



UNIT/PROGRAM NAME: Department of Career Services – Division of Student Affairs
OFFICE OF PRIMARY RESPONSIBILITY: Career Services
ASSESSMENT COORDINATOR: Amanda Morgan, Joe Franks and Jalysa Green
SUBMISSION DATE OF THE REPORT: Monday, October 01, 2018

ACADEMIC YEAR 2017-2018

INSTRUCTIONS:

To comply with institutional effectiveness expectations, units/programs **MUST**:

- identify expected outcomes,
- assesses the extent to which it achieves these outcomes, and
- provide evidence of improvement based on analysis of the results

Guidance for preparing Unit Goals and Indicators of Success Reports:

- Use multiple assessments (Indicators of Success) for each Unit Goal.
- Reports must demonstrate engagement in on-going planning and assessment which is consistent over time to enable the unit to evaluate students, courses or a program. Shared widely within and across programs, the results of this assessment must be used to inform decisions about curricular and programmatic revisions. At appropriate intervals, program and learning outcomes and assessment methods should be evaluated and revised.
- Develop and/or use methods and instruments that are uniquely suited to the goal statements/Indicators of Success and that are supported by faculty/unit.
- Each Report must contain “mature data” (at least five years - sufficient information used as a basis for sound decision making).
- Each Report must provide evidence of improvement, based on the analysis of the assessment results, as opposed to a plan for improvement.

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5.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5:** As documented in the Department of Career Services Spring 2017 Board Report: May 23, 2017; The Director of Career Services - Amanda Morgan - reported the following: " Met with President Cosentino on the University Employment Center and discussed the Employment Center proposal in April 2017. Discussed partnering with HT/ Employment Solutions and the budget needed to partner with the company to assist in the placement of our students. The proposal submitted by HT/ was \$8,000.00per month. Dr. Cosentino informed the Career Services director and VP of Student Affairs that although he felt that amount of money should be contributed to the development of the employment center, it was unavailable at the time. Dr. Cosentino instructed the Career Services director to put efforts of collaborating with any outside agency on hold until the fall 2017 enrollment numbers were confirmed. He stated that we could reevaluate in the summer (according to budget numbers) to possibly bid the contract out at that time. Currently, there has not been an update on the enrollment projection to make a decision to do so. During this time, the Director of Career Services spoke with our Procurement officer in regards to creating a proposal for the bid. Currently there is no other procurement agreement like this, so a new proposal for services would need to be created. During the April meeting, the director of Career Services also shared demographic numbers with the president to show where the Career Services programming efforts could be developed to best serve our students". Continue efforts in establishing Employment Center as funding is appropriated for it. 21

1. UNIT/PROGRAM GOAL 1: Students are satisfied with their career services' experience, programs, events, facilities, and staff.

1.1. STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED: 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

1.2. TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS: Academic Year 2017-2018

1.3. INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES¹

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
1.3.1 Students are satisfied with their career counseling meetings.	Lander Mean: 6.29 Select Six Mean: 5.96 All Institutions Mean: 5.87	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00
1.3.2 Students are satisfied with how career services publicizes its programs, events, and services.	Lander Mean: 5.44 Select Six Mean: 4.99 All Institutions Mean: 5.09	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00
1.3.3 Students are satisfied with the environment of the career services office.	Lander Mean: 5.72 Select Six Mean: 5.38 All Institutions Mean: 5.42	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00

¹ Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

1.3.4	Students are satisfied with Career Services' staff.	Lander Mean: 5.90 Select Six Mean: 5.75 All Institutions Mean: 5.78	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00
1.3.5	Students are satisfied with the Graduate School and/ or Career /Job Fairs provided.	Percent Score: 86%	85 - 100% participants responded answering Strongly Agree or Agree to: "Event was worth their time", " Held at a convenient time"; "Variety of schools or employers represented", "Well organized", "Provided information useful when applying to graduate school or seeking employment".	75 – 84.9% participants responded answering Strongly Agree or Agree to: "Event was worth their time", " Held at a convenient time"; "Variety of schools or employers represented", "Well organized", "Provided information useful when applying to graduate school or seeking employment"..	Below 75% of participants responded answering Strongly Agree or Agree to: "Event was worth their time", " Held at a convenient time"; "Variety of schools or employers represented", "Well organized", "Provided information useful when applying to graduate school or seeking employment".	3.00
1.3.6	Overall, students are satisfied with the Career Services' Department.	Lander Mean: 5.40 Select Six Mean: 5.09 All Institutions Mean: 5.10	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00

