The Transferable Skills of SI Leaders: Acquisition, Application, and Assessment

Staff: Ko Yang, Nancy Rosales, Tony Losongco
Mentors: Crystina Ciula, Sarah Rogers
Leaders: Miklo Delgado, Itzcalli Pizano

10th International Conference on Supplemental Instruction
Seattle, WA ♦ May 25, 2018
Transferable Skills: Acquisition and Application

Perspectives of SI Mentors and Leaders
Introducing Our Panelists

Crystina Ciula  
SI Mentor

Miklo Delgado  
SI Leader

Sarah Rogers  
SI Mentor

Itzcalli Pizano  
SI Leader
Program Highlights

• First CSU to be certified by UMKC
• Housed within the Fresno State Learning Center

SI Team
  – 3 professional staff
  – 8 SI mentors
  – 1 SI graduate advisor
  – 85 SI leaders

• Awards:
  – Outstanding SI Program (2016)
  – Outstanding SI Mentor (2016)
  – Outstanding SI Leader (2016)
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>French Fries</td>
<td></td>
</tr>
<tr>
<td>Curly Fries</td>
<td></td>
</tr>
<tr>
<td>Wedge Cut</td>
<td></td>
</tr>
<tr>
<td>Sweet Potato Fries</td>
<td></td>
</tr>
</tbody>
</table>
How does being in SI transfer over to careers outside education?
What's the most valuable skill SI leaders/mentors have gained?
What other jobs have your SI leaders had?
How have your SI leaders networked with others?
What career paths have best suited your SI Leaders?
How do your veteran SI leaders maintain a growth mindset?
<table>
<thead>
<tr>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agree</td>
</tr>
<tr>
<td>Neither Agree or Disagree</td>
</tr>
<tr>
<td>Disagree</td>
</tr>
<tr>
<td>Strongly Disagree</td>
</tr>
</tbody>
</table>
How have your SI leaders changed career paths after SI?
How do your SI leaders keep improving and innovating?
How has SI prepared your SI leaders for their career paths?
Transferable Skills: Assessment

Research on Career Readiness Competencies
8 Career Readiness Competencies

● Critical Thinking/Problem Solving
● Oral/Written Communications
● Teamwork/Collaboration
● Digital Technology
● Leadership
● Professionalism/Work Ethic
● Career Management
● Global/Intercultural Fluency

(National Association of Colleges and Employers, 2018)
Development of an Assessment

Questions

● Job title and tenure
● Prior work experience
● 2 Likert scale questions for each competency
  ○ Scale: one of the worst (1), below average, average, above average, one of the best (5)
  ○ Pre- (when first hired), post- (end of semester)
● Skills gained and next career path
Development of an Assessment

Oral/Written Communications
Sample Questions:
1. I used public speaking skills to express my ideas clearly and effectively to other people.
2. I did writing and editing to express my ideas clearly and effectively to other people.

Professionalism/Work Ethic
Sample Questions:
1. I held myself accountable for demonstrating effective work habits, such as being punctual and managing my time.
2. I behaved ethically and learned from any mistakes in my behavior.
Development of an Assessment

Administration

- Human subjects approval obtained from IRB
- Survey distributed to all student employees in SI and other Learning Center work areas
- Data collected and reported by IR office
## Results: Mean Scores

<table>
<thead>
<tr>
<th>COMPETENCY</th>
<th>PRE-</th>
<th>POST-</th>
<th>CHG.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral/Written Communications</td>
<td>7.23</td>
<td>8.33</td>
<td>1.10</td>
</tr>
<tr>
<td>Teamwork/Collaboration</td>
<td>7.44</td>
<td>8.50</td>
<td>1.06</td>
</tr>
<tr>
<td>Leadership</td>
<td>7.67</td>
<td>8.63</td>
<td>0.96</td>
</tr>
<tr>
<td>Career Management</td>
<td>7.38</td>
<td>8.29</td>
<td>0.90</td>
</tr>
<tr>
<td>Critical Thinking/Problem Solving</td>
<td>7.50</td>
<td>8.21</td>
<td>0.71</td>
</tr>
<tr>
<td>Digital Technology</td>
<td>7.65</td>
<td>8.29</td>
<td>0.63</td>
</tr>
<tr>
<td>Global/Intercultural Fluency</td>
<td>8.27</td>
<td>8.65</td>
<td>0.38</td>
</tr>
<tr>
<td>Professionalism/Work Ethic</td>
<td>8.38</td>
<td>8.65</td>
<td>0.27</td>
</tr>
</tbody>
</table>

N = 52; scale: 2-10. All mean scores rounded to nearest hundredth.
Transferable Skills: Q&A

Any questions for our panelists?
Thank You!

Contact us:
Fresno State Learning Center
fresnostate.edu/lc

Ko Yang, interim SI coordinator
yangko@csufresno.edu
fresnostate.edu/si

Special thanks: Maxine McDonald, Student Success Services; Mai Kou Vang, Learning Center; Hongtao Yue, Marie Fernandez, Office of Institutional Effectiveness