Technology Resource Squad
LEAP Action Summary

LEAP Workshop Year: 2015   **For more information, contact:**

Action Dates: 2015-2016

Lilly Berhane   ICIT

Katherine Stull   Media Arts & Game Development

David Reinhart   Philosophy & Religious Studies

General Goal:

Through entry and exit surveys, we will assess students' knowledge of LEAP prior to working at the Helpdesk and evaluate how that has improved over time. These surveys will target the definition of LEAP, examples of High Impact Practices and Essential Learning Outcomes, and a checklist of how the student is staying involved and "LEAP-ing. " We will also redefine our job descriptions to capture the essence of LEAP by highlighting how each position will help the student grow and succeed. The Helpdesk training manual will be updated with information about LEAP, how it pertains to the Helpdesk, and how LEAP helps students achieve their goals. By keeping this information handy at the front desk and exposing new student employees to LEAP early on, the Helpdesk workers will all speak the same "LEAP language"—they will be able to communicate LEAP concepts with consistent definitions and a global understanding.

Planned Actions:

In order to spread the word about LEAP, the Helpdesk will be attending Freshman Move-In day this Fall to hand out LEAP documents and assist students with resetting their passwords and other account-related troubles. We will assign up to three students to work these tables for the day to maximize our reach. Students benefit far greater from LEAP if they are exposed to it early in their academic careers, so the Helpdesk is targeting the campus' youngest demographic.

Deliverables, Completed Actions:

• Thing one

• Add completed actions as necessary

Notes:

Teams, add any special notes here.