1.4. AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS: 3.00

1.5. ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:

Indicator of Success	Assessment Instruments	Frequency of Assessment
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1.5.1.	Skyfactor Benchworks Career Services Assessment Survey	Annually
1.5.2.	Skyfactor Benchworks Career Services Assessment Survey	Annually
1.5.3.	Skyfactor Benchworks Career Services Assessment Survey	Annually
1.5.4.	Skyfactor Benchworks Career Services Assessment Survey	Annually
1.5.5.	Skyfactor Benchworks Career Services Assessment Survey Institutional Specific Questions OQ2- OQ8.	Annually
1.5.6.	Skyfactor Benchworks Career Services Assessment Survey	Annually

1.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: 9/20/2018

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

1.6.1. OUTCOME 1 COMMENTS: For the 2017-2018 Academic Year the threshold for this indicator was met on an over-all basis. The data from the 2016-2017 reporting period indicated that one criterion was only partially met: *“The career counselor respected the student’s right to make his/her own decisions.”* The data for this particular criterion did show improvement from not being above any comparison group means for the 2016-2017 Academic Year (6.00 compared to 5.95 and 6.08) to being above all comparison group means for the 2017-2018 Academic Year (6.36 compared to 6.23 and 6.15). This improvement was accomplished by the Career Services’ Director remembering to verbalize to students that it is their choice to make their own decisions and the Director is just presenting options. This same strategy was used to improve survey results from the 2013-2014 Academic Year to the 2014-2015 Academic Year.

1.6.1.1. ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1: None

1.6.1.2. EXPLANATION OF HOW RESOURCES WILL BE USED: Not Applicable for this academic year

1.6.2. OUTCOME 2 COMMENTS: The threshold for this indicator was met with a score of 3.00. Lander University’s mean was above all of the Skyfactor Benchworks comparison group means. No action is required

1.6.2.1. ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2: None

- 1.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable for this academic year
- 1.6.3. **OUTCOME 3 COMMENTS:** The threshold for this indicator was met with a score of 3.00. Lander University's mean was above all of the Skyfactor Benchworks comparison group means. No action is required.
- 1.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** None
- 1.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable for this academic year
- 1.6.4. **OUTCOME 4 COMMENTS:** Overall, the threshold for this indicator was met with a score of 2.33. There were three criteria for this indicator and thresholds were met for two. The criteria not met was student survey responses of *agree* or *strongly agree* to "*Students are satisfied with Career Services availability to assist them*". A contributing factor for this could be the increase in the number of students at Lander University without any increase in the number of Career Services' staff. The lack of additional staff limited the availability of appointments. Since this is the first year this has not been met, it will continue to be monitored.
- 1.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** None
- 1.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable for this academic year
- 1.6.5. **OUTCOME 5 COMMENTS:** Students are satisfied with the Graduate School and/ or Career /Job Fairs provided as evidenced by the score of 86% (291/340) in terms of strongly agree or agree for the following: "Event was worth their time", "Held at a convenient time"; "Variety of schools or employers represented", "Well organized", "Provided information useful when applying to graduate school or seeking employment".
- 1.6.5.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** None
- 1.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable for this academic year
- 1.6.6. **OUTCOME 6 COMMENTS:** The threshold for the indicator, "*Overall, students are satisfied with the Career Services' Department*" was met with a score of 3.00. Lander University's mean was above all of the Skyfactor Benchworks comparison group means for the five criteria used to measure its success. No action is required.
- 1.6.6.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 6:** None

1.6.6.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable for this academic year

