



## Conference and Event Services: Student Collaboration

### LEARNING OUTCOME

Student Building Managers (14) will be able to demonstrate effective collaboration with colleagues to perform necessary tasks per shift.

### Background and Methodology

Students are trained in group settings in order to complete large task together. They regularly must delegate tasks within various buildings while making sure that the overall operation is functioning.

Each of 3 daily building manager reports will include a section where the student must enter a narrative regarding how they utilized team development skills during that shift.

In addition to daily report logs, students will have a mid-semester and end of semester evaluation meeting. Preassessments were compared to shift reports to view progress towards goal.

Post assessments were planned but COVID response halted progress when students left campus

### EVIDENCE

During evaluations, the students were asked to cite circumstances throughout their shifts/reports that demonstrate their growth in the selected area.

### ANALYSIS

We learned that our students are excited and appreciative of the learning goal they selected to help improve their professional skillset.

We helped identify strong correlation between learning goals and success in their professional career post-graduation. The students were encouraged to self-select a learning goal that matched a weakness of theirs and use their employment opportunity to improve.

Our students were more apt to have the desire to be able to work on these learning goals. Our students have experienced a sense of encouragement and peak team development when full time staff partnered to execute a task.

### Selected Quotes from Students

n=14

Olivia Baumgartel

Lexi and I **worked together** to bring the newspapers in and figure out where to put them since there were about 15 stacks.

Isabella Mershon

It was ESA Sam's first shadow shift, so I **took her to Walter and showed her around** and explained what our duties are there.

Luke Ervin

Worked with the ESA's on flipping the combo room. Madi and Morgan both came and **talked with me about what we as a team needed to get done together.**

Isabella Mershon

Since there was a lot going on in the building and Walter chairs just needed reset, **we decided** I would go over to Walter while they struck tech around the building.

Isabella Mershon

With fewer students on shift, **I worked closer** with ESAs than a normal shift to make sure they had everything under control. They did great!

### IMPLICATIONS & NEXT STEPS

We will review our new student employment model and select a learning goal for managers to work towards. We will continue progress on this goal if we have returning student employees from this group after we reopen

### TEAM MEMBERS

- Jeremy Schaffer
- Makayla Westerfeld
- Evan Wilkof (formerly)