OUTCOME
Student employees demonstrate strong oral & written communication skills.

OUTCOME SUPPORTS
☒ University: Goal 1
☒ Division: Goal 2
☐ Department:
☒ Other: ULG 3

OUTCOME TYPE
☐ Performance Outcome
☒ Student Learning Outcome

ASSESSMENT APPROACH
☒ Direct assessment
☒ Indirect assessment

DATA COLLECTION METHODS
• Survey & observation

METHODS AND MEASURES
Utilize on-line platform to distribute the Iowa GROW survey to student employees, including specific questions for this outcome (Indirect). Supervisor reported observation per performance review (Direct). Iowa GROW Questions:
• My job has helped me improve my oral communication skills.
• My job has helped me improve my written communication skills.

Supervisor Observation- Communication: Communicates well, engages customers appropriately, strives to solve customer concerns.

CRITERIA OF SUCCESS
• 75% of student employees will agree or strongly agree that their job has helped improve their oral communication skills.
• 75% of student employees will agree or strongly agree that their job has helped improve their written communication skills.
• 75% receive an 8 or higher for communication on performance review.

DATA COLLECTION AND ANALYSIS
No data was collected for the 2017-2018 academic year. Previous data and usage of it was used in determining this. See improvement actions below.

IMPROVEMENT ACTIONS
The department has decided to revamp ASI’s assessment practice and has taken the year to plan needs and actions steps. A graduate student has also been hired to assist with ASI’s assessment. The department anticipates finalizing assessment plans for the 18-19 AY before the end of summer 2018.