1.7. SUMMARY COMMENTS FOR OUTCOMES 1-5:

The goal of providing Lander University students with satisfactory career services' experiences, programs, events, facilities, and staff was met for all five indicators of success with an over-all score of 2.84. This was the fifth reporting period the Skyfactor Benchworks Career assessment surveys were used to measure this goal. This same survey will be employed for the next reporting period. From the 2016-2017 Academic Year to this reporting period, improvement was seen in one sub-indicator that previously was not met, "*The Career Services' counselor respected the student's right to make his/her own decisions*", due to the Director making sure that the options offered/presented/explored with the student were just choices. However, another sub-indicator's threshold was not met for this reporting period – "*Students are satisfied with Career Services availability to assist them*". A contributing factor for this could be the increase in the number of students at Lander University without any increase in the number of Career Services' staff. The lack of additional staff limited the availability of appointments. Since this is the first year this has not been met, it will continue to be monitored.

1.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5: A new online database management system, Handshake, was implemented and is available to our students. It has a large focus on marketing to encourage student engagement beginning the spring 2018 semester. The software allows students to schedule counseling appointments, create resumes, view and apply for job postings, and register to attend career services related events and workshops. There is also a single sign-on feature for employers providing the ability to post their open position(s) all at once with multiple schools. Lastly, there is a capability to track and report all Career Services department activities through the management system. For the 2018-2019 Academic Year, the impact of Handshake (a newly implemented database management system) will be monitored. Handshake should provide all Lander University students with more resources for employment and career information and opportunities. The impact of this system will be monitored in terms of appointment availability and resources provided.

2. UNIT/PROGRAM GOAL 2: Career Services' experiences enhanced students' understanding of their career goals, career steps and career competencies.

2.1. STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED: 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

2.2. TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS: Academic Year 2017-2018

2.3. INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES²

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
2.3.1 Career Services' experiences enhanced students' understanding of their career goals, career steps and career competencies.	Lander Mean: 5.77 Select Six Mean: 5.13 All Institutions Mean: 5.24	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00
2.3.2 Career Services' experiences enhanced students' understanding of their career steps.	Lander Mean: 5.55 Select Six Mean: 5.17 All Institutions Mean: 5.17	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00
2.3.3 Career Services' experiences enhanced students' understanding of career competencies.	Lander Mean: 5.57 Select Six Mean: 5.27 All Institutions Mean: 5.28	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer	Lander's Skyfactor mean score is above only one of the mean scores of the following	Lander's Skyfactor mean score is not above the mean scores of the following	3.00

² Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

			institutions and all surveyed institutions.	comparison groups: select six peer institutions and all surveyed institutions.	comparison groups: the select six peer institutions or all surveyed institutions.	
2.3.4	Overall, Career Services' experiences enhanced student learning.	Lander Mean: 5.27 Select Six Mean: 4.64 All Institutions Mean: 4.63	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00

2.4. AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS: 3:00

2.5. ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:

Indicator of Success	Assessment Instruments	Frequency of Assessment
2.5.1.	Skyfactor Benchworks Career Services Assessment Survey	Annually
2.5.2.	Skyfactor Benchworks Career Services Assessment Survey	Annually
2.5.3.	Skyfactor Benchworks Career Services Assessment Survey	Annually
2.5.4.	Skyfactor Benchworks Career Services Assessment Survey	Annually

2.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: 9/20/2018

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

2.6.1. OUTCOME 1 COMMENTS: The threshold for this indicator was met with a score of 3.00. Lander University's mean was above all of the Skyfactor Benchworks comparison group means. No action is required

2.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

2.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** N/A

2.6.2. **OUTCOME 2 COMMENTS:** The threshold for this indicator was met with a score of 3.00. Lander University's mean was above all of the Skyfactor Benchworks comparison group means. No action is required.

2.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2:** None

2.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** N/A

2.6.3. **OUTCOME 3 COMMENTS:** The threshold for this indicator was met with a score of 3.00. Lander University's mean was above all of the Skyfactor Benchworks comparison group means. No action is required.

2.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** None

2.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** N/A

2.6.4. **OUTCOME 4 COMMENTS:** The threshold for this indicator was met with a score of 3.00. Lander University's mean was above all of the Skyfactor Benchworks comparison group means. No action is required.

