



CRISTO REY
ST. MARTIN COLLEGE PREP

Corporate Work Study Program

Book of Jobs

August, 2013

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Introduction

Each of the 26 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 applied against the operating expenses of Cristo Rey St. Martin College Prep resulting in an affordable tuition amount 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. Each student has a direct supervisor who provides performance feedback including a twice yearly comprehensive performance appraisal surveys 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. Student worker teams 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 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.

For further details about the Corporate Work Study Program please contact:

Hugo Chavez, Managing Director CWSP at 847-780-6231 or hchavez@smdpwaukee.org

Kristen Watson, Director of Business Development at 773-710-1574 or kwatson@smdpwaukee.org

Contracts Administration/Documentation/DB Management – 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/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.

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 – 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 - 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 SMdP 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 SMdP 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 SMdP 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 – 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 sytem 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 – 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/Service Center Operations – Abbott Labs

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.

October, 2012 – Service Center Operations Manager

Key skills – Attention to Detail/Professional Appearance + Demeanor/Willingness to Work

Team Size – 4 CRSM Student Workers

The Abbott service center operations team is comprised of 9 full time employees that perform service human resources service functions falling outside the traditional benefits and compensation department responsibilities. The clients are all new and existing Abbott employees, recruiting personnel, the legal department and employee relations.

Duties

Employee Files: Each CRSM student worker is currently working on a four month effort to digitize a large volume of paper documents into a RIMS records management system. This project involves over 10,000 paper based files. Each student is 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). Ongoing, students will then participate in the scanning of the documents and replacing them into their original folders. Team members then review the batches of documents for good quality 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 and then assist throughout the presentation sessions.

Future projects/tasks include:

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

Contractor badging process: Sending background screening requests to vendor for contractors working at Abbott. This will require entering contractor information into a system so that Corporate Security can issue contractor badges for access to the campus.

Bulletin Board updates: Another student will have ownership of the Service Center Operations bulletin board that is prominently displayed in the Service Center lobby. The student is responsible to print various files that contain Key Performance Indicator (KPI) data and present it on the public bulletin board and maintain the bulletin board on a weekly basis.

Value of CWSP Team

The Service Center Manager states that the students are directly involved with the preparation and execution of the weekly new employee orientation sessions. The students present themselves in a professional manner and work one-to-one to answer attendees questions during the presentation. With only one Abbott employee involved in these weekly meetings the student workers have proved to be invaluable assets and allow the presentation to continue without interruptions.

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

ACCO Brands USA is a supplier of office products to the office products resale industry. 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 in 2011 are \$1.3 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 SMdP 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

4. Accuracy
5. Independent Worker
6. 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/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 - 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.

3/1/2012 - 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.

Internet Research Services/New Product R&D – 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.

2/28/2012 – Manager, Pharma Research and Development, Hospira, Inc.

Department – Research and Development

Team Size – 1 CRSM Student Worker

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

The Early Stage Development (ESD) department researches patented and/or existing drugs that they might target for development of a new generic drug and has one CRSM student worker. The CRSM student worker searches several intranet Hospira databases (share sites) to determine information needs for targeted potential new drugs. After sorting the various sources of product information on hand the CRSM student worker determines the areas of information that are needed to fill out Hospira's information requirements.

Potential target drug information is analyzed and the student then performs internet research to gather publicly available information surrounding current products are on the market. Collected information includes:

- Potential existing drugs
- FDA Orange Book & Other International Authority Approvals
- The drug itself
- The various drug formats
- Various delivery methods (drips, pills, injections, etc.)
- Molecular specifications

The CRSM student worker collates the gathered information from public/internet sources, applies Hospira naming conventions and then populates the Hospira intranet databases with saved web pages and related information.

In addition, the student determines the on-hand inventories of these targeted drugs and contacts wholesalers to acquire needed product samples (dependent on the various lots/regions/types required) which are then stored in stability stations (which serve as test and control samples for the product development scientists).

Value of CWSP Team

The manager has high praise for the value this student worker brings to Hospira and noted that the computer proficiency and intuitive computer use (both computer, database and internet resources) were key characteristics that make this student a great asset to the Early Stage Development team.

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.

