

Campus Tour Guide Survey 2010-2011

Brief description of project:

This survey is completed in the event that a something out of the ordinary comes out of a regular scheduled campus tour. Campus tour guides are able to communicate the information through this survey in order for it to be shared with other tour guides.

Who was asked to complete survey:

Campus tour guides

How many people were asked?

Possibility of this survey being filled out daily by our student tour guides; 10 were filled out.

Administration Type: iTouches

Summary of Key Findings:

An occurrence that came up unexpectedly on tour was documented. A few questions were identified that tour guides were not able to answer during their campus tour.

Actions Taken:

These occurrences and unanswered questions were addressed in our team meeting with all of the campus tour guides.

Which department and/or program goals does this survey align with?

- Provide meaningful experience to our professional staff and student employees for their long-range career and personal development.

Which Student Affairs goals (http://www.sa.utah.edu/assessment/pdf/StrategicPlanBrochure-lettersize_000.pdf) does this survey align with?

- Provide education that ensures all staff is properly trained to provide professional and competent service.