OUTCOME
CSUF students who are placed in academic internship or service-learning positions approved by CICE will demonstrate transferable skills related to the learning objectives of the position.

OUTCOME SUPPORTS
- University: Goal 1
- Division: Goal 1

OUTCOME TYPE
- Performance Outcome
- Student Learning Outcome

ASSESSMENT APPROACH
- Direct assessment
- Indirect assessment

DATA COLLECTION METHODS
- Survey

METHODS AND MEASURES
An end-of-semester survey will be sent to all site supervisors capturing their opinions about the service experience including opinions about the students’ ability to demonstrate the following transferable skills: technical skills, teamwork skills, leadership potential, communication skills, and work skills.

CRITERIA OF SUCCESS
- At least 60% of responding site supervisors will rate their students'...
  - technical skills as "excellent" or "good."
  - teamwork skills as "excellent" or "good."
  - leadership potential as "excellent" or "good."
  - communication skills as "excellent" or "good."
  - work skills as "excellent" or "good."

DATA COLLECTION AND ANALYSIS
A survey was sent to site supervisors at the end of each semester (877 in Fall 2017; 14 in Winter 2018; 1264 in Spring 2018), to which 30% of supervisors responded. The survey asked supervisors about the students' ability to demonstrate transferable skills.
- 79% rated their students' technical skills as "excellent" or "good."
- 88% rated their students' teamwork skills as "excellent" or "good."
- 77% rated their students' leadership potential as "excellent" or "good."
- 82% rated their students' communication skills as "excellent" or "good."
- 88% rated their students' work skills as "excellent" or "good."

IMPROVEMENT ACTIONS
Although all criteria of success were met, CICE plans to improve communications with site supervisors in order to encourage increased response rates to the end-of-semester surveys concerning student performance and characteristics from 30% (2017-18) to 45% (2018-19).