

Student Affairs Assessment Written Report

Unit Name: GHI Unit

Date: October 2008

Intended Outcome (learning outcome)

Student Managers will demonstrate growth in their leadership skills (conflict resolution, written and oral communications skills, customer service skills and problem solving ability) as a result of student employment.

Experiences, Programs, Services, or Interventions

- Student Employment Program
- Schedule and lead department specific orientation and trainings of student employees
- Attend bi-weekly Student Manager meetings
- Participate in Student Manager semester retreats and on-going trainings
- Present at Orientation Programs for all student employees
- Shadowing Out-Going Student Manager
- Actively participate in a “Behind Closed Doors” case study scenario

Methods

- Semester Evaluations (Self and Supervisor)
- Exit Interviews
- Pre- and Post-Tests of Specific Skills using Leadership Inventory
- Observation of Work Style
- Daily/Weekly Reports and Logs

Results

- Congruence in self and supervisor evaluations – strengths and weaknesses, goals for the future
- Self-reported growth in exit interviews documented when Student Managers graduate or leave employment
- Pre and Post Test allows quantitative analysis of the growth through and in the Student Manager position
- Observable growth in written communication with reports, oral communication in presentations given, and through day to day interactions with internal and external customers
- Nightly logs, and charts have no spelling errors, fewer customer issues for full-time supervisors to negotiate employee evaluations and personnel meetings run mostly by Student Manager

Implications for Practice

1. Weekly meetings of Student Managers need to include content specific trainings topics not just reporting of what has happened in the areas/departments.
2. Introductory and advanced trainings need to be offered at numerous times for the Student Managers to understand and handle a supervisory role (supervising your peers, conflict, personalities in the workplace, etc...)
3. Add customer surveys on staff friendliness and knowledge of the job to the various departments.
4. Require that student employees review their Student Managers on a semesterly basis. (In the past this was optional and student employees didn't need to fill these out. Allow student employees to fill these out on the job when they have a slow period.