December, 2012 –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 Services/Translation Services – Bennu Legal Services

BENNU Legal Services is a nonprofit legal aid agency that works with suburban-based immigrants, as well as businesses, to build stronger and healthier communities. BENNU provides legal and business counseling to families and small-business entrepreneurs on a sliding-fee scale, often on a "low bono" basis. Through its services, BENNU helps families and employers to do it right with respect to US immigration law, and to make sure that the government complies with the law.

5/14/2012 –

Team Size – 2 CRSM Student Workers

Department – Administration

Key skills – Bilingual Spanish Language, Strong Verbal Communications, Database Entry

The CRSM student workers perform a variety of roles at the BENNU clinic including:

- Take incoming phone calls from clients and prospective clients regarding immigration issues including existing cases.
- Schedule consultations between clients and staff attorneys/paralegals using Bennu's Salesforce CRM system.
- Act as translator for meetings between clients/potential clients and staff attorneys.
- Translate incoming letters from Spanish to English.
- Perform scanning and/or copying of documents as requested by the staff.

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/Procurement/Sales Operations/IT- Anixter, Inc.

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

7. Detail Orientation
8. Affinity to Web Research and Computer Applications
9. 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/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 SMdP students during 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

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.

Research and Development/Compliance Department – 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.

December, 2012 – Pharma R&D Compliance Manager

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

Team Size – 3 CRSM Student Workers

The compliance department 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.

Scanning Duties

Each CRSM student worker “core” duties include monitoring an inbox of paper documents each day and then scanning and indexing these documents into PDF files and storing them in the proper SharePoint file folder by year and additional indexes. These protocol and report documents contain up to 50 pages each including attachments. The students exhibit strong attention to detail and computer knowledge in the process of scanning, indexing and filing these PDFs.

As a result of having the CRSM student workers the compliance group discontinued use of a third party scanning vendor which involved several additional work steps to document and ship boxes offsite to then be scanned.

Special Projects

The compliance group services document and information requests from the FDA and internal Hospira groups. Document requests are treated as priority one and the CRSM students have proven adept to quickly change gears to address document requests on several occasions. The compliance department manager states that the students are quick to understand the importance of FDA requests and are able to stop work on other projects immediately to quickly retrieve requested documents quickly.

One project involved an FDA request listing numerous documents contained in 20 banker boxes. The student workers retrieved the necessary boxes and then methodically compared the FDA requested documents to those contained in each of the 20 boxes and then were able to make copies of those documents specifically requested by the FDA and provided copies to fulfill the request in a short turnaround time.

Another project required that 30 banker boxes of documents be shipped to offsite storage. The challenge was that the log of documents contained in each box was in PDF format and not usable for audit or searching purposes. The CRSM student worker took the PDF files and converted them to MS

Word documents which resulted in a searchable complete inventory of all the documents contained in the 30 boxes. The student worker then associated the various document titles from the combined log to the individual documents in the boxes and was able to index each document type by box number and then ship the boxes to offsite storage.

Document Conversions

The CRSM students have been involved in several projects that convert older documents from Microfiche or paper media into electronic PDF files for faster searching and retrieval. Separate conversion projects have involved using a special computer to make PDF images of Microfiche documents and creating an index of all converted documents in a MS Access database for ease of search and retrieval.

Paper documents from the 1980's that were degrading over time were also scanned, indexed and stored as PDF files on an internal SharePoint server. The CRSM student workers created spreadsheets containing information about all the converted documents which were used as a source document to audit and identify any missing documents from the original document population.

The benefit of these conversion and scanning projects is to prevent further degradation of the documents and provide for a much faster turnaround times to fulfill document requests.

Professional Development

The CRSM students have established intermediate to advanced computer skills including the design and creation of MS Sharepoint sites within Hospira. The PDF files created in scanning and conversion projects are stored in various folders on Hospira SharePoint sites.

Value of CWSP Team

The CRSM student workers are part of a very busy group and have proven to be independent learners and thrive in the unstructured environment in the compliance department. Many of the scanning and conversion projects just would not get completed in a timely manner (if at all) without the student workers.

Research and Development management states the CRSM student team provides growth opportunities for the junior members of their team. Junior team members are given direct management of the CRSM students and gain valuable experience in delegating work. They are very proud of their student workers.

