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.

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

Timetable

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

JANUARY ‘20
- Stopped due to COVID

MARCH ‘20
- Re-grouped and re-started

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%

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

Kim McClain
Josie Dailey

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