

## Student Union Operations

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

Goal #	Learning Outcome	Results
1	Students will demonstrate a thorough understanding of APPA cleaning standards, and practices, and how this knowledge impacts the delivery of services.	Internal surveys were administered June/2016, August/2016 with the hiring of new staff to obtain feedback on the students' knowledge of the APPA standards, and the effectiveness of the current cleaning program. During this period only 13 out of 19 students responded to the survey that indicated limited knowledge of the APPA standards, and the effectiveness of the current cleaning program. (Another survey will be taken June/2017 to compare with information obtained in 2016)
2	Students will demonstrate the ability to properly react to the listed emergency situations following procedures and training provided on a quarterly basis. * Evacuations, * Earthquakes, and * Active Shooter	Training as it relates to emergency procedures is on-going within the department. A majority of student staff participated in the Fire Panel Training in February 2017, Evacuation Training in February 2017, Earthquake Training in October 2016, Department Emergency Response Training in June 2016 and August 2016.
3	All students will meet one on one with the SU Operations Manager monthly, to discuss campus life, academic challenges and successes, and how to navigate the many resources that are available on campus to assist them.	During the one on one sessions with each student monthly, questions are being asked to evaluate the students' awareness of available resources on campus and to assess any needs they might have. This process created an avenue to allow the students to share their needs on a personal level, and afforded the manager the opportunity to intervene in assisting the students before certain situations got out of hand. Helping students deal with the pressures of midterm and finals testing, along with assistance in the purchase of work pants/boots, food, etc. are but a few of the areas that were addressed.

## Student Union Administrative Services

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

Goal #	Learning Outcome	Results
1	Student employees will demonstrate their active citizenship through increased awareness of sexual assault situations on college campuses after watching a documentary and participating in a facilitated dialogue and discussion by showing an improvement of at least 10% from a pre- to a post-test.	114 of the 151 (75%) students and full time employees who took the pre-test, administered before the film screening, scored over 70%. 140 of the 159 (88%) students and full time employees who took the post-test, administered immediately following a discussion of the film, scored over 70%. This 13% increase in was larger than the desired 10%.
2	Student employees will demonstrate practical competence and life skills through a better understanding of campus resources after attending an Intercultural and Development Committee workshop on "Four Years, It's Possible," by showing an improvement of at least 10% from a pre- to a post-test	The 15 student employees who attended the workshop increased from an average score of 79% on the pre-test administered before the workshop to an average score of 96% on the post-test administered immediately following the workshop. This 17% increase was much larger than the desired increase of 10%.
3	Student employees will demonstrate critical thinking and healthy living through personal safety awareness in emergency situations after participating in an earthquake evacuation drill followed by a facilitated discussion of emergency procedures and emergency safety critical thinking by showing an improvement of at least 10% from a pre- to a post-test	The 15 student and full-time employees who attended the workshop increased from an average score of 76% on the pre-test administered before the week prior to the drill & discussion to an average score of 93% on the post-test administered immediately following the discussion. This 17% increase was much larger than the desired increase of 10%.

## Campus Recreation - Fitness

**Assessment Lead:** Christina Maino (christina.maino@sjsu.edu)

Goal #	Learning Outcome	Results
1	Safety – Staff members will be able to use critical thinking and problem solving to successfully apply safety procedures to a situation.	14 out of 17 respondents reported feeling more confident teaching in front of their classes now than in August 2016. This confidence has improved their ability to lead their classes: “I think people can tell I’m more confident in my teaching and I get compliments on my style of teaching. The more confident I become, the more clear and direct I can be with my instruction.”
2	Staff members will demonstrate the ability to lead in a group setting.	12 of 17 staff members reported feeling more confident in leading their classes and this confidence has led to improved coaching, connection, and retention in their classes. One instructor stated: “I feel that I have more skills and tools and basic understanding of my formats.... I see the reflection in the consistency in my class participants.” Another individual noted: “I have been doing a lot more modifications to make everyone feel included.” When participants come back, it shows a connection. This connection, or meaningful relationship, may be to the workout itself, the instructor, or the music but the connection is strong enough to bring them back week after week for more.
3	All staff members will be able to effectively communicate with patrons, participants, and full time staff members. They will promote Spartan Recreation programs and services to the community.	Communication is key in group fitness and in the fitness industry as a whole. In order to lead a group of people with varying fitness levels through a successful workout you must have great communication. A key factor to this is learning how to tailor a workout so every single person feels successful at the end of the workout. Modification, or levels, are a big part of connecting to each individual and making sure they achieve what they came for. One staff member stated “SJSU members are all various types of fitness levels. So I have learned to adapt and emphasize modifications.” This is huge if we want our participants to come back week after week, year after year.

