

At NMHU, co-curricular activities are defined as out-of-class experiences that complement and extend the formal learning experience of a course or academic program. Co-curricular activities develop a student's social, intellectual, cultural, democratic, civic, and aesthetic domains. They are supervised and/or financed by the institution and facilitate the attainment of NMHU's four essential traits (or student learning outcomes). These experiences are voluntary, ungraded, and non-credited, although they may be compensated through student employment.

Four identified traits/student learning outcomes that the NMHU community of faculty, students and staff identified that our graduates are expected to display:

- **Mastery of content knowledge and skills**
- **Effective communication skills**
- **Critical and reflective thinking skills**
- **Effective use of technology**

Program Name: Career Services Center

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Program Mission: The mission of the Career Services Center is to support University's mission, goals, and core values by empowering students to make career-planning decisions, to connect them with regional and global employers, and to provide job search skills to successfully gain employment in a rapidly changing and competitive job market.

Intended Audience: All recent graduates (Associate and Bachelor degree) from the Class of 2015-2016 and all current students on the main campus, center sites and online.

Summary of Student Utilization of your Program:

1. Number of students attending the Career and Internship Fair: **471**
2. Total number of students and alumni using our Optimal Résumé system: **2,878**
3. Total number of Going Global internship and job searches by students and alumni: **8,012**
4. Total number of student usage of Career Spots videos: **2,587**
5. Number of career services workshops and class presentations: **71**; number students in attendance: **1341**

Summary of Student Satisfaction Results:

1. Conducted a **First Destination Survey** sent to all graduates of bachelor degrees and associate degrees for the class of 2015-2016. Survey results will help to assess success rate of graduates' initial career activity (employed full-time or part-time, enrolled in continuing education, serving in US Armed Forces, participating in a volunteer service program) and satisfaction in using Career Services: **129** of **507** graduates completed survey resulting in **25.4%** response rate. Results include 90% success rate and satisfaction of services exceeded targeted threshold.
2. Conducted a **Skyfactor Career Services Survey** sent to all current students to assess their learning outcomes and satisfaction with Career Services: **124** of **507** graduates completed survey resulting in **23.5%** response rate. All learning outcomes and satisfaction levels exceeded targeted thresholds.
3. Conducted a **Student Survey for the Career and Internship Fair** to assess if students' needs of the career fair were met (overall satisfaction): **374** of **471** completed the survey resulting in a **79.4%** response rate. The career fair exceeded the targeted threshold for meeting students' needs.

Student Learning Outcome:	University Trait(s) linked to which it is linked Learning Outcomes	Assessment Measurement Results	Outcome Achieved? (0 = No, 1 = Yes)	Plan for Improvement
<p>1. Students who have graduated in 2015-2016 with a Bachelor or an Associate degree and have used Career Services will be satisfied with services on 1) internship and job postings, 2) résumé writing, and 3) job interviewing strategies.</p>	<ul style="list-style-type: none"> • Mastery of Content Knowledge and Skills • Effective Communication Skills • Critical and Reflecting Thinking • Use of Technology 	<p>Using the results from the First Destination Survey, the average score results for satisfaction each of the services includes: 1) Internship and job postings = <u>3.74</u> 2) Résumé writing = <u>4.39</u> 3) Job interviewing strategies = <u>4.04</u></p>	<p>1 = Yes: The average score results exceed the targeted threshold score of 3--based on a Likert scale of 1 (very dissatisfied) to 5 (very satisfied)-- thus indicating achieved satisfaction outcome for each of the services.</p>	<p>Plan is to continue increasing the student satisfaction level for each of the services by:</p> <ol style="list-style-type: none"> 1. Improving the visual quality of internship/job posting webpage to make it easier to view the listings. 2. Refining/streamlining handouts and presentation materials for résumé writing and job interviewing skills. <p>For future surveys, we plan to increase the threshold target to an average score of four (4).</p>
<p>2. Current students who utilized Career Services will learn: 1) how to obtain internships, 2) construct effective résumés, and 3) develop job interview skills.</p>	<ul style="list-style-type: none"> • Mastery of Content Knowledge and Skills • Effective Communication Skills • Critical and Reflecting Thinking • Use of Technology 	<p>Using the results from the Skyfactor Career Services survey, the average score results for each of learning outcomes include: 1) How to obtain internships = <u>5.04</u> 2) Construct effective résumés = <u>5.43</u> 3) Develop job interview skills = <u>4.94</u></p>	<p>1 = Yes: The average score results exceed the targeted threshold score of 4--based on a Likert scale of 1 (strongly disagree) to 7 (strongly agree)--thus indicating achieved learning outcome for each of the three services.</p>	<p>Plan is to continue increasing the learning outcome level for each of the three services by:</p> <ol style="list-style-type: none"> 1. Refining/streamlining handouts/presentation materials and conducting more class presentations on finding internships, constructing résumés and developing job interview skills. <p>For future surveys, we plan to increase the threshold target to an average score of five (5).</p>
<p>3. Current students who used Career Services will have an overall satisfaction with its services.</p>	<ul style="list-style-type: none"> • Mastery of Content Knowledge and Skills • Effective Communication Skills • Critical and Reflecting Thinking • Use of Technology 	<p>The average score result for the overall satisfaction of services = <u>5.10.</u></p>	<p>1 = Yes: The average score for overall satisfaction exceeds the targeted threshold score of 4--based on a Likert scale of 1 (strongly disagree) to 7 (strongly agree)--thus indicating achieved overall satisfaction outcome.</p>	<p>Plan is to continue increasing the students' overall satisfaction of our program by constantly refining our services to meet students' needs as provided by the detailed results from the Skyfactor survey. In addition, we will continue to increase student awareness and usage of our services by conducting more campus outreach such as student emails, class presentations, social media, creative marketing</p>