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, Marketing – AON Hewitt

Aon Hewitt is the world's pre-eminent human resources consulting and outsourcing firm with the resources, expertise, and global reach to solve the most pressing and complex people challenges that organizations face today

They have sponsored a CWSP student team starting in September, 2012.

March, 2013 – National Sales Analyst

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

Team Size – 4 CRSM Student Workers

Department – Sales and Accounts Operations

Core Duties

- Enter external client information, perform data entry, data look-up, and data clean-up in AON's Aon Hewitt's Salesforce CRM system.
- Marketing department – on a twice per week basis the student workers perform various duties for the marketing department including data uploads for marketing campaigns, preparation for various special mailings and packaging company items that are used as promotional giveaways.
- iPads are secured and prepared for upcoming client meetings/presentations by cleaning off any extraneous Apps, and ensuring a full battery charge
- Proposal template prep work to ensure that existing proposal files are formatted according to specifications for proposal team use.
- Fax and track internal expense receipts to processing center.
- Filing records in the Legal department
- Students helped with packing files into boxes in preparation for an office move
- Several ad-hoc projects on an as needed basis

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. Also, the student workers have been instrumental in the data quality improvement of the Salesforce client database.

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.

Risk Management – 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 two teams of four CWSP students and have been a CRSM business partner since 2008

9/24/2012 – Staff Associate in the Risk Management, Grainger

Key skills – Help with Spanish to English translation of written communications, 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 organizing the certificates alphabetically by vendor/service provider name.

Drivers and locations of Company vehicles

Upon insurance renewal, Risk Management has to verify the numbers of company-operated vehicles, where those vehicles are located, and who is driving the vehicle in order to properly insure the vehicles and provide insurance cards. The student is given a list of the vehicle information and is to collect current information. This involves calling the contact person for each vehicle and asking them to verify the information we have on record. Any changes are tracked in excel. Ultimately the updated excel file is sent to our insurance broker who relays the information on to the insurance company to ensure the correct vehicles are being insured.

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 CRSM CWP student assists in printing out letters and mailing with the auto id card to the vehicle contacts.

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.

Life Insurance Policies – premium tracking

Every year Grainger owes money on certain life insurance policies, about 150 policies in total. The CRSM student assists in tracking the invoices that come in, verifying the amount against a spreadsheet that

contains anticipated premium amounts, and filing the invoices once the premium amounts have been resolved.

Quarterly purchase amounts from suppliers

Grainger maintains an insurance policy specifically covering suppliers that can't get insurance coverage on their own. One of the requirements of the insurance policy is that quarterly purchase amounts for those suppliers are sent to the insurance underwriter. The CRSM student assists in pulling purchase data off of different reports and consolidating into the master spreadsheet for the underwriter.

Storage Files

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 true 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:

- transposing claim information from a word document to an excel file in order to better sort claim data
- scanning and logging of historical insurance policies
- matching drivers and their VINS on auto accidents for better reporting
- pulling together a list of acquisitions and the date of acquisition
- updating Insurance Industry booklet updates

Value of CWSP Team

Grainger's Risk Management department remains a small group of employees; at one point, the department consisted of 5 team members. The department is now only 4. 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.

Supply Chain Logistics, Transportation – 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.

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

3/20/2012 –Project Manager, Supply Chain Logistics, Walgreen Co.

Key skills –Advanced Excel (pivot tables, vlookup, sort. Top X reporting), SQL, MS Access, Data Analysis

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:

Sales Report Creation and Delivery

The CRSM student worker is responsible to run monthly SQL queries bringing sales data for seven suppliers in Puerto Rico. The resulting data sets are imported into MS Excel files and then sorted and formatted using pivot tables and creating charts to produce separate reports for each vendor/supplier. After an analytical review process the reports are emailed to the individual vendor/suppliers.

Vendor Portal Investigation

Vendor sales figures are compared among several databases in the vendor portal database and the CRSM student worker is responsible to investigate discrepancies that occur between figures extracted from Walgreen’s data bases and third party data sources. This requires the student worker to create and run various SQL queries so that data comparisons can be performed and further investigation of data discrepancies as necessary.

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 project manager states that the CRSM student worker is performing at a high level and the speed in acquiring technical skills is phenomenal. As a result, assigned projects have gone well beyond the skill levels originally expected. The technology skills exhibited by the student worker are, in many areas, equivalent to that of a college graduate.