

## STUDENT EMPLOYMENT EXPERIENCE LEARNING COMPETENCIES

The Office of Student Life views student employment as an opportunity for co-curricular learning and engagement. As such, we have applied university co-curricular learning competencies directly to our own program. These seven competencies were adapted from university documents and national resources, such as CAS standards and Learning Reconsidered 2.

Within the Office of Student Life, we apply these competencies to the Student Employment Experience with a goal of helping students develop knowledge and skills in their employment role, make connections between work and academics, and progress in their career development.

Each competency definition is listed, as well as possible learning outcomes for different student positions. If you would like consultation on creating learning outcomes for your student employment positions, reach out to [SLHR-Learning@osu.edu](mailto:SLHR-Learning@osu.edu).

### COMMUNICATION

*Students will effectively communicate, both verbally and non-verbally, in a manner that is clear, concise and authentic. Students will be aware that the manner in which they express their ideas can affect the way in which the message is received.*

Possible Learning Outcomes:

- Communicate effectively, verbally and in writing, through regular in-office communication and email
- Apply active listening skills with customers through open body language, asking questions and paraphrasing responses
- Choose appropriate communication style when speaking with different types of clients (student, faculty, parent, etc.)

### CRITICAL THINKING AND PROBLEM SOLVING

*Students will have the ability to evaluate problems in multiple contexts, use inductive and deductive reasoning, and create a sound analysis that leads to a logical conclusion. Students will learn to be innovative thinkers, ask insightful questions and offer creative solutions.*

Possible Learning Outcomes:

- Troubleshoot technical errors through gathering information from customer, analyzing system data, and testing possible solutions
- Adapt to changing operational conditions (understaffing, broken equipment, etc.) through considering creative approaches to work with existing resources

## **INTERPERSONAL ENGAGEMENT**

*Students will be able to work cooperatively and productively with others in a variety of settings. Students will have the ability to develop meaningful relationships within multiple contexts.*

Possible Learning Outcomes:

- Establish healthy and mutually beneficial relationships with coworkers by treating each team member with respect
- Demonstrate empathy and understanding toward each resident who interacts with the front desk
- Seek the assistance and involvement of student and full-time staff in planning off campus events

## **INFORMATION LITERACY**

*Students will be self-directed learners who identify gaps in their own knowledge, utilize critical thinking and analysis skills, seek appropriate information and resources to fill those gaps through a variety of means, and effectively assess the knowledge acquired. They will contribute to the information ecosystem through ethical use of information and technological resources.*

Possible Learning Outcomes:

- When possible, use resource manual and online information to correctly answer guests' questions, even if not directly related to our specific office
- Seek appropriate and accurate information to aid in writing student help guides

## **GLOBAL CITIZENSHIP AND CIVIC ENGAGEMENT**

*Students will have an appreciation for the diversity in people and ideas, recognize the role of social diversity in shaping their own attitudes and values regarding appreciation and equity of others, and have an understanding of the pluralistic nature of institutions, society, and culture in the United States and across the world.*

Possible Learning Outcomes:

- Demonstrate awareness and appreciation of human differences by seeking the perspective of multiple team members when designing passive programming
- Understand how their campus job contributes to and benefits the university community the larger society
- Show respect and dignity to the social identities of each person in the office (student, staff, or visitor), in order to build a healthy, inclusive team community.

## ETHICAL AND MORAL REASONING

*Students will have the ability to formulate and make considered and reasoned ethical and moral judgments. They should be able to use the norms which guide human behavior in order to act with integrity and personal accountability in their daily lives.*

Possible Learning Outcomes:

- Demonstrate personal integrity through accurately recording project time after each shift.
- Consider workplace policies, customer needs, and personal ethical judgement to resolve customer complaints at the register.

## SELF-EFFICACY AND SELF-AWARENESS

*Students will be able to understand their own capabilities, including the areas of wellness, coping with change, making difficult decisions, recovering from disappointment or setbacks, and assessing their own ability to complete tasks, reach goals, and succeed within multiple situations. Students will have a strong sense of self and will take personal responsibility for the direction and balance of their own life.*

Possible Learning Outcomes:

- Determine and communicate ideal working schedule to ensure student can manage academic and personal commitments, along with work
- Demonstrate self-awareness and personal accountability through completing a self-evaluation at the end of each year
- Engage in OSU GROW conversation to reflect on personal growth and development each semester