## Campus Recreation - IM/Open Rec

**Assessment Lead:** Matthew Lee (matthew.lee@sjsu.edu)

Goal #	Learning Outcome	Results
1	Student Staff will be able to use critical thinking and problem solving skills to successfully apply safety procedures to a situation.	When assessing information about Sport Supervisor knowledge and confidence of handling common situations (relating to emergencies and participants), 100% expressed the highest or second highest confidence interval when it came to assessing injuries and applying safety measures to a situation. This is after we initially asked our eight student supervisors what they wanted to review and continue to expand knowledge upon.
2	Student staff will demonstrate leadership and interpersonal competence in group settings.	We asked our eight staff supervisors about assisting to train newer officials for the start of specific sport seasons and their perceived ability to evaluate and critique staff in those sports. All of them answered either very confident or extremely confident in their ability to act as leaders among the student officials staff. Supervisors continue to show and report confidence in terms of their ability to provide leadership and evaluation. When asked in a survey assessment to our staff about growth as a leader, all respondents answered that working with IM Sports has helped them gain interpersonal confidence and leadership qualities. In addition, all respondents gave positive feedback about working with participants and conflict in general, saying that they feel more confident dealing with conflict just from being a part of the IM Sports staff.
3	Student staff will effectively communicate and promote Spartan Recreation programs and services to the community.	Being a part of the IM Sports staff gives students a lot of opportunity to grow as communicators and leaders. We focus on those skills with our trainings for all sports and situations. When we asked the staff regarding their communication skills with participants, 88% of the staff gave a rating of "better than average" or greater to how they felt they've learned from our trainings.

## Campus Recreation - Outdoor Adventures

**Assessment Lead:** Kirky Kirendall (kristine.kirkendall@sjsu.edu)

Goal #	Learning Outcome	Results
1	Student Staff will be able to use critical thinking and problem solving to successfully apply safety procedures to a situation.	Per the results of the assessment as noted, in emergency situations, respondents gained 37% further awareness and problem solving skills. Critical thinking during an emergency situation is critical and the students were able to go through scenarios and really discuss the situational variables that come into play.
2	Student staff will demonstrate leadership and interpersonal competence in group settings.	The goal of the Outdoor Adventure Leadership program is basically to train leaders. This goal was accomplished as 50% of the total number who started this program will progress to work as a leader in the Outdoor Adventures program here on the SJSU campus.
3	Student staff will effectively communicate and promote Spartan Recreation programs and services to the community.	students noted an increase in their ability to communicate with peers and others issues and precautions needed in an emergency situation in an outdoor setting. An increase of 17% was noted. The students went through many exercises during the training program which necessitated them to explain and detail what actions needed to be taken in which situation.

## Computer & Tech Services

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

Goal #	Learning Outcome	Results
1	Follow procedures manual for SU Computer Installation. Reduction in trouble tickets will serve as a measure of success. Target success rate is 95% or greater.	9 out of 17 checklists were reviewed. <ul style="list-style-type: none"><li>• On the installation checklist, 96% of the items were completed correctly</li><li>• All customers that completed the survey gave 100% positive feedback, and reported no issues.</li><li>• Corrective Measures<ol style="list-style-type: none"><li>1) Follow-up with the technician</li><li>2) Reviewed the checklist and added two additional steps</li></ol></li></ul>
2	Student Assistants will receive period security training at random times throughout the year. Target success rate is 80% or an improvement over the pretest score.	<ol style="list-style-type: none"><li>a) Source information: All new installation were verified to using Bigfix and Sophos management consoles</li><li>b) Data was collected in July 2016 and spring 2017</li><li>c) The purpose of the validation is to ensure the technician checked to see if the workstation was configured to receive virus protection software and Bigfix patch management.</li></ol>

## Facilities & Engineering

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

**Goal #      Learning Outcome**

1      Students will demonstrate the ability to properly react to the listed emergency situations (evacuations, earthquakes, active shooter) following procedures and training provided on a quarterly basis.

**Results**

Training as it relates to emergency procedures is on-going within the department. A majority of student staff participated in the Fire Panel Training February/2017, Evacuation Training February/2017, Earthquake Training October/2016, Department Emergency Response Training June/2016 and August/2016.

