

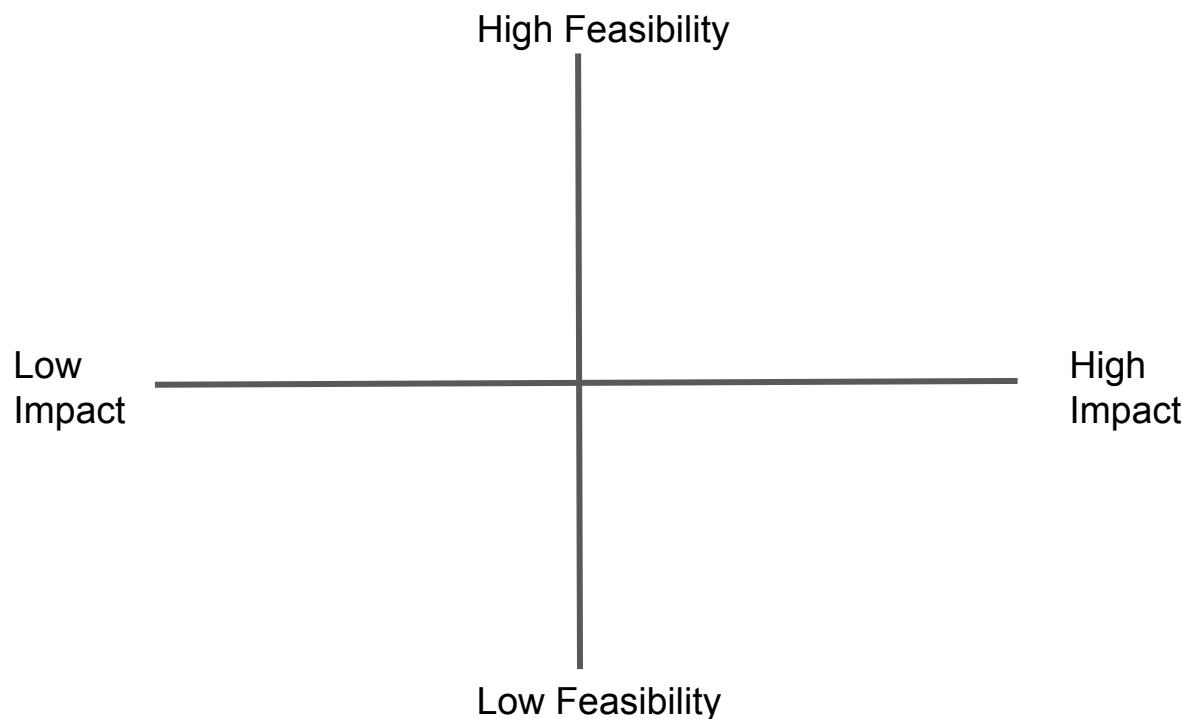
# Developing and Assessing Success Metrics for Work-Based Learning

**What work-based learning success metrics are you currently using and/or interested in measuring? (list them below)**

Please also add these to this anonymous poll: [pollev.com/ns291](https://pollev.com/ns291) (feel free to respond multiple times and/or upvote other's responses)

| For Students | For Industry<br>(Mentors/Employers) | For Your Program |
|--------------|-------------------------------------|------------------|
|              |                                     |                  |

**Discuss & Sort your success metrics with those at your table based on your sense of their impact vs. the feasibility of measuring (assessing) each one.**



**What resources and/or support do you/your program need/want to assess WBL success metrics? Especially those that are high impact.**

Please also add these to this anonymous poll: [pollev.com/ns291](https://pollev.com/ns291) (feel free to respond multiple times and/or upvote other's responses)

Looking for more Evaluation Resources?

