

Student Union, Inc. of SJSU 2014-2015 Assessment Report

CLUB SPORTS

Dominic Ackerman, Assessment Lead (dominic.ackerman@sjsu.edu)

Club Sports Learning Goal:

Fall 2014: American Red Cross CPR/First Aid (Maps to *SU PLO #2/ULG Applied Knowledge*). Types of assessment utilized: American Red Cross Course, applied skills test and written test to assess comprehension. 25% of active individual club sports teams must be certified by April 15, 2015

Spring 2015: Heads Up Concussion Awareness (Maps to *SU PLO #2/ULG Applied Knowledge*). Types of assessment utilized: 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, 1st.

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. For example, through the Heads Up: Concussion Awareness training, participants will:

- 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

Gloria Acoba, Assessment Lead (gloria.acoba@sjsu.edu)

Box Office Learning Goal:

Student staff will be able to demonstrate their knowledge to accurately label the reserved floor seating based on diagrams independently. (Maps to *Student Union Learning Outcome #1/ULG - Intellectual skills*). Type(s) of assessment utilized: 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. (Maps to *Student Union Learning Outcome #1/ULG - Intellectual skills*). Type(s) of assessment utilized: In-service evaluation, survey, role playing and oral/written exam(s).

STUDENT UNION OPERATIONS

Calvin Brown, Assessment Lead (calvin.brown@sjsu.edu)

Student Union Operations Learning Goal:

Students will learn to meet APPA cleaning standards to improve customer satisfaction. (Maps to *Student Union Learning Outcome #2/ULG - Applied Learning*). Type(s) of assessment utilized: Daily visual and quarterly written inspections will take place to ensure compliance with APPA standards.

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.

COMPUTER SERVICES

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

Computer Services Learning Goal:

Following procedures manual for SU Computer Installation. (Maps to *Student Union Learning Outcome #2/ULG - Applied Learning*). Type(s) of assessment utilized: 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. (Maps to *Student Union Learning Outcome #2/ULG - Applied Learning*). Type(s) of assessment utilized: 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

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

Accounting Department Learning Goal:

Student staff will increase their Accounting skills by applying theory learned in the classroom to practical on the job duties. (Maps to *Student Union Learning Outcome #2/ULG - Applied Learning*). Type(s) of assessment utilized: Direct Assessment – AP/AR Training & Review.

Student Staff will increase their professional growth by learning additional accounting responsibilities. (Maps to *Student Union Learning Outcome #1/ULG - Intellectual Skills*). Types of assessment utilized: Direct Assessment – Teaching & Review.

BUSINESS AND RISK MANAGEMENT

Kristin Kelly, Assessment Lead (kristin.kelly@sjsu.edu)

Business and Risk Management Learning Goal:

Student Union staff will increase their knowledge regarding safety in the workplace during Fall 2014 and Spring 2015 Semesters. (Maps to *Student Union Learning Outcome #2/ULG - Applied Learning*). Type(s) of assessment utilized: 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 1 - December 31. (Maps to *Student Union Learning Outcome #1/ULG - Intellectual Skills*). Type(s) of assessment utilized: The Student Union Inc. will reduce work-place injuries in calendar year 2014 compared to reportable injuries in calendar year 2013 by 10%.

HUMAN RESOURCES

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

Human Resources Learning Goal:

HR department staff will know the fundamentals of processing payroll, online recruitment, compensation and wage development. (Maps to *Student Union Learning Outcome #2/ULG - Applied Learning*). Type(s) of assessment utilized: 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. (Maps to *Student Union Learning Outcome #2/ULG - Applied Learning*). Type(s) of assessment utilized: 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.

Other Assessments:

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

Andrew Weiglein, Assessment Lead (andrew.weiglein@sjsu.edu)

Graphics Department Learning Goal:

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. (Maps to *Student Union Learning Outcome #1/ULG - Intellectual Skills*). Type(s) of assessment utilized: Direct Assessment – Rubric.

Student graphic design employees will display the ability to analyze their own productivity by increasing reporting accuracy by 20% in weekly reviews of project completion logs after a two-month period. (Maps to *Student Union Learning Outcome #3/ULG - Broad Integrative and Student Union Learning Outcome #2/ ULG – Knowledge Applied Learning*). Type(s) of assessment utilized: Direct Assessment – Statistical Analysis.

MARKETING AND INFORMATION CENTER

Gloria Robertson, Assessment Lead (gloria.robertson@sjsu.edu)

Marketing and Information Center Learning Goal:

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. (Maps to *Student Union Learning Outcome #1/ULG - Intellectual Skills*). Type(s) of assessment utilized: 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). (Maps to *Student Union Learning Outcome #2/ULG - Applied Learning*). Type(s) of assessment utilized: Direct Assessment – Testing.

SPORT CLUB

Jesse Layfield, Assessment Lead (jesse.layfield@sjsu.edu)

Sport Club Learning Goal:

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. (Maps to *Student Union Learning Outcome #2/ULG - Applied Knowledge*). Type(s) of assessment utilized: Pre/Post-test; grading performance rubric.

AQUATIC CENTER

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

Aquatic Center Learning Goal:

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. (Maps to *Student Union Learning Outcome #2/ULG - Applied Knowledge*). Type(s) of assessment utilized: Pre/post-test, grading rubric.

Red Ball Audit – Surface victim recognition test to determine that the lifeguards are keeping their scans of the entire zone within 20 seconds. (Maps to *Student Union Learning Outcome #2/ULG - Applied Knowledge*; *Student Union Learning Outcome #1/ULG - Intellectual Skills*). Type(s) of assessment utilized: 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

Diego Vazquez, Assessment Lead (diego.vazquez@sjsu.edu)

Student Union Event Services Learning Goal:

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. (Maps to *Student Union Learning Outcome #2/ULG - Applied Knowledge*). Type(s) of assessment utilized: Internal skills testing and evaluation surveys to be completed by selected Student Union employees.

After completion of departmental trainings, Event Services Department employees will successfully demonstrate through their performance the ability to uphold and model basic principles of customer service. (Maps to *Student Union Learning Outcome #1/ULG - Intellectual Skills*). Type(s) of assessment utilized: Evaluation surveys to be completed by selected Student Union employees, and selected internal and external clients.

EVENT CENTER OPERATIONS

Jon Fleming, Assessment Lead (jonathan.fleming@sjsu.edu)

Event Center Operations Learning Goal:

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. (Maps to *Student Union Learning*

Outcome #1/ULG - Intellectual Skills). Type(s) of assessment utilized: 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. (Maps to *Student Union Learning Outcome #3/ULG - Social and Global Responsibility*). Type(s) of assessment utilized: Direct assessment by a written exam and indirect assessment by observation of how they work with different scenarios that arise.

EVENT CENTER TECHNICAL SERVICES

Anthony Ricalde, Assessment Lead (anthony.ricalde@sjsu.edu)

Event Center Technical Services Learning Goal:

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 event production. (Maps to *Student Union Learning Outcome #2/ULG - Applied Learning*). Type(s) of assessment utilized: Direct Assessment: Event Center Technical Services Training & Review.

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. (Maps to *Student Union Learning Outcome #1/ULG - Intellectual Skills*). Type(s) of assessment utilized: Direct Assessment: teaching and review.