

2017 Student Employee Outcomes

Perceptions of the on-campus employment experience



Alaska PEAK

Student Affairs (SA) at the University of Alaska Anchorage (UAA) is committed to providing student employees with the opportunity to gain valuable skills and experiences through on-campus employment that will enhance their personal development, professional growth, and academic success. With more than 850 students employed at UAA annually, UAA has a valuable opportunity to make student employment a high impact practice that enables students to reflect and integrate learning within and beyond the classroom.

Alaska PEAK is a framework for the on-campus student employment experience that leverages reflective learning and relationship building between student employees and their supervisors.

Alaska PEAK's Student Employee Learning Outcomes (SELO) are used by supervisors as a guide to support the development of individual student employees. As a result of on-campus student employment at UAA, students have the opportunity to develop:

PRACTICAL SKILLS - Demonstrating competency in customer service, project management, technical skills, effective communication, time management and goal setting and attainment.

COGNITIVE COMPLEXITY SKILLS - Articulating an application of resources, referrals, and

federal/state/university policies and regulations, and an awareness of transferable skills.

INTERPERSONAL SKILLS - Sustaining collaborative teamwork opportunities, an appreciation and awareness of diverse communities and practices, and implementation of conflict resolution and mediation.

INTRAPERSONAL SKILLS - Recognizing individual development evidenced by a commitment to ethics, integrity, and realistic self-appraisal.

Survey Purpose

The purpose of this survey is to monitor and adapt the Alaska PEAK program to student perceptions regarding their on-campus student-employment experience, as well as their perceptions about the skills they are gathering through their employment.

Methodology

Findings are based on the 263 responses to the UAA Student Employee Student Outcomes Survey (response rate = 38%).

The 2017 data collected was compared to baseline data gathered in 2015. The skills evaluated in this survey reflect the attributes within the Student Affairs Student Employee Learning Outcomes (SELO's).

The survey was administered electronically in May 2017 by the Office of Student Affairs through Qualtrics®. Emailed surveys were sent via the best email address of 696 Spring 2017 student employees at the UAA Anchorage campus as identified by the Institutional Research.

Classroom Skills

The survey results revealed that students are making the connection between on-campus employment and the acquisition of employability skills.

Oral and written communication skills (61%), and critical thinking and problem solving skills (46%) topped the list of classroom competences students applied to their student-employment functions.

Survey Results

Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree

The 2017 Student Employee Outcomes Survey asked students to reflect on their work as an on-campus student employee and to rate their level of agreement to which their job helped them to develop 17 different skills. The survey results revealed that students expressed overwhelmingly positive experiences in their on-campus jobs and learning gains across a wide variety of skills.

Prioritize tasks and use time fully



Be personally accountable for my positions responsibilities



Improve oral communication skills



Improve written communication skills



Create a common understanding and acknowledge opposing viewpoints when mediating conflict.



Assess and acknowledge my personal interests, skills, abilities and growth areas.



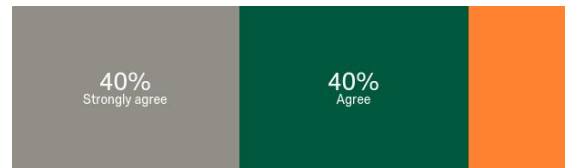
Identify my transferable skills that will be useful for future employment.



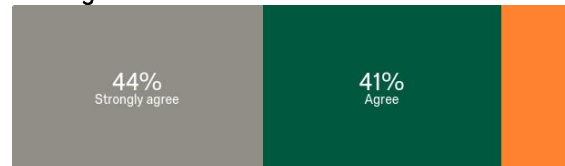
Work cooperatively with individuals with a variety of backgrounds, experiences, cultures and points of view.



Convey the value and purpose of university programs and services.



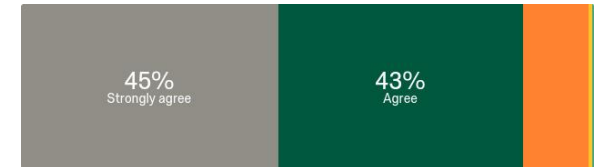
Apply objective and ethical reasoning in decision-making.



Better navigate university resources, policies and regulations.



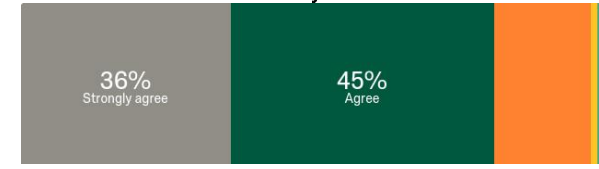
Articulate what characteristics I value in a work environment.



Create goals and action steps for achieving project outcomes.



