OUTCOME
Student employees demonstrate problem solving skills.

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

OUTCOME TYPE
☐ Performance Outcome
☒ Student Learning Outcome

DATA COLLECTION METHODS
• Survey and observation

ASSESSMENT APPROACH
☒ Direct assessment
☒ Indirect assessment

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 develop critical thinking skills to form opinions and solve problems.
• My job has helped me deal more effectively with situations of uncertainty.
• My job has helped me learn how to recover from disappointments.
• My job has helped me become more comfortable working independently.
• My job has helped me develop more effective time management skills.

Supervisor Observation
Resilience: 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.

Tolerance of Ambiguity: 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% of student employees will agree or strongly agree that their job has helped them develop critical thinking skills to form opinions and solve problems.
• 75% of student employees will agree or strongly agree that their job has helped them deal more effectively with situations of uncertainty.
• 75% of student employees will agree or strongly agree that their job has helped them learn how to recover from disappointments.
• 75% of student employees will agree or strongly agree that their job has helped them become more comfortable working independently.
• 75% of student employees will agree or strongly agree that their job has helped them develop more effective time management 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.