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

OUTCOME SUPPORTS
- University: Goal 1
- Division: Goal 2
- Department: Other: ULG 4

OUTCOME TYPE
- Performance Outcome
- Student Learning Outcome

ASSESSMENT APPROACH
- Direct assessment
- Indirect assessment

DATA COLLECTION METHODS
- Survey

METHODS AND MEASURES
Utilize on-line platform to distribute the Iowa GROW survey to student employees, including specific question for this outcome (Indirect). Supervisor reported observation per performance review (Direct). Iowa GROW Questions:
  - Because of my job, I am more able to work effectively with individuals with a variety of backgrounds, experiences, and cultures.
  - My job has helped me develop conflict resolution skills.
  - My job has helped me recognize times when working with others can create a better outcome.

Supervisor observation- Appreciation of Differences: 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.

CRITERIA OF SUCCESS
- 75% of student employees respond in agree or strongly agree that their job has helped them work effectively with individuals with a variety of backgrounds, experiences, and cultures.
- 75% of student employees respond in agree or strongly agree that their job has helped them develop conflict resolution skills.
- 75% of student employees respond in agree or strongly agree that their job has helped them recognize times when working with others can create a better outcome.
- 75% receive an 8 or higher for appreciation of differences 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.