2.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** None

2.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** N/A

2.7. SUMMARY COMMENTS FOR OUTCOMES 1-5:

The goal of enhancing students' understanding of their career goals, career steps and career competencies was met for all four indicators of success as indicated by an over-all score of 3.00. This goal supports Lander University's pillar of retention by ensuring that students have the skills necessary when applying for employment or graduate school following graduation and enhancing their overall learning experience. This was the fifth reporting period using the Skyfactor Benchworks assessment. This same survey will be employed for the next reporting period.

2.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5: For the 2018-2019 Academic Year, the impact of Handshake (a newly implemented database management system) will be monitored. Handshake should provide all Lander University students with more resources for employment and career information.

3. UNIT/PROGRAM GOAL 3: Career Services assists students in selecting a major or validating their choice of majors.

3.1. STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED: 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

3.2. TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS: 2017-2018 Academic Year

3.3. INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES³

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
3.3.1 Career Services' experiences supported the choice of major made for students' undecided about a major.	Lander Mean: 5.52 Select Six Mean: 5.10 All Institutions Mean: 5.12	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00
3.3.2 Career Services' experiences reinforced a student's choice of major(s).	Lander Mean: 5.77 Select Six Mean: 5.48 All Institutions Mean: 5.58	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00

3.4. AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS: 3.00

3.5. ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:

³ Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

Indicator of Success	Assessment Instruments	Frequency of Assessment
3.5.1.	Skyfactor Benchworks Career Services Assessment Survey	Annually
3.5.2.	Skyfactor Benchworks Career Services Assessment Survey	Annually

3.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: 9/20/2018

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

3.6.1. OUTCOME 1 COMMENTS: The threshold for this indicator was met with a score of 3.00. Lander University’s mean was above all of the Skyfactor Benchworks comparison group means. No action is required.

3.6.1.1. ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1: None

3.6.1.2. EXPLANATION OF HOW RESOURCES WILL BE USED: N/A

3.6.2. OUTCOME 2 COMMENTS: Overall, the threshold for this indicator was met with a score of 2.67. There were three criteria for this indicator and thresholds were met for two. The criterion partially met was student survey responses of strongly agree or agree to the statement, “*The Career Services’ experience helped the student feel confident his/her major is the right choice.*” Since this is the first year this has not been met, it will continue to be monitored

3.6.2.1. ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2: None

3.6.2.2. EXPLANATION OF HOW RESOURCES WILL BE USED: N/A

3.7. SUMMARY COMMENTS FOR OUTCOMES 1-5:

Overall, the threshold for this indicator was met with a score of 2.84. The data documented that one indicator for this goal was fully met with Lander University mean responses for “strongly agree” and “agree” above the select six comparison institutions and all institutions participating in the survey. However, the data show that for the second indicator, there were three criteria met and one partially met. The criterion partially met was student survey responses of “strongly agree” or “agree” to the statement, “The Career Services’ experience helped the student feel confident his/her major is the right choice.” Since this is the first year this has not been met, it will continue to be monitored. If it is not met next academic year, then a plan of action to impact

it will be developed. For the 2018-2019 Academic Year survey, a follow-up institutional specific question will be added to try capture why students do not feel confident about their choice of major.

3.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5: For the 2018-2019 Academic Year survey, a follow-up institutional specific question will be added to try capture why students do not feel confident about their choice of major.

4. UNIT/PROGRAM GOAL 4: Overall, Lander University's Department of Career Services' is effective in its provision of services to students.

4.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

4.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** 2017-2018 Academic Year

4.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES⁴**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
4.3.1 Overall, Lander University's Department of Career Services' is effective.	Lander Mean: 5.39 Select Six Mean: 4.98 All Institutions Mean: 4.99	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is not above the mean scores of the following comparison groups: the select six peer institutions or all surveyed institutions.	3.00

4.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 3:00

4.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
4.5.1.	Skyfactor Benchworks Career Services Assessment Survey	Annually

4.6. **REVIEW AND SUMMARY OF EXPECTED OUTCOMES –** Date Reviewed: 9/20/2018

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

⁴ Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

4.6.1. **OUTCOME 1 COMMENTS:** The threshold for this indicator was met. Lander University's mean was above all of the Skyfactor comparison group means.

