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

ASSESSMENT APPROACH
☒ Direct assessment
☐ Indirect assessment

DATA COLLECTION METHODS
• Survey and 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 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

- 79.84% of respondents agree or strongly agree that their job has helped them develop critical thinking skills to form opinions and solve problems.
- 78.23% of respondents agree or strongly agree that their job has helped them deal more effectively with situations of uncertainty.
- 66.12% of respondents agree or strongly agree that their job has helped them learn how to recover from disappointments.
- 84.67% of respondents agree or strongly agree that their job has helped them become more comfortable with working independently.
- 83.07% of respondents agree or strongly agree that their job has helped them develop more effective time management skills.

IMPROVEMENT ACTIONS

We will engage our staff supervisors to identify and develop coaching and training programs focused on developing and improving problem solving, critical thinking, resilience, and tolerance of ambiguity skills for our student employees.