

Housing and Residential Engagement Student Staff Development

Student Affairs

Step 1: Student Learning Outcome

Student leaders will develop professional skills that prepare them for future job experiences in a global workforce.

Step 2: Methods and Measures

Student staff working for Housing and Residential Engagement (HRE), a division of Student Affairs, have many opportunities to develop and improve their professional development skills. The purpose of this learning outcome is to assess how their role with HRE has developed their professional skills. Professional skills include: Communication, administrative, organizational, time management, interviewing, resume and cover letter writing, customer service, critical thinking, policy and procedural skills.

Indirect Measure: Student pre and post self-assessment survey asked students to rate their level of agreement with various questions designed to measure their perception of their development of professional skills prior to holding their current position with HRE and after receiving professional development skills trainings.

In 2016/2017, pre-test measures were administered at the end of the fall semester and post-test measures administered at the end of the spring semester.

Step 3: Criteria for Success

- 70% of HRE student staff members will agree/strongly agree trainings provided by HRE as well as the daily work environment lead to an improvement in their administration skills.
- 70% of HRE student staff members will agree/strongly agree trainings provided by HRE as well as the daily work environment lead to an improvement in their communication skills.
- 70% of HRE student staff members will agree/strongly agree trainings provided by HRE lead to an improvement in future employment search skills.
- 70% of HRE student staff members will agree/strongly agree their experience working for HRE has prepared them for future employment search skills

Step 4: Results

There were 25 student staff members that completed the pre-test and 21 student staff members that completed the post-test. Assessing whether trainings provided by HRE improved students' professional development skills was inconclusive, as survey questions were not specific enough. However, ratings did show students' perceptions of how their professional skills improved through their employment experience with HRE.

- An average of 87% of respondents stated that their daily work environment led to an improvement in their administration skills. Specifically, in seven of the eight categories that students were asked to rate themselves; answering the phone, filing, use of technology, attention to detail, problem solving, office equipment use, and multi-tasking.
- Well over 76% of HRE student staff members agreed/strongly agreed that the daily work environment led to an improvement in their communication skills. For some categories relating to communicating with diverse populations, greeting customers, and public speaking, 100% of respondents agreed/strongly agreed that their skills improved. Therefore, the criteria were met.
- 66% of respondents stated that their work environment with HRE led to an improvement in future employment search skills. The criteria for success was not

met. However, 85% of respondents stated that their role assisted with resume and cover letter creation.

Step 5: Improvement Actions

Areas for improvement in the assessment process were identified. In future assessments, the pre and post tests will inquire directly about training provided by the HRE so that professional development of skills as a result of trainings may be captured. Also, since the categories of professional development skills were measured by a breakdown of different tasks, it may be beneficial to determine a criterion for each of those tasks on future assessments. Additionally, it was determined that the short time period between the pre and post test was not ideal.

Overall, the responses to the pre and post test did show the positive perceptions of how the student staff roles improved their professional development skills. The response overwhelmingly rated over 70% with a few meeting just under that at 66%.