

Final Assessment

Activity Title

Evaluating OIT's Media Services Room, Customer Service, Resources, & Working Relationships

Background

You must have worked at least two weeks at the Media Services helpdesk to complete this activity

Objective

This activity is meant to be fun and help you feel better and more in control at your job at OIT. Devise an evaluation initiative to influence the decision-makers of OIT (your supervisor and the OIT executive director) to improve the quality of the Media Services room, your customer service experiences, and your coworker communication based on your experience working with OIT.

Materials Needed

Computer, Digital Camera, Video Camera (optional), Paper & Pen

The Task:

With a team of two-three student workers take turns to brainstorm and answer the below seven questions. After each of you answers all questions, collect all practical answers and ideas and place them into an evaluation report (2-3 pages). You must include at least two images. Including a video is optional. Good Luck!

- 1. What is working well at OIT for you?**
- 2. What is not working well at OIT for you?**
- 3. What are some confusions and concerns you have when working at OIT?**
- 4. What are some needed equipment and resources that you wish you had?**
- 5. What are some missing equipment and resources that customers usually ask for?**
- 6. Observe the Media Services room very carefully (walk around the room if you can), do you have any ideas to improve the setup or the location of furniture and equipment in the room?**

**7. Look around your desk, are you comfortable in your working environment?
List practical ideas to make you more comfortable in doing your job.** ☒

8. What are desired outcomes at the end of the day for you?
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Final Product

E-mail a PDF document of your evaluation report to your ☒ supervisor once you are done.