

Administrative Unit

Assessment Plan 2014-2015

Department/Office: Office of Career Services

Department/Office Mission Statement (if available):

We strive to provide students with the tools, skills, and knowledge necessary to successfully advance in the next step of their careers.

Date Reviewed with Supervisor: September 1, 2014

Please complete the following assessment plan and review with your supervisor prior to **September 15, 2014**. Please submit electronic copies of your final plan to your supervisor and to the Director of Institutional Effectiveness **no later than September 22, 2014** (Feel free to submit it earlier!).

Comment [CO1]: For the purposes of this document, the department has been made up. All of the information included in this example has been fabricated to illustrate an example of an exemplary assessment report.

Comment [CO2]: It is good practice for departments to have a mission statement that describes the core services and functions of the department, the stakeholders the department strives to serve. The mission statement should also be aligned with, or expand on, the mission of the college.

Comment [CO3]: Assessment reports become much more meaningful when they are discussed between department/division leaders and their supervisors. Ideally, specific goals from vice presidents are also shared with department directors so that division initiatives can be incorporated down the organizational chart. Falling short of targets for any given outcome should not be seen as negative, but should be seen as an opportunity for improvement and discussion.

Departmental Goal One: Students will develop meaningful resources and skills to earn employment in desired field.

DSLCC Goal: Goals 1-3

Outcome 1.1:

Increase attendance at monthly resume and cover letter writing workshops

Measure/Performance Indicator:

Attendance data

Target for Success:

Based on survey results the times of the workshops have changed, thus I expect an increase in attendance by 5% over 2013-2014

Results (Please provide at least two years of results if available):

[Only provide results here (budget numbers, survey results, retention rates). Provide any explanation of results in the “Interpretation of Results” section. Feel free to use tables or charts if it’s easier to display the findings]

2014-2015:

Nine workshops offered with average attendance of five students (45 total)

2013-2014

Nine workshops offered with average attendance of approx. three students (28 total)

2012-2013

Nine workshops were offered with average attendance of approx. four students (38 total students)

Interpretation of Results:

After attendance dropped following 2013-2014, our department reevaluated how and when we were offering workshops in order to improve our reach with students. We surveyed approximately 130 students and found that the majority of those students preferred workshops that occurred mid-afternoon, once their classes were over. We shifted our times to fit this feedback and saw an increase in attendance of 62% as a result.

Target Met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Partially
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Current Changes Planned for 2014-2015:

Last year, we had an action plan to survey students in order to determine ideal times to offer workshops. In October, we sent out an electronic survey to all (800 non dual enrolled) students and received 128 responses

*President’s Goal

Comment [CO4]: The departmental goals (new addition in 2014-2015) are broad statements that include the stakeholders (students, community members, faculty, staff, etc.) and the intended benefits that you hope they gain from your services. These statements don’t need to be measurable, nor should they change much year to year, but each of them should align to some degree with institutional goals and your department’s mission. You can have anywhere from 2-5 departmental goals, though three is a safe number to shoot for.

Comment [CO5]: These are the institutional goals (not the individual President’s Goals, but the DSLCC goals stated in the President’s Goals document). Your departmental goals should support the goals of the college. The departmental goals can align with one or all of the institutional goals.

Comment [CO6]: The outcome is the measurable statement that specifies precisely what, if achieved, will demonstrate your department’s effectiveness at meeting your goals and your mission. These statements can be written in terms of what you as a department will attempt to do, or what you expect stakeholders (e.g., students) will get out of your programs. Make sure each departmental goal has at least one outcome associated with it.

(16% response rate). Over 80 responses identified mid-afternoon as the preferred time to attend workshops. We shifted our times from the morning to the mid-afternoon in an effort to improve participation. We also went to evening classes and spoke directly with students there to determine ideal times for offering these resources to them.

Changes Planned for 2015-2016 based on 2014-2015 Results

After speaking with night class students, we plan to work with faculty of these classes to provide in-class workshops to students once a semester. We will contact faculty of night classes during the first week of classes in the fall semester and attempt to provide a forty minute workshop to at least six class sections throughout the fall semester.

Outcome 1.2:

All DSLCC students will complete a Virginia Wizard Profile before graduation *

Comment [CO7]: Sometimes, your outcome will be aligned with a President's annual goal. It's encouraged to use these goals, either verbatim, or modified to demonstrate how your office will help contribute to the achievement of said goal.

