to 250 daily are entered)
- Reconcile PCard Statements/Reports – ensure that all receipts are provided for expenses exceeding \$75 and report exceptions (approximately 250 per month processed)
- Burst and stamp Accounts Payable check runs and then stuff envelopes for mailing. 500 checks are processed per batch and approximately two runs are processed per week.
- Various projects requiring Excel intermediate skills including data editing and data entry.
- Filing of various documents/reports including Sales Tax and Year-end Audits.
- Provides assistance with Harmonized Sales Tax (HSB) and Goods and Services Tax (GST) reporting for AHR Canada business.
- Use of postage machine as required.

Value of CWSP Team

The Manger of the Accounts Payable, Cash Application and Mailroom departments states the CRSM student worker performs work on tier 2 projects which frees up the full time staff to focus on higher priority projects.

Finance – Accounts Payable – Kapstone Paper and Packaging Corp.

KapStone Paper & Packaging Corp. manufactures paper container and packaging products. It is also engaged in the paper, packaging, forest products and related industries. The company manufactures and sells unbleached Kraft papers, linerboards and saturating Kraft and unbleached folding carton boards. Its holds paper mills in Roanoke Rapids, North Carolina and Charleston, South Carolina. The company reported 2012 revenue of \$1.2 billion, has over 2.700 employees and is headquartered in Northbrook, IL.

Kapstone has sponsored a team of four CRSM student workers beginning in 2012.

April, 2013 – Accounts Payable Manager – Kapstone

Department – Finance/Accounts Payable

Team Size – 1 CRSM Student Worker

Key skills needed to be successful in this job

1. Detail Orientation
2. Speed with Accuracy
3. Problem Solving/Follow-up Ability

The Accounts Payable department consists of ten full time employees.

Duties

- Invoice matching and data entry - Perform 3-way matching (quantity, item #, price) for accounts payable invoices using Imaginar (integrated with Kapstone's Microsoft AX ERP system. Matched POs are entered into the system for payment. Non PO invoices are entered into MS AX system.
- Expense report reconciliation – the student worker reconciles expense journal entries vs. receipts submitted. All items exceeding \$75 must have a matching receipt (match on amount and name). Reviewed expense reports are then posted to Kapstone's Concur system.
- IRS Audits – requested expense reports/documentation are printed to fulfill IRS data and documentation requests for expense report audits.
- **Incoming mail** – Mail from 15 facilities are sorted and delivered including daily mail volume in the thousands

Value of CWSP Team

The Accounts Payable Manager states that The CRSM student worker addresses tier 2 duties and projects which saves time for the full time staff.

Finance –Accounts Receivable and Collections – Kapstone Paper and Packaging Corp.

KapStone Paper & Packaging Corp. manufactures paper container and packaging products. It is also engaged in the paper, packaging, forest products and related industries. The company reported 2012 revenue of \$1.2 billion, has over 2.700 employees and is headquartered in Northbrook, IL.

Kapstone has sponsored a team of four CRSM student workers beginning in 2012.

September, 2013 – Collections and Accounts Receivable Manager

Department – Finance/Collections and Accounts Receivable

Team Size – 1 CRSM Student Worker

Key skills needed to be successful in this job

1) Detail Orientation 2) Speed with Accuracy 3) Problem Solving/Follow-up Ability

Duties - The Accounts Receivable department consists of five full time employees.

Cash receipts and collections daily processing

Each day the student worker logs into a bank website and runs reports detailing the previous day cash deposits. Reports are matched up to check copies and distributed to the appropriate accounts receivable person for posting into their ERP system.

Any deposits not able to be posted to a specific customer account are researched by the student worker and who then updates the appropriate customer account data fields in either the AmTec or Elixer accounts receivable system.

The student also files checks related to the posted deposits by vendor.

Collections Communications with Customers

The student worker sends emails directly to customer contacts regarding overdue invoices including supporting detail such as statements and invoice copies.

Value of CWSP Team

The Collections and Accounts Receivable Manager states their CRSM student worker addresses tier 2 duties and projects which saves time for the full time staff and allows them to focus on more strategic and higher priority projects. The manager also mentions that the days on which their student worker is in the office are a treat for the entire staff and she most enjoys performing a mentoring role to the student.

Finance – Credit Department – Rust-Oleum

Rust-Oleum is a leading maker of protective paints and coatings for home and industry use. It was founded in 1921 by Robert Fergusson after he noticed that raw fish oil spilled on rusty metal decks stopped corrosion from spreading. Rust-Oleum Corporation is headquartered in Vernon Hills, IL with estimated revenues in excess of \$200 million and 1,100+ employees.

Rust-Oleum has sponsored a CWSP student team since 2005.

April, 2013 – Associate Manager Reporting & Claims Audit

Key skills - Strong Communications, Data Accuracy, MS Excel - Intermediate

Team Size – 1 CRSM Student Worker

Department – Credit and Finance

Core Duties

Document prep for credit memos – returned products. Credit memos are then scanned into Rust-Oleum's ERP system.

Document prep for 1099 mailings

Enter lease and asset information into the Rust-Oleum lease DB system

Value of CWSP Team

The Manager of the Credit department states the CRSM student worker performs work on tier 2 work that frees up the full time staff to focus on higher priority projects.

Finance – Cash Accounting/Translation Services – W.W. Grainger, Inc.

W.W. Grainger is a leading distributor of industrial supplies, MRO equipment, tools and materials. Revenues are in excess of \$7 billion with 18,500 employees.

Grainger sponsors two teams of four CWSP students and have been a CRSM business partner since 2008

2/24/2012 – Staff Associate in the Cash Accounting, Grainger

Key skills –Spanish to English translation of written communications, Intuitive use of Computer Applications, Journal Entry Processing in SAP and Excel, Attention to Detail and Adherence to Policies and Procedures

Department – Cash Accounting

Team Size – 3 CRSM Student Workers

The Cash Accounting Department consists of a seven employee team members plus a rotating team of three CRSM CWSP students. The three CRSM CWSP students perform accounting duties in several areas detailed below:

Invoice Research and Entry

Each student is responsible to verify whether incoming China invoices have been previously paid by accessing Grainger’s SAP system. Upon verification they enter the invoice information into an Excel Spreadsheet.

Students make journal entries using the SAP system and “park” the entries. The entry is reviewed to ensure their work is accurate and then posted by a Cash Accounting staff member.

Balance Sheet Journal Entries

The Cash Accounting department is responsible to enter journal entries representing expenses, payables and receivables for 600 subsidiaries/profit centers with direct impact to Grainger’s balance sheet. The student enters journal entry data into SAP and “parks” the entry. They print a copy of the entry and associated support documents and sign the document. Subsequently, the originator reviews and signs off on the accuracy of the data entry and then the Cash Accounting Supervisor also signs off and “posts” the journal entry in SAP. Every journal entry is subject to audit and therefore the signature and sign-off process at every step of the process is crucial.

Latin America Subsidiary Financial Statement Translation

The Cash Accounting department also maintains a database of Excel spreadsheets for their Latin America subsidiaries. South American vendors submit Spanish language paper based financial statements to the Cash Department. The SWdP student team scans these Spanish language statements and copies the created document into an Excel spreadsheet using the same document formatting as the original (spacing, highlighting, character type must match). The CRSM student then translates the

Spanish content into English (using Google Translation for support) and creates a word-for-word translation into the English language tab of the Excel file. The end result is that Grainger employees or auditors can research subsidiary financial statements contained in this database of Excel sheets in either Spanish or English.

Health and Dental Claims

Grainger's health and dental plans are self insured. A CRSM student worker is responsible to enter on a weekly basis the health and dental claim payments originating from the Treasury department of Grainger. Line item data entry includes amount, plan type, amount by group and claim type that are contained in the detail of each wire transfer document. The data entry is performed in a large Excel spreadsheet that links to six additional Excel spreadsheets and must match to the total contained on Grainger's monthly cash memo.

Storage File Retention

Strict adherence to the department document policy is required due to the confidential and sensitive nature of documents handled in the Cash Accounting department. Periodically, the CRSM students "clean out" the files stored on the premises and in adherence to the document policy, record and box the paper documents for offsite storage locations including entering data into audit logs. The audit logs are retained and referred for recall, if needed.

Value of CWSP Team

In 2009 the loss of one staff member (without replacement) meant the department struggled to keep up with the volume of work. Taking into account the learning curve of the CRSM students and the four work day (per week) coverage provided by the CRSM team the supervisor states that the CRSM has assumed some of the responsibilities and the loss of the staff member is no longer felt. Barbara also states that the students are treated as equal members of the team and participate in various internal employee Business Resource Groups (i.e. Latinos, African Americans, Women, etc.), team meetings, work outings, etc. not made available to adult contractors at Grainger.

Finance – Credit Department – Rust-Oleum

Rust-Oleum has sponsored a CWSP student team since 2005.

April, 2013 – Associate Manager Reporting & Claims Audit

Key skills - Strong Communications, Data Accuracy, MS Excel - Intermediate

Team Size – 1 CRSM Student Worker

Department – Credit and Finance

Core Duties

Document prep for credit memos – returned products. Credit memos are then scanned into Rust-Oleum's ERP system.

Document prep for 1099 mailings

Enter lease and asset information into the Rustoleum lease DB system

Value of CWSP Team

The Manger of the Credit department states the CRSM student worker performs work on tier 2 work that frees up the full time staff to focus on higher priority projects.

Human Resources -Campus Recruiting and Talent Acquisition– Discover Financial Services

Discover Financial Services is a direct banking and payment services company. It's two main segments include Direct Banking and Payment Services. The direct banking includes the Discover Card plus various loan products. The Payment Services includes the Pulse, Diners Club and other cards issued on the Discover network.

Discover Financial Services is headquartered in Riverwoods, IL and employs 13,000 people with approximately \$9 billion in revenue.

Discover currently sponsors four teams of CRSM student workers since beginning in 2012 with a single team.

September, 2013 – Production Services Manager

Key skills –Outgoing Personality, Attention to Detail, Independent Worker, Strong Communication Skills

Team Size – 4 CRSM Student Workers

The DFS Talent Acquisition – Campus Recruiting team is comprised of 20 full time employees that recruit potential employees and process incoming employees through various channels including holding career fairs, teaching resume skills, new employee orientation/training sessions plus events for college interns.

Duties

- Prospective Employee File Imaging: Each CRSM student worker takes resumes collected at career fairs attended by DFS recruiting staff and scan them into a Xerox MTP document management system.
- File completed employee I-9 forms
- Process job candidate travel expense reimbursement claims.
- Perform data entry into the People Fluent human resources system
- Perform data compliance audits of the People Fluent system to ensure data is accurate

Value of CWSP Team

The Service Center Manager states that the students address tier two projects which allows the full time staff to focus on higher priority projects and have eliminated a backlog of projects related compliance in the department.

