ASSESSABLE OUTCOME
Student employees demonstrate problem solving skills.

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
- Supervisor Observation

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

Iowa GROW Questions:
1. My job has helped me develop critical thinking skills to form opinions and solve problems.
2. My job has helped me develop more effective time management skills.
3. My job has helped me learn how to recover from disappointments.
4. My job has helped me become more comfortable working independently.
5. My job has helped me deal more effectively with situations of uncertainty.

Supervisor Observation:
1. Resilience: student employee recovers/learns from set-backs or errors and continues to work successfully; works through disappointments/errors by understanding its cause, repairing it and avoiding it in the future.
2. Tolerance of ambiguity: student employee demonstrates intellectual and emotional ability to perform in complicated environments and under conditions of uncertainty

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

- 84.7% of respondents agree or strongly agree that their job has helped them develop critical thinking skills to form opinions and solve problems.
- 75.7% of respondents agree or strongly agree that their job has helped them deal more effectively with situations of uncertainty.
- 61.8% of respondents agree or strongly agree that their job has helped them learn how to recover from disappointments.
- 86.8% of respondents agree or strongly agree that their job has helped them become more comfortable with working independently.
- 86.1% of respondents agree or strongly agree that their job has helped them develop more effective time management skills.
- Student performance review data shows that 32.14% of student employees received a rating of 8 or higher from their supervisors for "Communicates well, engages customers appropriately, strives to solve customer concerns."

IMPROVEMENT ACTIONS

With the one student self-assessment question that was below our expectations, we will address this issue specifically with supervisors by offering different techniques for helping students to reflect on setbacks and further develop resilience skills.