

**Student Union, Inc. of SJSU
2014-15 Assessment Report**

POs (Student Union, Inc.)

ULG

<p><i>Student Union Learning Outcome #1</i></p> <p>Student employees will demonstrate continual growth as professional individuals by displaying the ability to effectively communicate, think critically, and make decisions when working with a wide range of internal and external clientele.</p>	<p>Intellectual Skills</p>
<p><i>Student Union Learning Outcome #2</i></p> <p>Student employees will demonstrate the ability to apply academic knowledge gained in the classroom to hands-on opportunities in the workplace, such as problem solving, skill expansion, and deadline-oriented productivity.</p>	<p>Applied Knowledge</p>
<p><i>Student Union Learning Outcome #3</i></p> <p>Employees and Students will be exposed to a wide range of diverse cultural, racial and gender backgrounds through events and programs hosted by the Student Union, Inc.</p>	<p>Social and Global Responsibility</p>
<p><i>Student Union Learning Outcome #4</i></p> <p>Student Union, Inc., through its facilities and services, will identify accomplishments, and build on those accomplishments; will identify deficiencies, analyze them and make corrections.</p>	<p>Broad Integrative Knowledge</p>

Department	C.L.O.	P.L.O.	Type(s) of assessment utilized
Club Sports	Fall 2014 American Red Cross: CPR/First Aid	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Knowledge	American Red Cross: Course, applied skills test, and written test (TEST to assess comprehension) ❖ 25% of active individual club sports teams must be certified by April 15, 2015
	Spring 2015 Heads Up: Concussion Awareness	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Knowledge	Center for Disease Control And Prevention: Online Concussion training course (TEST to assess comprehension) ❖ 100% of active club sport participants must complete the course by March, 1
	<p>Other Assessments: Club Sports is focusing on enhancing our Risk Management initiatives to ensure all SJSU Club Sports participants are gaining practical skills to improve their safety while competing.</p> <p>For example, through the Heads Up: Concussion Awareness training, participants will:</p> <ul style="list-style-type: none"> ❖ Understand a concussion and the potential consequences of this injury, ❖ Recognize concussion signs and symptoms and how to respond, ❖ Learn about steps for returning to activity (play and school) after a concussion, and ❖ Focus on prevention and preparedness to help keep athletes safe season-to-season 		
Box Office	Student staff will be able to demonstrate their knowledge to accurately label the reserved floor seating based on diagrams independently.	(<i>Student Union Learning Outcome #1</i>) ULG - Intellectual skills	In-service evaluation, survey, role-playing and oral/written exam(s).
	Box office student staff will have the ability to independently manage opening, closing and event day procedures.	(<i>Student Union Learning Outcome #1</i>) ULG - Intellectual skills	In-service evaluation, survey, role playing and oral/written exam(s).
Student Union Operations	Students will learn to meet APPA cleaning standards to improve customer satisfaction.	(<i>Student Union Learning Outcome #2</i>)	Daily visual and quarterly written inspections will take place to ensure compliance with APPA standards.

		ULG - Applied Learning	
	<p>Other Assessments: Training on industry standard cleaning practices, and the proper utilization of cleaning equipment will take place monthly. Verbal assessment/debrief will take place after each training session to ensure participants comprehension of the material discussed. Internal Employee Survey will be administered to all Operations student workers.</p>		
Computer Services	Following procedures manual for SU Computer Installation	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Learning	Direct (review of check list, reports, and customer feedback) Reduction in trouble tickets will serve as a measure of success. Target success rate is 95% or greater
	Technician will implement measures to reduce system vulnerabilities	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Learning	Direct (review of logs and reports) Technician will monitor systems and use tools to scan for vulnerabilities. Target success rate is 95% or greater
Accounting	Student staff will increase their Accounting skills by applying theory learned in the classroom to practical on the job duties	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Learning	Direct Assessment – AP/AR Training & Review
	Student Staff will increase their professional growth by learning additional accounting responsibilities	(<i>Student Union Learning Outcome #1</i>) ULG - Intellectual Skills	Direct Assessment – Teaching & Review
Business & Risk Management	Student Union staff will increase their knowledge regarding safety in the workplace during Fall 2014 and Spring 2015 Semesters	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Learning	Comparing four (4) or more optional trainings sessions per semester and scoring 10% higher on the Post-Test compared to the Pre-Test.
	The Student Union Inc. will decrease overall work-injuries in calendar year 2014 - January	(<i>Student Union Learning Outcome #1</i>)	The Student Union Inc. will reduce work-place injuries in calendar year 2014 compared to reportable injuries in calendar year 2013 by

