

SAIT STUDENT EMPLOYEES

LEARNING ON THE JOB

DIVISION-PROGRAM LEARNING OUTCOMES

DIVISION

Interpersonal Competence

Students who engage in Student Affairs programs, activities, and services will develop healthy, respectful, and collaborative relationships with others.

SAIT WS PROGRAM

Students who engage in the SAIT work-study program will be able to **demonstrate effective customer service skills** during phone conversations and in-person meetings with end-users in Student Affairs, including listening to end-users, asking pertinent questions, and articulating necessary information.

SAIT WS PROGRAM

Students who engage in the SAIT work-study program will be able to **develop teamwork** with other SAIT student-workers as they collaborate to resolve support requests.

DIVISION

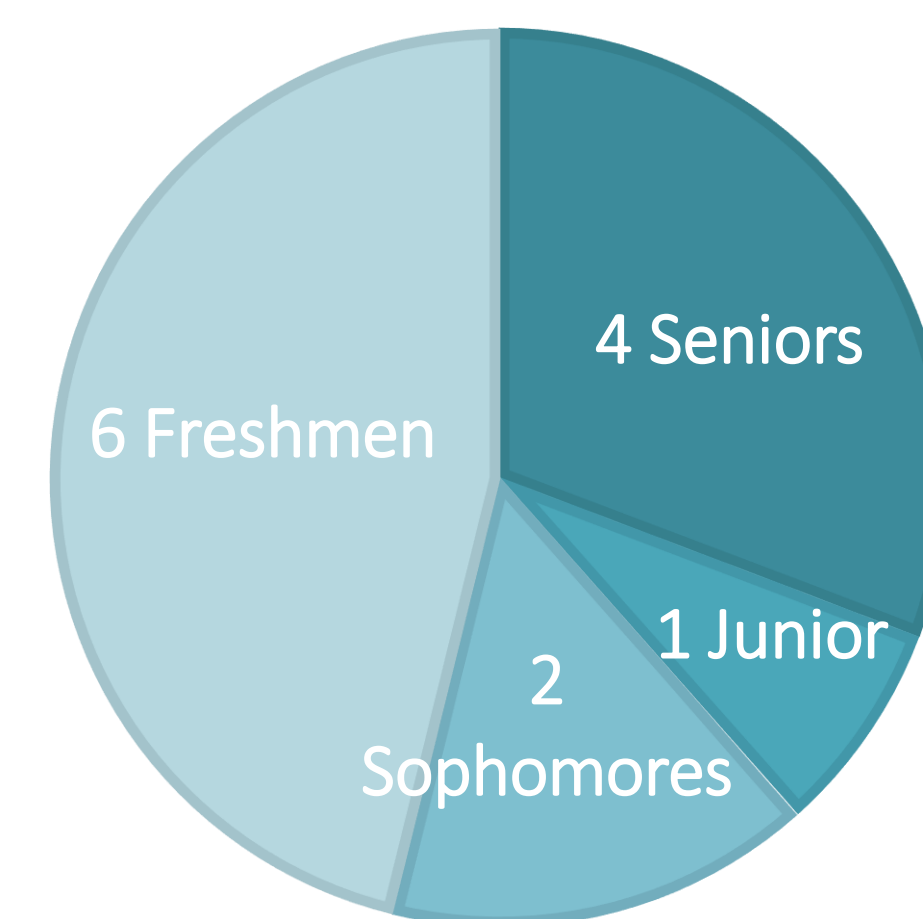
Cognitive and Practical Skills

Students who engage in Student Affairs programs, activities, and services will acquire and use cognitive and practical skills that will enable them to live healthy, productive, and purposeful lives.

