

Team Evaluation Plan

Strategy/Goal Team Name: Student On-Campus Employment

Plan year: FY14

Project: New Student Worker Training

Overall target population size: 50-70

Pilot target population size: 40-55

Comparison group description: Students in target population who did not participate in the pilot.

Target population description: Harper credential-seeking students who are new student workers employed by the College in fall 2013.

Data Sources: Survey data, internal reports

Expected Outcome (What do you hope to accomplish?) Ex. Increase placement into college level courses.	Criteria for Success (How will you determine if the outcome was met?) Ex. After retesting, 25% of students will place into college level course.	Results (Provide the data collected to evaluate this outcome) Ex. 29% (33/105) of students retested into college level course.	Use of Results (How will you use this data? What changes will be made as a result of these findings?)	Processes Impacted
Provide and market training opportunities for new student workers employed by the College.	80% of new student workers will attend a training session.	9 training sessions were held from July – October, 39 students attended, 40% (39/99) of new hires attended training	Although marketing was done to supervisors, Deans Council and administrators, 64% of students did not attend the trainings. Results demonstrating the benefits of training will be published. In addition, supervisors who did not send students to training will be encouraged to send students to training.	
Increase workplace preparedness of new student workers employed by the College.	1. At least 75% of supervisors of new student workers employed by the College will complete evaluations of those workers in 5 areas (customer service, use of office equipment, payroll system, office etiquette, and appropriate dress). <ul style="list-style-type: none"> • Supervisor ratings of pilot population will be at least 10% higher than 	81% (29/36) surveys were completed by supervisors. Ratings were agree, somewhat agree, disagree or N/A. The following percentages were recorded for <u>agree</u> : 90% customer service, 86% use of office equipment, 86% payroll system, 97% office etiquette and appropriate dress).	Students who attended new student employee training were rated by supervisors as being better prepared for their jobs. +24% customer service, +36% use of office equipment, +36% payroll system, +31% office etiquette and appropriate dress).	Consider a mandatory training for new student workers as part of the hiring process.

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	<p>supervisor ratings of comparison group. (Comparison group evaluations will be sent week of October 14.)</p> <p>2. At least 85% of new student workers employed by the College will take part in a self-assessment in order to evaluate whether they were knowledgeable about seven areas covered in training, with 90% reporting that they “know the topic well” (office etiquette, office equipment, time sheets, Harper website, know department, job performance, know Harper).</p> <ul style="list-style-type: none"> Self-assessments of target population will be at least 10% higher than self-assessments of comparison group. (Comparison group self-assessments will be sent week of October 14.) 	<p>Supervisor ratings of the comparison group (6/48), of students who were new hires since July 1, 2013 and DID NOT attend training, were recorded on the same scale. For <u>agree</u>:</p> <p>66% customer service, 50% use of office equipment, 50% payroll system, 66% office etiquette and appropriate dress).</p> <p>The evaluations from the supervisors of the group who attended trainings far exceed those who did not attend by 30+ percentage points</p>		
<p>Increase the number of students who are working on campus.</p>	<p>As a result of assembling a working group of supervisors who will receive training and will be engaged in creating job opportunities for students, Harper will increase on-campus employment over previous year by 2%.</p>	<p>Percentage increase 10.5% (388 students received a paycheck in FY14 and 351 students received a pay check in FY13) July 1-May 5.</p>	<p>Continue to work within the College to increase the number of student workers.</p>	