	1 - December 31	ULG - Intellectual Skills	10%.
Human Resources	HR department staff will know the fundamentals of processing payroll, online recruitment, compensation and wage development.	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Learning	Direct (survey, questionnaire, on-site interactions) The New Hire Orientation survey and satisfaction questionnaire achieved the SU HR's desired result of 90% or better of information retained by new student staff.
	HR will educate student staff in money management to learn to calculate monthly expenses, holiday bonuses, and new paid sick leave policies.	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Learning	Indirect (focus group) The managing staff of student assistants decided on the need for an alternative option to educate student staff on Student Union policies, facilities, and services.
	<p>Other Assessments:</p> <ul style="list-style-type: none"> ❖ Activate an end-of-the- semester self –assessment of all student employee's learning goals that are to be reviewed by the manager for progress, development, and alignment with departmental and organizational objectives. ❖ Pending the approval of the Wage Committee of the Student Union, a rubric of basic Student Union knowledge will be added to the annual evaluation of student workers for Spring 2015. 		
Graphics Department	Student graphic design employees will display the ability to effectively communicate during meetings with company management and other clients by improving an average of 1.5 steps along a 5-step rubric through coaching & mentoring after a three month span.	(<i>Student Union Learning Outcome #1</i>) ULG - Intellectual Skills	Direct Assessment – Rubric
	Student graphic design employees will display the ability to analyze their own productivity by increasing reporting accuracy by 20% in	(<i>Student Union Learning Outcome #3</i>) ULG - Broad Integrative	Direct Assessment – Statistical Analysis

	weekly reviews of project completion logs after a two-month period.	(<i>Student Union Learning Outcome #2</i>) ULG - Knowledge Applied Learning	
Marketing & Information Center	Student marketing employees will display the ability to think critically by increasing the number of non-standard targeted locations during street team deployment by 10% after a 3-month span.	(<i>Student Union Learning Outcome #1</i>) ULG - Intellectual Skills	Direct Assessment – Statistical Analysis
	Student information center employees will display the ability to digest & interpret abstract information in a timely manner by increasing their score by at least 25% from pre- to post-testing after training on a new university policy or development (such as construction, renovations, or program closures).	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Learning	Direct Assessment – Testing
Sport Club	Recreation assistants attending monthly staff training will learn and demonstrate, through a provided scenario, the steps to activate and manage the facility's Emergency Action Plan.	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Knowledge	Pre/Post-test; grading performance rubric
Aquatic Center	Aquatic Center lifeguards attending the initial semester	(<i>Student Union Learning Outcome #2</i>)	Pre/post-test, grading rubric

	training will learn and demonstrate, through a provided scenario, the steps to activate and manage the facility's Emergency Action Plan.	ULG - Applied Knowledge	
	Red Ball Audit – Surface victim recognition test to determine that the lifeguards are keeping their scans of the entire zone within 20 seconds	(<i>Student Union Learning Outcome #2</i>) (<i>Student Union Learning Outcome #1</i>) ULG - Applied Knowledge Intellectual Skills	Grading rubric; employee evaluations. Collecting data on initial times during various evaluations and comparing times to assess improvement
	Other Assessment: Student supervisors will conduct monthly evaluations and gather customer feedback on facility operations and identify areas of improvement. These areas will be discussion topics in monthly staff trainings and supervisors will create speaking points for leading group discussions. This would fit into the “Broad Integrative Knowledge” category and we will assess this by customer feedback but also peer – to –peer evaluations.		
Student Union Event Services	After completion of departmental trainings, Event Services Department employees will successfully demonstrate through their performance the ability to efficiently and effectively set up and utilize event-related materials, equipment and furnishings in compliance with OSHA standards.	(<i>Student Union Learning Outcome #2</i>) ULG - Applied Knowledge	Internal skills testing and evaluation surveys to be completed by selected SU employees.
	After completion of	(<i>Student Union</i>	Evaluation surveys to be completed by selected

	departmental trainings, Event Services Department employees will successfully demonstrate through their performance the ability to uphold and model basic principles of customer service.	<i>Learning Outcome #1)</i> ULG - Intellectual Skills	SU employees, and selected internal and external clients.
Event Center Operations	The student employees will take what they learn in trainings and apply it to all different types of scenarios when it comes to working with patrons. With all the variables that may arise students employees will need to take what they have learned and be able to think critically to take action to resolve problems.	<i>(Student Union Learning Outcome #1)</i> ULG - Intellectual Skills	Indirect assessment - observe them while working a variety of types of events
	Student employees will be assessed as individuals in the department. Student employees will be dealing with a wide range of demographics. They will complete a customer services training that will cover scenarios in which they are required to address a situation with different types of demographics.	<i>(Student Union Learning Outcome #3)</i> ULG - Social and Global Responsibility	Direct assessment by a written exam and indirect assessment by observation of how they work with different scenarios that arise
Event Center Technical Services	Event Center Technical Services Staff will increase their event production skills by applying theory learned in the classroom and apply it to on-the-job duties during an	<i>(Student Union Learning Outcome #2)</i> ULG - Applied Learning	Direct Assessment: Event Center Technical Services Training & Review

	event production.		
	Event Center Technical Services staff will develop professionally by learning to effectively communicate, demonstrate the ability to adjust tasks to meet the production or customer needs while continuing to deliver quality services to the customers.	<i>(Student Union Learning Outcome #1)</i> ULG - Intellectual Skills	Direct Assessment: teaching and review