**Campus Information & Visitor Services**

**Goals and Objectives 2015-2016**

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| **Increase internal and external awareness of Campus Information and Visitor Services** |
| 1. Create a short information email targeted to the four colleges and services departments outlining role, services, and how CIVS can be a resource to departments |
| 1. Create short PowerPoint that covers services provided by CIVS |
| 1. Create flyer listing services CIVS offers the campus community |
| **Secure resources necessary to restore service hours lost by shortfall in Student Assistant funding** |
| 1. Develop three service scenarios based on different types and levels of funding |
| 1. Request mid-year funds to restore service hours |
| 1. Submit application for funds from the Student Assistant Funding initiative |
| 1. Submit application for Federal Work Study students requesting continuation of current slots and the addition of two more slots |
| 1. Work with the Veterans Resource Center to add VA funded work study students to the department |
| **Identify and acquire equipment needed for efficient and effective delivery of service** |
| 1. Secure two new, or newer, desk top computers for display of campus events and for retrieving information |
| 1. Add a scanning and cutting machine to increase accuracy and reduce labor needed to create thematic decorations for university events, such as orientation |
| **Provide opportunities for student employees to develop transferable work skills for their upcoming careers** |
| 1. Schedule individual meetings with each student employee twice per semester to assess job performance as it relates to the interpersonal skills they need to be effective in their student employee role and what they need to work on to be successful in the full-time workplace |
| 1. Develop and implement a “secret shopper” evaluation focused primarily on the students’ interpersonal skills. Survey to be administered at least twice to each student employee by the end of February 2017. |
| 1. Modify student employee manual to reflect overall student employee needs based on individual meetings and secret shopper surveys |