

**2019-2020 Student Affairs Department-Wide
Student Learning Outcomes Assessment Plan**
University of Illinois at Urbana-Champaign

Student Affairs Department	Illini Union
Unit (if needed)	_____
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Date Completed:	September 5, 2019

Step 1. Target Student Audience – This Assessment Plan is for: (Select One)

- Students who use programs, services, or other experiences offered by the Student Affairs Department/Unit
- Student Employees of the Student Affairs Department/Unit

Step 2. Student Learning Outcomes for Illini Union

List all department or unit-wide student learning outcomes for your target student audience. Additional rows may be added as necessary.

1. Communication

Student Employees at the Illini Union will be able to:

- A. Express oneself clearly and positively to various audience
- B. Demonstrate effective listening skills
- C. Convey information clearly and cogently in both verbal and written formats
- D. Develop strong writing skills for publications and large audience communication

2. Customer Services

Student employees at the Illini Union will be able to:

- A. Understand the needs and concerns of the customers and provide them with accurate information.
- B. Possess knowledge of policies and procedures of Illini Union to solve problems.
- C. Demonstrate respect and courtesy to customers.

3. Collaboration/teamwork

Student employees at the Illini Union will be able to:

- A. Cooperate with others toward the achievement of common goals.
- B. Work collaborative to create and plan programs and initiatives.
- C. Contribute to and participate in team initiative, while being a positive influence for others.

4. Leadership

Student employees at the Illini Union will be able to:

- A. Articulate team goals and expectations to team members, and motivate them to achieve their best.

- B. Explain big picture scenarios and show how responsibilities related to the larger organization.
- C. Manage crisis situations, mediate conflicts and being open to difficult and challenging conversations.

5. Work ethic/integrity

Student employees at the Illini Union will be able to:

- A. Demonstrate commitment to safety in the workplace.
- B. Meet expectations when it comes to quality, volume of work and meeting deadlines.
- C. Understand the value of hard work, and being an active member of a team striving for a common goal.
- D. Handle confidential information and communication properly and professionally.

6. Time management/organization skills

Student employees at the Illini Union will be able to:

- A. Manage time effectively, commit to work schedules and remain at work as needed.
- B. Carry out responsibilities accurately, organizing work and duties in a professional, conscientious and timely manner.
- C. Understand the importance of balancing the academic, work, and personal aspects of their life.

7. Appreciation of diversity

Student employees at the Illini Union will be able to:

- A. Work collaboratively with others, even with those different from themselves.
- B. Treat others with respect, being sensitive to others' situations and circumstances, and being open to alternative viewpoints.
- C. Understand and appreciate individual differences, and develop a sense of global citizenship.

8. Personal/professional development (career readiness)

Student employees at the Illini Union will be able to:

- A. Learn best practices to further develop problem solving, conflict resolution, decision-making skills.
- B. Evaluate personal performance and remain open to constructive criticism.
- C. Articulate the benefits of developing transferable skills gained through employment.
- D. Understand the value of lifelong learning.

Step 3. Acknowledge Connections

Using the table below, link the Student Learning Outcomes for your Student Affairs Department/Unit to:

- The Student Affairs Strategic Plan
- The Campus-Wide Student Learning Outcomes

- Metrics that your Student Affairs Department/Unit tracks in the Strategic Profile Metrics hosted by DMI
- Other relevant documents and resources that are meaningful to your office

Additional rows may be added as necessary.

SA Dept/Unit SLO	SA Strategic Plan Initiatives	Campus-Wide SLO	Strategic Profile Metrics	Other (Illini Union Strategic Plan 2015-2017)
1. Communication	2.1	3		
2. Customer service			U330	3.5b
3. Collaboration	2.1	3		1.1
4. Leadership	3.1	3		1.5, 2.4
5. Work ethic	2.1, 3.1			
6. Time management				
7. Appreciation of diversity	2.3	4, 5		
8. Personal/professional development	2.1, 2.5	2		2.2

Step 4. Reflect on Past Student Learning Outcomes Assessments

2018-2019 Student Affairs Department-Wide Student Learning Outcomes Assessment Plan Reflections

List the student learning outcomes assessment projects that your Student Affairs Department/Unit has carried out (formally or informally) in the past 2 years, including the: (a) program, service or experience explored, (b) the question or program learning outcome assessed, (c) the related department/unit-level learning outcome, and (d) the approximate dates the project was carried out. The box marked “Other” is optional and can include information such as participants, methods, results, briefly reflections on use or impact, etc. You may add rows as necessary.