EvaluATE Website: **[evalu-ate.org](https://evalu-ate.org)**

Contact: Lyssa Becho, EvaluATE PI [lyssa.becho@wmich.edu](mailto:lyssa.becho@wmich.edu)

## Example Success Metrics & Assessment Questions

from the CCSF Bioscience Internship Program

| Success Metric (Kirkpatrick Level)                                                                                                                      | Example Assessment Question (Group surveyed)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Internship satisfaction (Reaction)                                                                                                                      | (Students & Mentors)<br>How would you rate your overall internship experience?<br>Would you recommend this internship program to others? Why or why not                                                                                                                                                                                                                                                                                                                                                                                                   |
| Expectation Clarity (Learning)                                                                                                                          | (Students) Agree/Disagree Statements:<br>I understood what I needed to do to meet my mentor's expectations<br>I know whether I met my mentor's expectations<br>I received corrective feedback, telling me what I should do differently.<br>I received positive feedback, telling me what I should keep doing the way I do it.                                                                                                                                                                                                                             |
| Utilized strategies to navigate workplace issues (Behavior)                                                                                             | (Students) Please describe what you and/or your mentor did that helped you maintain a successful working relationship during your internship.<br>(Students - not surveyed) Discussed as a cohort in synchronous/asynchronous interactions with faculty                                                                                                                                                                                                                                                                                                    |
| Student sense of belonging in the field, Scientific identity, Science efficacy (Result)                                                                 | (Students) Agree/Disagree Statements:<br>I feel there are people like me in the bioscience field.<br>I see myself as a person who can do science.<br>I have strategies to help me deal with issues or problems that arise during an internship.                                                                                                                                                                                                                                                                                                           |
| Strong Recommendation/ Reference for intern (Result)                                                                                                    | (Mentors) If you were contacted by a colleague who is considering your intern for an entry level position, what would be your level of recommendation?                                                                                                                                                                                                                                                                                                                                                                                                    |
| Increased skills & confidence to effectively support & manage diverse trainees (Learning)                                                               | (Mentors) Agree/Disagree Statements:<br>Being an internship mentor strengthened my abilities to mentor trainees from diverse backgrounds<br>The skills/experiences I gained as an internship mentor will help me in my future career                                                                                                                                                                                                                                                                                                                      |
| Internship mentor utilized strategies to effectively mentor-manage including: set clear expectations and provide regular actionable feedback (Behavior) | (Mentors) We believe that success is recognizing the issues we run into as mentors, and working with our interns to solve them. Can you describe a situation you ran into with your intern that you worked out together, and how you worked it out?<br>Agree/Disagree Statements:<br>As a mentor, I was successful at re-adjusting expectations as needed<br>As a mentor, I was successful at setting realistic expectations<br>As a mentor, I fostered a safe environment for my intern to ask questions<br>I could provide honest feedback to my intern |

## Example Success Metrics & Assessment Questions

from the CCSF Bioscience Internship Program

| Success Metric (Level)                                                                                       | Assessment Question (Group surveyed)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High quality working relationship (Result)                                                                   | <p>(Mentors) Agree/Disagree Statements:<br/> My intern always made an effort to act upon the feedback I provided them<br/> I felt my intern was putting in their best effort to do their work well<br/> I felt I could communicate well with my intern<br/> Overall, I trusted my intern</p> <p>(Students) Agree/Disagree Statements:<br/> I always made an effort to act upon the feedback my mentor provided for me.<br/> I felt I could communicate well with my mentor.<br/> Overall, I trusted my mentor<br/> I felt I could share difficult information with my mentor.</p> <p>(Students &amp; Mentors) How would you rate the overall quality of your professional relationship with your mentor (intern)?</p> |
| Program gaining a greater understanding of industry needs and alignment with the training program (Learning) | Mentor survey: Please include (if applicable) what skills, abilities and behaviors that the intern did NOT demonstrate in your lab, that they would need to demonstrate with other mentors/managers to be successful in most other labs/organizations?                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Stronger industry partnerships & more WBL opportunities for students (Result)                                | <p>(Mentors) If given the opportunity, would you mentor another community college intern?</p> <p>(Not surveyed) Count of labs/organizations engaging annually with the program, number of potential mentors and volunteers</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Student/alumni persistence in the field (Result)                                                             | (Students) After this internship experience, do you intend to continue pursuing bioscience as a career?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Gain insights into how to improve the program (Learning)                                                     | <p>(Students) What did your mentor do that helped you be successful during the internship?</p> <p>(Students) Do you have any suggestions on what mentors should learn to do better before taking on an intern like you in the future?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

Interested in tools and resources for work-based learning?

Building Inclusive Labs Website: [bit.ly/BuildingInclusiveLabs](https://bit.ly/BuildingInclusiveLabs) (Resources → Assessment Tools)

Contact us!

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Karen Leung - [karen.leung@mail.ccsf.edu](mailto:karen.leung@mail.ccsf.edu)