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
- The survey results show that 87.91% of respondents think their job has helped them improve their oral communication skills.
- The survey results show that 52.42% of respondents think their job has helped them improve their written communication skills.
- Supervisor observation data was not able to be collected due to reporting limitations of ADP human resources platform.

IMPROVEMENT ACTIONS
We will engage our staff supervisors to assess and identify where and how written communication can be introduced and/or improved for our student employee positions. We may also introduce specific departmental training programs focused on written communication skills.