

**NOTE: The following sample is for illustrative purposes only. The information is not from Emory's Career Center; most of the information comes from *The Department Head's Guide to Assessment Implementation in Administrative and Educational Support Units*.**

<p><b>EMORY UNIVERSITY</b>  <b>2017-2019 Assessment Report for Administrative and Educational Support Units</b>  <b>Assessment Period Covered: September 1, 2017-August 31, 2019</b></p>
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<b>Unit:</b> The Career Center	<b>Date Submitted:</b> September 28, 2019
<b>Contact Person:</b>	<b>Email address:</b>

## I. MISSION STATEMENT

The mission of the Career Center is to help students and recent graduates of the University identify and fulfill their career goals. By providing comprehensive resources on career development, including staff workshops, individual counseling sessions, and special training programs, we help students and recent graduates improve their marketability and make well-informed career decisions.

## II. OUTCOMES

1. Students and recent graduates will be satisfied with the career development services provided by the Career Center.
2. Students and recent graduates will be aware of a wide variety of employment opportunities.
3. The Career Center will increase the number of opportunities for students and recent graduates to gain access to a broad range of employers.
4. Students and recent graduates will be satisfied with the information provided by the Career Center regarding internship opportunities.

5. Students and recent graduates will use experiential opportunities as a means of exploring and building career skills.

### III. ASSESSMENT SUMMARY

#### **OUTCOME #1:**

Students and alumni will be satisfied with the career development services provided by the Career Center.

#### **Supports School/Division Strategic Goals:**

Goal 5: Cultivate a campus culture that values service and fosters collaboration.

Goal 7: Develop students to become recognized ethical leaders.

#### **Supports University Strategic Goals:**

Goal 2: Emory enrolls the best and the brightest undergraduate, graduate, and professional students and provides exemplary support for them to achieve success.

Goal 5: Emory stewards its financial and other resources to drive activities that are essential and those through which Emory can demonstrate excellence and provide leadership.

### FIRST METHOD OF ASSESSMENT FOR OUTCOME #1:

#### **Method of Assessment:**

Survey completed by graduating students.

#### **Achievement Target:**

Respondents will indicate on student survey an average rating of 3.4 or higher as to satisfaction with the Career Center.

#### **Summary of Assessment Results:**

Graduates rated satisfaction with the Career Center as 3.4. However, international students only gave a 1.4 satisfaction rating.

#### **Use of Assessment Results to Improve Unit Services:**

While the criterion for success was met, workshops have been held by the Career Center staff in conjunction with International Services to provide direct services to international students.

## SECOND METHOD OF ASSESSMENT FOR OUTCOME #1:

### Method of Assessment:

Point-of-contact survey.

### Achievement Target:

95% of students completing survey will be “very satisfied” or “satisfied” with their “overall experience with the Career Center.” On no individual item (10 items) will more than 10% of students respond “dissatisfied” or “very dissatisfied.”

### Summary of Assessment Results:

63% of students responding to survey indicated satisfaction with “overall experience” with the Career Center. Most dissatisfaction was expressed in availability of access to technical career sources (34%).

### Use of Assessment Results to Improve Unit Services:

Career Center staff members have located several new technical sources of career information. New work stations are being created using computer hardware donated by recruiting companies.

## OUTCOME #2

Students and alumni will be aware of a wide variety of employment opportunities.

### Supports School/Division Strategic Goals:

Goal 5: Cultivate a campus culture that values service and fosters collaboration.

Goal 7: Develop students to become recognized ethical leaders.

### Supports University Strategic Goals:

Goal 2: Emory enrolls the best and the brightest undergraduate, graduate, and professional students and provides exemplary support for them to achieve success.

Goal 5: Emory stewards its financial and other resources to drive activities that are essential and those through which Emory can demonstrate excellence and provide leadership.

#### **FIRST METHOD OF ASSESSMENT FOR OUTCOME #2:**

##### **Method of Assessment:**

Review of the number of job search workshops presented by staff members and number of students who attended the workshops.

##### **Achievement Target:**

Records maintained will indicate an increase of 5% in number of job search workshops.

##### **Summary of Assessment Results:**

There was a 9% increase in the number of job search workshops presented and an increase of 17% in the number of students who attended the workshops.

##### **Use of Assessment Results to Improve Unit Services:**

Although this outcome was met last year, the staff members are continuing the level of job search workshops presented, but want also to increase the number of classroom presentations on job search techniques for specific majors by 25%.