## Event Center

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

Goal #	Learning Outcome	Results
1	Event Center Employees will show knowledge and understanding of general Life Safety Practices and Emergency Procedures; including venue evacuation, active shooter training, shelter in place, earthquake preparedness and basic fire extinguisher practices.	Event Center staff participated in an emergency preparedness training where they were given a written test before and after. All staff did substantially better on the post-test than the pre-test. The training took place on February 24th.
2	Event Center 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 and guests.	Event Center staff is continually working with internal and external clients. Based on observation and client feedback, the staff is evaluated. Using the evaluation, the staff is provided feedback on their performance and how they can improve. The staff interaction with clients greatly improved throughout the year.
3	Event Center Employees will experience, engage, and work with multiple demographics and will gain an appreciation and understanding for an expanded world of perspectives.	After being trained in customer service, Event Center staff showed the ability to work culturally diverse events and gained an appreciation and acceptance for different cultural values.

## Student Union Event Services

**Assessment Lead:** Donna Teutimez (donna.teutimez@sjsu.edu)

Goal #	Learning Outcome	Results
1	Students will demonstrate a fundamental knowledge of operating audio, lighting, and video equipment.	New Audio Visual Student Workers are trained in audio visual fundamentals by shadowing current audio visual technicians over the time frame of several events. New Audio Visual Student Workers shadow both installed and non-installed AV equipment usage during several events. New audio visual student workers then operate events with oversight from an audio visual technician. (5) Audio Visual Student Workers have undergone this process for 2016-2017.
2	Students will demonstrate the ability to properly and safely setup and strike audio visual equipment for events.	New Audio Visual Student Workers are trained in the setup and strike of Audio Visual Equipment by first shadowing on audio visual setups and strikes. New Audio Visual Student Workers then assist with audio visual setups and strikes. (5) Audio Visual Student Workers have undergone this process for 2016-2017.
3	Students will demonstrate the ability to properly and safely setup and strike non-audio visual equipment for events. (Example: Ballroom and Meeting Room Clean Setup and Strike)	New Audio Visual Student Workers are trained in the setup and strike of non-audio visual equipment such as tables, chairs, pipe & drape, and any other non-audio visual equipment. New Audio Visual Student Workers will first shadow on scheduled room clean setups and strikes. New Audio Visual Student Workers then assist with room setups and strikes. (5) Audio Visual Student Workers have undergone this process for 2016-2017.

## Club Sports

**Assessment Lead:** Winston Adams (winston.adams@sjsu.edu)

<b>Goal #</b>	<b>Learning Outcome</b>	<b>Results</b>
1	The goal is for team leadership to learn more about how great leaders inspire action, the difference between leaders and those who lead, and how to apply the Golden Circle to their own teams.	Simon Sinek's TED Talk was the first time Club Sports had done any kind of leadership assessment. It is clear that team presidents and treasurers can benefit immensely from more training, discussion, and training on leadership. Club Sports will look to continue annual leadership workshops, once per semester because in some cases, leadership changes mid-year.
2	Club Sports Team Leaders will learn how to develop and successfully manage a budget.	The budget requirements will continue on an annual basis in the spring semester. Club Sports will require an additional Budget Recap before the end of the fall semester.
3	Club Teams are required to have a designated Safety Officer. The Safety Office is required to obtain a Certificate of Completion in Adult First Aid/CPR/AED	Certificates of Completion are awarded to those that successfully pass such assessments.

