

**Office of the Student Union and Involvement
2007-2008 Learning Plan Report
End of the Year Report**

1. Mastery of a broad body of knowledge in the liberal arts and sciences, so students can see things in perspective, appreciate and enjoy artistic expression, and critically, creatively, and logically respond to the complex world around them.

Not addressing this goal at this time.

2. Mastery of a specialized body of knowledge, so the students will have the expertise to be competitive and successful in their chosen careers.

Not addressing this goal at this time.

3. A sense of personal direction, so students can plan their future wisely and with honor, acquiring self-understanding, self-confidence, and a meaningful philosophy of life.

Learning Objective: Students Union student staff will demonstrate responsibility and accountability.

Possible Activities/Experiences:

- The planning of recreational tournaments
- Training sessions during August training focusing on taking responsibility
- Delegation of projects to office assistants and building supervisors
- Have student staff participate in planning of staff trainings

Explanation of assessment to be used to assess progress towards this goal.

- Observation of students during their shift
- Working one-on-one with students
- End of the year evaluations
- Self Assessment

Discussion of results of our assessment of the progress towards this goal

- Minimal assessment has been done in relation to this learning outcome.
- Recreation tournaments have taken place and the staff member working on the night of the tournament has assisted with the set up and running of the tournament. Malvin gave them the instructions and they accomplished what they needed to do.
- The two assessments that has been done has been observations from supervisors of their student staff and an end of the year assessment. There are some staff who have

- improved, have taken initiative and on time and will find coverage if they are unable to work a shift, there are others who need some improving.
- Overall the student workers take responsibility for their work shift and fulfill the requirements of their shift.

Future Plans

- Work with the students in the recreation area to assist with and the execution of the publicity of the tournaments.
 - Work closely with the student staff to be clear with expectations, have ongoing feedback and hold them accountable when they do not show up for work or complete their job assignment.
 - Include a session in training that will address taking responsibility and initiative and the importance of both.
4. A balanced and healthy lifestyle, which means making responsible choices related to values, friends, family, work, recreation, and life-long education.

Learning Objective: Student Union student staff will demonstrate how to prioritize and manage their time effectively.

Possible Activities/Experiences

- One on one meetings with supervisor
- Student use of their individual Planners
- Staff training sessions throughout the year

Explanation of assessment to be used to assess progress towards this goal.

- Observation
- Feedback from staff and students
- End of the year evaluation
- Staff meeting discussions
- Self Assessment

Discussion of results of our assessment of the progress towards this goal

- A time management session was held during the August training but the feedback on the presenter was poor, therefore they did not have any constructive feedback.
- This past semester we have had over half of the Student Staff overly involved in campus organizations. That may be something we need to review in the future when hiring.

- We gave the student staff a self assessment at the end of the semester and out of the 7 assessments that were returned 100% of the students felt that working in the Student Union helped manage their time better.

Future Plans

- Include a time management session in August training
- On one-on-ones with students discuss with them the importance of time management and have them show us how they are managing their time effectively
- Provide ongoing feedback to student staff on how to continue to manage their time, don't over commit themselves and to say no when appropriate.

5. Interpersonal effectiveness and an appreciation of diversity and differences, so that students can establish genuine, trusting, and honorable relationships within the broad family of humanity.

Learning Objective: Student Union student staff will demonstrate problem solving skills

Possible Activities/Experiences

- Tasks assigned to student staff to complete
- Workshops during training
- Staff meetings and one on one

Explanation of assessment to be used to assess progress towards this goal.

- Training evaluations
- Observations
- End of the year evaluations
- Self Assessment

Discussion of results of our assessment of the progress towards this goal

- 75% of the student staff responded on the end of the year assessment that they feel their job in the Student Union has improved their problem solving skills.
- Working in the Student Union has helped them to be quick on their feet and respond according to the situation

Future Plans

- Continue to work with the Student staff on taking initiative on the job and training them so they feel comfortable in making decisions.
- Provide training during August training and possibly offer in-services during the semester.

6. Responsible citizenship, so that students can do their best in ways uniquely their own and have the motivation to contribute to a better life for all through community participation and leadership.

Learning Objective 1: Student Union student staff will learn customer service skills.

Possible Experiences/Activities

- Staff training
- On going training
- Staff meeting discussions

Explanation of assessment to be used to assess progress towards this goal.

- Observation
- Training evaluations
- End of the year evaluation
- Staff Meetings

Discussion of results of our assessment of the progress towards this goal

- We received comments from staff who have used the Student Union letting us know how helpful the building supervisor was during their event/program.
- A campus wide survey relating to customer service was sent to faculty and staff and the result have not been calculated at this time.
- A customer service workshop was offered in August training and 85% of those who provided feedback on the evaluation feel they have an understanding of what customer service is and how to provide good customer service

Future Plans

- Send the Customer Satisfaction survey to the students in the fall.
- Implement the suggestions from the results of the survey