



Associate Learning Outcomes

Throughout the course of employment with Student Centers, students will be able to problem solve effectively, conduct technical operations, develop a deeper sense of self, and sharpen interpersonal skills as specified below.

Problem Solving

- Adaptability – identify solutions by navigating and adjusting to ever-changing campus needs
- Critical Thinking – analyze facts, consider impacts, and arrive at sound conclusions*
- Resourcefulness – utilize campus and work networks to carry out planned or unexpected tasks
- Prioritization – assess urgency of tasks, projects, client needs, and unexpected situations

Technical Operations

- Audio-Visual – setup and troubleshoot in-house audio/visual equipment
- Digital Technology – utilize event management programs to optimize workflow*
- Event Setups – arrange equipment and execute tasks with a quality eye for detail
- Facilities Management - ensure functionality, comfort, safety, and efficiency of the physical work environment

Personal & Professional Development

- Career Management - articulate skills relevant to desired career; navigate job options and self-advocate*
- Perspective Gaining - understand underlying mechanisms and recognize the impacts of each person's role in the system
- Time Management - balance academic and work responsibilities in order to promote well being
- Self-Awareness - practice reflection and identify unique traits, talents, and experiences
- Social Courage - grow more comfortable in being true to one's self, even in the face of social disapproval or fear of judgment
- Vulnerability - navigate emotional risk and lean into discomfort

Interpersonal Skills

- Professionalism - explore and adapt to appropriate workplace norms and decorum*
- Collaboration - build relationships and participate in team initiatives*
- Communication - share oral and written information effectively and navigate conflict*
- Hospitality - foster a welcoming environment for visitors in our spaces
- Inclusion - build bridges with diverse peers and clients*
- Feedback - give and receive positive and constructive comments with peers and supervisors

**These learning outcomes are informed by NACE Competencies, "Advancing College Talent Together."*



Manager Learning Outcomes

Throughout the course of employment as a Manager with Student Centers, students will be able to grow on the Associate Learning Outcomes listed above, and additionally be able to gain or improve leadership skills as specified below.

Leadership Skills

- Training - teach new Associates job responsibilities and workplace operations
- Mentoring - answer questions and provide feedback to Associates
- Delegation - ask for help from Associates and offer guidance toward the goal at hand
- High Attention to Detail - catch problems before they arise by carefully reviewing work completed by others (setups, building rounds, etc.)
- Expertise - understand the work environment in depth, including all facets of the building operation in order to be a resource to Associates