UNIVERSITY POLICE COMMUNITY SERVICE OFFICER (CSO) PROGRAM

Assessing CSO Student Employee Learning Outcomes

What is the Police CSO Program

An auxiliary student organization within University Police Department

CSO Program Background

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- CSOs first hired in 1980s –intermittent
- U.S. DOJ COPS MORE Civilian/Technology Grant (1998)
  - Full time staff position, mobile technology
  - (5) CSOs funded
  - Three year grant
- CSO Program expanded - Agreements with UHS, Library, Village and Live Scan Service
- CSO Program 100% Self-Sustaining

CSO Employee Assessment

What do we want to know?

- Are CSOs gaining skills that will enhance their academic success and career development?

- To what extent are CSOs improving in particular skills in key areas as a result of their employment experience?

  - *Collaboration and Teamwork*
  - *Independence and Responsibility*
  - *Leadership and Practical Skills*

CSO Employee Assessment

Phase One (Current) – CSO Baseline Survey

- Develop outcome statement
- Develop/Conduct survey – Campus Labs
- Analyze and share results
- Utilize findings to identify training needs and other program improvements

CSO Program Assessment
Outcome Statement

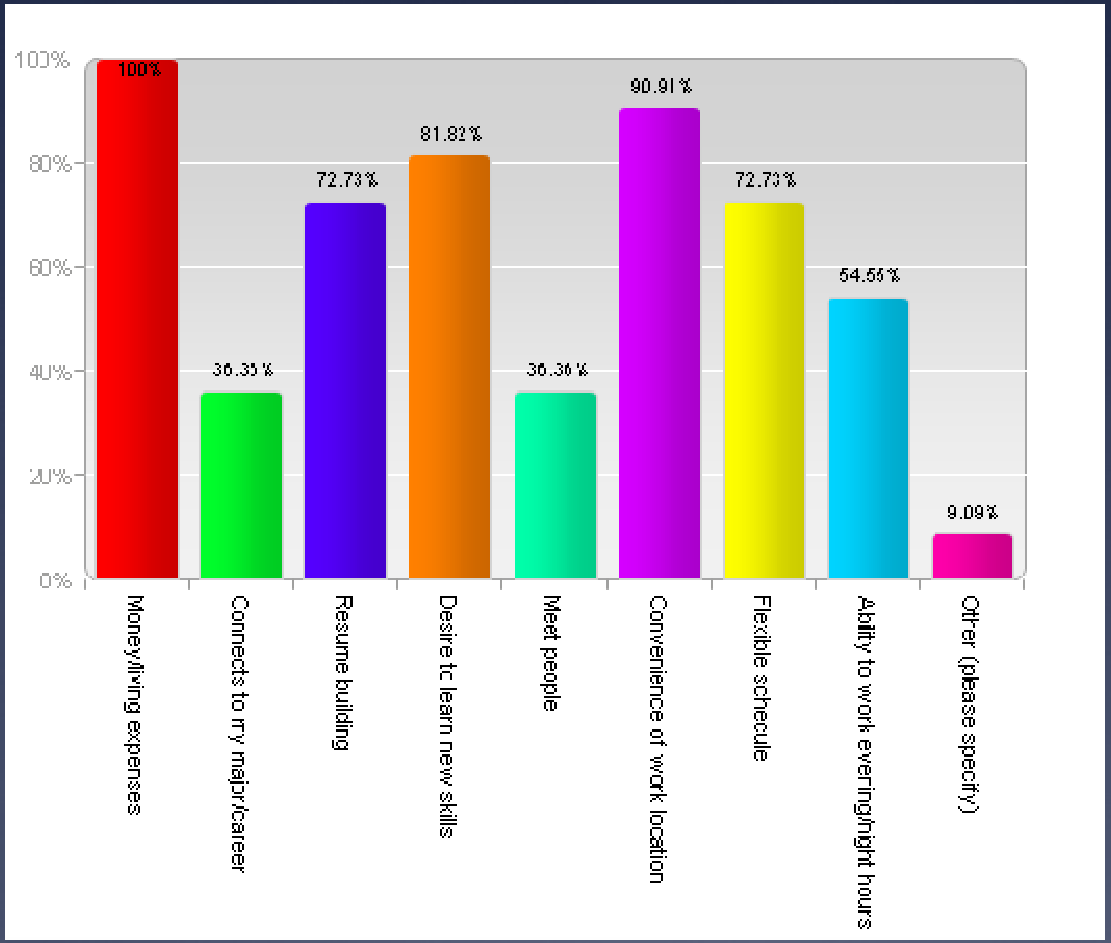
As a result of work experience as a CSO, a minimum of 80% of student employees will self-report "A Great Deal" or "Considerable" improvement in identified key skills.

CSO Program Assessment
Respondent Demographics

- All class standings, majority Juniors/Seniors
- Age range 18-25
- 9 Male, 2 Female
- Multi-Ethnic
  3 API, 4 Caucasian/White, 4 Latino, 1 Native American
- 82% live off campus, 18% on campus
- No International Students

CSO Employee Assessment

Why did you seek an on campus job?



