

# ASSESSMENT REPORT FOR

Career Services

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**(Administrative or Educational Support Unit)**

September 1, 2002 to August 31, 2003

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**(Assessment Period Covered)**

October 15, 2003

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**(Date Submitted)**

## **Expanded Statement of Institutional Purpose Linkage:**

### **Institutional Mission/Goal(s) Reference:**

Texas A&M International University, a Member of the Texas A&M University System, is committed to the preparation of students for leadership roles in their chosen profession and in an increasingly complex, culturally diverse state, national, and global society... Through instruction, faculty and student research, and public service, Texas A&M International University is a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

### **Administrative or Educational Support Unit Mission Statement:**

The mission of the Department of Career Services is to assist potential, current, and former students to identify, explore, select, and enter career programs and employment opportunities.

### **Intended Administrative Objectives:**

- 1.** Students selecting majors and/or career programs will be satisfied with services provided.
- 2.** Students will show satisfaction with the Annual Job Fair.
- 3.** Graduates will increase usage of Career Services for their career exploration, on-campus employment, and job searching needs.

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## **Intended Administrative or Educational Support Objective:**

1. Students selecting majors and/or career programs will be satisfied with services provided.

## **First Means of Assessment for Objective Identified Above:**

### **1a. Means of Unit Assessment & Criteria for Success:**

Sign-in/Sign-out Form will indicate a 80% level of positive response to the question, "Did you find what you needed today?".

### **1a. Summary of Assessment Data Collected:**

Results indicated that 93% of responses were "yes" to the question, "Did you find what you needed today?".

### **1a. Use of Results to Improve Unit Services:**

Because more than 50% left response blank, this measure will be re-done with emphasis on staff capturing true results by asking students to complete the form and answer the question.

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## **Intended Administrative or Educational Support Objective:**

2. Students will show satisfaction with the Annual Job Fair.

## **First Means of Assessment for Objective Identified Above:**

### **2a. Means of Unit Assessment & Criteria for Success:**

Annual Career/Job Fair Student Evaluation will show more than 90% overall rating in the "5 Excellent" to "3 Good" range on question, "Your overall rating of the Annual Job Fair."

### **2a. Summary of Assessment Data Collected:**

Evaluations for March 2003 presented a 97% rating in the "5 Excellent" to "3 Good" range to the question, "overall rating of the Annual Job Fair."

### **2a. Use of Results to Improve Unit Services:**

Evaluations will be analyzed to improve the "Fair" category and increase the positive responses to 90% overall ratings in the "5 Excellent" to "4 Very Good" categories.

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## **Intended Administrative or Educational Support Objective:**

3. Graduates will increase usage of Career Services for their career exploration, on-campus employment, and job searching needs.

## **First Means of Assessment for Objective Identified Above:**

### **3a. Means of Unit Assessment & Criteria for Success:**

The Graduating Student Survey will show an increase of 10% in programs marked in the question, "Please check Career Services/Programs used".

### **3a. Summary of Assessment Data Collected:**

The survey for May 2002 showed a total of 262 services were used. The survey for May 2003 showed a total of 299 services were used.

### **3a. Use of Results to Improve Unit Services:**

A 12% increase in usage of services was noted mostly in attendance to events such as the job fair or workshops. Programming will increase in counseling and in one-to-one encounters with students.

## **Second Means of Assessment for Objective Identified Above:**

### **3b. Means of Unit Assessment & Criteria for Success**

The Graduating Student Survey will show an increase of 10% in question, "Please indicate frequency of use/participation in these programs".

**3b. Summary of Assessment Data Collected:**

The survey for May 2002 showed that 27% used none of the services; 50% used the services 1 to 3 times; 17% used the services 3 to 6 times; and 7% used the services 6 or more times. The survey for May 2003 marked usage at 25% using none of the services; 51% using 1 to 3 times; 13% using 3 to 6 times; and 12% using 6 or more times.

**3b. Use of Results to Improve Unit Service:**

The increase in usage has been successful; however, marketing will be geared to students who have never used Career Services in the past to decrease the percentage of students indicating using "none" of the services.

### **SUPPORT DOCUMENTATION**

Enter any document referenced above in this summary table. There are two examples listed below. If no documents are cited, please remove the two examples from the table.

| <b>SOURCE</b>                              | <b>LOCATION/Special Instructions</b>  |
|--|---|
| Sign In/Sign Out Form                      | <a href="#">SACS Resource Room</a><br><a href="#">Killiam Library Building Room 334-C</a> |
| Annual Career/Job Fair Student Evaluations | <a href="#">SACS Resource Room</a><br><a href="#">Killiam Library Building Room 334-C</a> |
| Graduating Student Survey                  | <a href="#">SACS Resource Room</a><br><a href="#">Killiam Library Building Room 334-C</a> |