SAIT WS PROGRAM

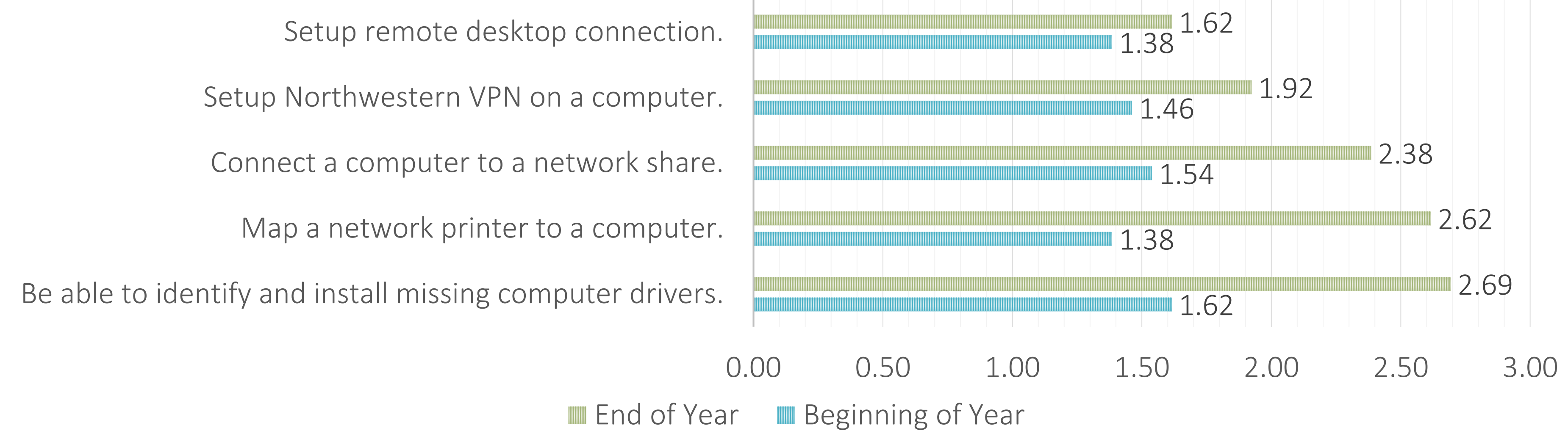
Students who engage in the SAIT work-study program will be able to **demonstrate knowledge of technical skills** used frequently in SAIT user support.

