DATA GALA

Bobcat Depot

Learning Goal

Adaptability: Bobcat Depot student employees will be able to adjust to changing environments.

Interpersonal Communication: Requires communicating with customers, other student employees and full-time staff. This requires listening to the customer's needs and in turn being able to deliver our recommendation(s) to the customer in a knowledgeable and respectful way.

Bobcat Depot Overview

- Yearly Revenue ~ $5 million
- 2 full-time staff member (had 3)
- Student Employees 12-15 per semester
  - Front Sales Desk
  - Social Media
  - Inventory Associate
- Takes full semester to 1 year for complete training
- Typically hire freshman and they stay employed until graduation – 85%

Introduction

How will our student employees learn information to master these learning outcomes?

- Training (Intro and Continued)
- Role Playing with Full-Time Staff
- Senior student employees working with newer student employees
- One-on-One Customer Interactions
- Practice

Assessment Process

- Meaningful Conversation with our Student Employees
- Observation & Follow-Up
- Apple Online Training
- Brown Envelope Questions

Meaningful Conversation
- Student having issues passing a class, wanted to quit OU and transfer after being here 4 years. Advised them to talk to advisor and to not transfer.

Meaningful Conversation
- Student preparing for job interview
- Nervous and wanted advice.

Brown Envelope Questions
- Students wanted a face-to-face sit-down evaluation each semester to discuss performance and pay raises
- Suggested different scheduling

Timeline

JANUARY '19 Required all student employee to take quarterly Apple training.

FEBRUARY '19 Meaningful Conversations Started and Documented

OCTOBER '19 Started Brown Envelope Monthly Questions

DECEMBER '19 Formal one-on-one evaluations

MARCH '20 Stopped due to COVID

SEPTEMBER '20 Re-grouped and re-started

Limitations and Next Steps

In reviewing our data and development, we realized that we need to do better at documenting our progress.

We have a small team so there has always been good communication, but documentation was lacking. Full-time staff often met to discuss changes, students' performance, daily business but now we are documenting our new processes and results better.

Team Members

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