

CAREER DEVELOPMENT CENTER – USE OF DATA

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Submitted to Phyllis Lane and Tracey Johnson

1) What is the area's current method for tracking client data (e.g. who is using the services)? If this is not currently being tracked what is your proposed plan for doing so (e.g. how and when)?

A. The Career Development Center tracks **Student Use of Career Services and Resources** by compiling statistics on: Counseling Appointments; Drop-Ins; Workshop Attendance; Group Attendance; Library Usage; E-mails; Phone Calls; and Academic Program Workshop Attendance.

B. Currently we track: year in school; Full time/PartTime and reason for contact.

C. To develop a wider scope of demographics our plan is to include: age; ethnicity, gender and seek assistance from Access Services to identify students with disabilities.

2) What is the area's current method for tracking client satisfaction and/or needs? If this is not currently being tracked what is your proposed plan for doing so (e.g. how and when)?

A. The Career Development Center conducts an **Exit Interview** with each graduating student reviewing the services and resources available to them including their current status and needs, and future plans. Participants of the weekly Job Club are provided with a **Job Club Evaluation Form** which provides us with feedback and recommendations. Alumni are asked to participate in the **Alumni Career Educator (ACE) Program**.

B. Currently we gather needs from the Exit Interview. We gather participant satisfaction data from the Job Club Evaluation form.

C. To develop a specific tool for student satisfaction our plan is to develop a satisfaction survey that can be collected from every student using the Center.

3) What is the area's current method for utilizing and integrating data that is currently being collected? If this is not currently being done what is your proposed plan for doing so (e.g. how and when)?

A. Student Use of Career Services and Resources – Data from the Student Use of Career Services and Resources is compiled quarterly and annually and is used to assess student use and programming. This data is used to assist in the annual program planning and in producing an annual report.

Exit Interview – Data from the Exit Interview is used to determine the needs of the graduating student. A record of the graduating student is then entered into Banner which initiates the alumni record.

Job Club Evaluation Form – Data from the student's evaluation of Job Club is provided to the facilitators and is used to assess and modify the method and content of the weekly job search strategy group.

Alumni Career Educator (ACE) Program – Alumni are contacted and invited to participate in the ACE Program. At that time they are asked to indicate any areas of need for services or resources from the Career Development Center. If the alumni requested assistance they are contacted directly for appointments and follow up. If the alumni chose to participate as an ACE they provide contact information and agree to provide mentoring and information in the following areas: 1) Employment; 2) Occupational Information; 3) Graduate School; 4) Work and Study Abroad. This data, tracked through Banner, is made available to current students and is housed in the Career Resource Library.

Graduate School Fair Evaluation, distributed at the Fair, used for future planning
Career Fair Evaluation, administered via Survey Monkey, used for future planning