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New Mexico Highlands University
Co-Curricular Activities Outcomes Assessment Results Report Template
Name: Student Employee Program
Date: June 29, 2018

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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

Main Contact and Email: Ron Garcia, garcia_rs@nmhu.edu

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

Intended Audience: Student employees on-campus and at center sites during the spring 2018 semester.

Please include data on student utilization of the program over the past year (be sure to include online and Center students if part of your intended audience)
 There were **458** students employed on-campus and center jobs during the spring 2018 semester.

Describe how you measure student satisfaction with your program and results for this year:
The Skyfactor Student Employee Survey was emailed to all student employees in the spring 2018 semester to assess learning outcomes and satisfaction of their on-campus work experience: **140** of **458** student employees completed survey resulting in **30**% response rate. All learning and satisfaction outcome results exceeded their targeted score thresholds.

Student Learning Outcome 1: On-campus student employees will learn to enhance their work skills to: 1) Successfully establish professional relationships (networking), and 2) Enhance time management skills, 3) Communicate effectively.

University Traits Linked to SLO:
 • Mastery of Content Knowledge and Skills
 • Effective Communication Skills
 • Critical and Reflecting Thinking
 • Effective use of technology

Means of Assessment:
The Skyfactor Student Employment Survey was used to obtain average score results for each of the following learning outcomes:
1. Successfully establishing professional relationships (networking) = **5.95**
2. Enhance time management = **5.60**
3. Communicate effectively = **5.78**

Timeline for Measurement:
Survey launched by Skyfactor system on 4/12/2018 with a timeline to complete the survey is 5/4/2018.

Key Performance Indicator(s):
1 = Yes: The average score results exceed the targeted threshold score of **4**—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.

Summary of Data:
The average score results exceeded the targeted threshold score of **4**, thus indicating achieved learning outcome for enhancing each of the three skills.

Strategy for Improvement:
Need to employ a Student Employment Coordinator to develop student employee trainings to enhance the following knowledge and skills: 1) successfully establishing professional relationships (networking), 2) Enhance time management and 3) Ability to communicate effectively.

Student Satisfaction Outcome 2: On-campus student employees will be satisfied with the quality of supervision in setting clear job expectations.

University Traits Linked to SLO:
- Mastery of Content Knowledge and Skills
- Effective Communication Skills
- Critical and Reflecting Thinking
- Effective use of technology

Means of Assessment:
The Skyfactor Student Employment Survey was used to obtain data for the satisfaction level of student employee satisfaction with the quality of supervision in setting clear job expectations. The average score was **5.87.**

Timeline for Measurement:
Survey launched by Skyfactor system on 4/12/2018 with a timeline to complete the survey is 5/4/2018.

Key Performance Indicator(s):
1 = Yes: The average score result exceed the targeted threshold score of **4**—based on a Likert scale of 1 (not at all satisfied) to 7 (extremely satisfied)

Summary of Data:
 The average score result exceeded the targeted threshold score of 4, thus indicating achieved satisfaction outcome of student employees receiving quality of supervision in setting clear job expectations.

Strategy for Improvement:
Need to employ a Student Employment Coordinator to develop supervisor training in providing student employees with information clearly setting job expectations.

Student Satisfaction Outcome 3: On-campus student employees will be satisfied with their on-campus employee experience.

University Traits Linked to SLO:
- Mastery of Content Knowledge and Skills

    Means of Assessment:
    The Skyfactor Student Employee Survey was used to assess students' satisfaction with their on-campus employee experience. The average score was **5.93**

    Timeline for Measurement:
    Survey launched by Skyfactor system on 4/12/2018 with a timeline to complete the survey is 5/4/2018.

    Key Performance Indicator(s):
    1 = Yes: The average score exceeded the targeted threshold score of **4**—based on a Likert scale of 1 (not at all) to 7 (extremely).

Summary of Data:
 The average score result exceeded the targeted threshold score of 4, thus indicating achieved satisfaction outcome of student employees receiving quality of supervision in setting clear job expectations.

Strategy for Improvement:
Need to employ a Student Employment Coordinator to develop supervisor training in providing student employees with clear job expectations.

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 of the stated learning and satisfaction outcomes.

How are you going to improve the program for next year? Which outcomes will you target, and what specifics 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 clear 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. To achieve the above improvements, a dedicated student employment coordinator position is needed to improve the student employment experience, including training for student employees and supervisors. Currently, student employment is being managed 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 FY 2016-17 Retention Committee for Internships and Student Employment proposed the need for hiring of a full-time student employment coordinator and a full-time secretarial/clerical position to provide trainings and to centralize the program to increase efficiency and streamline program processes.

How are you going to improve the program for next year? Which outcomes will you target, and what specifics 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 has recently implemented an applicant tracking system (PeopleAdmin software) to post student jobs and automate the hiring process.

What were the results of the discussion with peer reviewers and the joint meeting between the Co-Curricular and Assessment Committee?
Awaiting Peer Review meetings in July 2018.

Do any improvements need to be made to your plan? How will those be implemented?
See above for specific steps for improvement.