## Sport Club

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

Goal #	Learning Outcome	Results
1	All Sport Club student staff will be able to properly enforce the Sport Club's EAP and react appropriately during emergency situations to help patrons in the facility.	The sport club staff conducted a Fire safety training where 35 employees participated. A 30 question Pre and Post-test was administered. The average score on the pre-test was a 35%. After the training and demonstrations, the average post-test score was 83%. Out of the 35 employees who participated, 94% passed the post-test and showed competence in understanding the Fire Safety portion of our EAP manual. For those employee that couldn't attend or failed the testing, they will be required to attend the next fire safety training to show sufficient understanding of the material and expectations.
2	Staff will be able to enhance their personal development for leadership skills. By attending workshops, planning staff meetings, and participating in special events/projects.	The sport club staff conducted a communications workshop to enhance the cohesion of our staff, while providing skills for future use. The workshop was led by senior student staff. It was required for all student supervisors and potential supervisors to attend. We focused on the holistic approach of applying the skills learned to our everyday work ethic. This workshop led to significant improvement amongst staff members, but to guarantee retention this workshop needs to be implemented on a semester basis to preach the importance of effective communication and the impacts it can have on a business/team environment. The sport club staff created and implemented a new hire training program. The new hire training program includes a pre and post-test to accurately track the learning of all Sport Club employee's. The goal of the 4-day progressive training is to build comradery amongst employees, while having them teach and learn from managers and fellow student supervisors. The pre and post-tests are used on an individual and group basis. Individually we use the program to see where each employee is at the start of hire. It helps us learn a person's strengths and weaknesses in a controlled setting. Once we collect a baseline understanding of what a person knows specifically to the Sport Club's needs, we then run them through a 4 day training course where they are exposed to opening, closing, and mid-day shifts, while shadowing student co-workers and student supervisors. After completion of the training, we then conduct a post-test, assessing what the employee's competencies are and what needs to be focused on going forward. After their first month on the job, we then re-test the employee to see how they are retaining all of the expectations. On the group level, we use the training and post test results to see what we need to spend more time on in future trainings or workshops. The crop of students dictates the type of training we focus on throughout the semester. We want to see an efficient and consistent transition from semester to semester, where the job expectations are based off a continually improve work model.

## Student Union Building Supervisors

**Assessment Lead:** Terry Gregory (terry.gregory@sjsu.edu)

Goal #	Learning Outcome	Results
1	Student Building Supervisors will understand how to read and follow instruction on the building Fire Panel so they can respond to fire alarms which will necessitate building evacuation. (Critical Thinking/Effective Communication/Practical Competence & Life Skills/Leadership and Interpersonal Competence)	Thorough, 2-hour training was conducted on the SU Fire Panel 2/17/17 by Assistant Maintenance Engineer (the staff member most familiar with operation of the Fire Panel). In attendance were 7 of the 9 Student Building Supervisors, along with 8 Student Building Assistants in training to become Building Supervisors, and 3 FT staff from the Operations Department. A pre-test was given to determine a baseline of Fire Panel knowledge prior to the training. After the training, pre-test was re-administered, with an overall improvement in knowledge of 30.8%. This training will be repeated late summer/early fall 2017 with similar groups and be continued throughout the 2017-18 academic year to assess retention of knowledge for those with prior knowledge and to establish baseline knowledge for any new staff.
2	Student Building Supervisors will understand and be able to demonstrate competence in setup and strike of the 36 panel acoustic sound-wall partitions in the SU Ballroom to facilitate use of one or two sections of the Ballroom. (Critical Thinking/Effective Communication/Practical Competence & Life Skills/Leadership and Interpersonal Competence)	Thorough, 2-hour training was conducted on the SU Ballroom acoustic sound-wall partition panels 3/30/17 and again on 4/7/17 by Assistant Maintenance Engineer (the staff member most familiar with operation of the partition panels). Total in attendance at both partition trainings were 7 of the 9 Student Building Supervisors, along with 14 Student Building Assistants who were in training to become Building Supervisors, and 6 AV Technicians from the Event Services Department. A pre-test was given to determine a baseline of Ballroom Partition Panel knowledge prior to each training. Sample of the pre-test is attached. After each training, the pre-test was re-administered, with the following correct responses and percentages of improvement in knowledge: at the 3/30/17 training, an overall improvement of 28% compared to the pre-test; and at the 4/7/17 training there was an overall improvement of 37.6% compared to the pre-test. This training will be repeated late summer/early fall 2017 with similar groups and will be continued throughout the 2017-18 academic year to assess retention of knowledge for those with prior knowledge and to establish baseline knowledge for any new staff.
3	Student Building Supervisors will understand and be able to demonstrate competence in setup, strike, and cleaning of the SU Ballroom to facilitate a myriad of requested event configurations. (Critical Thinking/Effective Communication/Practical Competence & Life Skills/Leadership and Interpersonal Competence)	Thorough, 4-hour training was conducted on Ballroom Clean/Setup procedures 3/5/17 by a Senior Student Building Supervisor. In attendance were 5 of 9 Student Building Supervisors and 11 Student Building Assistants in training to become Building Supervisors. A pre-test was given to determine a baseline of Clean/Setup knowledge prior to the training. After the training, pre-test was re-administered, with an overall improvement of 14.37% compared to the pre-test scores. This training will be repeated late summer/early fall 2017 with similar groups and will be continued throughout the 2017-18 academic year to assess retention of knowledge for those with prior knowledge and to establish baseline knowledge for any new staff.