

CIVSA Research & Assessment Committee

Student Evaluation Project

****Please complete one form for each evaluation you submit****

Name of institution: Anne Arundel Community College

Contact (name): Heather McFarland

Contact phone: (410) 777-1155

This form is utilized to evaluate (check all that apply):

X Tour Guides

Visitor Center Student Workers

Information Services Student Workers

Please describe how this form of evaluation is used with your student workers:

How is this form distributed, i.e. mailed to visitors, given out after tour, etc.?

The tour evaluation survey is given to visitors immediately after the tour has ended.

Who completes the evaluation form, i.e. full-time staff, tour participants, etc.?

Tour participants.

How often do you administer this evaluation? After every tour.

How is feedback given to student workers? We have staff meetings quarterly and I share the information from the surveys with everyone at the meeting.

How do you utilize the feedback from the evaluation? If I have one tour guide who always receives 5's and another tour guide who only gets 3's and 4's, it helps me determine who may need additional training. The tour guides who repeatedly get 5's will take the 3's and 4's on their tours and provides them with helpful tips. Luckily we've never received anything less than a 3 on any of our tour surveys.