CSO Employee Assessment

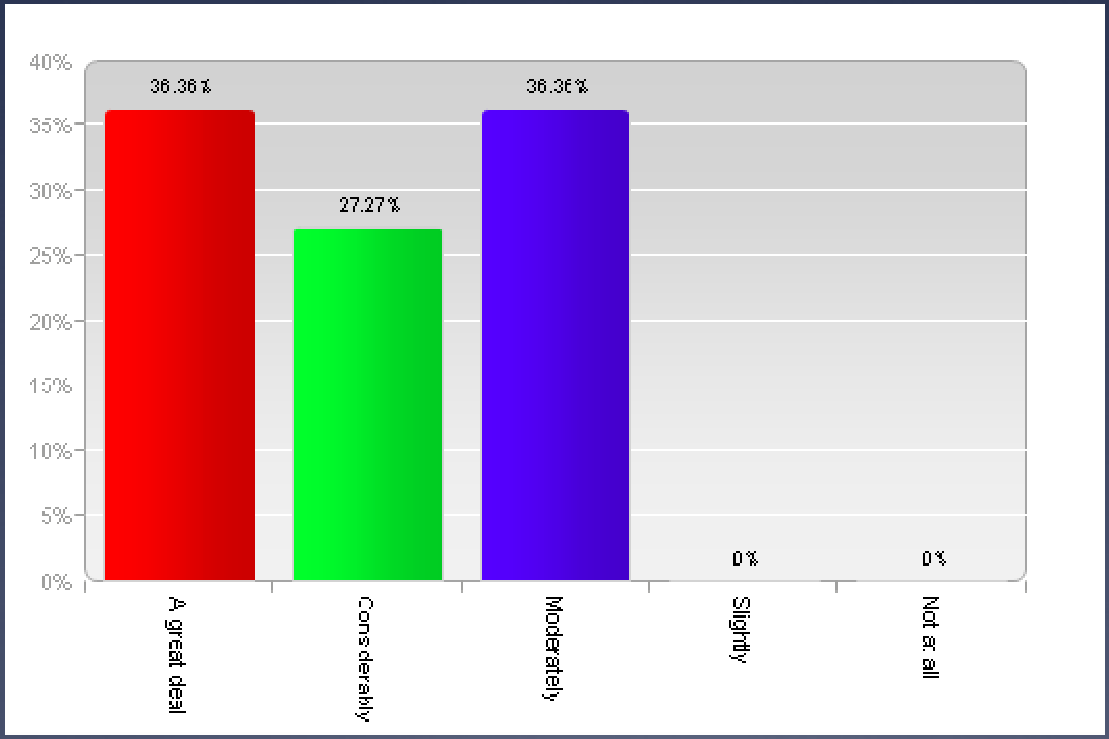
Survey Results

To what extent have the following improved as a result of working as a CSO:

