

# Student Affairs Assessment Written Report

Unit Name: MNO Unit

Date: November, 2008

## Intended Outcome (service outcome)

The majority of clients (80%) will be satisfied and/or very satisfied with the performance of the student staff.

## Experiences, Programs, Services, or Interventions

- Students wear name tags along with a staff uniform.
- There is a standardized check-in and welcome procedure.
- Training is offered at the beginning of each semester as well as once per month to review and enhance procedures to ensure efficiency.
- Training also enables staff to solve higher level problems without professional staff intervention.
- Pop quizzes and employee evaluations are provide each semester to assess staff performance.

## Methods

- An online satisfaction survey is administered biennially to all clients every even year using a Likert scale. Last administered Spring 2008.

## Results

- 71% of clients were satisfied or very satisfied with the staff performance.

## Implications for Practice

The intended outcome was not achieved.

- For the future, small focus groups of members will be conducted to discern any concerns clients may have about staff service.
- Student staffers will be involved in discussing not only the client feedback, but also the plans for improvement.
- Given the focus group feedback, there will likely be improved training in customer service.
- There may be improved promotion for services that can be provided by staff members.
- The unit will revise performance evaluations to reflect more emphasis on the staff service.
- Clients will be invited to participate in mall intercept or focus group activities to explore perceptions of staff performance.