

# 2016-2017 Assessment Final Report

Department: KU Recreation Services

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## **KU Intramural Assessment Project**

### **Assessment Project Description**

The purpose of this project is to analyze whether employment in Intramurals properly teaches employees how to evacuate and shelter in place in our outdoor activity spaces. In an effort to better understand KU Recreation Services student employees' skills during evacuation and shelter in place situations at outdoor spaces, Intramural Supervisors were observed by a student Program Manager to assess their communication and leadership, teamwork, critical thinking/sense of urgency, and time management skills. Using a rubric, students' skills were assessed in four scenarios—emergency shelter in place, emergency evacuation, weather shelter in place, and weather evacuation.

### **Service/Program Student Learning Outcome**

Students who work for Intramurals will be able to...

- Demonstrate proper evacuation and shelter in place skills at our outdoor activity spaces during Intramural activities (Shenk, Tennis/Sand Volleyball courts, softball).

### **Population/Sample:**

The population of this sample came from our current Intramural Supervisors that work at the Shenk Complex. A total of 9 out of the 10 student workers were sampled. The one who was not scheduled did not work at the Shenk Complex.

### **Assessment Method(s):**

The Associate Director for Programs met with nine of the ten Intramural Supervisors during a work shift and assessed their skills using a rubric developed to measure procedures in the following four criteria:

# 2016-2017 Assessment Final Report

## Department: KU Recreation Services

- 1) Communication and Leadership – How effectively did the Supervisor communicate to participants and staff in order to account for the scenario?
- 2) Teamwork – How well does the supervisor evacuate/shelter-in-place the entire facility with the use of all staff?
- 3) Critical Thinking/Sense of Urgency – How is the information taken from the source with enough interpretation/understanding to initiate a comprehensive evacuation/shelter-in-place strategy. Does the supervisor understand the need for evacuation and make decisions that are in the best interest of safety, even when they are unpopular choices.
- 4) Time Management – Once the supervisor receives the information from their sources, do they evacuate/shelter immediately? Do they use their time well throughout the evacuation/shelter process to ensure things are done thoroughly?

### Summary of Key Findings/Results

The following table presents the spring 2016 and 2017 average means and percentage scores obtained for each skill. As displayed, in spring 2017 intramural supervisors’ skills met standards in all four areas—exceeding standards in the area of time management. In comparison to spring 2016 intramural supervisors, spring 2017 intramural supervisors’ time management scores significantly increased. Though not significantly, spring 2017 intramural supervisors’ communication and leadership and teamwork scores also increased. Students’ critical thinking/sense of urgency mean and percentage scores remained consistent between both groups of intramural supervisors.

<b>Intramural Supervisor Skills</b>	<b>Average Mean Score 2016 (n = 8)</b>	<b>Average Mean Score 2017 (n = 10)</b>	<b>Percentage Score 2016 (n = 8)</b>	<b>Percentage Score 2017 (n = 10)</b>
Communication and Leadership	2.47	2.70	82.3%	90.0%
Teamwork	2.53	2.70	84.4%	90.0%
Critical Thinking/Sense of Urgency	2.38	2.38	79.2%	79.2%
Time Management	2.44	3.00*	81.3%	100.0%

Note. Rubric scale: 1 = Needs Improvement, 2 = Meets Standards, and 3 = Exceeds Standards. \*significant at p<0.05

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## Conclusions

### Impact of Assessment

We plan to use these results to continue to focus on how we train our Intramural Supervisors better as a staff for emergency situations, as well as how often we review processes. While the result of 80% range is acceptable, critical thinking/sense of urgency is a skill that needs to be more innate for Intramural Supervisors.

After conducting this survey from 9 out of the 10 Intramural Supervisors we employ, Intramural Sports is doing an acceptable job on risk management training at the Shenk Complex. After talking to the Supervisors and setting up each scene for them, it was clear to see that the answers got better as we went through the four scenarios. It was obvious that most of the returning Supervisors answered very systematic and exceeded standards. There were numerous Supervisors that failed to communicate with the other staff working to assist in both situations. Also, a couple Supervisors took too long after the initial question was asked and wavered in deciding how they would address the circumstance.

The positives for all of the questioned supervisors were that teamwork and communication were all the first priority when it came to first hearing about each scenario. All supervisors stopped play and reduced/removed the risk.

All supervisors demonstrated that it was their responsibility to initiate and take action. Overall, the main skill that needs to continue being focused on is confidence in their decision, making sure to utilize their supporting staff (officials/other supervisors) in taking action and continuous training or review of standard procedures to decrease elapsed time in critical thinking. These two areas of improvement do not override the competency levels of Intramural Supervisor in handling emergency situations. 80% of Intramural Supervisors Exceeds Standards and 20% Meets Standards for all scenarios.

### Lessons Learned

It is hard to simulate an actual situation of evacuation and/or shelter in place which can create a more relaxed response from the Supervisors.