Event Services
Assessment Information

Assessment #1 – Customer Satisfaction

- Link - https://ohio.qualtrics.com/jfe/form/SV_e55WhSbbdb1B0cR
- Details
  - Designed with the intent of continuous quality improvement, the customer satisfaction survey is available on Event Services’ website and sent randomly to customers after events. Designed using Qualtrics, it asks basic questions regarding services used, spaces utilized, and satisfaction levels.

- What did we learn
  - We just began utilization of this survey in the past few months, so no data is available to report as of this time. We anticipate information gathered, will lead to operational improvement.

Assessment #2 – Student Mentorship Program

- Link (Pre) - https://ohio.qualtrics.com/jfe/form/SV_eb8GxWuYCc6bj4V
- Link (Post) - https://ohio.qualtrics.com/jfe/form/SV_eXo8kteeFP8PGNT
- Details
  - Event Services Student Mentorship program was designed to pair undergraduate student employees with full-time professional employees to further develop professional and personal skill sets. A pre-assessment was given to those students that entered the program and then a post-assessment was given at the conclusion of the semester.

- What did we learn
  - Although the program is still in the infancy stages, we were able to better understand what our student employees are looking for out of their employment and mentorship. Post-assessment data is not yet available.

Assessment #3 – Student Employment Pre Assessment

- Link - https://ohio.qualtrics.com/jfe/form/SV_062IL7NoCqw8sgB
- Details
  - Designed to evaluate the work environments of the Division of Student Affairs employees, this Qualtrics survey is given to all employees prior to the start of their employment. It asks basic demographic information, academic status, and work experience questions.

- What did we learn
  - We are able to better understand our employee’s competency levels and the importance they place on certain aspects of work.