				<p>campaigns and faculty partnerships/collaborations with Career Services. For future surveys, we will increase the threshold target to an average score of five (5).</p>
<p>4. The Career and Internship Fair will meet the needs of students.</p>	<ul style="list-style-type: none"> • Mastery of Content Knowledge and Skills • Effective Communication Skills • Critical and Reflecting Thinking 	<p>The average score result for students' needs being met by this event = 4.16.</p>	<p>1 = Yes: The average score for students' needs being met from the career fair exceed the targeted threshold score of 3--based on a Likert scale of 1 (poor) to 5 (excellent)--thus indicating achieved outcome.</p>	<p>Plan is to continue improving annual career fair by attracting a greater diversity of employers and by educating more students to best prepare for these events. Faculty who require class attendance to career fairs will be targeted for career fair preparation presentations. For future surveys, we will 1) change the survey to indicate "overall satisfaction" instead of "needs met", and 2) increase the threshold target to an average score of 4.</p>

Summary of the Outcomes Assessment Data. [Did students achieve the outcomes? Which outcomes can be achieved? Briefly analyze the results].

All four learning outcomes were achieved as indicated by the measurement results exceeding the average score threshold on each survey.

How are you going to improve the program for next year? Which outcomes will you target, and what specifics steps will you take for improvement?

Please refer to the Plan for Improvement section for each of the four learning outcome objectives. Career Services is constantly looking for ways to improve its program services to keep up with students' and employers' needs in a rapidly changing and competitive job market. The use of surveys every year will help serve in making necessary improvements. Based on the current assessment results, some of the outcomes Career Services will target next year include:

1. Refining/streamlining presentations and materials for teaching effective résumé writing and job interviewing skills.
2. Conducting more student outreach to increase student awareness and usage of career services, especially for center and distance students, Outreach will include more frequent emails to students and developing a greater social media presence for Career Services.
3. Collaborate with ITS/webmaster to improving the visual quality of our job posting webpage to make it easier for students to review internships of interest.
4. Considering that all learning outcomes exceeded the average score threshold for this year, Career Services will increase this score threshold on all outcomes for next year's survey.
5. Considering that our Career Advisor vacancy has been frozen due to budget cuts, we will need to hire more students to serve as career peer advisors to assist the Career Services Director in providing services to students. Considering that career peer advisors serve in para-professional roles, we will need to increase their pay to match their level of responsibilities and to attract students with higher skill levels in writing, communications, and leadership.

What were the results of the discussion with peer reviewers and the joint meeting between the Co-Curricular and Assessment Committees?

The comments from the peer review indicated this report was detailed and clear. A suggestion about the career and internship fair learning outcome (#4) was incorporated to give career fair preparation presentations to classes that require class attendance so that students are better prepared and have clear expectations of the event.

Do any improvements need to be made to your plan? How will those be implemented?

As of 8/9/2017, no improvements are needed to this plan other than as stated above.