

CIVSA Research & Assessment Committee

Student Evaluation Project

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

Name of institution: University of Wisconsin - Madison

Contact (name): Michael Phillips – Customer Service Coordinator

Contact phone: (608) 263-0636

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

Tour Guides

Visitor Center Student Workers (Student Supervisors)

Information Services Student Workers (Student Supervisors)

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

This form is used as a conversational template to discuss the performance of the student supervisors. The Information Guide Coordinators have this discussion with the Information Guides regarding the Information Guides' one-on-one IG Supervisor. This form does not directly utilize feedback from our visitors.

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

This form is e-mailed out to all staff so they may compile their personal thoughts before the assigned discussion time.

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

This evaluation is a discussion between the Information Guides (front line student staff) and the Information Guide Coordinators.

How often do you administer this evaluation?

Twice per semester (mid and end)

How is feedback given to student workers?

All feedback is given verbally through a meeting and in writing as a summary. The meetings involve discussion of the feedback as well as the setting/updating of goals.

How do you utilize the feedback from the evaluation?

The feedback from this form is a part of the overall IG Supervisor evaluation. This information is also taken into account when deciding IG Supervisor raises.

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