



2017 -2018 Student Affairs Assessment Plan

Department: KU Memorial Union

Student Employee Learning Outcomes Assessment

Division Mission

To engage the KU community in services and programs that make learning possible.

Department Mission

The Unions serve as the campus community center providing critical retail services and co-curricular learning opportunities, vibrant programs, and events that contribute to KU traditions. Ultimately, the Unions efforts contribute to student learning, recruitment, and retention in a context of community exchange.

Department Student Learning Outcomes

Leadership Development:

Students who provide, utilize or interact with services and programs provided by KU Memorial Union will obtain the skills, knowledge & behaviors necessary to develop teams that fulfill the mission and goals of the organization.

Practical Competence:

Students who provide, utilize or interact with services and programs provided by KU Memorial Union will obtain the skills knowledge & behaviors necessary to complete the job. The acquisition of skills that are transferable to real-life scenarios.

Intrapersonal Development:

Students who provide, utilize or interact with services and programs provided by KU Memorial Union will obtain skills, knowledge, & behaviors necessary to develop a realistic self-appraisal & positive sense of self.

Interpersonal Development:

Students who provide, utilize or interact with services and programs provided by KU Memorial Union will obtain skills, knowledge, & behaviors necessary to foster effective relationships.

2017 -2018 Student Affairs Assessment Plan

Department: KU Memorial Union

Inclusion, Social Justice & Civic Engagement:

Students who provide, utilize or interact with services and programs provided by KU Memorial Union will obtain skills, knowledge, & behaviors necessary to understand, appreciate, & interact with a diverse and interdependent world.

Learning & Critical Thinking: Students who provide, utilize or interact with services and programs provided by KU Memorial Union will obtain the skills, knowledge & behaviors necessary to synthesize knowledge from a variety of sources and make informed decisions.

Description of Service/Program

The KU Memorial Union is a 501(c)3 not-for-profit controlled affiliate of KU incorporated May 4, 1921. Reporting to the Vice Provost for Student Affairs and a board of directors of 24 Campus Representatives including:

- Alumni (5)
- Students (12)
- Faculty (3)
- Staff (4)

Operations include:

- Residential and Retail Dining (exclusive)
 - Bookstore including Edwards and Med Center
 - Event Services for meetings/events at Union facilities
 - Student Union Activities (SUA) KJHK, Big Event
 - Kansas Union, DeBruce Center, Burge Union
- Union facilities are owned by KU, Unions manage, operate and maintain them.
 - The Union hires an average of 600 students per year.

Service/Program Student Learning Outcome(s)

Leadership Development

- Students who provide, utilize or interact with services and programs provided by KU Memorial Union will be able to develop leadership skills (such as community building, goal setting and pursuit, and decision-making) that allow them to effectively guide others in pursuit of common goals.

Customer Service

- Students who provide, utilize or interact with services and programs provided by KU Memorial Union will be able to develop customer service skills (such as time

2017 -2018 Student Affairs Assessment Plan

Department: KU Memorial Union

management, budgeting, and risk management strategies) that can be applied at KU and beyond.

Intrapersonal Development

- Students who provide, utilize or interact with services and programs provided by KU Memorial Union will be able to develop personal life skills that will enable them to hold a realistic self-view, demonstrate personal responsibility and accountability, and seek emotional balance.

Interpersonal Relationships

- Students who provide, utilize or interact with services and programs provided by KU Memorial Union will be able to develop interpersonal skills that will enable them to form meaningful and healthy relationships and communicate effectively with others.

Social Justice, Multiculturalism, & Civic Engagement

- Students who provide, utilize or interact with services and programs provided by KU Memorial Union will be able to demonstrate their commitment to creating safe, equitable, and inclusive communities at KU and beyond.

Intellectual Growth & Thinking

- Students who provide, utilize or interact with services and programs provided by KU Memorial Union will be able to develop critical thinking and problem-solving skills that will enable them to apply and connect acquired knowledge.

Divisional Student Learning Outcomes: *Check all that apply*

- Knowledge Acquisition
- Cognitive Complexity
- Intrapersonal Development
- Interpersonal Competence
- Humanitarianism & Civic Engagement
- Practical Competence

Project Specifics

Project Title:

KU Memorial Union Student Employee Learning Outcomes Project

Purpose of the project:

2017 -2018 Student Affairs Assessment Plan

Department: KU Memorial Union

The KUMU Student Employee Learning Outcomes Project provides a universal method and tool for staff to use with students employed by the Union to help in the assessment and documentation of enhanced learning in relation to the students' employment experiences.

Student employees will be assessed on their skills/abilities associated with the six stated learning outcomes for the KU Memorial Union.

Assessment method(s):

Pre/Post Self-Assessment. Additionally, a monthly focus on an individual learning outcome that includes discussions and activities surrounding the learning outcome. The monthly focus will happen in scheduled staff meetings.

Staff contact(s):

JJ O'Toole-Curran: jjotoole@ku.edu

Jess Boyle: jessboyle@ku.edu

Timeline/frequency:

Timeline varies per department

Pre Self-Assessment: In September, student employees will be administered the pre self-assessment.

Monthly focus on individual learning outcomes:

Monthly: 1 learning outcome is a focus for the student employees. The monthly focus will happen through discussion and activities at employee staff meetings.

Post Self-Assessment: In April student employees will complete a post self-assessment.

Population/Sample:

Approximately 50 students selected from across the various departments (Event Services, Marketing, Media, HR, Dining & Bookstore) will participate in the learning outcomes project. The students selected are considered a lead student from the area that comes with more job responsibilities in their roles.

2017 -2018 Student Affairs Assessment Plan

Department: KU Memorial Union

Special challenges to this assessment:

Focus on the monthly learning outcome with students from various departments and employment positions could prove to be challenging in making the specific outcome meaningful for their position.

With the Union being such a large department, it will be a challenge to keep up with all the department supervisors on how they are administering the student employee learning outcomes.

Training of the Union supervisory staff members to administer the learning outcomes project. Majority of the staff participating do not have a higher education background and are not familiar with learning outcomes assessment.

Use to inform current practice:

The assessment results will be used in our daily contact and training of the student employees. The results will also be shared with the students participating and will aid them in improving their skill set in their job with KUMU. The assessment results aid in the improvement of the retention of student employees and services offered by the KU Memorial Union.

The assessment results are used to inform supervisors in setting direction for training opportunities of student employees.

Plans for reporting results:

Share results with Student Affairs to be reported in Annual Report.

Share results with KUMU Corporation board members, KUMU Management Team, KUMU Supervisors.

Published on Union website

CampusLabs Used: Yes No