Program, Service, or Experience	
	Customer Service Training
Question(s)	What do student employees learn about the Illini Union policies, customer service, and communication skills after attending the training session?
Dept/Unit-Level Learning Outcome(s)	<ul style="list-style-type: none"> • Customer service • Communication Skills • Work ethic • Or Student Learning Outcomes (1-8)

	Sources/Methods for acquiring evidence	Post-training survey
	Timeline	Fall 2018
	Additional Information	Customer service training survey
Program, Service, or Experience		Student Employee Development (measuring student learning outcomes)
	Question(s)	What skills do student employees improve or learn as a result of employment at the Illini Union? How do student employees evaluate their own competence and skills before and after their employment with the Illini Union? What impact has been made for the student employees through their employment? How do supervisors help student employees better prepare for their future job?
	Dept/Unit-Level Learning Outcome(s)	Illini Union Student Employee Learning Outcomes 1-8
	Sources/Methods for acquiring evidence	Pre and post survey-- Student employees are introduced to eight learning outcome domains during orientation. They will be informed that they will receive two surveys, one in the Fall and the second in the Spring to ask about self-reflection while working at the Union. The comparison of pre- and post-survey will be helpful to review the differences in the fall and spring.
	Timeline	Fall 2018 and Spring 2019
	Additional Information	Student Employee Learning Outcomes Assessment Survey
Program, Service, or Experience		Student employee performance appraisal (Human Resources)
	Question(s)	What skills/competences student employees have improved or changed as a result of their employment? What impact the employment has made for student employees?
	Dept/Unit-Level Learning Outcome(s)	<ul style="list-style-type: none"> • Customer Service • Collaboration • Leadership • Work ethic
	Sources/Methods for acquiring evidence	Formative and summative assessment (direct method) The student employees at the Illini Union and Bookstore will receive performance appraisals by their supervisors in the Fall and Spring. The evaluations form (10 factors) will be used to score. The increased/decreased scores will be compared to review student development through employment.
	Timeline	Fall 2018 (mid-October) and Spring 2019 (mid-April)

	Additional Information	Student employee performance appraisal form
Program, Service, or Experience		Student Leader Development (SORF)
Question(s)		How have our student leaders grown in terms of key skills that will be necessary in their post-college plans during their time with SORF? How have our student leaders connected their leadership experience to their academic work and their future career plans?
Dept/Unit-Level Learning Outcome(s)		<ul style="list-style-type: none"> • Leadership • Collaboration • Communication Skills • Career Development
Sources/Methods for acquiring evidence		Pre and post survey as an indirect measure of 10 key job skills as defined and presented by the NACA Next survey. This survey will also help us track student performance over multiple iterations of the survey and benchmark our student leaders with the aggregate of all student leaders who have taken the survey. Guided reflection during one on one meetings as a direct measure leadership development and career readiness as it relates to students connecting their leadership to coursework and future career plans using specific examples.
Timeline		Fall 2018 (mid-October) and Spring 2019 (mid-April)
Additional Information		NACA Next

Reflections:

Briefly reflect on your progress this year. What have you learned? How have your assessment experiences impacted practice? And, where is more time needed to continue to explore impact? If more time is needed, how will you continue to follow this inquiry?

Possible questions to inform your reflection include: What would you like to continue into next year? What would you like to change or do differently? What would you like to discontinue based on your experiences?

Program One: Customer Service Training

The Illini Union Customer Service Committee was working on the draft of Student Employee Training Handbook. Student Employees at the Illini Union are required to attend Customer Service Training. The purpose of the training is to help student employees gain skills in customer service by using the G.R.E.A.T. customer service model. After the training, participants will receive a post-training survey. The survey questions have been reviewed and tested by the customer service committee members. The survey project is currently active in Campus Labs. One department has sent out the survey to the participants after the training.

The result is helpful to understand how to better present information to the participants. We expect all of the student employees will attend the training in the coming year.

Program Two: Student Employee Development (measuring student learning outcomes)

The pre- and post-surveys were sent out to three department student employees (Bookstore, Marketing and SORF) in Fall 2018 and Spring 2019. The findings suggested no significant differences in Fall and Spring mean scores. However, the collection of open-ended questions was helpful for us to improve the student development program at the Illini Union

Reflection on findings

- Work experiences was helpful for students to connect their major and give them a better vision for their career path.
- Student employees would like to receive more trainings and professional development opportunities to prepare them and improve their professional skills.

Plan for next year

- Conduct small conversations (using the Iowa Grow model) to learn about the student employees' learning experiences to get qualitative data.
- We will conduct pre- and post-surveys to student employees at Starbucks. Focusing on one department will help us to review data.

Program Three: Student employee performance appraisal (Human Resources)

We continue to use the student employee performance appraisal as a tool to understand how student employees improve via their employment with the Illini Union. This year we collected a small portion of pair samples for analysis. Even though the data showed no statistically significant difference in overall mean scores, mean scores in leadership and teamwork showed statistically significant differences. The findings indicated their work experience is beneficial to grow leadership and teamwork skills.

Program Four: Student Leader Development

NACA Next was used as a tool for SORF student leaders to self-evaluate their competencies.