4.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

4.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** N/A

4.7. SUMMARY COMMENTS FOR OUTCOMES 1-5:

The goal of evaluating Career Services' overall program effectiveness was met for the one indicator of success and its nine measures. This was the fifth reporting period the Skyfactor Benchworks Career assessment surveys were used to measure this goal. This same survey will be employed for the next reporting period. The threshold for each unit indicator was set by comparing Lander University's results with several different comparison groups (Select 6 Peers, Carnegie Peers, and all Skyfactor participants). By using the same survey for the next reporting period, the ability to compare Lander University's results over time will benefit in establishing new thresholds, identifying patterns, changing thresholds, and employing or measuring solutions/changes initiated.

4.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5: For the 2018-2019 Academic Year, several new indicators will be added to this goal to better gauge retention, marketing, and outreach areas. The indicators are as follows: (1)The Career Services Department will effectively market its programs by participating in at least three on-campus recruiting/training events each year, (2)The Department of Career Services' will enhance Lander University's connections to the Lakelands and surrounding communities through at least four outreach events each year.

5. UNIT/PROGRAM GOAL 5: Lander University's Department of Career Services' will develop an employment and internship center.

5.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 4. Graduates Who Are Gainfully Employed or Admitted to Graduate School

5.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** 2017-2018 Academic Year

5.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES⁵**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
5.3.1 The Career Services' Director will develop and submit a proposal for an employment and internship center to the appropriate stakeholders for approval of the plan.	N/A	N/A	N/A	N/A	0.00

5.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** No Score

5.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
5.5.1.	Meeting Outcome Minutes/Year End Board Reports/Budget Reports	Annually

5.6. **REVIEW AND SUMMARY OF EXPECTED OUTCOMES –** Date Reviewed: 9/20/2018

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

⁵ Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

5.6.1. **OUTCOME 1 COMMENTS:** The Career Services Director submitted a completed proposal for the Employment and Internship Center in a meeting with the President of Lander University for review and approval April/2017.

5.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

5.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** N/A

5.7. SUMMARY COMMENTS FOR OUTCOMES 1-5:

The goal of submitting a proposal for an employment and internship center was met during the 2016/2017 Academic Year. The Career Services' Director has completed what can be done until funding is approved. Several initiatives have been instituted by Lander University to obtain a funding resource. One initiative is to maintain the increase in enrollment and a second initiative is the institution of a career services fee which could be used to build a funding source. Space for offices was developed by moving personnel located in the space next to the Career Services Director's office and dividing the vacated office into two. In addition, one full-time staff member was hired as the administrative assistant for Career Services and the employment center. The position of internship coordinator is still vacant and waiting for approval to be filled.

5.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5:** As documented in the Department of Career Services Spring 2017 Board Report: May 23, 2017; The Director of Career Services - Amanda Morgan - reported the following: " Met with President Cosentino on the University Employment Center and discussed the Employment Center proposal in April 2017. Discussed partnering with HT/ Employment Solutions and the budget needed to partner with the company to assist in the placement of our students. The proposal submitted by HT/ was \$8,000.00per month. Dr. Cosentino informed the Career Services director and VP of Student Affairs that although he felt that amount of money should be contributed to the development of the employment center, it was unavailable at the time. Dr. Cosentino instructed the Career Services director to put efforts of collaborating with any outside agency on hold until the fall 2017 enrollment numbers were confirmed. He stated that we could reevaluate in the summer (according to budget numbers) to possibly bid the contract out at that time. Currently, there has not been an update on the enrollment projection to make a decision to do so. During this time, the Director of Career Services spoke with our Procurement officer in regards to creating a proposal for the bid. Currently there is no other procurement agreement like this, so a new proposal for services would need to be created. During the April meeting, the director of Career Services also shared demographic numbers with the president to show where the Career Services programming efforts could be developed to best serve our students". Continue efforts in establishing Employment Center as funding is appropriated for it.

