Student Employment in the Division of Student Affairs

The Student Employment Experience
Welcome and Overview of the Morning

- Review of assessments
- Student Employment Experience assessment results
- Student Employment Learning assessment results
- Comparing the assessments
- Application and next steps
Review of Assessments

• Student Employment Experience Assessment
  – Completed by students
  – Students completed a satisfaction survey and learning assessment

• Student Employment Learning Assessment
  – Completed by the supervisor
  – Supervisors rated their students in the 15 learning areas common across the Division
Student Employment Experience Assessment Results
Student Employment Experience Assessment

• Sent to all student employees in Division in May 2017

• Examines overall experience as a student employee AND what students are learning, using 15 learning outcomes for the Division

• 448 students responded
Demographics

- 34.9% live on campus
- 61.63% in their first year of employment
- 86.55% only have one job on campus
- 57.98% only work on campus
WHAT IS YOUR CLASS STANDING?

- Senior 24%
- Junior 25%
- Sophomore 25%
- First year 17%
- Graduate student 8%
- Other 1%
Highlights

• 87.74% agree or strongly agree that their supervisor is supportive of academics
• 84.81% agree or strongly agree that their supervisor is flexible during stressful academic times
• 79.16% would recommend their job to a peer
• Learning the most about Diversity/Inclusion and Ethics
Areas for Growth

• 58.82% agree or strongly agree that they are able to see connections between their job and academic major/coursework
• 61.03% agree or strongly agree that their job has prepared them for post-graduate employment
Receiving Regular Feedback

Those who receive feedback regularly show increased learning in:

- Productive Relationships
- Problem Solving/Critical Thinking
- Collaboration/Teamwork

Those who receive feedback regularly more strongly agree that:

- They feel respected and appreciated
- They are encouraged to pursue and understand leadership opportunities
- Their job has prepared them for post-graduate employment
Connecting their job to academics

Those who see connections show increased learning in:

- Written Communication
- Others’ Contributions
- Productive Relationships

Those who see connections more strongly agree that:

- Their job has prepared them for post-graduate employment
- They would recommend their job to a peer
- They regularly receive feedback
Student Employment Learning Assessment Results
Student Employment Learning Assessment

- Implemented April 2017
- Sent to supervisors to complete for specific students
- This assessment examines students’ demonstrated performance in the 15 learning outcomes established for the Division
- 193 students were assessed
The Division’s Learning Outcomes

• Practical Skills: Self
  – Initiative (Self Understanding and Management)
  – Functioning Independently (Time Management and Self Understanding)
  – Technical Skills
  – Verbal Communication
  – Written Communication

• Higher Order Thinking
  – Ethics
  – Other’s Contributions (Empowerment)
  – Problem Solving/Critical Thinking
  – Reflection and Application (Integrative Learning)

• Interpersonal Skills: Others
  – Conflict Negotiation (Confrontation/Conflict Resolution)
  – Appropriate Interaction (Customer Service)
  – Collaboration (Teamwork)
  – Diversity & Inclusion (Ability to Interact Across Difference)
  – Mentoring (Influences Others)
  – Production Relationships
The Scale

- Beginner
- Developing
- Proficient
- Accomplished
- Advanced
- Not Applicable
Where Our Students Excelled

• Collaboration/Teamwork – 84.29%
• Productive Relationships – 83.24%
• Diversity and Inclusion – 82.2%
• Ethics – 80.62%
• Appropriate Interaction/Customer Service – 79.28%
Middle Ground

- Problem Solving – 76.45%
- Functioning Independently – 75.65%
- Verbal Communication – 75.64%
- Initiative – 74.6%
Opportunities for Growth

• Other’s Contributions/Empowerment – 70.67%
• Technical Skills – 70.47% (high n/a score)
• Reflection and Application – 69.63%
• Mentoring – 64.91%
• Written Communication – 64.24% (high n/a score)
• Conflict Negotiation – 63.35% (high n/a score)
Comparing the Assessments

- Verbal Communication
- Written Communication
- Customer Service
- Initiative
- Technical Skills
- Conflict Negotiation
- Collaboration-Teamwork
- Mentoring
- Diversity and Inclusion
- Problem Solving/Critical Thinking
- Ethics
Common Theme

• Reflection and Application
  – Both students and supervisors rated reflection and application as low

• Diversity & Inclusion and Ethics
  – Both students and supervisors rated these areas in the top tier where learning is happening
Things to Mention

• 16% of supervisors indicated that the student’s position did not demonstrate conflict negotiation.

• Only 3% of student employees said their position does not involve conflict negotiation and/or they do not have the opportunity to do this at work.
Things to Mention Continued

• 19% of supervisors indicated that technical skills were not applicable to the job position.

• Only 4% of students indicated that their position does not involve this and/or they do not have the opportunity to do this at work.
Applying What We’ve Learned

• Think – Pair – Share
  – What is one way what you’ve learned today can be incorporated into your fall training plans?
  – What is one thing you can do during fall 2017 to improve in any of the areas we highlighted as opportunities?
Next Steps

• Examine your unit-level data
• Apply what you’ve learned
• Develop unit-specific learning outcomes for student employment
Next Steps

• UWM GROW (Guided Reflection On Work) Fall 2017 Pilot
  – Utilizing the Iowa GROW model from U of Iowa
• Panther Professional Development/Student Employee Leadership Program
  – Lessons learned in 2016-2017
  – Re-envisioning the program for 2017 - Your involvement welcome!
Thank you

Contact the assessment team if you would like more consultation on your student employment data:

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