ASSESSABLE OUTCOME
ULC student employees will understand basic concepts of customer service.

OUTCOME SUPPORTS
☑ University:  Goal 1
☑ Division:  Goal 2
☐ Department:  
☐ Other:  

ASSESSMENT APPROACH
☐ Direct assessment
☐ Indirect assessment
☒ Both direct and indirect assessment

METHODS AND MEASURES
Student Employees will complete a survey regarding their overall employment outcomes and experiences. We will use questions from the survey to ascertain whether our student employees have learned how to provide accurate information, articulate policies and procedures, and demonstrate respect and courtesy when providing assistance.

CRITERIA OF SUCCESS
90% of our student employees will strongly or moderately agree that they learned how to demonstrate respect and courtesy.

DATA COLLECTION AND ANALYSIS
At the end of the 14-15 Academic Year, 94 % of our student employees met the criteria for the SLO described previously.

IMPROVEMENT ACTIONS
As we now have five years of Baseline longitudinal data, we plan to revamp our survey to reflect the other student learning outcomes that we believe are important for the High Impact Practice of student employment. In addition, we want to assess other measures and/or criteria.