

“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?’