

ASSESSMENT PLAN – AY17-18

Program: Student Support Services: Career Services

Date Submitted: 06/29/2017

Program Mission Statement:

Student Support Services provides programming and support to promote retention and degree completion.

Outcome 1

Outcome	Donnelly students should know that Career Services are available and relevant and take advantage of Career Services' offerings before they leave Donnelly.
Methods of Assessment	Track numbers of students attending any Career Services Event or activity as well as use of Career Cruising by Donnelly students. Results will be reported both individually (per event) and collectively (per semester). Track students returning after an event for help with career counseling or for help finding a job or internship.
Measures/Levels of Expectation	At least 50% of Donnelly students will attend a Career Event or participate in a Career Services activity (course, workshop, Career Cruising) each semester. At least 5% of students attending a Career Event or participating in a Career Services activity (course, workshop, Career Cruising) each semester will visit a Career Services representative for one on one guidance or for help applying for a particular opportunity or internship. * Note on data collection: For the purposes of this data, we will only look at students who are traditional and enrolled in the general college programs. Non-traditional, certificate (CNA/ PN) and GTC foundations students will be removed from this data.
Assessment Results	In AY 16/17 114 students signed on to Career Cruising. Average students who used Career Cruising visited the site 3 times.
Use of Results for Program Improvement	Unsatisfactory results would indicate the need for greater exposure and publicity for Career Services and its relevance to students.

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Outcome 2

Outcome	Students should find value in Career Services events and offerings and gain understanding and confidence from attending them.
Methods of Assessment	Post event surveys will ask students to rate events based on value, knowledge and confidence gained, and overall experience. Likert scales (1-5) will be used with 4-5 being the highest ratings. (Surveys attached) Results will be reported both individually (per event) and collectively (per semester).
Measures/Levels of Expectation	At least 80 of students should rate events either 4 or 5 on Likert scale for value or event, knowledge gained from event, confidence gained from event, and overall experience. Results will be reported both individually (per event) and collectively (per semester).
Assessment Results	
Use of Results for Program Improvement	Events that are not found to be valuable will be revised before being presented in following semester. Events that are poorly attended will be revised or better advertised in following semester. New events may be created based on student feedback and comments each semester.

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Outcome 3

Outcome

Through attendance at workshops and events, students should gain soft skills that improve their interactions with professionals and help them gain opportunities and employment.

Methods of Assessment

Feedback from professionals who interact with students will be collected after Mock Interviews and Internship Fairs or Career Fairs. They will be asked to rate students they saw based on preparation, employability, and quality of resume and interview skills. A Likert scale, 1-5 will be used, with 5 being the best response.

When possible, feedback will be collected from employers and others who interview students with intention of hiring them for employment or internships.

Measures/Levels of Expectation

70% of professionals who interact with students should respond with a 4 – 5 on the Likert scale rating students on preparation, employability, quality of resume and quality of interview skills.

Results will be reported both individually (per event) and collectively (per semester.)

- Note on Data collection: Students who interact with professionals may be GTC foundations students and not regularly served by Donnelly Career Services. However, there is no way filter this group for purposes of this measure. We will examine this at a later date if we feel this skews our data for Donnelly students.

Assessment Results

Use of Results for Program Improvement

Lower scores will indicate the need for more training on resume creation and interview skills and the need for more ways of reaching each student to help them improve these skills.