

# 2018 Ask Me Redesign to Better Leverage Existing Resources

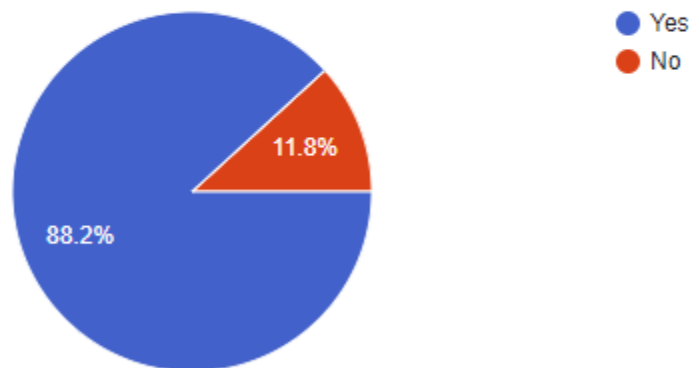
## Assessment Information:

Two assessments were used to evaluate the effectiveness of the spring 2018 “Ask Me” Guides. First, an assessment was sent to the volunteers to collect their feedback and comments for improvement in future semesters. Second, an assessment was sent to campus to gather feedback and their opinions of the effectiveness and engagement of the “Ask Me” Guides.

## Volunteer Feedback Form:

Do you feel the zone placement was the most strategic placement of individuals around campus?

17 responses



## Feedback for additional zones:

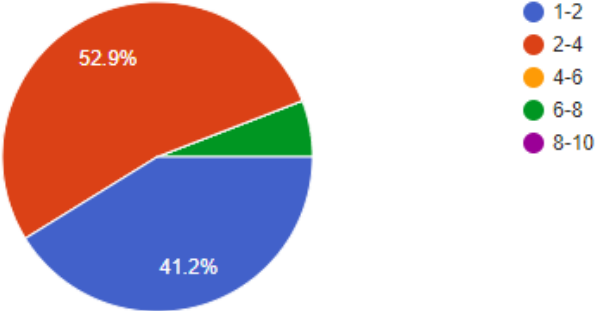
- There is an additional need for volunteers inside Estrella Hall on both floors (3).
- Additional volunteers would be beneficial near Ocotillo Hall (1).

## Additional Signage Needed:

- Better map of Montezuma
- More signage including props, banners, balloons, etc.
- A-Frame with “Ask Me” Logo and Colors
- Building-specific maps provided for volunteers
- Better signage for room numbers inside Estrella Hall.
- Signage near Ocotillo Hall

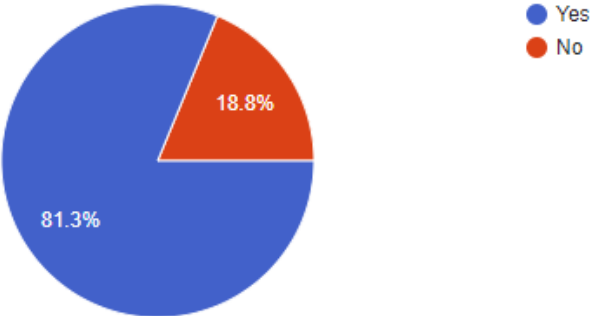
Between both days, how many time blocks (1-hour each) did you sign-up for?

17 responses



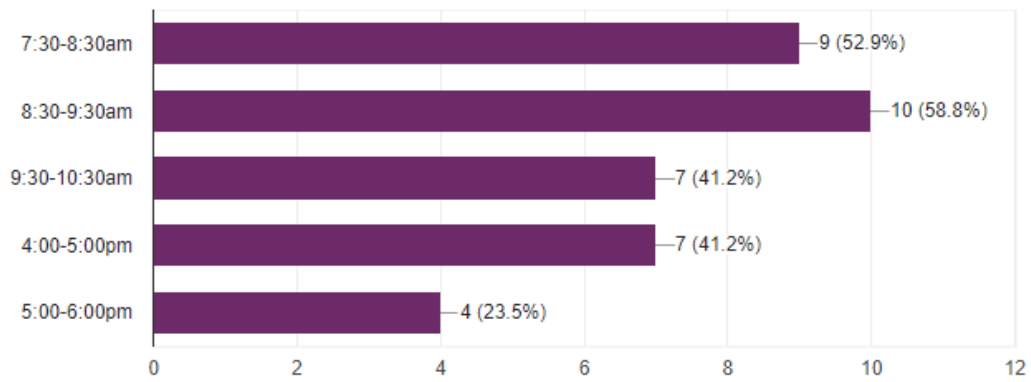
Do you feel the time zones staffed were the most strategic times throughout the day?

