

CIVSA Research & Assessment Committee

Student Evaluation Project

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

Name of institution: West Texas A&M University

Contact (name): Alyson Cantu

Contact phone: (806) 651-2009 _____

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:
We track the students tours, and we ask the prospective students for the date and time of the tour that was taken. We compile the information that we receive from the surveys and sort through comments about each tour guide.

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

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

How often do you administer this evaluation? Surveys are mailed out at the end of every month

How is feedback given to student workers? We have monthly meeting to discuss feedback that was received through evaluations. We like to point out the good comments and give credit to individuals that receive positive comments.

How do you utilize the feedback from the evaluation? This information helps us focus on what the students expectations are, what they didn't like about the

tour, and help us create ways to more effectively represent the university through tours.

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