University Commons and Student Activities
2002 – 2003 Student Employee Survey Analysis
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Executive Summary

- 26 UCSA Student Staff responded to the survey administered in Spring 2003.

- Fourteen respondents worked less than a year at UCSA, while 12 respondents worked one or more years at UCSA.

- Five respondents reported average working hours of 5-14 hours. Eleven respondents reported working an average of 15-20 hours per week. Three respondents reported working an average of 24-30 hours per week.

- The three initial reasons for initially seeking employment within UCSA were: Convenient location (17), Money (17), Work Experience (16).
  The three reasons for continuing employment within UCSA were: Work environment (18), Money (18), Convenient Location (17).

Strengths

- 80 – 89% of respondents either strongly agreed or agreed that working at UCSA:
  Improved their verbal communication skills, improved their customer service skills, improved their ability to resolve interpersonal conflict, improved their ability to work with difficult people, provided them with opportunities to meet people from diverse backgrounds, enhanced their understanding of people whose backgrounds were different from theirs, improved their leadership skills, improved their ability to manage crisis situations, improved their ability to recognize problems they could solve vs. reporting the problem to a supervisor, improved their ability to perform under pressure, improved their ability to apply workplace policies and procedures to different situations, and improved their ability to understand workplace politics.

- 90 – 100% of respondents either strongly agreed or agreed that working at UCSA:
  Improved their non-verbal communication skills, improved their ability to prioritize tasks, improved their time management skills, improved their decision making skills, strongly improved their teamwork skills, provided them with the opportunity to exercise leadership skills, improved their ability to use judgment in problem solving, improved their ability to understand organizational culture, helped them develop skills that will be useful to them in their future careers.

Weaknesses

- Respondents did not agree that working at UCSA improved their knowledge of emergency procedures. However, since this survey was administered a comprehensive risk management training program has been implemented.