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.

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 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.

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.

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.

RESULTS / FINDINGS

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

- Setup remote desktop connection
- Setup Northwestern VPN on a computer
- Connect a computer to a network share
- Map a network printer to a computer
- Be able to identify and install missing computer drivers

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

- Articulating Necessary Information
- Asking Pertinent Questions
- Listening

AVERAGE STUDENT GROWTH IN TEAM WORK SKILLS (OUT OF 4 POINTS)

- I look for ways to help my teammate(s) when they are working on a ticket.
- I recognize my strengths and how they can complement weaknesses of my teammate(s).
- I recognize the strengths of my teammate(s) that can complement my weaknesses.
- I make an effort to get to know my teammate(s) personally during my shifts.
- When I am unsure of something related to a ticket, I ask a fellow student-worker for clarification
- I am comfortable collaborating with other student-workers to resolve tickets.

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.