Learning Outcomes for Student Employees

Supervisory Training Lab Course: Supervising Student Employees

Twin Cities, Student Unions, Office for Student Affairs
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Twin Cities Student Unions

- Coffman Memorial Union
- St. Paul Student Center
- West Bank Services
- Student Activities Office
Learning Reconsidered: A Campus Wide Focus on the Student Experience

Joint publication of the National Association of Student Personnel Administrators and the American College Personnel Association
Learning Reconsidered:

- “...Society expects [us] to graduate students who can get things done in the world and are prepared for effective and engaged citizenship...”

- “All of the resources of the campus must be brought to bear on the student’s learning process...”
Stating Expectations for Students

- Graduation
- Academic Performance
- Characteristics and Skills
Characteristics and Skills

- Responsibility/Accountability
- Independence/Interdependence
- Goal Orientation
- Self-Confidence/Humility

- Resilience
- Appreciation of Differences
- Tolerance of Ambiguity
Positive Impact of Student Employment

- Part-time (10-20 hours per week) and on-campus employment has a positive effect on:
  - Academic achievement
  - Career development
  - Retention

Student Employment

- Pilot Project
- Learning Outcomes
Twin Cities Student Unions

- 230 TCSU Student Employees
- 22 Classifications
Goals

- Introduce students to life skills
- Integrate with academic learning
- Good work performance
- Contribute to University’s retention and graduation goals
Objective

- Student will achieve various competency levels throughout their employment
Twin Cities Student Unions Pilot Project on Three Positions

- Customer Service Associate (Cashier)
- Marketing Assistant
- Events and Conferences Assistant (Reservations)
Process

- Met with supervisors
- How to make this usable
  - e.g. performance reviews
- Refined competencies, outcomes and instruments
Process (Continued)

- Communicated to Student Employees
- End of Semester
- Supervisor Assessment
- Self-Assessment
Assessment of program

- Assessment tool at end of semesters
- Supervisor Assessment
- Self-Assessment
- Focus group feedback
Results

Supervisor ratings and student self-ratings both showed significant improvement in overall student learning between mid-term and end-of-year ratings.
Focus Group Feedback On Student Success Outcomes

Student Employees:

- Learned more at TCSU than any previous job
- Incentive to do a good job and improve their skills
- Liked the dialogue with the supervisor, wanted to meet two times/semester vs. once
- Provided language that could be used on resumes, in interviews and graduate school applications
Focus Group Feedback
Continued…

Supervisors:

- Challenging for supervisors that have a lot of employees
- Helped articulate strengths/challenges with their job and skill development
- Focused more on student development and how employment contributes to student growth, plus better employees!
Focus Group Feedback Continued…

Supervisors and Students:

- Created more dialogue between student and supervisor on personal development
- More incentive to work harder and to really focus on job performance of students
- Felt more like a mentoring experience than employee versus supervisor
“Willaert says her campus job is the best she could have—short of an internship in her actuarial science major.

‘I like setting goals, being more independent, gaining leadership skills, getting to know people, and learning to be more outgoing,’ says Willaert.”
5700 Student Employees

- 230 TCSU Student Employees

- Fall 2005 Student Success Outcomes Expanded to 120 Entry Level Positions in TCSU
Testing the Concept: Board of Regents

- Presentation to Faculty, Staff and Student Affairs Committee:
  - “Excellent program”
  - “We get too many graduates that don’t know how to manage or lead. If we can equip them with those skills their degree from the UMN will be more valuable”
Next Steps

- Implement for all TCSU jobs

- Continue to gather data, assess long-term impact via graduate tracking surveys

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Suggestions/Information

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