

Student Learning Outcomes for Non-Instructional Units (2007-2008)

Directions: Complete Sections “A” through “C” at the beginning of each academic school year (once prompted). Sections “D” and “E” (which deal with actual results and use of results) should not be completed until the end of each spring term. Keep comments brief and use 9 point font. In doing so, your document should not exceed one page.

Department or Division: Career Services		Department or Division Chair/Director/Dean: Dr. Kristie Rankin/ Dean Charlsie Cook		
Academic School Year: 2007-2008				
Department or Division’s Mission: The mission of Career Services is to assist students with career planning and evaluation, job readiness, internships and portfolios while providing up-to-date information on career opportunities with local, state, national and international employers.				
A. Student Learning Outcomes (3-5)	B. Assessment Methods	C. Expected Results	D. Actual Results Obtained	E. Use of Results
Students within the reach of your division or department, should demonstrate the following proficiencies:	List what methods you plan on using to measure each student learning outcome.	List what intended results you expect to see if the outcome is reached. Results should be measurable.	When you assessed and measured your outcomes, what results did you find? Be specific.	Now that you have your results, how do you intend to use these results to improve your division or department?
1. Students will demonstrate appropriate dress, standards of behavior and interview techniques in the job interview process	1. Mock interview scored by Rubric	1. 75% of students interviewed will score at “good” level ($\mu=3$ on 5 point Likert Scale)	1. While 75% of those who presented for Mock Interviews did score at good level or better it is relevant to note that only 4 students were referred to Dr. Rankin for mock interviews during this rating period. Sample size too small to make any generalizations about population.	1. Increase number of students who participate in the mock interview process to better assess level of awareness and skill.
2. Students will demonstrate the ability to complete a resume appropriate to their needs using Optimal Resume Online®	2. Resume Review/edit by Career Services using rubric and current business/industry standards	2. 100% of students using the online service, who submit their resumes for review, will create resume consistent with current industry standards with assistance from Career Services	2. Goal met. After edits and revisions 100% of students using Optimal Resume Online® completed resumes appropriate to their needs. There were 221 new resume accounts created and 200 new resumes submitted for review and reviewed in this time frame.	2. Continue use of program. Increase student/faculty awareness of Optimal Resume Online® to increase usage. Have Optimal Resume® program incorporated into PSY 100 and BSS220 curricula.
3. Students will demonstrate an increased level of knowledge related to job search strategies/techniques available to them.	3. A. Job placement results B. Career Services Lab sign in sheets	3. 70% of students will secure “in field” job placement utilizing job search techniques and strategies available to them.	3. A. Complete placement data unavailable at this time. CAPP Report is not due in its entirety until October.	3. Increase faculty/staff awareness of job search resources which are available in order for them to pass this knowledge along to students they encounter. While not all students will come to the Career Center, they will interact with faculty/staff regularly. Incorporate more Career Services information into PSY 100 curriculum.
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