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
- 79.6% of respondents agree or strongly agree that because of their job, they are more able to work effectively with individuals with a variety of backgrounds, experiences, and cultures.
- 71.4% of respondents think their job has helped them develop conflict resolution skills.
- 76.9% of respondents agree or strongly agree that their job has helped them recognize times when working with others can create a better outcome.
- 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 how we can provide more and better training on interpersonal interactions, teamwork, conflict resolution, diversity, and cultural competency. We may also collaborate with campus partners (Assistant Deans, Student Life & Leadership, Career Center) to introduce these specific departmental training programs.