Human Resources -Service Center Operations – Abbott Labs and AbbVie

Abbott Laboratories engages in the discovery, development, manufacture and sale of a broad and diversified line of health care products. The company was founded by Dr. Wallace C. Abbott in 1888 and is headquartered in Abbott Park, IL. Abbott has over 91,000 employees and reported revenues in excess of \$38 billion in 2011.

Abbott has sponsored CWSP teams since 2007.

September, 2013 – Service Center Operations Manager

Key skills –Professional Appearance, Attention to Detail, Intermediate MS Office: Excel, Word and Powerpoint

Team Size – 4 CRSM Student Workers

The Abbott service center operations team is comprised of 5 full time employees that perform human resources service functions falling outside the traditional benefits and compensation department responsibilities. The clients are all new and existing Abbott Laboratories and AbbVie employees, recruiting personnel, the legal department and employee relations.

Duties

Employee File Imaging: Each CRSM student worker has worked on a project to digitize a large volume of paper documents into a RIMS records management system. This project involved over 10,000 paper based files. Each student was responsible to properly prep batches of paper documents files by inserting bar coded separator sheets at the beginning of each document (a different barcode value is used for each document type). Currently, students scan incoming documents and replace them into their original folders. Team members then review the batches of documents for quality control and accuracy before releasing the electronic documents to the records management system.

New Employee Orientation: Each student worker assists the Service Center New Employee Orientation Coordinator with weekly delivery of new employee orientation sessions. The students print, sort and package all hand-out materials prior to the orientation sessions. The students perform host duties for attendees. Their role requires them to greet attendees, confirm their identity, hand out the appropriate documents for both Abbott and AbbVie employees. The students interface throughout these sessions with all new employees including senior management.

Future projects/tasks include:

Recruiting Expense Reimbursement: Student workers will be trained in the future on the use of Abbots Taleo Recruiting to assist with the look up of new hire information related to expense reimbursement.

Value of CWSP Team

The Service Center Manager states that the students address tier 2 projects which allows the full time employees to focus on higher priority projects and also reduce the backlog of work in the department.

Human Resources, Supply Chain Compliance, Legal, Sales Administration– ACCO Brands USA

ACCO Brands USA is a leading supplier of branded office products across 100 countries. The Company designs, develops, manufactures and markets a variety of traditional and computer-related office products, supplies, binding and laminating equipment and related consumable supplies, personal computer accessory products and paper-based time management products. Its brands include GBC, Kensington, Quartet, Rexel, Swingline, Wilson Jones, Marbig, NOBO and Day-Timer. Revenues exceed \$2.1 billion and the company employs 3,800 people.

ACCO has sponsored a team of CRSM student workers since 2004.

Key skills – Independent Worker, Flexibility/Project Orientation, Time Management

Team Size – 4 CRSM Student Workers

Departments – Human Resources, Supply Chain Compliance, Legal and Sales Administration

Human Resources Department duties:

- Create, collate, assemble and deliver new hire kits for new ACCO employees
- Online research of US colleges for ACCO recruiting purposes

Legal department duties include:

- Perform trademark infringement searches on the internet and report and companies/products potentially infringing on ACCO intellectual properties.
- Screen proposed new products through competitive screening for product names through Google and eBay.
- Update trademark renewal dates on internal database.
- Check that all printers/copies/fax machines have sufficient paper/toner and working correctly.

Supply Chain Compliance duties (all documents and materials are highly confidential):

- Assist with social accountability audits of ACCO suppliers.
- Create supplier audit scorecard database and scorecards encompassing over 300 foreign suppliers
- Utilize advanced Excel functions (i.e. vlook-ups)
- Transfer and organize supplier audit documents from email format onto a shared drive for document retention
- Create security manuals for ACCO distribution training sessions

Sales Administration department duties:

- Pay bills online for a variety of products/services
- Manage FedEx shipping – includes online account access to input data, print shipping labels, stage letters/packages and double check against an excel file for accuracy. Types of shipped goods include awards, books (which are collated and assembled) and various mailers.

Value of CWSP Team

The Corporate Recruiter (who manages the CRSM team at ACCO) states that without the CRSM student team they cannot keep up with the amount of work resulting in back logs. The CRSM students free up time for ACCO staff to concentrate on higher priority projects/tasks and reduce the amount of overtime hours incurred by ACCO departments.

Human Resources – Kapstone Paper and Packaging Corp.

KapStone Paper & Packaging Corp. manufactures paper container and packaging products. It is also engaged in the paper, packaging, forest products and related industries. The company manufactures and sells unbleached Kraft papers, linerboards and saturating Kraft and unbleached folding carton boards. Its holds paper mills in Roanoke Rapids, North Carolina and Charleston, South Carolina. The company reported 2012 revenue of \$1.2 billion, has over 2.700 employees and is headquartered in Northbrook, IL.

Kapstone has sponsored a team of four CRSM student workers beginning in 2012.

Department – Corporate Human Resources

Team Size – 1 CRSM Student Worker

The corporate human resources department consists of five full time employees plus a team of one CRSM student worker.

Key skills needed to be successful in this job

1. Accuracy
2. Independent Worker
3. Microsoft Word and Excel skills – Intermediate Level

Duties

- The CRSM student worker is involved with a transition to a new ERP system at Kapstone. The student is involved in data validation and auditing reports comparing information on both the old and new HR systems.
- The student has been trained and has credentials to utilize the UltiPro HR system
- In Ultipro system the student is responsible for company employee's security set-up and administration by assigning user roles and groups as approved by management
- Performs ad-hoc look-ups and validations on information contained in the HR and Payroll systems including management of a list of terminated and current employees
- Responsible to file completed I-9 forms and accompanying documents

Value of CWSP Team

The Corporate Human Resources Administrator states that The CRSM student worker addresses tier 2 duties and projects and allows the full time staff to focus on higher priority projects.

Human Resources/Employee Benefits - MacLean-Fogg

MacLean-Fogg is a leading distributor of high performance fastener and component systems, forgings, precision machined parts, suspension and transmission components, connectors and insulators to the automotive, truck, trailer, off-road vehicles, recreational vehicles, farm equipment, military vehicles, and aerospace markets. Annual revenues in 2011 exceeded \$800 million with over 4,500 employees. MacLean Fogg is located in Mundelein, IL.

MacLean Fogg has sponsored a team of CRSM students since the 2004/2005 school year.

March, 2014 – HRIS and Benefits Coordinator

Team Size – 1 Corporate Work Study Program (CWSP) Student Worker

Department – Human Resources

Key Skills Required –

1. MS Excel – Intermediate
2. Attention to Detail/Organized
3. Professional Appearance and Mannerisms
4. Team Player

Duties/Projects include the following:

COBRA Reimbursement Check Processing – The student is responsible to track COBRA reimbursements for each former employee. Received COBRA reimbursement checks are entered into an Excel spreadsheet. The individuals are marked as paid and the amount is credited to the appropriate division.

COBRA Audit tracking – The student worker audits reviews existing files to ensure all required documents are present and marks files as open or closed in accordance with record policies.

Records Management – As a year-end process the student performs records retention processes in accordance with MacLean-Fogg's retention policy in order to prepare for the new year. The eligible files covering several areas are removed from their respective file drawers and put into storage boxes to be indexed and moved to an offsite storage facility. New files and jackets are created in preparation for the upcoming year. The file areas covered include:

- Human Resources
- 401K
- Payroll
- Accounts Payable

401K Administration – The student assists with management and filing of company 401K program files in the following ways:

- Collates Open Enrollment collateral and sends to employees in their appropriate divisions
- Receives and files Change of Beneficiary forms including contingencies (???)
- Receives and files address change/contact change forms
- Alphabetizes all 401K records for all employees

Monthly Newsletter Administration – Responsible to make change of address requests for bi-monthly company newsletter.

Employee Key Contact and Responsibilities List Administration – Updates a company-wide list of key employee areas of responsibility and contact information

Value – The HRIS and Benefits Coordinator states that the CRSM student addresses “tier 2” projects which frees up time for the coordinator to focus on strategic planning and higher priority projects.

Human Resources– The Advanced Group of Companies

Advanced Group provides temporary staffing, direct hire placement, and workforce business solutions for Human Resources, Technology, Finance/Accounting, Healthcare, and Office Support talent. With 25 years of experience and 4 locations (Chicago, Northbrook, Downers Grove, and Schaumburg), Advanced Resources is Chicago's top award-winning staffing agency.

Advanced Group sponsors a team of four CWSP student workers since 2013.

January, 2014 – HR Generalist

Key skills

1. **Proactivity in respect to deadlines**
2. **Attention to Detail**
3. **Interpersonal Skills**
4. **MS Office – Excel and Word Intermediate Level**

Department – Human Resources

Team Size – 1 CRSM Student Worker

Duties

The CRSM CWSP student worker is assigned several projects and on-going duties detailed below:

- Perform document prep and scan confidential HR documents into eRecruit HRIS system
- Create new employee on-boarding and benefit folders
- Review employee submitted forms for completeness and accuracy
- Upload benefit files to 3rd party vendor secure website
- Audit employee files for compliance
- Data entry as necessary
- Serves as back-up receptionist for office

Value of CWSP Team

The CRSM student worker works on tier two projects/tasks which allows full time employees to focus on higher priority projects and strategic planning.

Human Resources/Recruiting- Advanced Group

Advanced Group provides temporary staffing, direct hire placement, and workforce business solutions for Human Resources, Technology, Finance/Accounting, Healthcare, and Office Support talent. With 25 years of experience and 4 locations (Chicago, Northbrook, Downers Grove, and Schaumburg), Advanced Resources is Chicago's top award-winning staffing agency.

Advanced Group sponsors a team of four CWSP student workers since 2013.

January, 2014 – Senior Clinical Recruiter/Training and Development Specialist

Key skills

5. **Attention to Detail**
6. **Reliability**
7. **Interpersonal Skills**
8. **MS Office – Excel and Powerpoint – Intermediate Level**

Department – Recruiting

Job Title – Clerical Support/Strategic Resourcing

Team Size – 1 CRSM Student Worker

The strategic resourcing team and role consists of 20 full time employees .

Duties:

The CRSM CWSP student worker is assigned several projects and on-going duties detailed below:

- Compile market intelligence and create client fact sheets
- Assist in compiling benefit packets for new hires
- Data Entry and upload documents into the eRecruit System
- Shadow Senior Recruiter during various meetings and projects
- Research the pharmaceutical industry using various in-house resources and public records

Value of CWSP Team

The CRSM student worker works on tier two projects/tasks which allows full time employees to focus on higher priority projects and strategic planning.

Human Resources/University Relations– W.W. Grainger, Inc.

W.W. Grainger is a leading distributor of industrial supplies, MRO equipment, tools and materials. Revenues are in excess of \$7 billion with 18,500 employees.

Grainger sponsors two teams of CWSP students and has been a CRSM business partner since 2008

January, 2013 – University Relations Consultant

Key skills needed to be successful in this job

- Attention to Detail, Interpersonal Communications, Intermediate/advanced Microsoft Excel

Department –Talent Acquisition – University Relations

Team Size – 1 CRSM Student Worker

The University Relations department consists of 30 employee team members plus a team of one CRSM CWSP student worker.