#### **SECOND METHOD OF ASSESSMENT FOR OUTCOME #2:**

##### **Method of Assessment:**

Alumni survey given one year after graduation.

##### **Achievement Target:**

On the alumni survey, graduates will indicate a 3.4 agreement to the question: "The Career Center increased my awareness of employment opportunities in my field of study."

##### **Summary of Assessment Results:**

On the alumni survey, graduates indicated a 3.3 level of agreement to the question: “The Career Center increased my awareness of employment opportunities in my field of study.”

**Use of Assessment Results to Improve Unit Services:**

Staff is adding additional questions to the Alumni Survey to find out “where” students gained awareness of job opportunities.

**OUTCOME #3**

The Career Center will increase the number of opportunities for students and alumni to gain access to a broad range of employers.

**Supports School/Division Strategic Goals:**

Goal 5: Cultivate a campus culture that values service and fosters collaboration.

Goal 7: Develop students to become recognized ethical leaders.

**Supports University Strategic Goals:**

Goal 2: Emory enrolls the best and the brightest undergraduate, graduate, and professional students and provides exemplary support for them to achieve success.

Goal 5: Emory stewards its financial and other resources to drive activities that are essential and those through which Emory can demonstrate excellence and provide leadership.

**FIRST METHOD OF ASSESSMENT FOR OUTCOME #3:**

**Method of Assessment:**

Staff review of the number of student resumes referred to employers.

**Achievement Target:**

Career Center records will indicate the number of resumes referred to employers will increase 15% over previous year.

**Summary of Assessment Results:**

Number of resumes forwarded to employers was 9% over last year. Major decrease was in resumes for business and accounting majors.

**Use of Assessment Results to Improve Unit Services:**

Staff members researched the market and located 3 new internet resume sources for business, accounting, and liberal arts majors.

**SECOND METHOD OF ASSESSMENT FOR OUTCOME #3:**

**Method of Assessment:**

Review of the number of companies attending the Career Center's job fairs.

**Achievement Target:**

Career Center records will indicate the number of companies attending job fairs will increase 10% over previous year.

**Summary of Assessment Results:**

The number of companies attending job fairs last year increased from 141 to 173; however, companies attending for recruiting decreased 17%.

**Use of Assessment Results to Improve Unit Services:**

Staff survey of other institutions indicated this is a new trend. A Career Center Committee has been established to determine if this is leading to more job offers.

**IV. What outcomes will your unit assess next year?**

**Outcome:**

3. The Career Center will increase the number of opportunities for students and alumni to gain access to a broad range of employers.

**Method:**

Review of the number of student resumes referred to employers.

**Achievement Target:**

5% increase.

<b>Method:</b> Review of the number of companies attending the Career Center's job fairs.	<b>Achievement Target:</b> 5% increase.
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<b>Outcome:</b> 4. Students and alumni will be satisfied with the information provided by the Career Center regarding internship opportunities.	
<b>Method:</b> Graduating student survey.	<b>Achievement Target:</b> On a five-point scale, respondents will indicate an average rating of 3.5 or higher as to satisfaction with this service.
<b>Method:</b> Alumni survey given one year after graduation.	<b>Achievement Target:</b> On a five-point scale, respondents will indicate an average rating of 3.5 or higher as to satisfaction with this service.

<b>Outcome:</b> 5. Students and alumni will use experiential opportunities as a means of exploring and building career skills.	
<b>Method:</b> Point-of-contact survey.	<b>Achievement Target:</b> Survey results will be used to establish baseline data to assess this outcome.
<b>Method:</b> Focus group questionnaire.	<b>Achievement Target:</b> Answers will be used to establish baseline data to assess this outcome.

## V. SUPPORTING DOCUMENTATION

Please remember to attach supporting documentation such as surveys, questionnaires, charts, tables, spreadsheets, and detailed descriptions of assessment findings. If you have questions about what should or should not be included with the report, please contact the Office of Institutional Research, Planning, and Effectiveness.

## **VI. REVIEW PROCESS**

Please forward your 2017-2019 assessment report to the head of your administrative unit for review and signature. This review will ensure that the information included in this report is accurate and that your unit is engaged in a systematic process of continuous improvement.

Signature: Dr. Jane L. Smith  
Executive Director, Career Center

Date: September 28, 2019

## **VII. SUBMISSION OF REPORTS**

Please email reports to David Jordan, Assistant Vice Provost for Academic Programs and Planning ([David.M.Jordan@emory.edu](mailto:David.M.Jordan@emory.edu)) by October 1, 2019.