

CIVSA Research & Assessment Committee

Student Evaluation Project

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

Name of institution: Cal Poly Pomona

Contact (name): Steve Quintero

Contact phone: (909) 869-4922

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

XXX Tour Guides

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

Each evaluation is given to the student. It provides an opportunity for the student to assess their professionalism, public speaking skills, customer service and effectiveness of their guidance and direction.

The evaluation is a validation of their abilities, skills and pride.

The professional staff uses the evaluation on the student tour guide as a means to base their end of the year evaluation including accolades and improvements.

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

After the tour, an evaluation with cover letter and pre-paid return envelope is mailed that same day to the prospective student.

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

The evaluation form is usually completed by the prospective student. Once in a while, a parent completes the evaluation.

How often do you administer this evaluation?

Daily. Evaluations are sent to every prospective student who takes a guided campus tour.

How is feedback given to student workers?

Students receive feedback in the following manners: evaluation, e-mail, verbally. Evaluation includes both the prospective student guided campus tour and evaluation by the professional staff (once per year). E-mail – a personal message sent from a prospective student or parent regarding their tour experience. The e-mail is usually sent to an professional staff member of the university (President, VP, Dean, Chair, Director, Supervisor). Verbally – the prospective student returns to the Visitor Center or calls to inform the supervisors of their campus tour experience. Regardless of how the feedback is provided, it is always shared with the students by their supervisors: positive or negative.

How do you utilize the feedback from the evaluation?

The professional staff uses the feedback as a means to develop new training methods; re-inforces current training methods; provides support/evidence for the end of the year evaluation of student staff; and it validates the importance of the service being offered and giving by the Visitor Center.

Please submit with a copy of each evaluation form by March 15, 2009

(One copy of the form with each different evaluation form)

to

Denise Wellman at denisew@mailbox.sc.edu or

University of South Carolina

Visitor Center

Columbia, SC 29208