Duties

Internet research of colleges and universities to determine the top schools in various disciplines like finance, engineering, logistics, etc. Top schools are ranked on demographic data including population size, gender and diversity. School information and rankings are created using MS Excel.

Employee application tracking includes:

- Use of SAP HR to access, update data and track the employment candidate screening and hiring process
- Reporting is created to insure compliance with Office of Federal Contract Compliance Programs (OFCCP) programs
- File and track candidate offer letters
- Preparation for audits

Preparation for career fairs and updating inventory controls including:

- Equipment supplies
- Gather, collate package and ship required materials
- Create shipping labels and

Clean-up, classification and organization of inventory supplies

Filing of various department documents

Value

The CRSM student worker addresses tier 2 duties and project which frees the full time staff to focus on strategy and high level projects.

Information Technology – AmerisourceBergen Technology Group

ABTG has technology solutions that help increase patient safety, streamline medication management processes and control costs. The ultimate goal is to provide our business partners with safer and smarter ways to care for their patients, customers and communities. They are located in Buffalo Grove, IL with Revenues \$200 million with approximately 275 employees.

Four CRSM student workers are assigned to the Quality Assurance group starting in 2013.

September, 2013 Director, Product Quality Assurance, ABTG

Top Skills – Flexible toward daily projects/duties, Persistence, Aptitude with Technology

Department – Information Technology – Quality Assurance

Team Size – 4 CRSM Student Workers

The Quality Assurance department consists of 13 people who are responsible to test ABTG products for performing user acceptance testing plus identifying and reporting defects through development and execution of product test cases. Each student worker is assigned a different mentor in the QA department who is their direct supervisor throughout the school year.

The student workers duties include the following:

Product testing – student workers read through existing test cases and highlight areas that are not clear or are difficult to understand. These areas are noted and forwarded to software programmers and/or product managers for further action.

ABTG TV – The facility has large monitors placed throughout to display news and information pertinent to the various departments and groups. Each student worker powers up the monitors at the beginning of the day. Twice daily each monitor and its associated applications are checked to see they are running as designed and will work with the application programmer to resolve problems. Also performed are basic maintenance and repair functions.

Training – each student worker has training requirements they must fulfill including a company orientation and graded pharmaceutical industry training courses that include terminology, regulations and the duties required of companies in the pharmaceutical industry

Information Technology - Rosalind Franklin University of Medicine and Science

Rosalind Franklin University of Medicine and Science is a national leader in inter-professional medical and healthcare education. Current enrollment includes 1,932 students who are completing advanced biomedical and healthcare degrees. The university is located in North Chicago, IL.

Rosalind University has sponsored a CWSP Team of four students since 2006.

May, 2014 - IT Help Desk Supervisor, Rosalind Franklin University

Key skills – Computer Proficiency (intermediate to advanced), Intuitive Use of Computer Applications, Self Direction, Attention to Detail

Department – Information Technology

Team Size – 4 CRSM Student Workers

The library and computer lab at Rosalind University has 500 computers that are used by students and faculty to perform their classroom and research work. The IT help desk at Rosalind University is responsible for the IT systems throughout the university and manages the library and computer lab including the peripheral components such as printers. A team of four CRSM students perform tasks to ensure these computers are performing well and address problems that occur.

On a daily basis the CRSM students perform various checks on the hardware throughout the computer lab including restarting the computers and check that printers are working and consumables such as paper and print cartridges are replaced as necessary. They work in the computer lab and interact with people using the computers to diagnose and resolve problems or questions that arise. Problems can range from hardware malfunctions to application use to computer viruses. The student workers are trained to resolve most problems and escalate those that can not be resolved immediately.

During the lead up to and including university wide final testing weeks the computer lab usage and associated help desk workload increases significantly. The CWSP student workers are also tasked to update computers by installing various software applications, enter license key information and launch the applications to ensure proper functions.

In addition to their daily maintenance and software application installation/testing duties twice a year the student workers also perform physical computer and Smart Board set-ups including installation and testing of the required software.

Value of CWSP Team

The help desk supervisor states that the current CRSM student team is the best they have sponsored. There is a strong partnership between Rosalind University and the CWSP at CRSM.

Information Technology – Walgreen, Co.

Walgreen Co. is a leader in the retail drugstore business. Revenues are in excess of \$72 billion with 247,000+ employees.

Seven Walgreens departments sponsor a total of 12 CRSM student workers since 2004.

October, 2013 – Supervisor, Delivery Team, End User Computing, Walgreen, Inc.

Team Size – 1 CRSM Student Worker

Department – Information Technology

Key skills – Interpersonal Communications, Initiative/Independent Worker, Passion for IT

The End User Computing department consists of approximately 60 employees and is part of the IT function at Walgreen Company. The delivery team is a sub-group consisting of five employees (plus a CRSM student worker). This team is responsible to manage all aspects of desktop/laptop procurement including: order management, hardware procurement, asset receipt and management, set-up/testing and delivery to the requesting party which can be any Walgreens employee, Take Care Clinics, Distribution Centers plus additional groups in the US.

The CRSM student has been trained to perform a variety of tasks that contribute to the completion of processes for the Delivery team. These tasks include:

Order Processing – orders are received via an order processing system. Items are received from approved vendors. The CRSM student scans incoming items and compares shipped items and quantities with orders and identifies discrepancies.

Desktop/Laptops software configurations are tested and confirmed. The CRSM student uses a deployment server to install and configure network ID management (i.e. MS Active Directory Services).

Hardware – configuration management, data transfer, license/account assignment with permissions in accordance with Walgreen policies.

Value of CWSP Team

The CRSM student supervisor states that CRSM student worker has been welcomed as a member of the Delivery team and helps contribute to the team by working on various projects the team is responsible for and is especially valuable when large orders are processed.

Information Technology– WMS Industries, Inc.

WMS is a leading company in the design, manufacture and distribution of electronic and digital gaming entertainment and gaming machines for the casino industry. Prior to its acquisition by Scientific Games in October, 2013 WMS reported annual revenues excess of \$390 million.

WMS sponsors 4 CWSP student workers and have been a CRSM business partner starting in 2013.

December, 2013 – IT Supervisor, Paralegal and HR Director

Department – Information Technology – Desktop Support

Team Size – 1 CRSM Student Worker

Key skills

1. MS Office (Excel, Word, Powerpoint) – Intermediate Level +
2. Intuitive Use of Computers
3. Interpersonal Skills

The IT Desktop Support team consists of 10 employees in the WMS Waukegan headquarters facility out of approximately 60 total IT employees. The group is responsible to procure, deliver, track and support computer and telecom equipment for WMS employees.

Duties

The CRSM CWSP student worker has assigned several projects and on-going duties detailed below:

Laptop Encryption Processes – the student uses PGP (an encryption application) to identify expired encryption licenses for approximately 1,000 WMS users. The student utilizes the PGP database to find expired licenses and renew them plus reporting on these changes.

IT Asset Inventory – on a monthly basis the student performs an inventory of IT assets

Trade Show Preparation – The student helped WMS prepare for the 62E trade show by staging several PCs/Kiosks prior to their use on the tradeshow floor.

MS Excel – The student creates and maintains employee distribution lists by department

Value of CWSP Team

The Desktop Support supervisor states the CRSM student worker has improved the productivity for the Desktop Support group by addressing “tier2” projects which allows the full time employees to focus their time on higher priority projects and strategic planning.

Investor Relations – Walgreen, Co.

Walgreen Co. is a leader in the retail drugstore business. Revenues are in excess of \$72 billion with 247,000+ employees.

Seven Walgreens departments sponsor a total of 13 CRSM student workers since 2004.

4/4/2012 – Director of Investor Relations, Walgreen, Inc.

Team Size – 1 CRSM Student Worker

Department – Investor Relations

Key skills –MS Office – Advanced Excel, Word, Powerpoint, Verbal Communications – Strong Phone Skills, and Financial/Stock Market Interest

The investor relations department is comprised of four people (including the CRSM student worker) and works very closely with Walgreen, Co. senior management to produce quarterly earnings statements to the investor community, provide executive briefings on topical research and to deal directly with financial analysts and media. The information is highly confidential and only a portion is released in the public domain.

The CRSM student worker plays an integral role in preparation for quarterly earnings releases. In the days leading up to each release date the Investor Relations team is providing multiple updates on earnings information to the management team. The CRSM student accesses the ThompsonOne database to research changes in financial analyst estimates impacting Walgreens and extracts data into Excel spreadsheets. The data is then formatted into reports for management use.

Also, internal financial information sources are accessed to update financial and earnings data contained in Excel spreadsheets and PowerPoint presentations. This data is constantly updated during the days leading up to the earnings release date and a premium is placed on fast turnarounds. Another aspect of the earnings release process involves the CRSM student worker accessing internal sources to update several PowerPoint slides that are utilized by senior management in the earnings release calls. The final PowerPoint file is uploaded to the Walgreens.com website in the Investor Relations section.

Outside of recurring events the team spends time on ad-hoc projects that vary in scope and definition. In one project the CRSM student worker created a historical candle chart spanning the entire history of Walgreen's stock price annotated with significant events (i.e. a new CEO, strategic initiatives) that impacted the price. Recent events involving industry alignment required internet searches of publicly available documents that uncovered quotes from "C" level members of the involved public companies which were saved to a Word document for use by senior management.

Value of CWSP Team

The senior financial analyst on the team states that due to the lean staff and high pressure nature of the Investor Relations department the CRSM student worker has been thrown into the line of fire. He has been asked to do work outside of the comfort zone expected of anyone at this stage of their career and the CRSM student worker has performed very well and in many aspects at the level of a financial

analyst. Also, the CRSM student worker's Excel skills are above average and greater than that of the general employee population.

Legal Department – Discover Financial Services

Discover Financial Services is a direct banking and payment services company headquartered in Riverwoods, IL. Since its inception in 1986, the company has become one of the largest card issuers in the United States and ranks #300 on the 2012 Fortune 500. . Discover revenues are approximately \$9 billion and employs almost 11,00 people.

Discover has sponsored a team of four CRSM CWSP students since 2012.

Dec. 2012 –Director, Legal Operations

Key skills – Attention to detail, Interpersonal Skills, MS Office

Department – Legal

Team Size – 4 Student Workers

The student worker team is assigned ongoing duties as well as project based work. Each student is provided training on confidentiality issues. Some of the base duties and projects are listed below:

- Clerical copying within the legal department
- Paper file management
- Creation of MS Excel files
 - Containing all subject matters referenced to their associated owners
 - Legal expenses - legal invoices referenced to their expense types and tracked via budget management reporting system
- Authored desk reference guides (how to documentation)

The student workers are trained in the use of the Serengeti matter management system. Their duties include:

- Add incoming documents to existing cases
- Close completed cases
- Searching and cross referencing documents from Serengeti to an older case management system

Professional Development

Discover has instituted a process where once a month each student worker “shadows” another business group, including attendance at meetings, to learn other areas of the their business.