Measure/Performance Indicator:

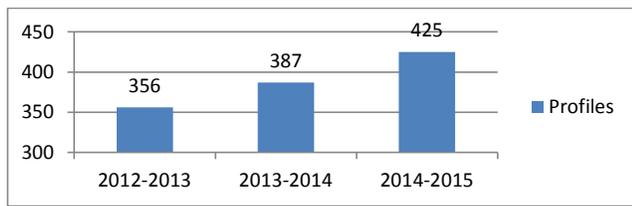
Virginia Wizard Profiles

Target for Success:

The number of completed profiles will increase by 3% over 2013-2014

Comment [CO8]: The target for success should be as specific as possible. Ideally, you provide a brief justification for why you've set the target where it's at. The target should align with the outcome (if you want to see an increase in attendance, then the target should specify the size of that increase).

Results (Please provide at least two years of results if available):



Comment [CO9]: Results can be displayed in a chart (seen here) or in narrative form (see the other examples provided in this report). Either way, be sure to provide more than one year of data if available to be able to show trends. Only share results here. Any interpretation or explanation can be saved for the next part.

Interpretation of Results:

Since 2012-2013, the number of completed profiles has increased each year. From 2013-2014, the number of profiles increased by 9.8%, well above the targeted 3% increase. The increase is likely due to the attention paid to completing the Virginia Wizard in SDV

Comment [CO10]: In this section, briefly explain any trends in the results and reasons why things have improved, remained the same, or decline over the past few years.

Target Met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Partially
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Changes Implemented in 2014-2015:

SDV 100 requires new students to complete a profile in Virginia Wizard as part of the class. This change began in 2013-2014 and has resulted in a sustained level of new profiles each year. In addition, this year, as

*President's Goal

part of each one on one consultation with a new student (who hasn't been seen by Career Services before), they go through the Wizard.

Changes Planned for 2015-2016 based on 2014-2015 Results

Given the success of incorporating the Wizard into new student consultations and into SDV 100, we do not anticipate any major changes for 2015-2016. Our next target is aimed at improving the quality of the student's interaction with the Wizard, particularly with their ability to develop resumes and use the assessment results to aid in career searches.

Departmental Goal Two: Students will develop meaningful resources and skills to earn employment in desired field.

DSLCC Goal: Goals 1 and 2

Outcome 2.1:

Students will be satisfied with the quality of one-on-one advising appointments *

Measure/Performance Indicator:

Student Survey. This is a seven-item survey that contains questions about students' experiences with one-on-one advising appointments in career services. Within a week after having an appointment, students are emailed a link to an electronic survey, asking them to provide satisfaction with areas such as: quality of advising, ability to get an appointment, length of session, quality of resources provided, etc. Students are entered into a raffle for a gift card to the bookstore if they complete the survey. All items are Likert-scale with six options ranging from very dissatisfied to very satisfied.

Target for Success:

At least 90% of students will remark that they are satisfied with the quality of their advising.

Results (Please provide at least two years of results if available):

[Only provide results here (budget numbers, survey results, retention rates). Provide any explanation of results in the "Interpretation of Results" section. Feel free to use tables or charts if it's easier to display the findings]

2014-2015 _____

88% reported being satisfied (120 responses)

2013-2014 _____

85% reported being satisfied (112 responses)

2012-2013 _____

82% reported being satisfied (97 responses)

*President's Goal

Comment [CO11]: Here, identify the measure (e.g., surveys) or performance indicators (e.g., attendance data) that you will use to determine whether or not you've met your outcome. If you use a measure, provide information about it, such as how many items, what kind of items are they (likert, multiple choice, etc.), and how it is disseminated to students. Performance indicators are typically self-explanatory (see previous example), but if no explanation is provided, the appropriateness of the PI to measure the outcome should be obvious.

Interpretation of Results:

Since 2012-2013 the percentage of students that report being satisfied with advising has increased. We receive a 75% response rate on the surveys, which is very acceptable and it is believed that the gift card is a strong incentive for students. However, although we've seen growth, our numbers are still below our target and thus, to date we have not met the target.

Target Met?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Partially
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Current Changes Planned for 2014-2015:

In March, we began asking students to submit a brief questionnaire about their reason for visiting the office at the time they sign up for an appointment. This sheet was then shared with the advisor ahead of the meeting so she could prepare for the meeting with appropriate resources. Because the process began in March, we expect more students to be satisfied once the process runs the entire year.

Changes Planned for 2015-2016 based on 2014-2015 Results

Our plan for 2015-2016 is to begin requesting students fill out the forms in August so that preparations by the advisor can be made for all appointments. We do not anticipate this change requiring any additional resources other than the cost to print the information sheets, which is minimal.

Comment [CO12]: This area might contain similar information to your interpretation section, but the key here is to provide information about what you did this past year to implement any prior action plans. This section should be written in the PAST tense to describe what was done.

Comment [CO13]: Here is where you identify any future plans you have to try and improve performance on the outcome. Thus, this section should be written in the FUTURE tense. Be descriptive here: when will the changes take place? What costs are associated with it?