

CIVSA Research & Assessment Committee

Student Evaluation Project

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

Name of institution: Colorado State University

Contact (name): Pushpa Lehene-Singh

Contact phone: (970) 491-2579

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

- Tour Guides  
 Visitor Center Student Workers  
 Information Services Student Workers

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

We use the daily visit evaluation form to give general feedback to our student tour leaders. During staff meeting we select a few exceptional compliments and read them allowed for staff to hear. If a compliment is given to a specific student (i.e. Rebecca was absolutely amazing...) we take the time to share that information with the staff member individually. In the future, our office would like to move towards a system that allows us to match all tour feedback to each tour leader so we can share more consistent feedback. If there are any negative comments from visitors, we incorporate the information learned into training so that we can improve our program.

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

Survey link is emailed to visitors

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

Tour participants

**How often do you administer this evaluation?**

Daily

**How is feedback given to student workers?**

We focus on a system called "feedback that works". We consistently share feedback (both positive and areas of improvement) in a timely manner and we try to create an atmosphere that creates comfort and dialogue. When we give feedback, we try to capture the situation, describe the behavior, and deliver the impact. At the beginning of the year, we also communicate clear expectations and the consequences associated with not fulfilling the expectations.

**How do you utilize the feedback from the evaluation?**

Used to evaluate all components of the visit experience: registration, directions, parking, presentation by Counselor, student led campus tour.

***Please submit with a copy of each evaluation form by March 15, 2009  
(One copy of the form with each different evaluation form)***

**to**

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