CSO Employee Assessment

Survey Results

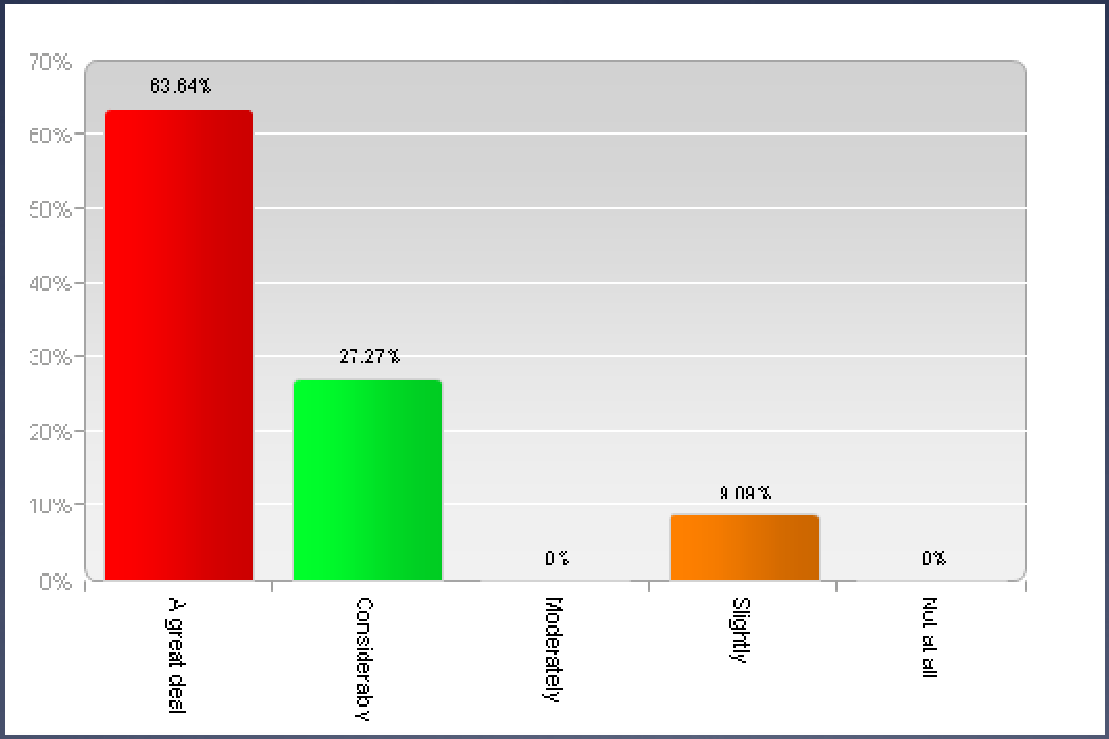
Working collaboratively with others



CSO Employee Assessment

Survey Results

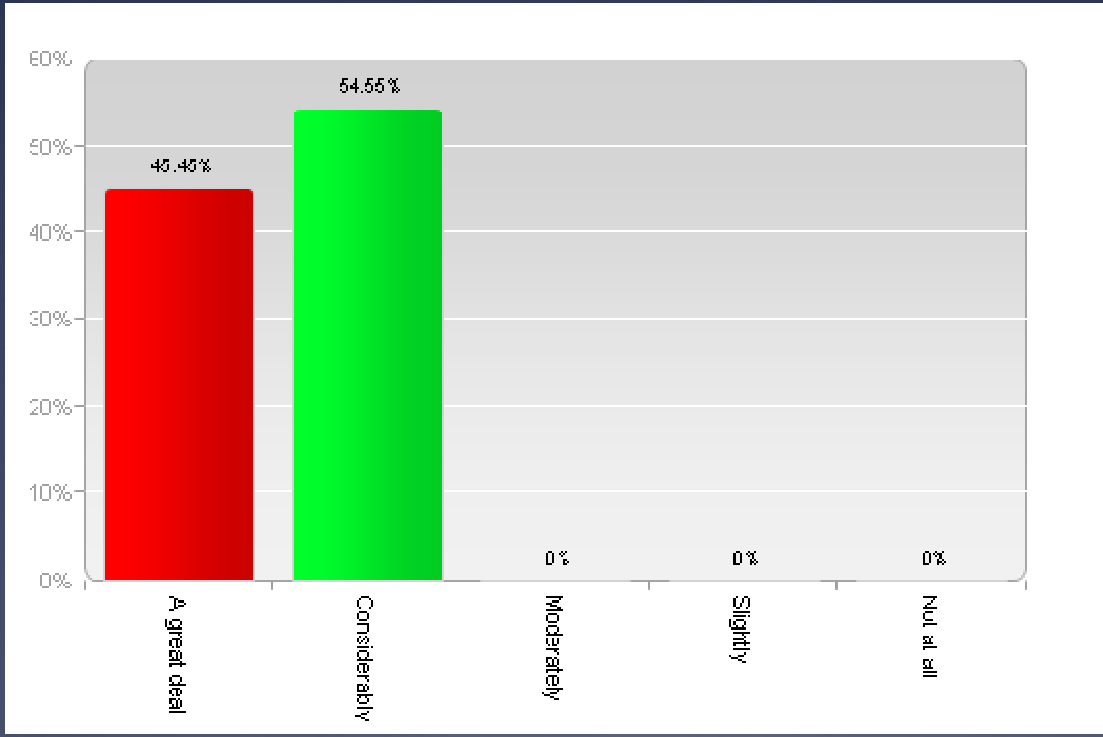
Working with difficult people



CSO Employee Assessment

Survey Results

