Mānoa Works
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Mānoa Career Center

Mānoa Works is designed to increase the college retention and success of need-based students through part-time work experience with campus employers. Students in the Federal Work Study program are provided with additional support to secure a campus-based job in positions that promote student success, recruitment, campus engagement and outreach. In support of student’s development and learning, career and professional development training was designed to increase their awareness and preparedness with the use of Peer Trainers from our MCC student assistant pool.

// GOALS
1. Increase the usage of work study (need-based aid) by students and employers
2. Develop students’ career and professional life skills to prepare them for successful transition into the future workforce
3. Leverage funds for hiring departments to pay 25% of the student’s wages; the federal government subsidizes the remaining portion

// NEEDS ANALYSIS: CAREER & PROFESSIONAL DEVELOPMENT TRAINING
A needs analysis of participating supervisors was conducted to guide the design and development of training modules. Results demonstrated “professionalism” as the top area followed by critical thinking/probem solving, career development, and time management.

What areas do you feel student employees need to improve on?
- Professionalism
- Career Development (self-assessment, job search)
- Critical Thinking & Problem Solving
- Time Management
- Budgeting (financial literacy)
- Customer Service
- Communication
- Enthusiasm & Attitude
- Networking
- Teamwork

// ASSESSMENT METHODS

Communication Session Student Learning Outcomes
- Students will understand the importance of two-way communication.
- Students will recognize that people may need to receive information in different ways in order to be successful or meet the same end goal.
- Students will be able to distinguish between praise, criticism, and feedback.
- Students will be able to articulate ways to respond to criticism.

Direct Assessment of Learning

Effective communication is the ability to only provide information with those around us. True or False?

Individuals may need to receive information in different ways in order to be successful in meeting the same end goal. True or False?

What are the following statements… Praise, Criticism, or Feedback? (select one)

a. "I noticed you’ve been coming in late the last couple of days." Praise / Criticism / Feedback
b. "You did such a great job on the project." Praise / Criticism / Feedback
c. "You were not much help on this project." Praise / Criticism / Feedback

Indirect Assessment of Learning

I increased my awareness of communication.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>SLO Statement</td>
<td>Outcome</td>
<td></td>
<td></td>
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</table>

// FINDINGS

Successful Strategies
- Use of needs analysis to determine training topics
- Evaluated SLOs using both quiz questions and self-assessment questions on the evaluation survey
- Used observation as a tool to assess the SLOs
- Use of reporting template

Challenges & Opportunities
- Participation rates of student assistants to attend session(s)
- Get feedback and engagement from the supervisors

Use of Results

Determined initial success of session and decided to continue as is to see whether success will apply to larger populations

<table>
<thead>
<tr>
<th>SLO Statement/Outcome</th>
<th>Assessment Tool/Instrument</th>
<th>Benchmark Standard</th>
<th>Benchmark Standard Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>SLO1: Students will understand the importance of two-way communication.</td>
<td>Observation</td>
<td>100%</td>
<td>Yes</td>
</tr>
<tr>
<td>SLO2: Students will recognize that people may need to receive information in different ways in order to be successful or meet the same end goal.</td>
<td>Observation</td>
<td>100%</td>
<td>Yes</td>
</tr>
<tr>
<td>SLO3: Students will be able to distinguish between praise, criticism, and feedback.</td>
<td>Observation</td>
<td>100%</td>
<td>Yes</td>
</tr>
<tr>
<td>SLO4: Students will be able to articulate ways to respond to criticism.</td>
<td>Observation</td>
<td>100%</td>
<td>Yes</td>
</tr>
</tbody>
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The Mānoa Career Center partners with faculty and employers to empower students in career life planning. Mānoa Career Center supports students in their career and personal development through awareness, exploration, experiences, and reflection of on-campus and off-campus work-based learning opportunities. Key programs and services include: career counseling, career planning sessions and workshops, graduate school planning, Cooperative Education and internships, Federal Work Study, campus sponsored career information sessions, and employer sponsored career information sessions, graduate and law schools fair, and bi-annual career fairs.

Designed by Geraldine Villanueva