

Student Union, Inc. of SJSU
2013 – 2014 Assessment Report

All learning outcomes listed map to the University Learning Goal of Applied Knowledge.

Accounting, Student Union, 2013-14 Learning Outcomes Summary

Kim Hagens, Assessment Lead kim.hagens@sjsu.edu

Learning Outcomes: (Career Development)

1. After two weeks of training, student workers will:
 - Demonstrate their data entry ability in AR Module of Accounting Software. (Rubric)
 - Demonstrate their ability to handle and distribute a completed AP check run. (Rubric)
 - Demonstrate their ability to successfully handle the filing workload for the department. (Behavioral Observation)
2. After 1-3 months, the student worker will demonstrate their ability to complete basic financial reconciliations. (Direct Measures-Rubric)

Overview/Findings: Learning Outcomes met. Student worker is mentored and given support in learning and assessing one's performance with the various levels of accounting tasks. During his/her first semester, the worker is classified at the beginning level and typically learns basic data entry, check run distribution, and handles the filing load and copy requirements of the department. With 2 or more semesters of training and experience, the student worker increases toward the advanced level, expanding one's learning curve, production and accuracy rate, and becomes increasingly valuable to the department.

Implications: These learning outcomes will be repeated as developed again in FY 2014-15. Infusion of learning outcomes will be implemented with future employees and utilized to support progress reports and performance appraisals and help students in assessing their level of skill sets.

Aquatics Center 2013-14 Learning Outcomes Summary

Beth Harberts, Assessment Lead beth.harberts@sjsu.edu

Learning Outcomes: [Career Development. (Direct Measure: pre and post-activity tests and behavioral observations.)]

1. **By attending monthly safety trainings in the spring semester, Aquatic Center Lifeguards will successfully demonstrate adult, child and infant CPR and rescue breathing care by directly applying these life saving techniques on a rescue manikin. Lifeguards will also articulate the 5 steps of the lifeguard**

primary assessment of victims in the post-training test at the conclusion of the 2014 spring semester.

- 2. Aquatic Center lifeguards attending the initial semester training will learn and demonstrate, through a provided scenario, the steps to activate and manage the facility's Emergency Action Plan.**

Overview/Findings: Learning Outcomes met. The lifeguards attending the initial staff training in fall, 2013 and were given pre-tests. Additional training sessions were held. After taking the pre-test, each lifeguard then physically demonstrated the emergency care on a manikin. At the conclusion of this training, the guards took a post-test, the results of which were significantly higher.

Implications: The administrator noted the emergency care demonstration helped refresh the lifeguards' skills, contributing to the higher scores on their post-tests. Continuation of this safety training and addition of the learning outcome assessment process to keep the staff abreast of their emergency skills and maintain a safe environment is planned in AY 2014-15.

Box Office, Event Center 2013-14 Learning Outcomes Summary

Gloria Acoba, Assessment Lead Gloria.acoba@sjsu.edu

Learning Outcomes (Career Development): (Direct Measure: Behavioral Observation plus roleplaying and Indirect Measure: written examinations)

1. Within 6 months of hiring, student staff will be able to demonstrate their knowledge of the protocol for managing medical emergencies, ticketing conflicts, and crowd management issues during events without direct supervision as measured by role playing, in-service evaluation and written examinations.

2. After three, one-on-one trainings, the student box office staff will be able to independently assist customers in purchasing tickets and processing ticket orders with accuracy, to include selecting correct events and seating based on diagrams and inventory as assessed by in-service evaluation and a written exam.

Overview/Findings: #1: After training and mentoring, 92% of the student staff members were rated at excellent or satisfactory levels. **Learning Outcome-met.** Student staff were able to assist customers and upload their mobile ticket on their smartphone, problem solve and ticket the customers' choice of ticket delivery successfully. **#2.** 80% of the student staff rated at excellent or satisfactory levels. **Learning Outcome-met.**

Business Services and Risk Management, Student Union 2013-14 Learning Outcome Summary

Kristin Kelly, Assessment Lead Kristin.Kelly@sjsu.edu

Learning Outcome (Career Development): Student Union Staff will increase their knowledge regarding safety in the workplace during the Spring 2014 semester by attending a minimum of two training sessions and scoring 10% higher on the post-test at the end of training. (Direct Measure: Pre and Post-test)

Overview/Results: Outcome Met. Prior to the training, a pre-test of 10 questions was given. A spreadsheet was created to track each participant's progress after each training session. The 3 trainings results showcased an increase of 22%, 26% and 20%, respectively in correct answers. Employees increased their knowledge by an average of 23% overall at each training.