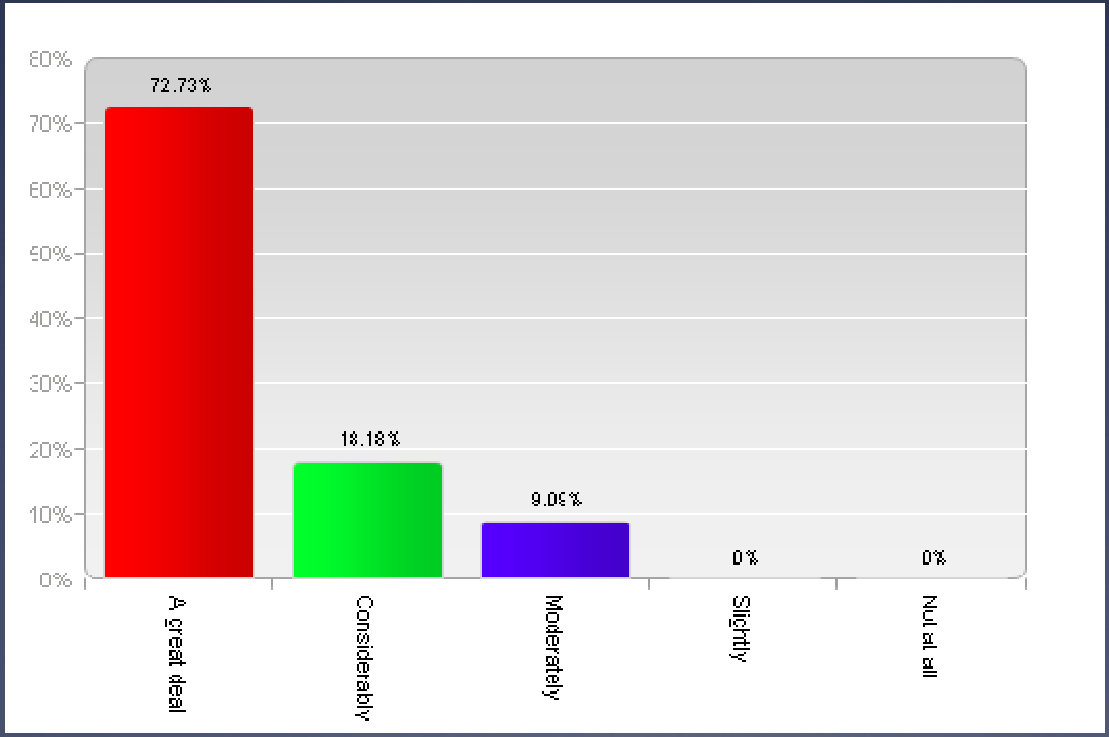
Determining when to act alone or when to consult a supervisor



CSO Employee Assessment

Survey Results

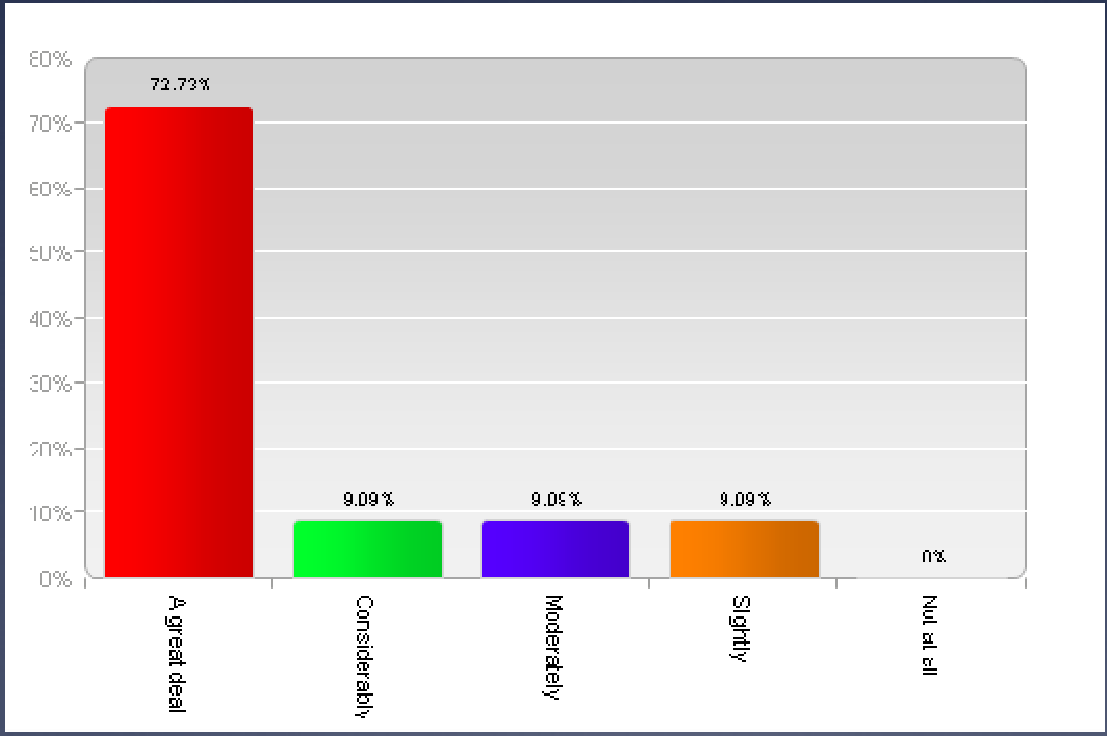
Time management skills – balancing classes, work, volunteer activities and personal commitments



