

# 2017-2018 Assessment Final Report

Department: KU Memorial Union

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## Student Employee Learning Outcomes Assessment Project

### Introduction

#### Assessment Project Description

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.

#### Service/Program Student Learning Outcome(s)

Students who work for the KUMU will be able to...

##### 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 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.

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## **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.

## **Population/Sample:**

57 student employees working in departments across the Union including Marketing, Media, KU Bookstore, KU Dining and Event Services. The students selected were considered a lead student from the area that comes with more job responsibilities in their roles.

## **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.

## **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.

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## **Summary of Key Findings/Results**

Although the program was seen with very favorable feedback from student employees and the coordinating supervisors no significant change was being recorded from the pre/post self-assessment.

## **Conclusions**

### **Impact of Assessment**

The results of the assessment have helped us conclude that the current approach to learning outcomes will need to be changed for the next academic year. The monthly activities that were facilitated by department supervisors were positive and well-received by students and staff. Informal qualitative feedback was proved to be very valuable in regard to supervising student employees and giving them a greater connection to their job with the union.

### **Lessons Learned**

Our current system is not making a statistical impact. KUMU needs to focus on the month to month activities. This could either include adding in a monthly rubric for students to complete or looking at one final reflection assessment for students to complete on their experience and learning gained with the program.