Reflection on findings:

- Our students showed strong gains in technical areas such as computer skills, analyzing data, and obtaining and processing information.
- The gains in verbal communication and career knowledge over the year may be the efforts of our focus on outreach, RSO meetings, and career discussion during one-on-one.
- Going forward, it would be good to use these results to target essential skills such as time management, teamwork, and influencing others using a plan including elements such as ILC programs, more social team-building events, networking opportunities across campus, service learning events, and more.

In brief, data collection and analysis of student learning outcomes assessment is beneficial for the Illini Union to understand the student employee learning experience. The findings help us to revise our plan next year. We will continue to use our existing tools to assess student learning. In addition, we will provide training and professional development opportunities for our student employees and staff members.

Step 5. Assessment Planning

What do you want to know about student learning in the programs, services, and experiences offered by your student affairs department/unit? Looking at your department/unit-level student learning outcomes, write at **least three questions** you would like to pursue to learn more about student learning at the department/unit-level. Describe what information you need to answer the questions and the timeline it would take you to answer the question. While not every learning outcome needs to be assessed every year, the aim should be to assess them over a **3-5 year period**. The expectation is for some assessment work to take place every year, such as collecting evidence, interpreting evidence, or implementing changes. Add more rows if needed.

2019-2020 Student Learning Outcomes Assessment Plan Check-In

Program, Service, or Experience		Customer Service Training (updated)
	Question(s)	What do student employees learn about the Illini Union policies, customer service, and communication skills after attending the training session?
	Dept/Unit-Level Learning Outcome(s)	<ul style="list-style-type: none"> • Customer service • Communication Skills • Work ethic • Or Student Learning Outcomes (1-8)
	Sources/Methods for acquiring evidence	Post-training survey
	Timeline	Fall 2019
	Additional Information	The post survey is under review by the Customer Service Committee. Customer Service Trainings are scheduled to provide for the student employees. Customer service training surveys will be sent out after the training.
Program, Service, or Experience		Student Employee Development (measuring student learning outcomes) (revised and ongoing project)
	Question(s)	What skills do student employees improve or learn as a result of the employment at the Illini Union? How do student employees evaluate their own competence and skills before and after their employment with the Illini Union? What impact has been made for the student employees through their employment?

		How do supervisors help student employees better prepare for their future job?
	Dept/Unit-Level Learning Outcome(s)	Illini Union Student Employee Learning Outcomes 1-8
	Sources/Methods for acquiring evidence	<p>Pre and post survey-- Student employees are introduced to eight learning outcome domains during orientation. They will be informed that they will receive two surveys, one in the Fall and the second in the Spring to ask about self-reflection while working at the Illini Union. The comparison of pre- and post-survey will be helpful to review the differences in the fall and spring.</p> <p>In addition to pre-/post-survey, two or three departments will utilize individual or small group meetings with the student employees to understand the connection of their academic work to their student employment.</p>
	Timeline	Fall 2019 and Spring 2020
	Additional Information	Student Employee Learning Outcomes Assessment Survey
Program, Service, or Experience		Student Employee Performance Appraisal (Human Resources) (ongoing project)
	Question(s)	<p>What skills/competences student employees have improved or changed as a result of their employment? What impact the employment has made for student employees?</p>
	Dept/Unit-Level Learning Outcome(s)	<ul style="list-style-type: none"> • Customer Service • Collaboration • Leadership • Work ethic
	Sources/Methods for acquiring evidence	<p>Formative and summative assessment (direct method) The student employees at the Illini Union and Bookstore will receive performance appraisals by their supervisors in the Fall and Spring. The evaluations form (10 factors) will be used to score. The increased/decreased scores will be compared to review student development through employment.</p>
	Timeline	Fall 2019 and Spring 2020
	Additional Information	Student employee performance appraisal form
Program, Service, or Experience		Student Leader Development (revised and pending)
	Question(s)	How have our student leaders grown in terms of key skills that will be necessary in their post-college plans during their time with Illini Union Board?

	How have our student leaders connected their leadership experience to their academic work and their future career plans?
Dept/Unit-Level Learning Outcome(s)	<ul style="list-style-type: none"> • Leadership • Collaboration • Communication Skills • Career Development
Sources/Methods for acquiring evidence	<p>Pre and post survey as an indirect measure of 10 key job skills as defined and presented by the NACA Next survey. This survey will also help us track student performance over multiple iterations of the survey and benchmark our student leaders with the aggregate of all student leaders who have taken the survey.</p> <p>Guided reflection during one on one meetings as a direct measure leadership development and career readiness as it relates to students connecting their leadership to coursework and future career plans using specific examples.</p>
Timeline	Fall 2019 and Spring 2020
Additional Information	NACA Next pre and post survey combined with guided reflection one on one meetings throughout the year at regular intervals where students will articulate leadership growth.