CSO Employee Assessment

Survey Results

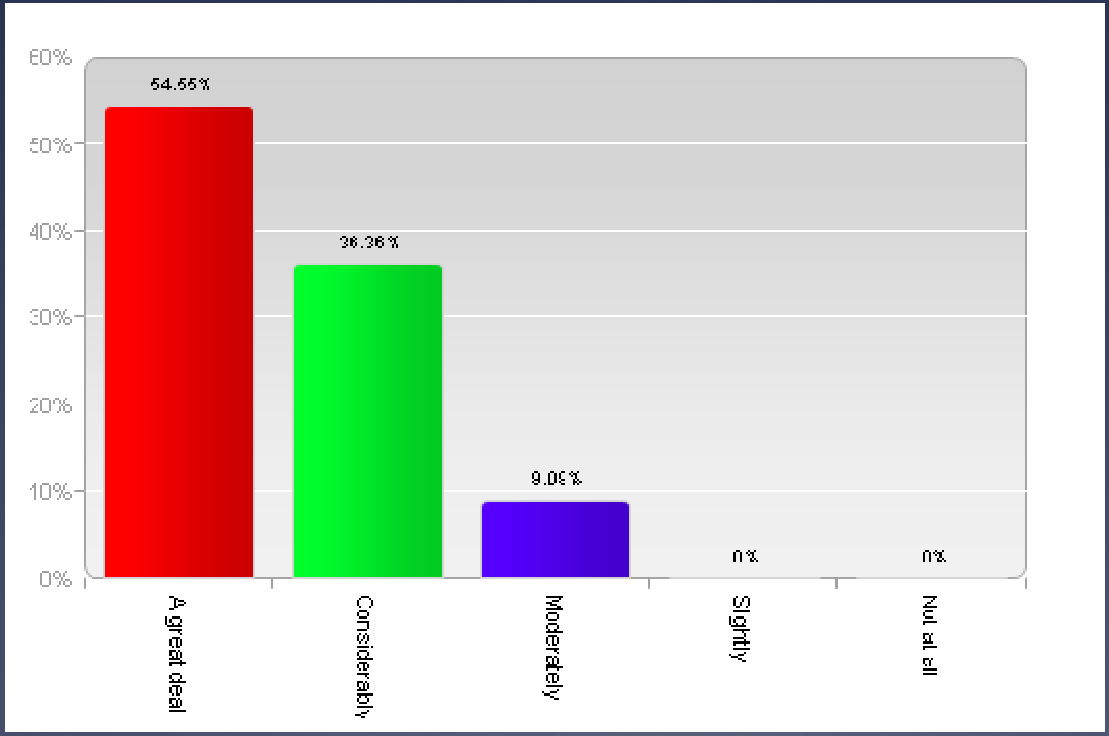
Practicing ethical behavior and decision making



CSO Employee Assessment

Survey Results

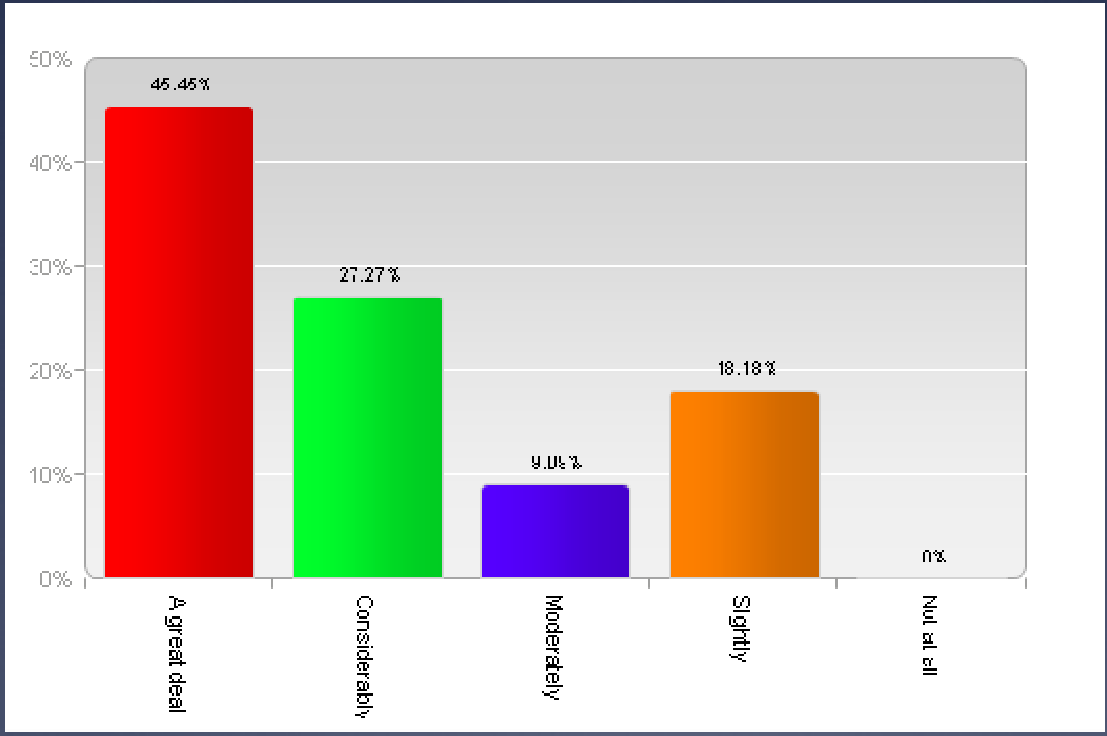
Communicating effectively (verbal)



