ASSESSABLE OUTCOME
Student employees demonstrate effectiveness in working with individuals from a wide variety of backgrounds.

OUTCOME SUPPORTS
☑ University: _Goal 1_______  ☑ Division: _Goal 2_______  ☑ Department: _Goal 1_______
☐ Other: __________________

ASSESSMENT APPROACH
□ Direct assessment
□ Indirect assessment
☑ Both direct and indirect assessment

DATA COLLECTION TIMEFRAME
July 1, 2014 – June 30, 2015

OUTCOME TYPE
☐ Performance Outcome
☑ Student Learning Outcome

DATA COLLECTION METHODS
Iowa GROW Survey

METHODS AND MEASURES
Associated Student Inc. utilized an on-line platform to distribute the Iowa GROW survey to student employees, including specific question for this outcome. Supervisor reported observation per performance review.

Iowa GROW Questions:
(1) Because of my job, I am more able to work effectively with individuals with a variety of backgrounds, experiences, and cultures.
(2) My job has helped me develop conflict resolution skills.
(3) My job has helped me recognize times when working with others can create a better outcome.

Supervisor observation:
Rate student employee's ability to work effectively with others, despite differences, recognizes advantages of moving outside of comfort zone, conveys an appreciation and respect for diversity and others' values/beliefs.

CRITERIA OF SUCCESS
• 75% of student employees respond in agree or strongly agree to related questions on Iowa GROW survey.
• 75% of students receive an 8 or higher on performance review.
DATA COLLECTION AND ANALYSIS

- The survey results show that 88.2% of respondents agree or strongly agree that because of their job, they are more able to work effectively with individuals with a variety of backgrounds, experiences, and cultures.
- The survey results show that 76.4% of respondents think their job has helped them develop conflict resolution skills.
- The survey results show that 85.4% of respondents agree or strongly agree that their job has helped them recognize times when working with others can create a better outcome.
- Student performance review data shows that 30.22% of student employees received a rating of 8 or higher from their supervisors for "Works effectively with others, despite differences; recognizes advantages of moving outside of comfort zone; conveys an appreciation and respect for diversity and others' values/beliefs."

IMPROVEMENT ACTIONS

For the 2014-2015 academic year the Diversity/Global Workforce outcome was met. However, there seems to be a gap in student self-perception of skills and supervisor observation of skills. This information will require further discussion/investigations to understand that gap. Additionally, we are continuing to plan cultural competency training with our supervisors (January 2016).