16 responses



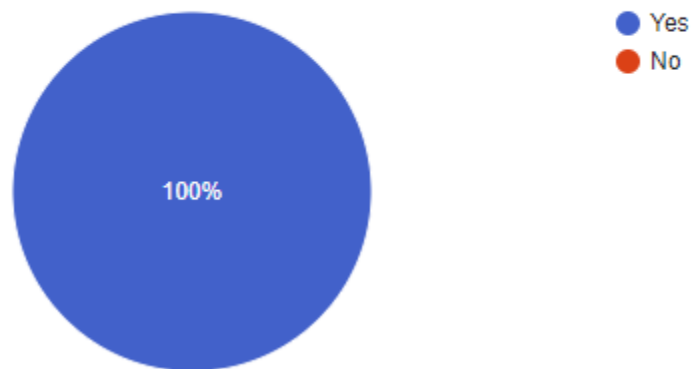
## Which time slot(s) did you sign-up for?

17 responses



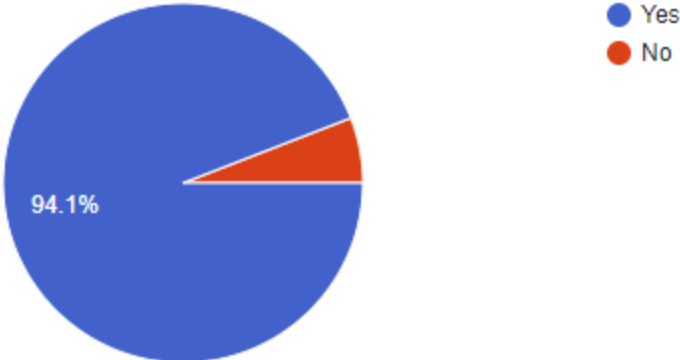
## Were directions clear on what your responsibilities were?

17 responses



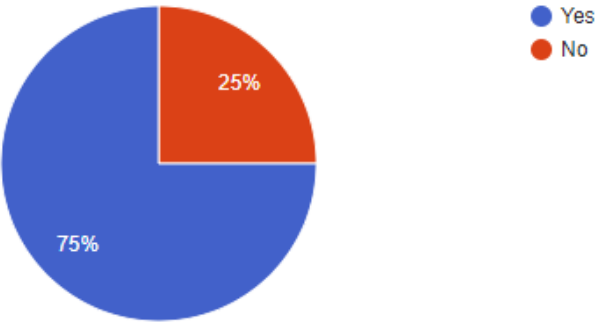
### Were the campus maps to hand out to students helpful?

17 responses



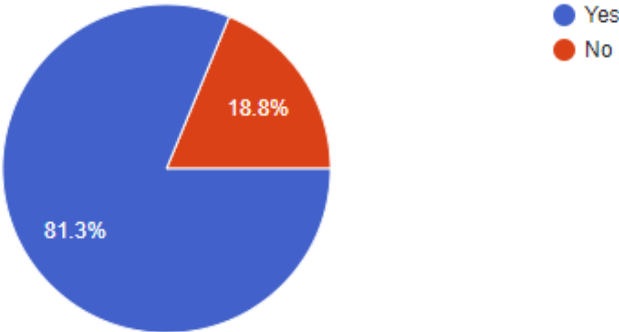
### Were the student parking permit forms to hand out to students helpful?

16 responses



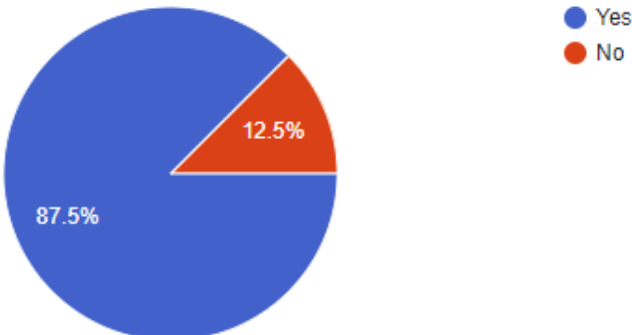
### Was the volunteer schedule on your clipboard helpful?

16 responses



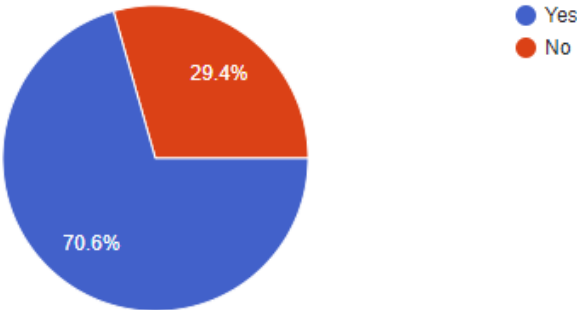
### Was the volunteer zone map on your clipboard helpful?