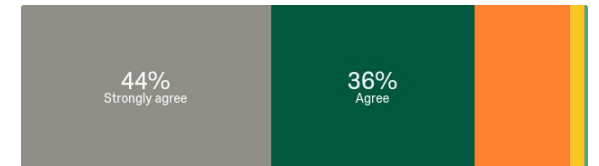
Identify connections between learning and growth occurring in my academic coursework, career preparation, outside-the-classroom activities and daily life.



Respond to the needs and questions of others in a timely, patient and courteous manner.



Articulate the advantages of working in a diverse environment.



Distinguish appropriate communication methods and use of technology for different situations and audiences.





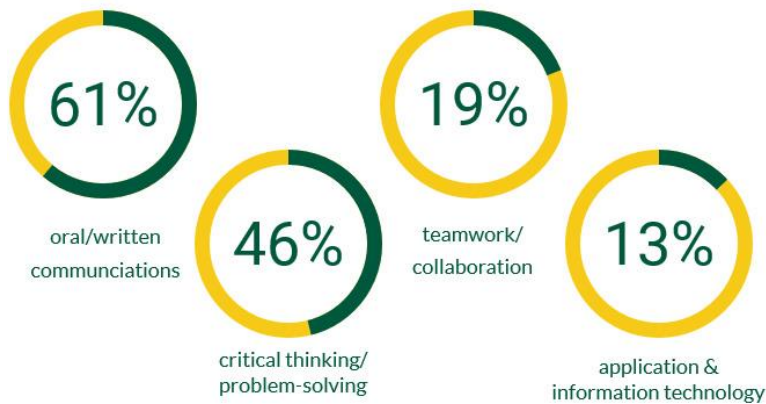
Student-employment Skills

Students expressed that their on-campus employment experience provided them with the opportunity to develop their critical thinking and problem-solving skills (72%), hone their written/verbal communication skills (68%), and build capacity for teamwork and collaboration (44%).

Due to the nature of most student-employment opportunities application and information technology skills were negligible when compared to use in the classroom environment.

Classroom learning

Describe one example of how you have applied learning from your classes to your job.



"As an early childhood education major, I have learned a great deal about culturally responsive education, which has helped me immensely when tutoring international students, encouraging them to apply material in ways that connect to their culture."

"If students had issues with a particular concept related to technology, I would be able to assist them due to my experiences from classes I took"

On-campus employment learning

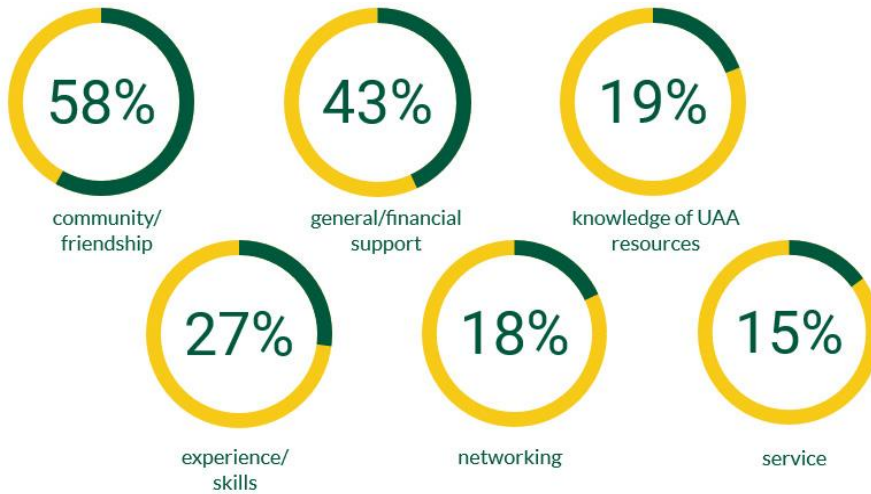
Describe one skill that you've gained in your job that can be transferable to future employment opportunities or will support your professional or personal success.



"As a German tutor, I've been able to spend quite a bit of time working one on one with different people, and thus have learned to identify strengths and weaknesses as well as communication strategies to best get an idea across."

Enhancing the student experience

Describe one specific way your work as a student employee has positively influenced your experience at UAA.



"Working as a student employee has given me time and space to be more dedicated to my studies while also earning an income. I cannot express how thankful I am."

"I really became a part of the UAA family. I gained a deeper love for our school. I made so many new friends and connections in the community that I wouldn't have had if I never worked for the university."

Conclusions

UAA on-campus student employment has a meaningful positive outcome on the overall student experience. Student-employees find both financial and educational support, create community, and learn and document skills that will benefit them long after graduation.

The 2017 Student Employee Outcomes survey demonstrates that the Alaska PEAK framework is viewed by students as a high-impact, active learning practice.

The cumulative effect is the creation of a learning community that will contribute to UAA's retention and degree attainment goals by supporting student-employees through their program journey.

Office of Student Affairs

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