

CIVSA Research & Assessment Committee

Student Evaluation Project

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

Name of institution: University of California, Irvine

Contact (name): Bryan Jue

Contact phone: (949) 824 2719

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:

The tour evaluation is given to visitors after each of our tours to evaluate the actual tour guide and the tour itself on a given day.

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

We give this form after each of our campus tours.

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

We have tour participants (visitors) fill out the tour evaluation form.

How often do you administer this evaluation?

The tour evaluation form is given after every tour for prospective students and visitors that we give.

How is feedback given to student workers?

We enter the information into an SPSS database and can track students who are not scoring well. In addition, student tour guides can view their evaluations after the tour. If we notice a consistent set of low scores, we will approach the tour guide and look for ways to help them improve their scores.

How do you utilize the feedback from the evaluation?

We create a monthly summary of the evaluations that are given and keep them on file to track how we are doing.

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