Value of CWSP Team

The CRSM student workers address on-going work and projects within the legal department which allows full time staffers to focus on priority one project work.

Legal Department – Walgreen, Co.

Walgreen Co. is a leader in the retail drugstore business. Revenues are in excess of \$72 billion with 247,000+ employees.

Seven Walgreens departments sponsor a total of 12 CRSM student workers since 2004.

November, 2013 –Supervisor, Litigation and Regulatory Law, Walgreen Co.

Key skills –MS Office – Intermediate Excel, Intermediate Word, Intermediate Powerpoint, People Skills

Department – Litigation and Regulatory Law

Team Size: 3 CRSM Student Workers

The Walgreen’s Litigation and Regulatory Law department consists of 26 attorneys covering Commercial Litigation, Tort Litigation, Regulatory and Pharmaceutical cases. Overall, there are 120 attorneys at Walgreen’s in various other departments. A team of three CRSM student workers report to a supervisor in the Tort Litigation group and they are also assigned projects among other groups within the department.

Case File Management – CRSM student workers access a case management database system to check the status of closing documents. They are trained to look for documents that are executed and secured and determine whether a case file is complete. In this process they scan and index incoming paper documents and perform data entry necessary to change the file status to closed. Upon reaching closed status the student workers perform in accordance with Walgreen’s document policy and shred and dispose of confidential documents no longer necessary.

In addition to case management duties the students perform work for other attorneys on an ad-hoc basis throughout the department.

As a prerequisite CRSM student workers are required to complete HIPAA and Security training courses before performing any duties.

Value of CWSP Team

The CRSM team helped to close a backlog of case files that previously existed in the department.

Legal Department- WMS Industries, Inc.

WMS is a leading company in the design, manufacture and distribution of electronic and digital gaming entertainment and gaming machines for the casino industry. Prior to its acquisition by Scientific Games in October, 2013 WMS reported annual revenues excess of \$390 million.

WMS sponsors 4 CWSP student workers and have been a CRSM business partner starting in 2013.

December, 2013 – Paralegal Supervisor

Department – Legal

Team Size – 1 CRSM Student Worker

Key skills

4. Attention to Detail
5. MS Office - Intermediate
6. Interpersonal Skills

The WMS legal department consists of 10 attorneys and three paralegals located in the WMS Waukegan headquarters facility. The department is responsible to execute the legal processes in support of the WMS business.

Duties

The CRSM CWSP student worker has been assigned several projects and on-going duties detailed below:

Filing of legal documents – the student is responsible to file both electronic and paper files in several areas. The student is trained to scan and properly index (in accordance with naming conventions) incoming documents and then place the paper originals in newly created folders and file into their proper locations. The types of documents include:

- Vendor contracts and legal documents
- License agreements
- Employment agreements
- Corporate Resolutions
- Subsidiary Minutes

Value of CWSP Team

The Paralegal supervisor states the CRSM student worker has improved the productivity of the Legal Department by addressing “tier2” projects which allows the full time employees to focus their time on higher priority projects and strategic planning.

Mail Room Services – Baxter International, Inc.

A leader in healthcare for more than 80 years. Baxter makes medical devices used for the delivery of intravenous drugs, and also produces blood therapies, surgery products and vaccines.. In 2011 revenues were approximately \$14 Billion and employs 48,500 people across the globe.

The Mail Services and Imaging Center teams provide services for the 1,700 employees at the HQ facility spread over six buildings.

Baxter has sponsored a team of CRSM corporate work study program students since 2004.

3/29/2012 Mail Services Manager – Baxter International, Inc.

Team Size – 2 CRSM Student Workers

Department – Mail Services, Imaging Center

Key skills –MS Excel Intermediate, Internet Searching, Work Independently and make decisions, Attention to Detail

Incoming Mail- The student sort and deliver incoming mail to the employees on their route in a timely fashion. They learn multiple mail “routes” and serve as the back-up delivery person when an employee is out. The students are responsible to actively use the Baxter Intranet directories to identify employees moving in/out of the HQ facility locations and change their routes accordingly.

Out-going Mail – The student worker preps and sends materials in accordance with shipping requirements. Accessing both the UPS and DHL websites to process deliveries and provide tracking information to the persons shipping materials are required skills.

Imaging - the student worker in the Imagine Center performs document copying and fulfillment jobs for various departments in the organization.

Records Management – boxes of documents are shipped out for offsite storage on a daily basis including the logging of appropriate information on electronic logs. The student workers also request boxes from offsite locations to be delivered to the requesting parties in the HQ facilities.

Several ad-hoc projects are assigned to the student workers including the following:

Outgoing letters – over 77,000 out-going letters were required to be folded prepped and sent according to instructions to locations across the US.

Fulfillment Projects– Over 140,000 outgoing patient related materials were folded, stuffed and shipped over a four month period.

Value of CWSP Team

The Mail Services Manager states that the CRSM student workers perform their duties well and help the mail services department meet their daily volume goals. On days they are not at work they are missed.

Marketing – Anixter International

Anixter Inc. distributes enterprise cabling and security products, electrical and electronic wire and cable and fasteners to locations across the globe. From its beginnings in 1957, Anixter has achieved impressive growth and currently has 8,300 employees worldwide and more than \$6 billion in revenues annually.

Anixter has sponsored a team of four CRSM student workers beginning in 2013.

March, 2013 – Vice President, Marketing Communications and Vice President, Human Resources

Department – IT/Marketing/Procurement/Sales

Team Size – 4 CRSM Student Workers

Key skills needed to be successful in this job

1. Detail Orientation
2. Affinity to Web Research and Computer Applications
3. MS Office - Excel

The list of projects assigned to the student workers covers a variety of areas including:

- Website: online catalog product data acquisition and website quality assurance
- Marketing: database data acquisition, entry and organization
- Procurement: government contract research and lead identification via web searching of all states
- Sales operations: competitive Internet market research and data acquisition
- Data Analysis of customer naming conventions
- Updating Global Account Names and Addresses in mainframe application
- Additional ad-hoc projects in a variety of departments and groups.

Value of CWSP Team

According to the Director of Marketing for Customer Programs, “The CRSM students jumped right in where I left off on my project, and they were able to complete it in less time than anticipated. When working with the CRSM students, I’ve witnessed a short learning curve and a great desire to be successful in all of the projects they complete.”

The Vice President of Marketing Communications states that integrating the CRSM students into the Anixter environment has been a rewarding experience in many ways. “We are able to give back to the community and watch as the students progress more and more on the projects they are working on each week,” she said. “We are very pleased with both the quality and quantity of work the students are able to handle.”

Marketing/Brand – W.W. Grainger, Inc.

W.W. Grainger is a leading distributor of industrial supplies, MRO equipment, tools and materials. Revenues are in excess of \$8 billion with over 21,000 employees.

Grainger sponsors 20 CWSP student workers and have been a CRSM business partner since 2008

9/24/2012 – Executive Assistant in Brand (Marketing) Department

Key skills

1. Interpersonal Communications
2. Attention to Detail,
3. Intuitive Use of Technology and Internet

Department – Brand

Team Size – 4 CRSM Student Workers

The Brand organization owns the strategy and go-to-market offers for Grainger's US business. The organization includes business segment teams, marketing, investments and various other functions..

Over 500 full time employees comprise the entire Brand department with approximately half located in the Lake Forest headquarters.

Duties

The CRSM CWSP student workers perform multiple duties detailed below:

Customer Research Competitive Comparison

The CRSM students research of potential business customers for the various business segments in the US business. Students are responsible to find each company's website and record information key data points including: company size number of employees, board member names, company URLs and more. Data is entered into Excel files and feeds Grainger's customer databases. The student workers have researched the hospital and hotel market spaces plus additional industries.

Trade Show Planning, Preparation and Record Keeping

Grainger hosts several trade shows throughout the year which provide up to 16 different training courses to existing employees. The student perform the following pre and post trade show duties:

- Inventory and report on existing collateral and training materials
- Create badges for attendees
- Ship materials to their proper destinations
- After the completion of trade shows the students enter data about the training session attendees and the classes they successfully completed
- The completed file for each trade show is utilized to compile all the necessary certificates of completion
- All returned materials from the trade show are inventoried
- Boxes are prepared for shipment in preparation for upcoming trade shows

Administrative Duties

Additional projects include weekly duties including filing, creating labels, copying, and shredding for various teams in the Brand department.

Value of CWSP Team

Grainger's Brand department executive admin team states the CRSM student workers could not finish projects without the student workers help. The time spent by student workers allows the full time staff to have more time to focus on strategic planning and higher priority projects. That Grainger supports CWSP program is a source of pride for the full time employee. They also praise all the student workers attitudes and see that each wants to do a great job and are proud of the work they produce for Grainger.

Marketing/PR, Deposit Ops, Retail and Real Estate – State Bank of the Lakes

State Bank of the Lakes (SBoTLs) is a community bank serving communities in Lake and McHenry counties in Illinois and is part of the Wintrust Financial family. There are five locations that provide personal banking, wealth management and commercial banking services with local management and decision making.

State Bank of the Lakes has sponsored a team of CRSM student workers since 2010.

Team Size – 4 CRSM Student Workers

Departments – Marketing/PR, Deposit Operations, Retail

Marketing and Public Relations Department duties:

- Event planning for various festivals the bank runs/sponsors including creation/management of mailing lists in MS Access and attendance in MS Excel.
- Creation of information sheets that are provided to attendees at various festivals and parades
- Phone communications for family portrait sessions including confirmation with scheduled customers.

Key skills – MS Office, Verbal and Interpersonal Communications and Accuracy

Value to Marketing/PR Department – the CRSM student worker focuses on tier 2 tasks so the staff can spend their time on higher priority projects and tasks.

Deposit Operations Department duties:

- Preparation and scanning of documents including signature cards, account applications and various customer correspondence

Key skills – Organization and Accuracy

Value to Deposit Operations Department – the CRSM student worker keeps the department up to date on work flows of incoming documents. Without the student worker backlogs of work would accumulate.

Retail Department duties:

- Filing of scanned documents in the following areas: Trust, Death Certificates, IRAs
- Data entry of customer information into Excel files
- Check CD documents to see if they are closed status
- Order checks
- Create test customers for entry of new products and/or services
- Helps Deposit Operations department with data entry

Key skills – Organization and Accuracy

Real Estate Department duties:

- Perform incoming mortgage file management by logging new files in an Excel spreadsheet
- Fannie Mae audit requests are processed by scanning and forwarding the required documents for each requested files on a weekly basis
- Paid-off mortgage files are pulled from the file room, placed into boxes and shipped to off-site storage
- New loans are reconciled between two systems to ensure complete accuracy
- Real estate tax bills/invoices are compared vs. a report showing expected amounts

Key skills – Real Estate Department

1. Organization and Accuracy
2. MS Office – Intermediate level
3. Interpersonal Skills

Value of CWSP Team

The Vice President of Human Resources states they know what they get with CRSM student workers and understand how to work with them. The student workers ask lots of questions that help them understand the banking business and they have a professional demeanor. Additionally, State Bank of the Lakes is eligible (and has received approval) for credits under the Community Reinvestment Act for hours and fees paid to CRSM.

