

CONSORTIUM BENCHMARK RESULTS

FHSU CAREER SERVICES

EXECUTIVE SUMMARY

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INTENT OF SURVEY

The purpose of the survey was to assess when and how students are utilizing Career Services. Furthermore, it asks students their satisfaction with various aspects of the Career Services as well as the value of various services within Career Services.

DESIGN

In the spring semester 2010, a survey was conducted through *Student Voice* to FHSU students. A total of 183 students completed the survey. These findings were compared to a national database of over 22,400 students from 42 universities across the nation.

SIGNIFICANT DATA FINDINGS

BETTER THAN NATIONAL AVERAGE

- Resume writing/reviewing assistance.
- Job search assistance.
- On-campus job fairs.
- Graduate school information assistance.
- Practice interview sessions.
- Career or employment workshops.
- Utilization of Career Services online resume and job listing delivery system.

WORSE THAN NATIONAL AVERAGE

- Internship/co-op search assistance.
- Helpfulness of Career Services online resume and job listing delivery system.
- Career information/advice/mentoring from Career Services staff.

CONCLUSIONS

Overall satisfaction with Career Services by FHSU students was rated very high.

Even though the survey does provide some insight into the services offered and how well received by the participants, the following comments, just to name a few, represent concerns over the validity and value of this survey:

Not enough individuals participated in the survey. Over 1000 names were submitted to participate and 183 participated. Too small of a sample – doesn't represent enough to make the survey valid.

Career Services annual survey of all graduates shows 19% go on to graduate school, benchmark survey shows 11%.

The survey indicated 56% had not participated in Career Services activities where actually 100% of the respondents are registered with Career Services.

Question was asked about awareness of Career Services – the answer should have been 100% - nothing less, since all participants are registered.

Question relating to on-line delivery systems – survey indicated 76% - again all 100% are registered.

Overall, not many surprises with results of the survey. Really not much insight for Career Services to gain from the survey. As previously mentioned there are many validity issues with the survey.

It is very difficult to find benchmark surveys that match the model of Career Services we have at FHSU. Twenty years ago we had the correct model and surveys were fairly relevant. Today they are not.

RECOMMENDED ACTIONS

- Plan to continue with free, web-based registration next year, send postcards to all Juniors and Seniors to personally notify them of our services and to continue to enhance our electronic job search services.
- We will continue to produce a quarterly email newsletter for all students to provide timely information of career services activities, current events, new programs, and career search advice tips.
- We will continue to update and redesign our website to provide current, up-to-date job seeking information for our students.
- A video clip will be added to our website further promoting our services.
- A Career Services Facebook group will continue to be updated in order to promote events and services to students and alumni.
- We will continue to utilize and update our online recruiting system, Careers for Tigers.
- New enhancements in our Careers for Tigers program will be offered for both candidates seeking employment and for the recruiters seeking FHSU candidates.