

## **“Name Your Favorite Shop” Part 1**

Think about a service experience that was so great you told a bunch of friends about it. Share experiences of restaurants, insurance companies, clothing shops, etc where you received “knock your socks off” service.

*How did that service make you feel?*

*What were some of the common experiences shared by members of your group?*

## **“Name Your Favorite Shop” Part 2**

Now, share an experience in which you felt completely neglected or even discriminated against.

*How did that service make you feel?*

*What were some of the common experiences shared by members of your group?*

## **Why your organization?**

1.)

2.)

3.)

# Increasing Retention & closing the Equity Gap

## **“Big Six” College Experiences Gallup Alumni Survey**

- 1.) I had at least 1 professor at [institution] who made me excited about learning
- 2.) My professors at [institution] cared about me as a person
- 3.) I had a mentor who encouraged me to pursue my goals and dreams
- 4.) I worked on a project that took a semester or more to complete
- 5.) I had an internship or job that allowed me to apply what I was learning in the classroom
- 6.) I was extremely active in extracurricular activities and organizations while I attended [institution]

***Think about how your area supports these experiences for students?***

## **Self-Reflection Q & A Homework**

Consider sending these questions to the staff you supervise and answer them yourself for reflection on your shared work. Using the handout answers to the following questions:

- 1) What’s the best experience you’ve had, in the past month, here at work?
- 2) If you did your job inadequately, how would that affect your coworkers and our customers/students?
- 3) Forget about your current job title. What would our customers/students call your job title if they described it by the impact you have on their lives?
- 4) Most of us think of our job in terms of ‘what am I getting?’ Ask yourself instead ‘what am I becoming as a result of this job?’