Marketing/Graphic Arts/Translation Services – Hospira, Inc.

Hospira, Inc. is the world's leading provider of injectable drugs and infusion technologies. The company is headquartered in Lake Forest, IL and has approximately 15,000 employees.

Hospira sponsors three CWSP teams consisting of 10 student workers in total.

3/26/2012 –Department Manager, Experiential Marketing, Hospira, Inc. and

Supervisor, Graphic Studio, Hospira, Inc.

Key skills – Computer Proficiency (intermediate to advanced), Intuitive Use of Computer Applications, Internet Research, Self Direction, Attention to Detail

Department – Research and Development

Team Size – 2 CRSM Student Workers

The Experiential Marketing and Graphic Studio (Commercial) teams are responsible for the planning, preparation and delivery of effective trade shows and external meetings for Hospira. In their headquarters facility the commercial team utilizes the Solutions Center to deliver high quality presentations including senior executive briefings and presentations to investors, doctors and customers in their state of the art Solutions Center. The commercial team is included in the Marketing and Communications department at Hospira and has sponsored two CRSM student workers since 2010.

Filing and Mail Delivery

Each CRSM student worker is responsible for their “core” duties including mail delivery to the Marketing and Communications departments as well as filing of approved advertising and related documents. Each day additional projects are also assigned based on requests submitted by the employees in 20 person marketing and graphic studio team. Some of these ad-hoc projects are listed below:

Scorecard

Scorecard is an internal Hospira evaluation system measuring the effectiveness of trade show and Hospira meetings/events base on seven key criteria. Criteria include the number of people, new shows, comparison to previous related shows/events, etc. The CRSM student workers enter data into the Scorecard system which is then uploaded into Scorecard. The resulting reports and charts measure a particular show/event's effectiveness vs. previous show and/or comparable shows/events.

New Products

The CRSM student workers also worked on a project to produce new product “story boards” including graphic representations and content which is subsequently presented to Hospira executive team members. Also, the student workers used SymartPro to create barcodes for new products and Adobe Illustrator to scan Art and create visual representations of structural formulas for product inserts (the equivalent of chemical formulas).

Translation Services

One CRSM student worker attends meetings with her supervisor and on several occasions has performed the role of translator during conference calls with offices in Mexico. Additionally, the student has translated product manuals and product labels into Spanish.

Professional Development

The Graphic Studio supervisor has assigned skills development projects to the students including using the graphics applications (mentioned above) to create project presentations including photo shoots used to create each student's own company and a graphic calendar that each student designs and produces. By assigning these projects Hospira helps the student workers to master use of graphic arts technology tools and draw out their creative talents.

Value of CWSP Team

The CRSM student workers bring great attitudes and skills to the Hospira Experiential Marketing and Graphics Studios departments and the manager and supervisor act as mentors and help the students to further develop professionally throughout the year.

Marketing/Technical Services – Stepan Company

With more than 2,000 employees and 16 manufacturing locations worldwide, Stepan manufactures basic and intermediate chemicals, including surfactants, specialty products, germicidal and fabric softening quaternaries, phthalic anhydride (P.A.), polyurethane polyols and special ingredients for the food, supplement and pharmaceutical markets. They are based in Northfield, Illinois.

Stepan has sponsored a team of five CRSM CWSP students since 2011.

January, 2013 –Product Marketing Manager and Technical Services Manager, Stepan Company

Department – Technical Services

CRSM Team Size – 2 Student Workers

Job Titles – Product Marketing Assistant + Technical Services Assistant

The Technical Services department is the marketing department responsible for creation and administration of Stepan’s marketing communications, product information and website. Seven full time employees comprise this department which reports to the eleven business managers responsible for Stepan’s product lines.

The duties of the CRSM Product Marketing Assistant include:

- Support to Stepan website re-launch. The student worker is responsible to check product information on the website to ensure that information is grammatically correct and to document any errors related to links.
- Created an MS Excel database containing hundreds of chemical formulation numbers. This database served as the source for the website links to/from product pages to formulations for all existing Stepan chemicals
- Product brochure revisions – Performs cross checking between Stepan website and product catalog for all existing chemicals and documents error or omissions.
- Additional duties include affixing stickers to outgoing catalogs, shipment verification of all sample order requests and filing of various technical services documents.

The duties of the CRSM Technical Services Assistant include:

- Maintenance of competitive product cross reference database. Performs internet searches for competing products. Document findings and enter into the Stepan cross reference database.
- Maintain hazard descriptions that provide specific handling instructions for air transport of over 1,000 products classified as hazardous. The student worker uses SAP to query hazard descriptions and updates the “Samples” database to ensure consistency.
- Maintain physical property records to reflect updated surface tension reduction for the various chemicals in Stepan’s product lines.
- Additional duties include shipment verification of all sample order requests and changing status to closed in Samples database.

Value of CWSP Team

The Technical Services marketing manager states that without their CRSM student worker they cannot keep up with the amount of work and would have to hire an employee. The Technical Services Manager states that their CRSM student worker addresses tier 2 projects and frees up full time staffers time to address tier 1 projects.

Marketing – Walgreen, Co.

Walgreen Co. is a leader in the retail drugstore business. Revenues are in excess of \$72 billion with 247,000+ employees.

Seven Walgreen's departments sponsor a total of 13 CRSM student workers since 2004.

3/22/2012 –Senior Creative Manager, Retail Marketing, Walgreen Co.

Administrative Assistant, Retail Marketing, Walgreen, Co.

Key skills –MS Office – Intermediate Excel, Intermediate Word, Intermediate Powerpoint, People Skills

Team Size: 4 CRSM Student Workers

Department: Advertising/Retail Marketing

Retail marketing is one of four groups existing in the retail marketing department. They utilize four CRSM CWSP student who perform core duties plus ad-hoc projects for the any of the 15 or so employees in the group plus groups outside of retail marketing.

Filing and Mail Delivery

Each CRSM student worker is responsible for their “core” duties delivering daily mail to the Retail Marketing department members including maintenance of recipient location information through the use of Walgreen's intranet site to account for people moving in/out of the department. Another core duty is replenishing magazine supplies, which given the size of the department and labyrinth like building layout requires use of a map for navigation to each area. Each day additional projects are also assigned based on requests submitted by the teams in the Retail Marketing department. Some of these ad-hoc projects are listed below:

Internet Research – Performed research of medical supplies comparing Walgreen's product offerings vs. competitor products. Web pages are downloaded into Excel files for inclusion in competitive databases.

Creative copy – concept creative copy development for marketing materials used in retail outlets.

Inventory – Take inventory of display items included in Walgreen's concept stores including the identification and categorization into Walgreen's product line taxonomy (i.e. beauty, consumables, over the counter health, etc.)

POP promotion tie-in – Marketing pieces are placed on creative displays within Walgreen's marketing guidelines for various product lines.

Marketing Plan organization – decipher multi-tier marketing tasks and translate from white board sessions into MS PowerPoint presentations.

Value of CWSP Team

According to Administrative Assistant the CRSM student workers are very flexible and you never know what they are going to be doing on a given day. The Retail Marketing employees get excited when they have new projects and request CRSM student worker help. The Administrative Assistant states they get their monies worth from the CRSM team and she receives lots of phone calls asking which student will be in on a given day. The Senior Creative Manager enjoys the opportunity to mentor and help develop the CRSM students and assigns projects in each student worker's stated areas of interest as much as possible.

Operations– Allstate Insurance Company

Allstate is a leader in the personal property, casualty and life insurance, retirement and investment products businesses. Annual revenues in 2011 exceeded \$33 billion, and Allstate employs over 37,000 people. Allstate is located in Northbrook, IL.

Allstate sponsored a team of CRSM student workers since the 2012-2013 school year.

Key skills – Organizational skills, independence, accuracy, focus, and a willingness to learn

Team Size – 4 Corporate Work Study Program (CWSP) Student Workers

Department – Ivantage Select Agency

Ivantage partners with non-Allstate insurance carriers to provide insurance products to customers when an Allstate product is not available. Ivantage also sells and services flood insurance policies, and has a book of business of over 5,000 customers. The group has nearly doubled in size since 2011 and currently employs 45 people.

Daily core duties of the team include:

- Students process correspondence including mail, faxes and printer print-offs on a daily basis.
- The CWSP student workers are involved in a large-scale flood policy audit. Students conduct database research and then analyze and record their findings in a spreadsheet.
- CWSP students also help the Ivantage team by preparing bags and folders with marketing materials which are later provided to newly hired Allstate agents at new agent fairs.
- Students also help prepare marketing and training materials to be shipped to regional training centers.

Value of CWSP Team

The CWSP student team has allowed Ivantage to move forward with a massive flood policy audit that had been stalled due to a lack of resources. The contributions of the students have freed up the staff to work on more complex and higher priority work. Lastly, the presence of the students has provided a unique opportunity for junior members of the team to take on managerial and supervisory duties.

Operations Support/Customer Service – Pro/Data Payroll Solutions

ProData Payroll Services is a leading provider of payroll services and is recommended by accounting professionals, benefit brokers and financial institutions in the area. Instead of fitting your company into a payroll system that "works", ProData provides the basics you expect and goes further by tailoring the system to fit your exact needs.

Pro/Data has sponsored a team of two CRSM students since 2012.

March, 2014 –Manager, Operations

Key skills – 1. Interpersonal Communications 2. Attention to Detail 3. Phone Skills 4. MS Office - Intermediate

Team Size – 2 CRSM Student Workers

Department –Operations Support (comprised of 15 full time employees) is chartered with on-boarding new customers and continuing support of existing customers and office administrative duties.

Core Duties

Customer Surveys- the student workers made phone calls to existing customers to survey them about their customer satisfaction with Pro/Data products and services. The students followed a script to ask a series of questions and entered customer responses into Excel spreadsheets.

New Client Set-up – the student workers perform account set-up for new customers into the Pro/Data Evolution payroll system. Customer data, including confidential account information, is entered into the Evolution system as part of the customer on-boarding process.

Reception Duties – The student workers answer incoming phone calls from customers and forward calls to the appropriate customer service representative. Also, walk-in clients to the Pro/Data facility pick-up their payroll runs after being identified by the student worker and provided their payroll materials and signing a document acknowledging receipt. Incoming faxes are distributed to the addressed recipient.

Value of CWSP Team

The Manager of Operations Support states the CRSM students work on tier 2 projects which frees up the full time staff to focus on higher priority projects and strategic planning.

Research & Development– Document Operations – Hospira, Inc.