Next Steps: Track pre and post testing of a minimum of 4 safety trainings in the future. The lead is considering implementing another learning outcome at the end of the calendar year.

Computer Services, Student Union 2013-14 Learning Outcome Summary

Jerry Darrell, Assessment Lead jerry.darrell@sjsu.edu

Learning Outcome: (Career Development) The technicians will use tools to analyze the effectiveness of the security measure they have put in place with at least a 90% success rate as measured by the supervisor's review of logs and reports. (Direct Measure: records/logs)

Overview/Implications: Learning outcome partially met. The Assessment Lead established the learning outcome, training and assessment/analysis procedures. Before implementation, however, the 2014 student worker left employment, and as a result, the learning outcomes assessment project was put on hold until a hire could be made. The learning outcome process will be deployed in AY 14-15 with a newly-hired computer technical worker.

Human Resources: Student Union 2013-14 Learning Outcomes Summary

Mary Lewis, Assessment Lead mary.lewis@sjsu.edu

Learning Outcome: After student workers' attendance at New Hire Orientation, workers will demonstrate their understanding of the sections covered by marking their ability to understand each section on 1-10 scale and scoring 90% or better on the post-event assessment. (Career Development-Direct Assessment, pre and post-test/rubric.)

Overview/Findings: Learning Outcomes Met 26 new student employees were given a pre-workshop assessment followed by a post-training assessment after the orientation was given on risk management, payroll, personnel services, customer service, Student Union facts, safety, record retention etc. Majority of employees provided correct answers on the post-test. Improvements from the pre to the post-test ranged between 0-4 more correct answers. A 5-scale rubric was implemented with two student workers' performance ratings: 5 high. Results were: 36.4%-5 rating, 45.5%-4 rating and 18.1%-3 rating.

Implications: Rubric will be utilized in AY 14-15 as an excellent way to provide feedback to students and assess their learning. Pre and post –test supported students in understanding priorities and re-emphasized important skills for application on the job.

Information Center: Student Union 2013-14 Learning Outcomes Summary

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Learning Outcome: After training, Information Center Staff will raise their average score by 20% from the pre to post-test on the SU Expansion and Renovation Project. (Direct Measure)

Findings: Outcome partially met. Workers completed a pre-test on the knowledge of the subject, participated in training and then completed a post-test. Since they achieved 85%+ on the pre-test, a 20% increase was statistically unattainable on the post-test. **Most of the workers achieved 100% on the post test, averaging a 15% increase, not 20%.** The students were already knowledgeable on this topic and perhaps a more challenging topic/instrument could be developed or possibly exchanging this pre and post-test assessment with another topic or measure would prove more beneficial and challenging.

Next Steps: With the opening of the new Student Union, the assessment lead is considering implementing the following learning outcome with the workers: Information

Center team will successfully transition to its new location maintaining a 70% “questions successfully answered” customer service rating during the semester measured by direct measure test. Measurement to be established.

Maintenance, Event Center 2013-14 Learning Outcomes Summary

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Learning Outcome (Career Development, Both Outcomes Met):

1. Within the first 6 months of hiring. The student staff will acquire the ability to proficiently use hand tools & to select the proper tool for a specific task as measured by behavioral observation. Direct Measure-supervisor observation.

Process: Students were provided shop training 2x per month and regular in-service trainings on minor maintenance repairs

Results: Workers increased in confidence/increased efficiency. Service/response times improved.

2. Student staff will acquire the ability to a. Consistently arrive to work on time & be prepared to start work at shift’s beginning. b. work in a safe/responsible manner as measured by records. Indirect Measure: Records.

Process: Twice monthly safety trainings were conducted, emphasizing importance of professional work standards.

Results: Worker tardiness decreased significantly. Enforcement of penalties when tardiness occurred resulted in reduction of this behavior. No workplace injuries occurred and worker confidence improved.

Implications: Continue with both learning outcomes/these trainings next season to enhance worker ownership, hold them accountable to these high standards and promote department efficiency. Doing so also results in worker’s understanding the critical nature of the service and its impact on fulfilling the mission of SJSU.

Technical (AV) Services, Event Center 2013-14 Learning Outcomes Summary

Scott Bokker, Assessment Lead joseph.bokker@sjsu.edu

Learning Outcomes (Career Development-Both Outcomes Met)

1. Over the course of a year, 80% of the technicians will take and pass 20 technical training sessions with at least a 70-80% passing score on the written exam. (*Direct Assessment-Pre-post test, Case Study Performance*).