SAIT STUDENT EMPLOYEE MAKEUP

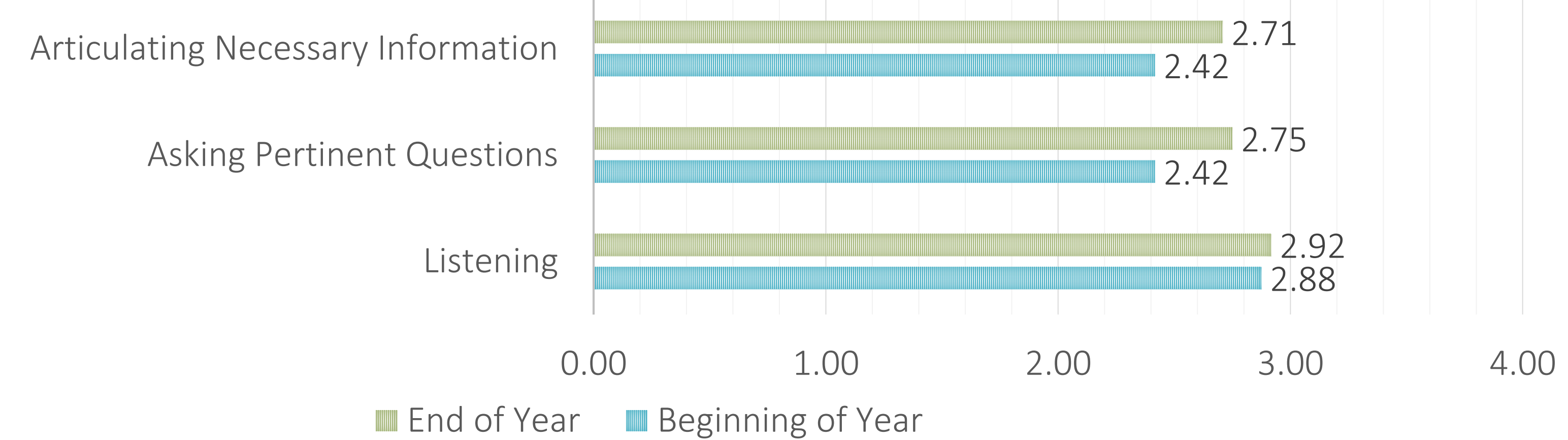


RESULTS / FINDINGS

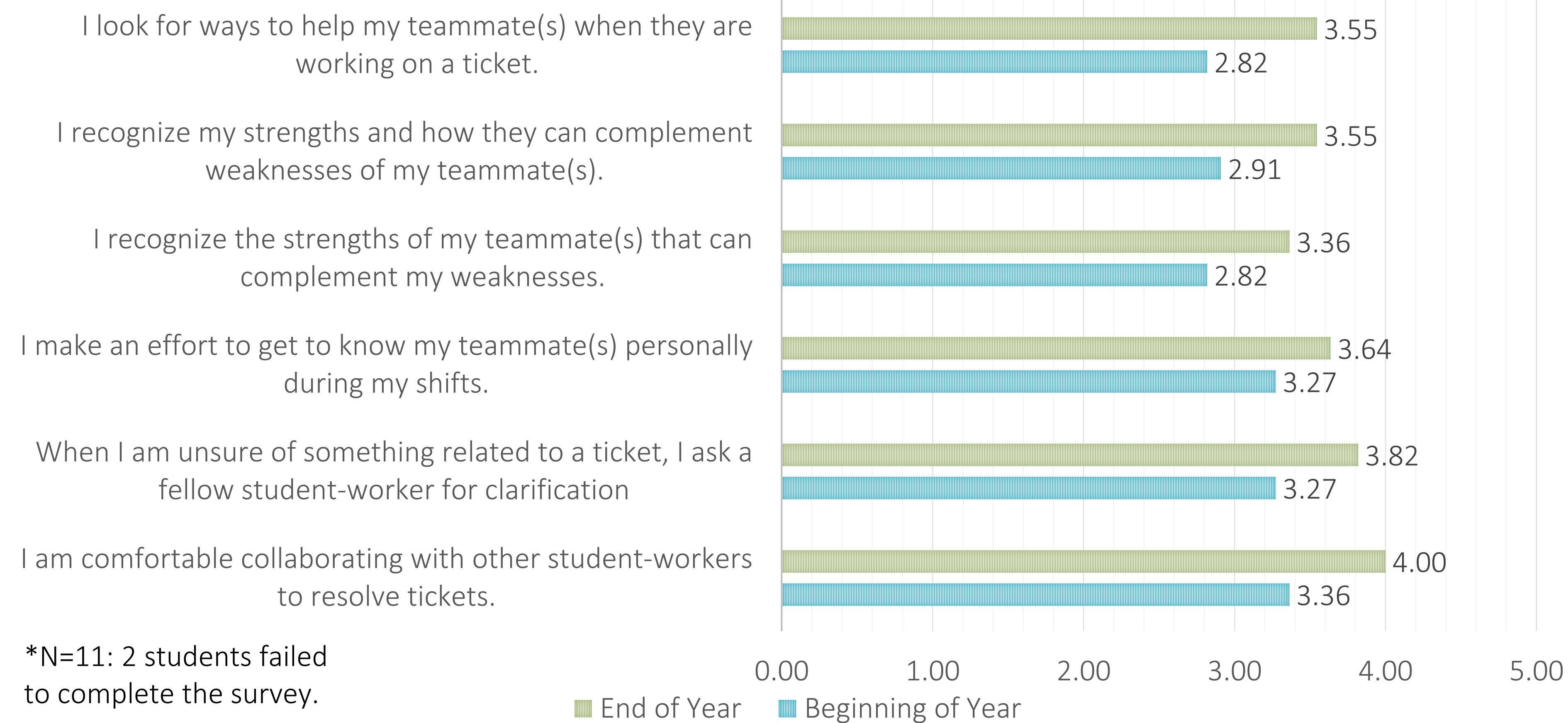
AVERAGE STUDENT GROWTH IN TECHNICAL SKILLS (OUT OF 3 POINTS)
N=13



AVERAGE STUDENT GROWTH IN CUSTOMER SERVICE SKILLS (OUT OF 4 POINTS)
N=13



AVERAGE STUDENT GROWTH IN TEAM WORK SKILLS (OUT OF 4 POINTS)
N=11*



ASSESSMENT STRATEGY

Customer Service Skills

Student demonstration of customer service skills was evaluated by two staff members with a **4-point rubric** at the beginning and end of the year.