CSO Employee Assessment

Survey Results

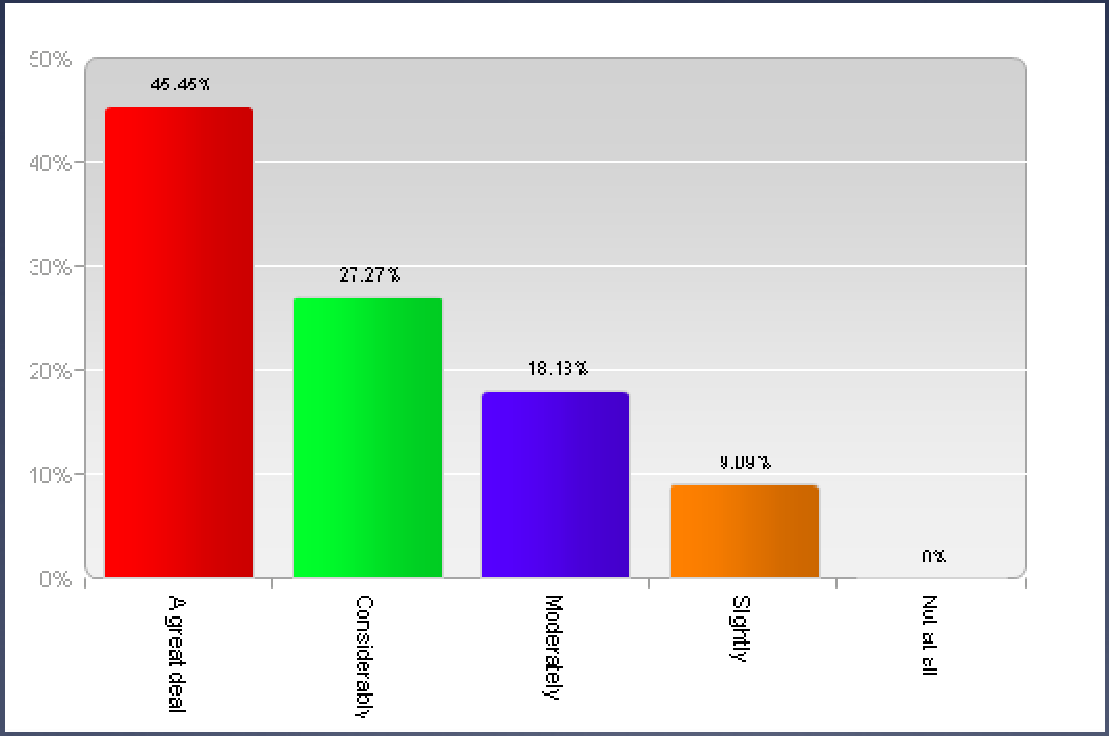
Communicating effectively (written)



