

**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 evaluation is sent out as a web survey. It is used to gauge general feelings of the campus visit program. In most cases this feedback is given to all of the tour guides unless the tour guide is specifically mentioned by name.

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

E-mailed within a week of the campus visit

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

Tour participants

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

After every tour; compiled monthly

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

Depending on the nature of the feedback it may be given during staff meetings or during one-on-one meetings.

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

The suggestions from the comment boxes are the most useful portion of this evaluation. The best feedback comes from open discussion as opposed to assigning a ranking to a particular service. While we cannot implement all of the suggestions we certainly take relevant ones seriously.

***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](mailto:denisew@mailbox.sc.edu) or*

*University of South Carolina*

*Visitor Center*

*Columbia, SC 29208*