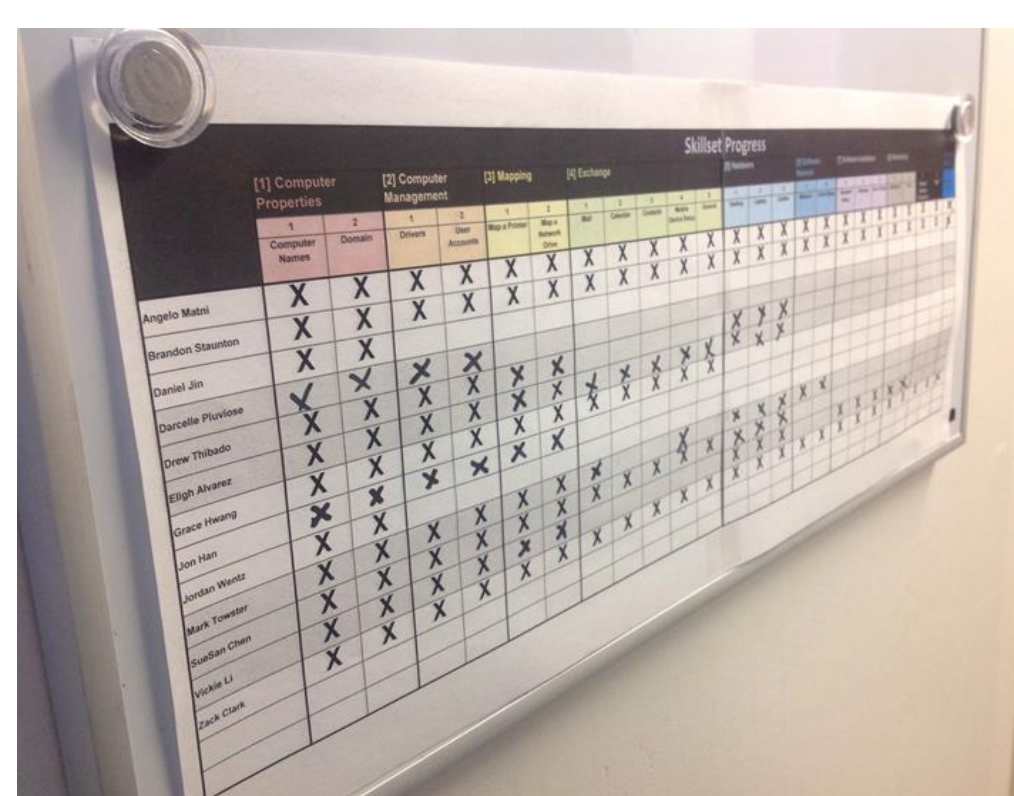
Teamwork Skills

Students evaluated their own growth at the end of the year through a **quasi-pre/post survey** by comparing their teamwork skills from the beginning of the year with their skills at the end of the year.

Technical Skills

Student learning of 5 technical skills was evaluated by one staff member with a **3-point rubric** as students demonstrated knowledge of each skill at the beginning and end of the year.

TEACHING STRATEGY



Technical Skills Packets

- Instructional packets are provided for students to read
- Students are tested on the skills by successfully demonstrating them to staff
- Their progress is tracked on a poster spreadsheet

On-the-Job

- Students learn on-the-job by completing tickets autonomously or with guidance from staff/veteran student workers

Mentoring

- Newer students gain field experience as they are invited to join staff or veteran student workers to work on tickets and work with end-users.

APPLICATIONS

More Formal Customer Service Training

The results show a need to implement more formal training or guidance in the area of customer service. Currently, there is no formal training provided in this area.

Retention of Technical Skills

Some students showed a net gain of 0 for some skills due to lack of retention. Retention of learned skills can be maintained by having students work on more tickets that require them to put these learned skills to use. This will help students on their way to attaining the top score on the rubric for technical skills.