

CIVSA Research & Assessment Committee

Student Evaluation Project

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

Name of institution: University of California, Riverside (Riverside, CA.)

Contact (name): Alex C. Ruiz (Tours Coordinator, Undergraduate Recruitment

Contact phone: (951) 827-5045

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

Tour Guides

Visitor Center Student Workers

Information Services Student Workers

Web content use, parking experience, and customer service

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

Evaluation assists to support with annual appraisal of tour guide performance.

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

Evaluation is available to all visitors after the tour in the Campus Tours Office

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

Prospective students and guests complete the evaluation (optional).

How often do you administer this evaluation? Once a year (during the summer).

How is feedback given to student workers? Average ratings and comments are recorded and then provided in an annual report.

How do you utilize the feedback from the evaluation? Feedback is used to justify changes and improvements to the program.

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