

At NMHU, co-curricular activities are defined as out-of-class experiences that complement and extend the formal learning experience of a course or academic program. Co-curricular activities develop a student's social, intellectual, cultural, democratic, civic, and aesthetic domains. They are supervised and/or financed by the institution and facilitate the attainment of NMHU's four essential traits (or student learning outcomes). These experiences are voluntary, ungraded, and non-credited, although they may be compensated through student employment.

Four identified traits/student learning outcomes that the NMHU community of faculty, students and staff identified that our graduates are expected to display:

- Mastery of content knowledge and skills
- Effective communication skills
- Critical and reflective thinking skills
- Effective use of technology

Program Name: Student Employment

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Program Mission: The mission of Student Employment is to provide on-campus job opportunities for students to gain work experience and enhance workplace skills.

Summary of Student Utilization of your Program: Number of on-campus student employees for the spring 2017 semester: 506.

Summary of Student Satisfaction Results: Conducted a [Skyfactor Student Employee Survey](#) sent to all student employees in the Spring semester to assess learning outcomes and satisfaction of their on-campus work experience: 266 of 506 student employees completed survey resulting in 52.5% response rate. All learning and satisfaction outcome results exceeded their targeted score thresholds.

Student Learning Outcome:	University Trait(s) linked to which it is linked Learning Outcomes	Assessment Measurement Results	Outcome Achieved? (0 = No, 1 = Yes)	Plan for Improvement
<p>1. On-campus student employees will learn to enhance their knowledge and skills: 1) Ability to communicate effectively, 2) Successfully establishing professional relationships (networking), and 3) time management.</p>	<ul style="list-style-type: none"> • Mastery of Content Knowledge and Skills • Effective Communication Skills • Critical and Reflecting Thinking • Effective use of technology 	<p>The Skyfactor Student Employment Survey was used to obtain average score results for each of the following learning outcomes: 1) Ability to communicate effectively = <u>5.87</u> 2) Successfully establishing professional relationships (networking) = <u>5.79</u> 3) Time management = <u>5.74</u></p>	<p>1 = Yes: The average score results exceed the targeted threshold score of <u>4</u>—based on a Likert scale of 1 (not at all) to 7 (extremely)—thus indicating achieved learning outcome for enhancing each of the three skills.</p>	<p>Develop student employee trainings to continue enhancing the following knowledge and skills: 1) Ability to communicate effectively (customer service), 2) Successfully establishing professional relationships (networking), and 3) Time management. For future surveys, we need to: 1) conduct surveys during the last month of the fall semester or the first month of the spring semester to avoid administering multiple surveys at the same time, 2) increase the target threshold to an average score of five (5) or six (6).</p>
<p>2. On-campus student employees will be satisfied with information received explaining job expectations.</p>	<ul style="list-style-type: none"> • Mastery of Content Knowledge and Skills • Effective Communication Skills • Critical and Reflecting Thinking • Effective use of technology 	<p>The Skyfactor Student Employment Survey was used to obtain data for the satisfaction level of student employees receiving information explaining job expectations = <u>5.94</u></p>	<p>1 = Yes: The average score result exceed the targeted threshold score of <u>4</u>—based on a Likert scale of 1 (not at all) to 7 (extremely)—thus indicating achieved satisfaction outcome for students receiving information explaining job expectations.</p>	<p>Develop supervisor training in providing student employees with information explaining job expectations. Future surveys will need to be conducted during the last month of the fall semester or the first month of the spring semester to avoid administering multiple surveys at the same time, 2) increase the target threshold to an average score of six (6).</p>

Summary of the Outcomes Assessment Data. [Did students achieve the outcomes? Which outcomes can be achieved? Briefly analyze the results].

All learning and satisfaction outcomes were achieved as indicated by the measurement results exceeding the average score threshold on each survey.

How are you going to improve the program for next year? Which outcomes will you target, and what specific steps will you take for improvement?

The use of survey feedback every year will help in making necessary improvements. Based on the current assessment results, the following outcomes and program improvements that can be targeted next year include:

1. Develop training sessions for students to enhance the following knowledge and skills: 1) ability to communicate effectively (customer service), 2) successfully establishing professional relationships (networking), and 3) time management.
2. Develop training for supervisors to provide student employees with information explaining job expectations.
3. Change the timeline for conducting student employee survey during the last month of the fall semester or the first month of the spring semester. This will help avoid conducting multiple surveys during the same time.

4. Considering that all learning outcomes exceeded the average score threshold for this year, Career Services will increase this score threshold on all outcomes for next year's survey.
5. Create a student employment office or coordinator position to improve the student employment experience, including the efficiency of the student hiring process. Currently, student employment is being operated by three separate offices: 1) Career Services advertises job openings, 2) Financial Aid determines and processes eligibility for federal work-study funds, and 3) Human Resources processes and approves of student hiring. The current Retention Committee for Internships and Student Employment is proposing the hiring of a full-time student employment coordinator and a full-time secretarial/clerical position to centralize the program to increase efficiency and streamlining processes

How are you going to improve the program for next year? Which outcomes will you target, and what specific steps will you take for improvement?

A formal and centralized student employment program needs to be developed in order for improvements to be made. As mentioned above, this needs to start by creating a student employment coordinator position for this program. Historically, this program was run by a Student Employment Coordinator in the Human Resources and Financial Aid offices. Currently, the Human Resources office is working on implementing an applicant tracking system (PeopleAdmin software) to post student jobs and automate the hiring process; the anticipated implementation of this software in mid-fall semester.

What were the results of the discussion with peer reviewers and the joint meeting between the Co-Curricular and Assessment Committee?

According to the peer review conducted on August 3, 2017 by the Academic Support Director, the instructions were detailed and clear. The only suggestion for improvement is to mention that the results were obtained by using the Skyfactor Student Employment Survey.

Do any improvements need to be made to your plan? How will those be implemented?

As of 8/9/2017, no other improvements are needed other than as stated above.