Hospira, Inc. is the world's leading provider of injectable drugs and infusion technologies. The company is headquartered in Lake Forest, IL and has approximately 15,000 employees.

Hospira sponsors three CWSP teams consisting of 8 student workers.

April, 2014 – Compliance Specialist in the Pharma R&D Compliance Department

The compliance team is a service center within the Research and Development department at Hospira comprised of 11 employees that perform a service functions for several groups and responds to requests from the FDA. The R+D department creates over 500 drug protocols and reports each year that require internal approval and strict capture and filing of each document onto a document server.

Student Title: Documentation Assistant

Team Size – 3 CRSM Student Workers

Key Skills – Computer Proficiency (intermediate to advanced), Attention to Detail, Independent Worker

Change Requests (CRs)

- Open Word format of particular document. Using track changes “redline” text to conform to changes needed or requested by analyst.
- Initiate CR form; describe changes being made to document/procedure.
- Regularly update formats of older documents to meet current practice.

Laboratory Notebooks

- Process lab notebooks returned to R+D compliance record center
- Enter all applicable information in Microsoft Access database.
- Ensure proper documentation practices performed (example, make sure all pages signed/dated)
- Prep books for imaging and ship for archiving

Scientific Document Microfiche Conversion Project (conversion of thousands of documents from MicroFiche to PDF format and catalog all documents into an MS Access database).

- Counted, sorted and organized thousands of microfilmed documents.
- Prepped for imaging and updated Access database
- Misc. duties
- Data organization

On occasion creates Excel spreadsheet containing data for particular set of lab notebooks, microfilm etc.

Value

The Compliance Specialist states the two CRSM student workers have been critical resources to their group in getting all the thousands of microfiche reports converted to PDF format. He states they have performed well in their duties.

Research and Development – Stepan Company

With more than 2,000 employees and 16 manufacturing locations worldwide, Stepan manufactures basic and intermediate chemicals, including surfactants, specialty products, germicidal and fabric softening quaternaries, phthalic anhydride (P.A.), polyurethane polyols and special ingredients for the food, supplement and pharmaceutical markets. They are based in Northfield, Illinois.

Stepan has sponsored a team of four CRSM CWSP students since 2011.

October, 2013 – Research and Development Lead Coordinator, Stepan Company

Department – Research and Development /Administration

CRSM Team Size – 1 Student Worker

Skills – MS Office/Intermediate Level, Interpersonal Skills, Attention to Detail

Job Title –Administrative Assistant

The research and development department is responsible for identification and creation of chemical intermediates across many industries. Some of the major products include foam insulation and dish and laundry soaps. Research and Development consists of 125 full time employees and the Administration subgroup has seven employees.

The duties of the CRSM Assistant Administrative Assistant Specialist include:

Technical Reports – The CRSM receives reports from various staff chemists. Reports are opened in MS Word and checked for grammatical errors and the student ensures the report contains appropriate signatures and distribution in accordance with policies. The reports are then filed into a technical database (Lotus Notes) by adding a unique tracking number.

Imaging and Indexing – Numerous pictures and slides are imaged into PDF format files and indexed into a technical database for use in the Stepan library.

Training DVD Database – Training DVDs are indexed in a web-based database so all Stepan training materials are cataloged and properly stored and accessible by Stepan employees.

Administrative Tasks – The CRSM student accesses also perform many tasks involving scanning documents, copying and creating MS Excel spreadsheets in support of the Administration department.

Value of CWSP Team

The R+D Lead Coordinator mentions the CRSM Student worker addresses tier 2 projects that also the full time staff more time for higher priority projects and planning.

R&D/ Compliance Department – Training Assistant – Hospira, Inc.

Hospira, Inc. is the world's leading provider of injectable drugs and infusion technologies. The company is headquartered in Lake Forest, IL and has approximately 15,000 employees.

Hospira sponsors three CWSP teams consisting of 8 student workers.

April, 2014 – Training Specialist in the Pharma R&D Compliance Department

The compliance team is a service center within the Research and Development department at Hospira comprised of 11 employees that perform a service functions for several groups and responds to requests from the FDA. The R+D department creates over 500 drug protocols and reports each year that require internal approval and strict capture and filing of each document onto a document server.

Student Title: Training Assistant

Team Size – 1 CRSM Student Worker

Key Skills – Computer Proficiency, Attention to Detail, Independent Worker

Weekly tasks:

- Training extensions – Sends emails asking employees why they were late on facilitated training and then types exception forms that the employees needs to sign and return.
- Follows up on any past due extensions that employees have not turned in by the due date.
- Creates Labels & folders for our SOP and Manual revisions for our Document Control group.
- Files incoming employee training files – Alphabetizes and files under the appropriate tabs in the employee's training file.
- Keeps up to date on personal training in the ISOtrain Learning Management System (LMS).

Special Projects (Performed on monthly, quarterly or ad-hocbasis):

- Create training files for new hires or employees transferring into area.
- Archives training files for employees who leave the company or transfer out of our area.
- At least once per quarter formats the training matrices spreadsheet into a more user friendly format. *Supervisor provides the exported content.*
- Training verification as needed (i.e. verifying memos, spreadsheets).
- Scans and renames files as needed and saves to shared drive location.
- Sends training reminder emails as needed.
- Cleans up graphic and audio files in web-based training folders as needed. *Supervisor provides screenshots for reference.*
- Creates monthly projector calendar so department employees can sign out the overhead projectors.
- Cuts/pastes PowerPoint slides into new updates templates.
- Creates new instructor training binders (makes cover, prints content).
- Assists in the R&D Records Center as needed.
- Pulls documents from SAP Document Managements System (DMS) as needed.
- Loads files to Global Pharma R&D SharePoint site as needed.

Research and Development/Pharmacogenomics – Takeda Pharmaceuticals

For more than 230 years, Takeda has been serving society with innovative medicines, helping patients reclaim valuable moments of life from illness. Takeda Pharmaceutical Company reported \$XX billion in revenues and employs over 31,000 people worldwide.

Takeda has sponsored five teams of CWSP students starting in August, 2013.

November, 2013 – Global Clinical Program Manager, Pharmacogenomics

Key skills – Advanced MS Excel, Independent Worker, Complex Reasoning

Team Size – 1 CRSM Student Worker

Department – Pharmacogenomics

The Pharmacogenomics department performs research and analysis related to how genetic makeup affects an individual's response to drugs.

Takeda's Pharmacogenomics team was recently formed and consists of 4 full time employees.

Projects

Sample Remediation – The student worker reviews informed consent forms completed by patients who have donated DNA samples. Specific language on the form is highlighted and the forms are categorized and filed. The student is responsible to cross check data and the existence of samples between a clinical information database and vendor database plus document discrepancies. Discrepancies are summarized in tables and the student follows-up with vendor teams to identify issue resolution and steps to remediate samples.

-AsiaPac Pharmacogenomics Analysis - The student worker performs analytic research to identify genetic differences between Asian and European populations and to provide summary analysis describing how these differences influence a drug's effectiveness in the body. Excel files are studied to identify gene names and their associated alleles with results summarized in Word tables. The result of this research analysis will be shared internally.

Value of CWSP Team

The CRSM student worker saves money and time for the Pharmacogenomics team while providing valuable research efforts contributing to achievement of department goals.

Risk Management – W.W. Grainger, Inc.

W.W. Grainger is a global distributor of industrial supplies, MRO equipment, tools and materials. Revenues are in excess of \$9 billion with over 22,000 employees. Grainger Risk Management has been a CRSM business partner since 2008

October, 2013 – Staff Associate in the Risk Management Department, Grainger

Key skills – Help with Spanish to English translation of written communications and potentially insurance documents, Intuitive use of computer applications including MS Excel and Word, Attention to Detail and Adherence to Policies and Procedures

Department – Risk Management

Team Size – 1 CRSM Student Worker

Risk Management is part of the Treasury department, rolling up to the Finance organization at W.W. Grainger, Inc. The Risk Management department consists of five full time team members plus one CRSM CWSP student. The CRSM CWSP student performs multiple duties detailed below:

Certificate of Insurance file

Vendors/service providers to various Grainger locations send in their certificate of insurance, many of which get routed incorrectly to Risk Management. Without knowing who within the business is responsible for the relationship with the vendor or service provider, Risk Management retains those certificates of insurance in a file. The student is responsible for organization of the certificates by policy expiration and creating electronic files from the paper certificates for quick accessibility, retrieval and record disposal according to record retention guidelines.

Property updates

Periodically updates are received on Grainger properties – new location, closed location, early lease termination, lease extension, etc. The student is responsible for updating Risk Management records to reflect these changes to Grainger properties for property insurance purposes.

Auto ID card mailings

Grainger has about 800 company vehicles on the road in the U.S. Each of those vehicles must have an auto ID card or insurance card at all times as proof of insurance. The student assists in printing out letters and mailing with the auto id card to the vehicle contacts.

Auto Liability claims coding

Occasionally, one Grainger fleet of 800 vehicles is involved in an accident. If the accident is caused by the fault of our driver, Grainger's Auto Liability policy covers the accident. Our third party administrator (TPA) that handles the claims is responsible for creating an accident record that includes the loss location. For Auto Liability losses, there are specific loss location codes to use to help categorize the vehicle's business unit i.e. Territory Sales, Keepstock, Account Manager, etc. Having the right loss location code is critical in attributing the loss to the correct business unit. The student is responsible for making sure the TPA is using the appropriate loss location code for any one auto liability loss.

Workers Compensation posting notices

Each Grainger U.S. location is required to post information regarding the workers compensation insurance the company purchases. Grainger Risk Management is responsible for making sure each location has this posting. The CRSM student assists in printing letters and mailing out with the posting notices to the necessary Grainger locations.

Record Management

Risk Management maintains a number of paper files. Current documents are kept closest to our cubicles; older documents are kept in a larger filing area. Periodically, the CRSM student assists with transferring older documents that are no longer current, to the larger filing area, making room for current documents.

Ad hoc projects

From time to time, different projects come up that many not recur. Some examples of projects completed by our CRSM student include:

- renaming files in our shared drive for consistency, making files easier to find
- pulling together a list of acquisitions and divestitures
- updating Insurance Industry booklet updates

Value of CWSP Team

Grainger's Risk Management department remains a small group of employees who are tasked with balancing many competing priorities. When the opportunity to have a CRSM CWSP student arose, we quickly jumped on the opportunity which freed up time for the core team members to focus on essential and critical issues without letting some administrative tasks fall by the wayside. This is an excellent opportunity for both Risk Management to work with students who bring a fresh set of eyes to things and for the student to be engaged in some Corporate Risk Management issues.

Sales Support /Proposals – The Advanced Group of Companies

Advanced Group provides temporary staffing, direct hire placement, and workforce business solutions for Human Resources, Technology, Finance/Accounting, Healthcare, and Office Support talent. With 25 years of experience and 4 locations (Chicago, Northbrook, Downers Grove, and Schaumburg), Advanced Resources is Chicago's top award-winning staffing agency.