CSO Employee Assessment

Survey Results

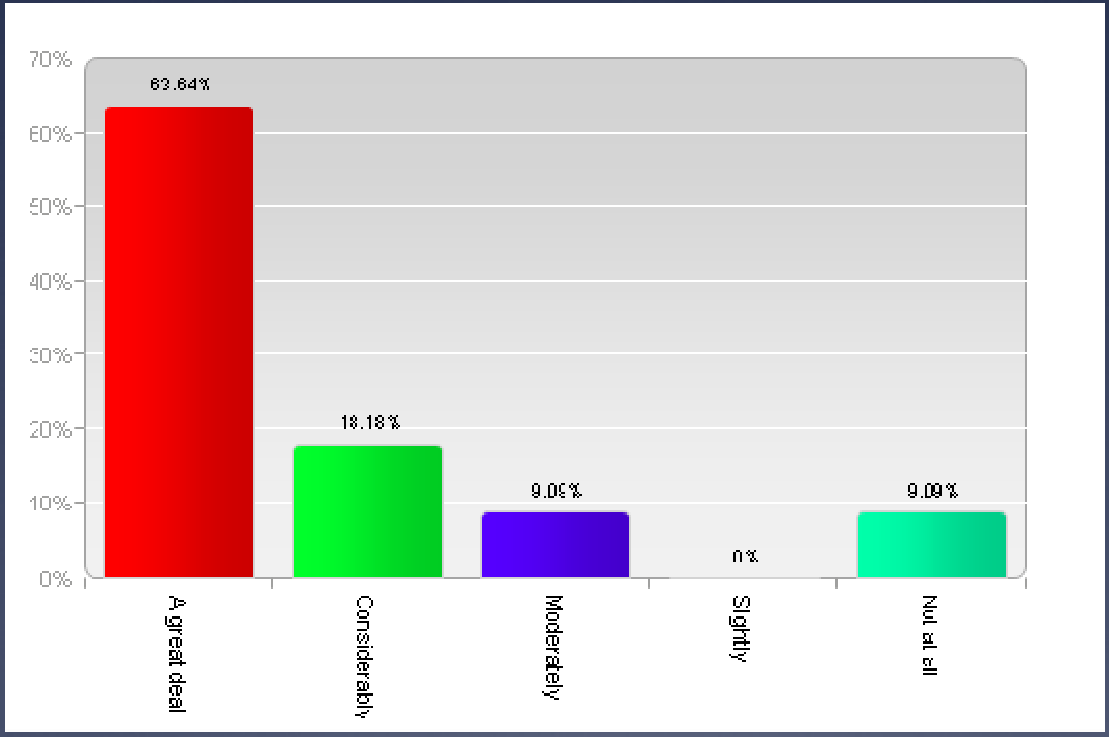
Resolving interpersonal conflict



CSO Employee Assessment

Survey Results

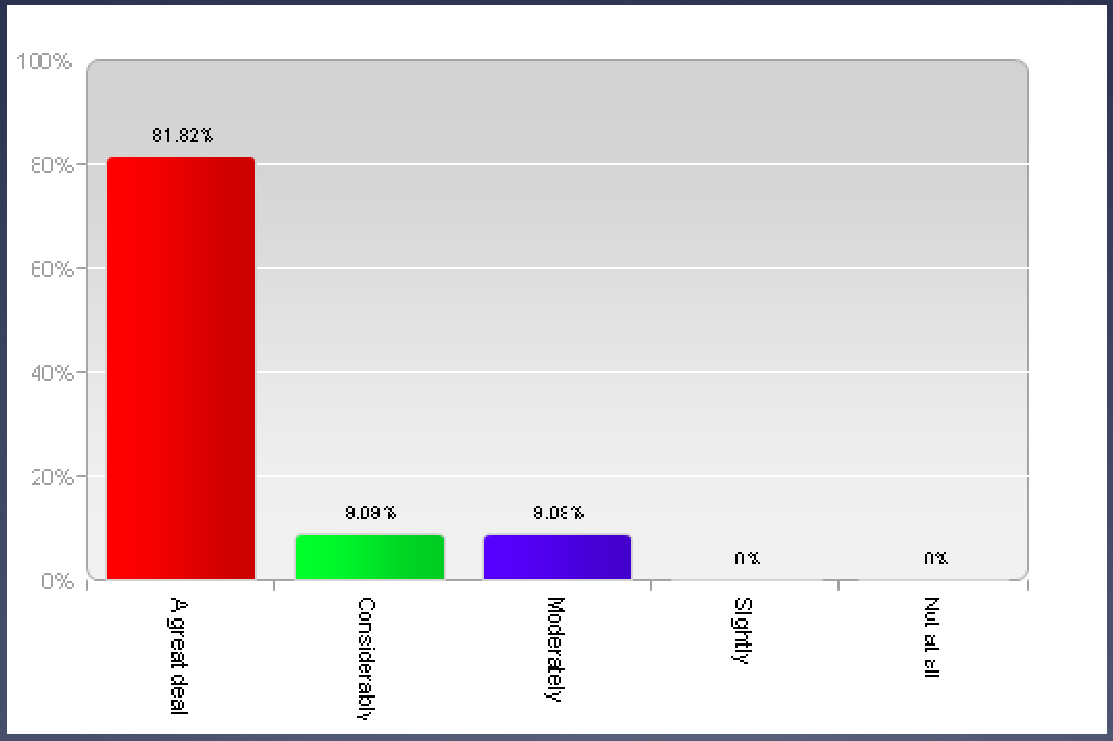
Problem solving



CSO Employee Assessment

Survey Results

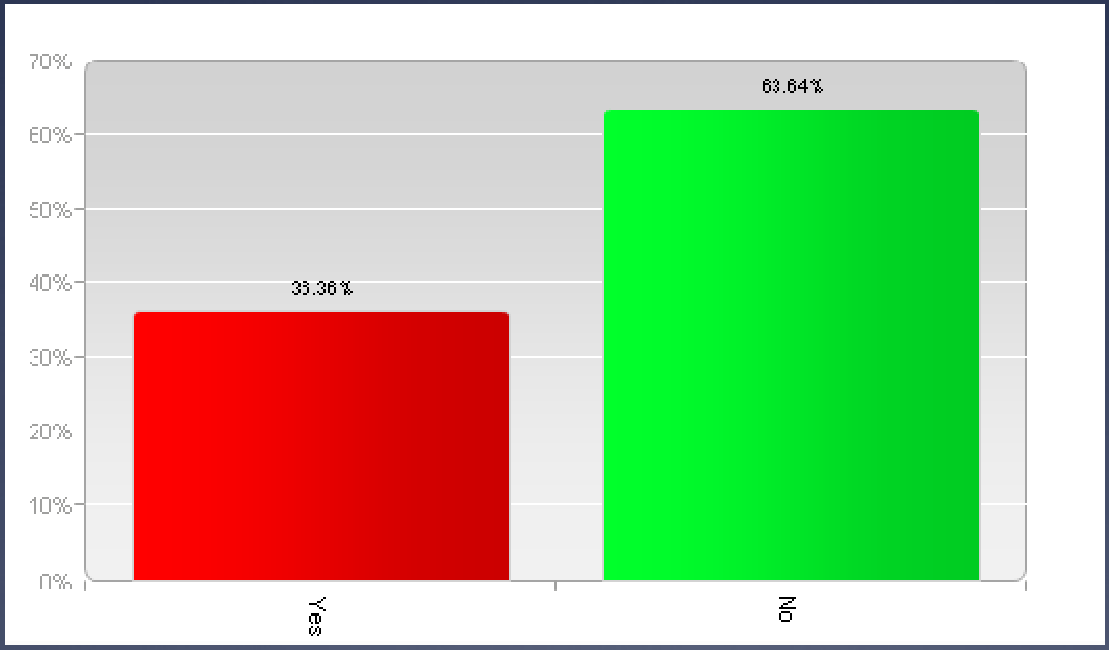
Knowledge of Cal Poly Pomona



CSO Employee Assessment

Survey Results

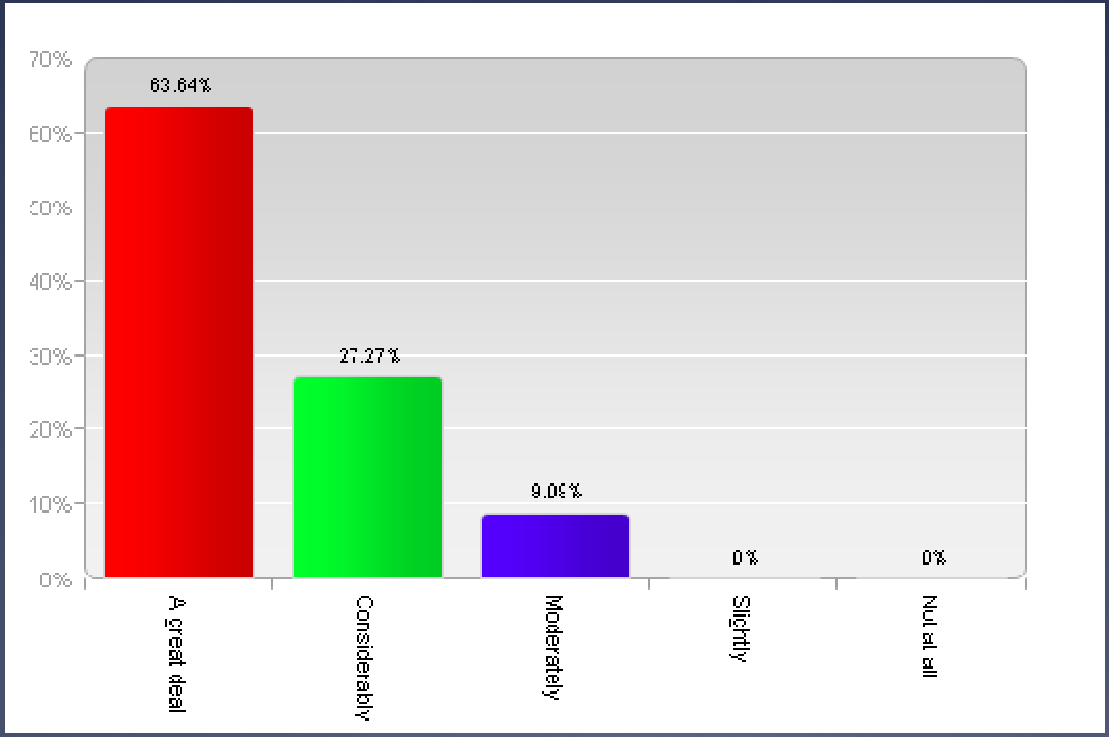
Does the CSO position relate to your major?



CSO Employee Assessment

Survey Results

To what extent do you believe the skills you learned will transfer to your postgraduate career?



CSO Employee Assessment

Benefits of Student Employment

"Flexible schedule, on-campus, staff understands school's our priority"

"Extra money to support myself instead of relying on my family"

"It helps me connect to the school community much more and be more knowledgeable about the school environment"

"Working with co-workers who become friends, money for living expenses, resume building, and work experience"

CSO Employee Assessment

Challenges of Student Employment

"Managing hours with school while maintaining a healthy lifestyle and seeing my friends on occasion"

"Getting classes that work around work schedule"

"Having to work and keep grades up. Low pay."

"There aren't any"

CSO Employee Assessment

Assessment Shortfalls/Challenges

- Small sample size
- Actual competency level not quantified
- Students' competency prior to employment affects reported improvement
- Self perception can be very subjective

Next Steps

- Share results, program improvement, training
- Develop rubric to quantify competency
- Pre/post employment assessment quantify change over time of employment
- Consider collaboration to develop a common assessment for all DSA student assistants
- Possible longitudinal study

Questions?

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