16 responses



### Were the walkie-talkies helpful?

17 responses



### **Additional Feedback from Volunteers:**

- I think each clipboard should have the building floor map with classrooms. And a map of the building around where were stationed. Example: If I am stationed at Estrella Hall, a map of EST & Montezuma would be helpful. Thanks. (2)
- "Ask Me" visibility was much more apparent this semester as opposed to Fall. This schedule and zone coverage would be much more helpful in Fall. Maybe not all zones covered in Spring. Zone 7 was slow and students knew where to go. It may be because students who park in the EST parking lot (Zone 7) are more likely to be familiar with the campus.
- I did not hand out any campus maps. It was easier to walk students closer to the building/service they were seeking. Building maps that identify classrooms would be much more helpful. There was a student who inquired about parking so having the parking permit form was helpful. More instructions on using the walkie talkie would be helpful. Overall, I saw a lot of green shirts, hats and buttons around campus!
- Not enough student traffic to stay out there, not sure if it's necessary in Spring, seems most of our new students are in Fall
- My clipboard did not have the parking permit forms, the volunteer schedule or the volunteer zone map.
- Great way to help students, I got to meet a lot of students and get to know the campus more! :)
- We need to have add / drop forms. Water for volunteers. Highlighter, Everyone needs to wear funny hats, Maybe all of us with PCA hair / hat. Take pictures of happy students with Ask Me volunteer and post to FB or web.
- It was a very well-organize event and fun to get to interact with the students.

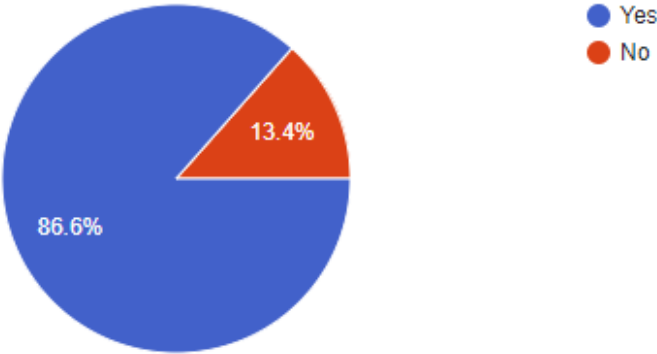
### **Plans for Implementation (how are we going to use this data):**

- Have a quick demo on how to work the walkie-talkies and finalizing logistics on what channel they should be on. This was one of the complications that we believe caused many frustrations.
- Include maps of the buildings in each zone for volunteers to help students locate their classrooms.
- Consider adding add/drop forms to the clipboards for students.
- Consider adding additional time slots for each zone.
- Look into additional signage that could be permanently or temporarily placed to help students during Welcome Week.

# Campus Feedback Form:

Did you see team members assisting students during Welcome Week?  
(Team Members were wearing lime green t-shirts, "Ask Me" buttons, lanyards, and/or hats)

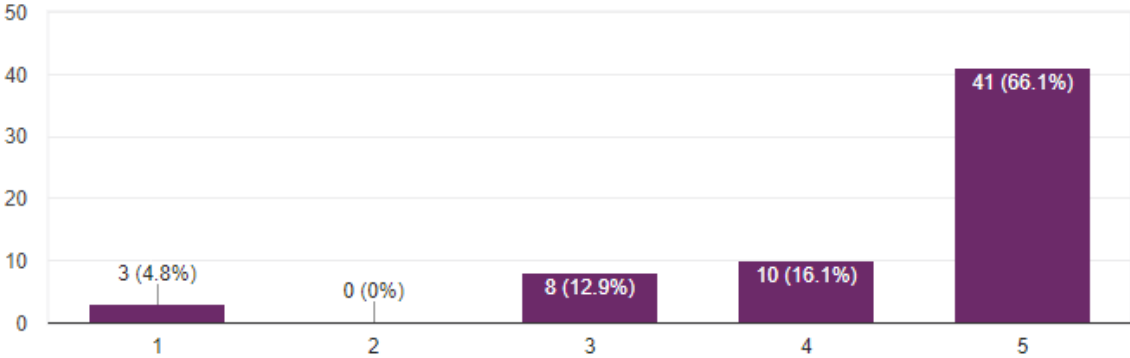
67 responses



If applicable, please rate your interpretation of the team member's engagement during Welcome Week.



62 responses



5 = Employees were visible, friendly, engaging, and were a great resource for students.  
1 = Employees did not show any signs of engagement.

**Plans for future implementation (how are we going to use this data):**

- Increase volunteer awareness of responsibilities to be engaged and welcoming to students on campus.
- Spread awareness to faculty and staff that the “Ask Me” Guides will be out to assist students. This could also recruit additional volunteers interested in helping out.