Process: *Trainings were held and included practical training followed by written exams and practical, in-the-field assessment and feedback.*

Findings: *Typically, 80% of the staff pass the first time while another 20% retake the exams and pass. This process has produced self-sufficient, knowledgeable workers. Inclusion of in-the-field scenarios and assessment has significantly improved workers' performance and workers are poised to apply knowledge and skills to new situations.*

2. After 6 months, a technician will independently provide basic audio, lighting and video support for symposium-style events in various campus venues and environments. (*Direct Assessment-Behavioral Observation*.)

Process: *360 degree evaluation and assessment occur involving peers, supervisors, management/clients. Shadow programs also support critical mastery of the skill sets.*

Findings: *Mastery of these basic skills allows technicians to specialize in areas (i.e., video, lighting etc.) and has resulted in increased worker' confidence.*

Implications: Our challenge is finding time in this fast-paced environment to schedule the necessary training. Also critical is continuing this vital professional development and assessment. It's imperative that the team stay up-to-date with the current technology and industry trends and share this knowledge with staff through training and mentoring programs.

Graphics, Student Union 2013-14 Learning Outcomes Summary

Andrew Weiglein, Assessment Lead Andrew.weiglein@sjsu.edu

Learning Outcomes (All Career Development):

1. After 2 months of mentoring, the designers will demonstrate his/her concept of deadline efficiency through a reduction of fragment, text, image, typo, and quality errors of 10% as recorded on a project completion log. (**Direct Measure-Project Completion Log**)

2. With coaching after each meeting attended, graphic designers will progress along a 5-step Meeting Improvement Rubric by at least one step every semester. (**Direct Measure-Rubric.**)

3. Graphics staff will increase their range of design experience through on-the-job training by crafting materials for at least 3 different mediums every month for 3 months, with at least 7 distinct mediums across the 3-month period. **(Direct Measure-Project Completion Log).**

Process/Findings: Each learning outcome was met.

#1. *Manager compared documented statistics (errors made) at 2 separate points in time and noted that errors correlated directly with "rushed orders."* Although this measurement doesn't reflect the quality of the designer's accuracy very well, it does reflect upon the quality of workflow management through the department.

#2. *Two separate evaluators assessed the ability of the workers to contribute and participate in meetings in addition to behavioral observations.* Both designers met and exceeded goals, averaging 1.5 steps gain on the rubric.

#3. *Manager compared documented statistics at 2 separate points in time and the number of types of collateral created was compared every 3 months as recorded in log.* Both designers far exceeded the goal, each completing 7 distinct items in 1 month.

Implications:

#1 This tool lacked validity. Adding a peer review process would reveal designer's ability to grow.

#2 Continue using this rubric to support skill development transferrable after graduation to the global workplace.

#3 While meeting the goal was great, raising the goal higher/including flexibility based on incoming workflow would be advantageous.

Sport Club, Student Union 2013-14 Learning Outcomes Summary

Jesse Layfield, Assessment Lead, replacing Ashley Anand jesse.layfield@sjsu.edu

Career Development Learning Outcomes:

#1. Using the information delivered at the start-of-the-semester trainings and subsequent trainings throughout the semester, Sport Club Student Staff will demonstrate effective and ineffective customer service in live scenarios, individually identifying the 3 main components, as measured by pre and post-tests. (Direct Measure)

Overview/Findings: Outcome met. Workers completed a pre-test on the topic. After customer service training, workers were broken up into groups and acted out scenarios demonstrating effective/ineffective customer service and identified the 3 customer service components: professionalism, approachability, and offering alternatives. Additional training throughout the semester followed. Written and oral assessments were administered with all 22 of the workers scoring 100% on the post-test by end of the semester.

#2 Through one-on-one training with their direct supervisors, Sport Club student staff will apply new knowledge in 5 job responsibility areas: Front Desk, Weight Room, Basic Expectations, and Supervisor/Leadership as measured by pre and post tests, scoring 100% on the final test at the end of the semester. (Direct Measure)

Overview/Findings: Outcome Met. 22 Students scored below 50% on the pre-test. After numerous trainings, mentoring, discussions, and worksheets, these workers scored 100% on the end-of-the-semester post-test.

Next Step: Since the outcomes were met as planned, the team will incorporate this process with all new staff as well as incorporate these outcomes/training in follow-up meetings and trainings in a broader form to ensure our mission is met to the greater extent.