

CIVSA Research & Assessment Committee

Student Evaluation Project

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

Name of institution: Rutgers University

Contact (name): Rashel Carnefix

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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:

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

All forms are made available online through Zoomerang.com.

Information Assistant Self-Evaluation Form:

<http://www.zoomerang.com/Survey/?p=WEB228QZ4UYYXA>

Information Assistant Phone Observation Form:

<http://www.zoomerang.com/Survey/?p=WEB228QXKBY2PJ>

Information Assistant Office Observation Form:

<http://www.zoomerang.com/Survey/?p=WEB228QXUVY8JD>

Information Assistant on Call Center Supervisor Evaluation Form:

<http://www.zoomerang.com/Survey/?p=WEB228QZ4XYYZ5>

Ru-Info Public Relations Specialist and Referral Services Appraisal:

<http://www.zoomerang.com/Survey/?p=WEB228QYAVYH3W>

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

The person completing the form varies depending on the type of form being completed. The phone observation is completed by a supervisor. The self evaluation is completed by the Information Assistant. The Information Assistant completes the Information Assistant on Supervisor form. The Information Assistant completes the Information Assistant on Public Relations Specialist form. Supervisors complete the Supervisor on Supervisor form.

How often do you administer this evaluation?

This evaluation is administered twice in an academic year, once during the fall semester and once again during the spring semester.

How is feedback given to student workers?

Each evaluation process creates a system of feedback that starts with the Supervisors (they complete phone observations and office observations for each Information Assistant regarding each individual's strengths and weaknesses), moves to the Information Assistant (they complete an evaluation for each supervisor that they work with, the IA Self-Evaluation and they also receive a one-on-one interview session regarding the results of their phone and office observations), continues to the professional staff (the Supervisors and the Information Assistants evaluate the Public Relations Specialist) and returns to the supervisors (the Public Relations Specialist meets with each Supervisor to discuss the results of feedback received from the Information Assistants).

How do you utilize the feedback from the evaluation?

The Rutgers University community's reliance on Campus Information Services necessitates that we establish a bench mark of high quality service. This makes our evaluation process crucial to maintaining the levels of accuracy, professionalism, and the customer service values we embody. After the formal part of the evaluation process is completed, we use the information gathered regarding areas needing improvement to create supplemental training sessions led by our Mentors. These sessions are used to help refresh our employees on the information that seems to be new or forgotten. The evaluation process is continued outside of its structure by the Supervisors who constantly address areas of needed improvement and actively listen to the information being provided in the call center to ensure accuracy.