Advanced Group sponsors a team of four CWSP student workers since 2013.

January, 2014 – Manager, Proposal Development

Key skills

1. **Independent Worker**
2. **Reliability**
3. **Interpersonal Skills**

Department – Proposals and Sales

Job Title – Clerical Support/Proposals and Sales

Team Size – 1 CRSM Student Worker

Duties:

The CRSM CWSP student worker is assigned several projects and on-going duties detailed below:

- Review proposals and marketing materials for grammatical errors and flow
- Participate in evaluation of TV and Radio casting calls (auditions) by providing ranking of Top 3 men and women candidates based on stated criteria.
- Administer SharePoint site for Proposals team
- Market research using subscription based system
- Data Entry and filing as necessary
- Shadow the manager of proposals department
- Research the pharmaceutical industry within stated parameters

Value of CWSP Team

The CRSM student worker works on tier two projects/tasks allowing full time employees to focus on higher priority projects and strategic planning.

Sales Support – Cardinal Health, Inc.

Cardinal Health, Inc. is a \$103 billion health care services company that helps pharmacies, hospitals, ambulatory surgery centers and physician offices focus on patient care while reducing costs and improving efficiencies. It has 31,900 employees

Cardinal Health has sponsored of a team of four CRSM students since 2007.

February, 2013 – Sales Support Supervisor

Team Size – 1 CRSM Student Worker

Department – Ambulatory Care – Sales Support

Key skills –MS Excel, Analytical Thinking, Attention to Detail

The Ambulatory Care department is comprised of approximately 300 field and inside sales representatives selling medical equipment and supplies to non-hospital facilities including physician's offices, surgery and rehabilitation centers. The Sales support team provides support to the sales representatives and has six full time staff.

The core duties the CRSM student worker performs include:

- Performs queries on Cardinal's sales databases with export of data into MS Excel. In Excel data is modified as necessary including elimination of unnecessary columns/rows of data and then applies fonts and enters formulas to present data that meets the requests of sales representatives
- Creates connections reports which identifies customers and the Government Purchasing Organizations (GPO) they have joined
- Produce invoice history reports showing sales invoices by sales person
- Access SAP database for customer order status reports
- Update SAP database for new business orders requiring data inputs including Customer #, Item #, Turns Per Month, Order Increases/decreases and new items (SKU information)

Value of CWSP Team

The CRSM student worker performs tier 2 tasks and produces requested reports from the sales representatives for the Sales Support team. This has helped minimize work backlogs and frees the full time staffers to focus on higher priority projects and more sophisticated reporting.

Sales Operations – Aon Hewitt

Aon Hewitt is a leading human resources consulting/outsourcing and benefits administration firm throughout the world. In 2012 Aon Plc reported revenues of \$11.5 billion with over 23,000 employees in the United States.

They have sponsored a CWSP student team since September, 2012.

November, 2013 – Executive Assistant, US Sales Operations Group

Key skills – MS Office/Computer Proficiency, Business Communications, Independent Worker

Team Size – 4 CRSM Student Workers

Department – US Sales Operations

The US Sales Operations team consists of two dozen administrators who support all of Aon Hewitt's Sales Executives and Account Managers activities.

Core Duties

- **Database Management** - Enter external client information data entry, data look-up, and updates in Salesforce CRM system.
- **Distribution List Management** – Distribution lists residing on SharePoint sites are updated
- **Database Reports** – Student workers run reports for sales executives and account managers containing contact information for each account or potential account.
- **Marketing Functions**–Student workers perform various marketing duties for preparation for various special mailings and holiday card mailings. Student workers cataloged and updated a library of digital images for approval by the marketing department for use by Aon Hewitt employees in PowerPoint presentations and meetings. Also, students have created PowerPoint “posters” used to publicize a Christmas Gift fundraiser throughout the Aon Hewitt campus.
- **Internet Research** – SIN preparation for upcoming customer meetings the student workers research company products and services via internet research and enter information into Excel spreadsheets. Aon Hewitt then purchases and features these attendee products/services in recognition of their attendance.
- **Filing** - Students also work in the Legal department filing documents. Students helped with packing files into boxes in preparation for an office move
- Several ad-hoc projects on an as needed basis

Professional Development

Aon Hewitt provides many professional development activities that students participate in including:

- Attendance in US Sales Support group update meetings comprised of the 24 team members located throughout the US and typically includes presentations by Aon Hewitt senior management team members.
- Technical and professional skills training courses and testing covering MS Office, keyboarding, proof reading, email etiquette, and resume and LinkedIn profile development.

Value of CWSP Team

The National Sales Analyst states the CRSM student worker performs work on tier 2 projects that address work backlogs and allows the full time staff to focus on higher priority projects. The students also fill positions on the Salesforce team until permanent replacements are found.

Sales Operations – Cardinal Health, Inc.

Cardinal Health, Inc. is a \$103 billion health care services company that helps pharmacies, hospitals, ambulatory surgery centers and physician offices focus on patient care while reducing costs and improving efficiencies. Cardinal has approximately 31,900 employees.

Cardinal Health has sponsored of a team of four CRSM students since 2007.

4/22/2012 – Vice President, Sales Operations

Team Size – 1 CRSM Student Worker

Department – Ambulatory Care - Sales Operations

Key skills – Active Listening, Multi-tasking, MS Office – Excel Intermediate/Advanced (familiar with formulas and vLookups).

The Ambulatory Care department provides support to the sales team in the surgical gloves division at Cardinal Health.

The core duties the CRSM student workers perform include:

- Data entry and review of internal cross reference files used by sales personnel to convert top competitors product offerings into equal Cardinal Health products. This information allows sales people to compete effectively when talking to prospective buyers by quickly identifying the equivalent Cardinal Health product(s) so a competitive “kit” can be quoted.
- Inside sales projects include the reorganization of an internal sample (products) center which consists of a combination of physical displays and/or files that contain various product groups.
- Phone calls to vendors are made to request product samples placed in the competitive “product pantry”.
- Use of an industry leading Optical Character Recognition (OCR) application to convert paper documents into MS Excel format for digital storage.

Sales Operations – W.W. Grainger, Inc.

W.W. Grainger is a leading distributor of industrial supplies, MRO equipment, tools and materials. Revenues are in excess of \$8 billion with over 21,000 employees.

Grainger sponsors 20 CWSP student workers and have been a CRSM business partner since 2008

12/17/2013 – Executive Assistant in Sales Department

Key skills

1. MS Office (Excel, Work, Powerpoint) – Intermediate Level
2. Interpersonal Skills
3. Notetaking

Department – US Commercial Sales

Team Size – 4 CRSM Student Workers

The US sales department consists of over 3,500 employees in sales functions throughout the US with 30 people located at the headquarters facility. The sales department is responsible to formulate and execute sales strategies across the entire US sales organization including several sales sectors/industries.

Duties

The CRSM CWSP student workers have been assigned several projects and on-going duties detailed below:

Sales team organization – the students create and update Excel and Word documents documenting new/changed territory assignments and organizational structures for the US sales organization including several industry segments.

Territory Sales Group Kits – the students print sales training kits and ship to the US field organization.

Print Services – The students produce bound documents and send to employees/customers inside the Grainger sales organization.

Sales Database Information Updates – Students research websites of prospective companies to input personnel data which will be used in sales mail campaigns.

Professional Development

Students have completed online Sharepoint training courses to gain technical skills related to administrative tasks required for internal Sharepoint sites.

A training day is planned for Grainger student workers focused on resume development and interpersonal communications best practices.

Value of CWSP Team

The CRSM student workers have improved productivity of the US sales department by completing “tier2” projects which allows the full time employees to focus their time on higher priority projects and strategic planning. The Executive Assistant in the Sales Department states that the quality of work output and professionalism of the CRSM students has exceeded the expectations coming into this year.

Supply Chain/Purchasing and Accounts Payable– Fabrication Technologies/IGM

FabTech/IGM is an established leader in contract manufacturing and supply chain services. Annual revenue exceeds \$110 million and they currently employ approximately 550 people in two locations (Libertyville, IL and Las Vegas, NV).

FabTech has sponsored a team of CRSM student workers starting in 2013.

November, 2013 – CFO and Purchasing Manager, Fab Tech

Team Size – 4 CRSM Student Workers

Departments – Finance/Accounts Payable (1 Student) and Purchasing (3 Students)

Purchasing Department – is responsible to source all raw materials and components necessary to produce finished products. The department consists of two full time employees.

Key skills – Keyboarding, Critical/Logistical Thinking, Organization

Duties:

Generate material orders – students have been trained in the logistics surrounding the release of materials, proper documentation and entering of data into FabTech’s Great Plains ERP system. Approximately 100 material orders are processed daily with the CRSM student workers completing about 95 percent of all material orders.

- Release materials – can include up to 20 different work packets
- Schedule materials for distribution
- Follow materials through the production process
- Enter material information into ERP system

Finance/Accounts Payable – The finance group at FabTech/IGM consists of 10 full time employees who are responsible to process the accounts payable, accounts receivable and Payroll for FabTech and sister company IGM.

Key skills – Judgment, Accuracy and Attention to Detail

Duties:

Perform 3-Way Matching for high volume vendors – approximately 60 are processed daily . The student worker receives purchase orders from the purchasing agents, shipping receipts from receiving and Invoices via incoming mail from their various vendors. The student has been trained to match up the each of the three documents (by checking Item #, Quantity and Amount). If all three documents match the invoice and supporting docs are sent to accounts payable for approval and payment. If any discrepancies are found the related documents are forwarded to the requesting purchasing agent for corrections.

The CRSM student will also begin entering accounts payable invoices into the Great Plains ERP system in the near future

Additional Duties:

The CRSM student also creates new hire packets as new employees come on board.

Value of CWSP Team

The CRSM students free up time for full time FabTech/IGM staff to concentrate on higher priority projects/tasks and strategic planning.

Supply Chain/National Procurement and Order Management–Forsythe Technologies

Forsythe is a leader in data center solutions and provides professional services, financial solutions and IT products from all the leading IT infrastructure manufacturers and vendors. Forsythe addresses all facets of the data center including strategic sourcing, IT as a service, managed services, security and more. Forsythe reports \$1.2 billion in annual revenues with over 1,000 employees in 50 locations in the US and Canada.

Forsythe sponsors a team of four CWSP student workers since 2013.

January, 2014 – Supervisor of Technology Acquisition and Senior Vice President of Order Management

Key skills

1. Attention to Detail
2. MS Office Excel– Advanced Level
3. Interpersonal Skills

Department – Order Management – National Procurement

Team Size – 1 CRSM Student Worker

The Order Management – National Procurement department is responsible to procure IT products on behalf of their customers for their technology needs. They ensure the accuracy of delivery, on time delivery via the methods required by clients, and are responsible for the conversion of booked margin to GAAP revenue for the product portion of Forsythe’s financial targets.

