

**Assessment of Unit Outcomes
Educational Support Units
Report Form A-2**

Career and Outreach Services
(Administrative or Educational Support Unit)
2004-2008
(Assessment Period Covered)

1. Program Outcome

Outcome 2: Administration of programs and services which foster opportunities for students to enhance their pre-employment skills.

2. Strategies Used to Meet Program Outcome

1. Sponsored several workshops and seminars to assist students with pre-employment skills.
2. Co-sponsored activities with student organizations to include resume writing/critiques, mock interviews, leadership training, networking workshops and networking socials with company representatives.
3. Classroom visits by staff and corporate employers to discuss pre-employment skills, such as interviewing techniques, resume writing, etc.
4. Implemented “The Perfect Interview”, an online mock interview program designed to assist students with interviewing techniques, which provides feedback at the end of each session (Fall 2008)

3a. First Measure or Means of Assessment for Outcome above and Criteria for Success

1. Satisfaction survey data from students and employers. Paper/pencil survey completed by students and employers in 2004-2006. An on-line survey was implemented in 2006-2008.

3b. Results/ Findings.

More than 90 percent of the respondents reported a favorable to excellent response on the satisfaction survey. Staff noticed comments from respondents alluded to a desire to move from paper/pencil to computer based survey. A new on-line survey was begun in 2006.

3c. Use of Results to Improve Unit Services

1. Results of surveys led to the continuation of pre-employment activities and the classroom visits by prospective employers and Career Services staff members.
2. Findings also led to teaming up with student organizations to improve student participation in pre-employment activities.

4. Documentation

Copies of flyers, announcements, letters and paper/pencil surveys are available in the office of Glenda Jones, Director for Career & Outreach Services, Evans Hall, Room 217. Results of the electronic data are retrievable by the Director through a password protected in NACElink.