Duties

The CRSM CWSP student worker is assigned several projects and on-going duties detailed below:

Order Processing Reporting –This reporting summarizes work load data across the National Procurement organization, and allows the management team on hand information to analyze work load and make necessary changes to allocation through presentation of sales order, purchase order, and purchase order line counts. The student is required to run and create pivot reports from the raw data.

Freight Carrier Accuracy Checks – The student produces reports highlighting freight carrier accuracy. The student is required to request this report from Forsythe IT and create pivot reports from the raw data.

Order to Invoice Process Reporting – Various reports are produced which consolidate order-to-invoice processing data including book to invoice and ship to receipt key performance indicators (KPIs). The student is required to run reporting and create pivot reports from the raw data.

Quarterly Buyer Data reporting – The student utilizes several reports to allow a consolidated reporting mechanism, combined with charts, for the management and staff within National Procurement. It is the summarization of Order Processing Reporting, Freight Carrier Accuracy and Order to Invoice Process to

create a single holistic view. This enhanced view allows a single report for management to utilize for more in depth workload analysis and KPI reporting, as well as providing NP staff the ability to have optics into their contribution to the business and their current success into KPI's to allow for changed behavior focused on improvements.

Unbilled Orders Reporting - Weekly snapshot of all open order activity within National Procurement, summarizes historical data and providing year over year views to determine spending analytics, work load analytics, and more.

Value of CWSP Team

The CRSM student worker has improved productivity in the National Procurement Department by completing "tier2" projects which allows the full time employees manager to focus their time on higher priority projects and strategic planning.

Supply Chain Logistics/Production Planning – Abbott Laboratories

Abbott Laboratories engages in the discovery, development, manufacture and sale of a broad and diversified line of health care products. The company was founded by Dr. Wallace C. Abbott in 1888 and is headquartered in Abbott Park, IL. Abbott has over 91,000 employees and reported revenues in excess of \$38 billion in 2011.

Abbott currently sponsors five teams (20 student workers) and first partnered with CWSP in 2007

November, 2013 – Supply Chain Group

Key skills –MS Office/Advanced Excel, Data Analysis, Attention to Details

Team Size – 4 CRSM Student Workers

Abbott Diagnostic Division (ADD) is a global leader in *in vitro diagnostics* and offers a broad range of innovative instrument systems and tests. These include systems and assays to measure a variety of antigens, antibodies and analytes found in the blood and to diagnose and monitor diseases and therapies. Also included is blood-screening instrumentation and assays used to ensure the safety of the blood supply.

The CRSM student team is part of the ADD Supply Chain organization in Lake County, IL. This team is responsible to plan the production and acquire associated materials and services to ensure the manufacture of blood screening instrumentation and assays.

Duties

Data Analysis and Reporting - The student workers are assigned various projects related to the summarization and reporting of Key Performance Indicators (KPI) that directly impact the production scheduling decisions that ADD management is responsible to make throughout the year. Each student receives a series of detailed Excel files containing product sales and production information. The students use advanced Excel formulas to create summarization tables of the detailed data points across several time and product attributes. These reports cover sales demand, product schedules and material acquisition. Students are using advanced functions including Vlookups, pivot tables, sorting/filtering and data grouping plus use of multiple sheets for data summarization.

Physical inspections – The students are responsible to enter data sections for “5s” inspections involving the physical spaces and safety points of various warehouse areas.

Scheduling – Students upload data which feeds production planning programs

Filing – Various organizational documents are filed in accordance with guidelines

Professional Development:

The student workers are provided opportunities which increase their professional development in several areas:

Meeting individually and/or meeting attendance with various groups including Quality Labs, Warehouse Logistics, Distribution Center. Additional participation that students experience include all-employee meetings and ADD department and group meetings.

Value of CWSP Team

The Supply Chain group states that decision making processes are improved due to easier access to data plus improved data management as a result of having the student worker team in ADD. Also, ADD has improved their compliance with corporate programs such as the 5s inspections.

Supply Chain– American Hotel Register Company

American Hotel Register was founded in 1865 as a publisher of hotel travel directories and railroad maps and more recently has grown from a direct marketing company to a full distribution, service based organization. Currently there are 10 distribution centers around the country and in Hawaii. American Hotel Register is now a full service distribution company that services all aspects of the hospitality industry and employ over 1,000 people.

-AHR has sponsored a team of four CRSM students since 2005.

February, 2014 – Project Manager, Continuous Improvement

Key skills – 1. Detail Orientation 2. Independent Worker 3. Analytical Thinking 4. MS Office - Intermediate

Team Size – 1 CRSM Student Worker

Department –Supply Chain Optimization (comprised 5 full time employees) is chartered with optimizing the order fulfillment process involving the eight distribution centers across the US. They produce regular metrics reporting and support the planning and transportation functions for these distribution centers.

Core Duties

Management of project requests - the student worker accesses an MS Outlook inbox containing all Optimization team project requests requiring the use/involvement of IT resources. The student reviews, highlights and prioritizes each request in accordance with guidelines and then adds these new requests to the master project list.

Freight Forwarder Data Analysis – the student worker accessed over 800 shipping orders on AHR’s internal shipping system and then entered data from each order into an Excel file. This shipping data was utilized to determine which companies to renew freight contracts as well as the basis for negotiated shipping rates.

Freight Estimation System Research – the student accessed historical shipping orders and entered actual data (i.e. item num, quantity and weight) as well as estimated data (per the estimating system) for several key data points into Excel files. These data points were analyzed (actual vs. estimated) for differences and resulted in adjustments to AHR’s freight estimation algorithms so they more closely reflect actual freight charges.

Value of CWSP Team

The Project Manager, Continuous Improvement states the CRSM student worker performs work on tier 2 projects which frees up the full time staff to focus on higher priority projects.

Supply Chain Logistics/Distribution – Abbott Laboratories

Abbott Laboratories engages in the discovery, development, manufacture and sale of a broad and diversified line of health care products. The company was founded by Dr. Wallace C. Abbott in 1888 and is headquartered in Abbott Park, IL. Abbott has over 91,000 employees and reported revenues in excess of \$38 billion in 2011.

Abbott currently sponsors five teams (20 student workers) and first partnered with CWSP in 2007

December, 2013 – ADD Global Logistics Manager

Key skills –Attention to Detail, Independent Worker, Strong Organization Skills

Team Size – 4 CRSM Student Workers

Abbott Diagnostic Division (ADD) is a global leader in *in vitro diagnostics* and offers a broad range of innovative instrument systems and tests. These include systems and assays to measure a variety of antigens, antibodies and analytes found in the blood and to diagnose and monitor diseases and therapies. Also included is blood-screening instrumentation and assays used to ensure the safety of the blood supply.

The CRSM student team is part of the ADD Lake County Distribution Center which is a global warehousing, shipping and transportation facility. There are approximately 100 employees working in the facility and 14 FTEs on the logistics team.

Duties

Export Compliance Group – the students are responsible to identify, file, and properly label thousands of documents representing products shipped internationally over the past several years. Each shipment requires two documents including the value of the shipment plus product descriptions:

1. Export Declaration Form – describing contents and value
2. EEI US Department of Customers Form

In several instances the students are required to log into outside company websites to access forms in electronic format and save down to a shared drive. Then they enter data from the forms into Excel sheets and then print out the forms for the matching process.

The students must find each form and make sure the values and descriptions match. Then each form is stapled and filed in boxes, properly labeled and put into storage in compliance with the document policy. This is a long term project and additional projects will be assigned at completion of the compliance project.

Ergonomic/Safety Video – two student workers are participating in a project to create a safety video designed to reduce work place injuries in the distribution center. The students are part of the team planning, producing and editing video content that will be distributed to all Lake County Logistics employees.

Value of CWSP Team

The Logistics Manager states the student team has allowed the Global Logistics group to complete compliance work that had previously been on hold due to lack of resources. The project will be completed in December, 2013 and then additional duties and projects will be assigned.

Supply Chain Logistics – Stepan Company

March , 2013 –Administrative Assistant, Stepan Company

Department – Logistics

CRSM Team Size – 1 Student Worker

Job Title – Data Entry Specialist

The Logistics department is part of Stepan’s Supply Chain organization. Logistics is comprised of 49 full time employees who are responsible for all aspects of transporting materials and products, safely and on-time to/from their suppliers and customers.

The duties of the CRSM Data Entry Specialist include:

Customer Service Correspondence – The CRSM student eliminated a backlog of customer correspondence for filing. A variety of documents were sorted by customer, city, state and filed accordingly. Also, prior year correspondences were packed and sent to offsite storage.

Freight Rate Management – Freight contracts were examined and compared vs. Stepan’s TMS system reports listing current freight rates per “lane” with any discrepancies corrected in the TMS system. Freight contracts consist of anywhere from 30 to 500 “lanes”. One “lane” represents one departure to destination point.

Freight Invoice Processing – The CRSM student accesses Stepan’s SAP system to determine if incoming invoices have previously been submitted and/or paid prior to initiation of a payment approval.

Value of CWSP Team

Without their CRSM Student worker the Administrative Assistant states that backlogs of work would build and eventually turn into problems for the Logistics department.

Supply Chain Logistics – Walgreen, Co.

Walgreen Co. is a leader in the retail drugstore business. Revenues are in excess of \$72 billion with 247,000+ employees.

Five Walgreens departments sponsor a total of 10 CRSM student workers starting in 2004.

September, 2013 –Project Manager, Supply Chain Logistics, Walgreen Co.

Top Skills - Computer Aptitude, Ability to Work Independently, Attention to Detail

Department – Supply Chain Logistics

Team Size – 1 CRSM Student Worker

The US Supplier Sharing Department performs project related work involving vendor sales data and reporting. They utilize one CRSM CWSP student who performs data and reporting duties in several areas detailed below:

SupplierNet (Extranet) Vendor Portal – Content Creation, Updating and User Acceptance Testing

The CRSM student worker tests and updates content on SupplierNet web pages plus reviews content for compatibility with mobile devices. Content is added using various methods including HTML page creation and updating technical help information by transferring content onto updated Powerpoint templates and also translating technical help content from English to Spanish.

The student is self taught through reading of manuals and creates content templates and formats that provide a consistent look to all the pages. Content source uploads include Word, PPT and pictures which are converted into consistent web page content and links.

SupplierNet pages are regularly tested for compatibility with iPhone and Android mobile devices and that web links function correctly. Issues are identified and help desk tickets created by the student worker. Also, website improvement suggestions are provided to the SupplierNet team.

SharePoint Site Administration

The student worker uploads content from email onto the SupplierNet SharePoint site in the form of Word, PowerPoint and PDF files. Also, updates to administration and security aspects of the SharePoint site are performed.

Professional Development

The project manager encourages the student worker to participate in one-on-one lunch meetings scheduled with various Walgreens management team members designed to provide academic and career advice from various perspectives.

Value of CWSP Team

The Logistics manager states the CRSM student worker is a strong contributor to the SupplierNet group and without those contributions the group would not achieve deadlines in a timely fashion.