

Assessment Day Career Services Survey Report – 2012

Likert Scale Items have a scale ranging from 1 = Excellent to 5 = Unsatisfactory. Therefore, lower means are more positive than higher means.

Last Modified: 04/20/2012

1. Have you used Career Services?

| # | Answer | Response | % |
|---|--------|----------|------|
| 1 | Yes | 118 | 50% |
| 2 | No | 117 | 50% |
| | Total | 235 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.50 |
| Variance | 0.25 |
| Standard Deviation | 0.50 |
| Total Responses | 235 |

2. Please indicate your level of agreement with the statements below.

| # | Question | Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree | Responses | Mean |
|---|--|----------------|-------|-----------|----------|-------------------|-----------|------|
| 1 | MU Career Services has helped with my career path (Via resume review, workshop, mock interview, etd) | 40 | 45 | 17 | 11 | 2 | 115 | 2.04 |
| 2 | My Career Services experience was positive | 47 | 49 | 9 | 7 | 3 | 115 | 1.87 |

| Statistic | MU Career Services has helped with my career path (Via resume review, workshop, mock interview, etd) | My Career Services experience was positive |
|--------------------|--|--|
| Min Value | 1 | 1 |
| Max Value | 5 | 5 |
| Mean | 2.04 | 1.87 |
| Variance | 1.04 | 0.96 |
| Standard Deviation | 1.02 | 0.98 |
| Total Responses | 115 | 115 |

3. Please select an appropriate answer to indicate your level of agreement with the following statements regarding service received at Career Services.

| # | Question | Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree | Responses | Mean |
|---|---|----------------|-------|-----------|----------|-------------------|-----------|------|
| 1 | I was greeted in a courteous and professional manner. | 49 | 52 | 10 | 3 | 1 | 115 | 1.74 |
| 2 | I was assisted in a timely manner. | 49 | 50 | 12 | 2 | 2 | 115 | 1.77 |
| 3 | I was provided with the information that I needed. | 49 | 44 | 13 | 5 | 2 | 113 | 1.82 |

| Statistic | I was greeted in a courteous and professional manner. | I was assisted in a timely manner. | I was provided with the information that I needed. |
|--------------------|---|------------------------------------|--|
| Min Value | 1 | 1 | 1 |
| Max Value | 5 | 5 | 5 |
| Mean | 1.74 | 1.77 | 1.82 |
| Variance | 0.63 | 0.71 | 0.86 |
| Standard Deviation | 0.80 | 0.84 | 0.93 |
| Total Responses | 115 | 115 | 113 |








4. How did you find out about Career Services? (Choose all that apply)

| # | Answer | | Response | % |
|----|-------------------------------------|--|----------|-----|
| 1 | Friend | | 59 | 26% |
| 2 | Faculty/Staff | | 108 | 47% |
| 3 | Advertisement/Poster/Sign | | 111 | 49% |
| 4 | Email | | 69 | 30% |
| 5 | Texting | | 2 | 1% |
| 6 | Facebook | | 23 | 10% |
| 7 | Twitter | | 5 | 2% |
| 8 | Linkedin | | 0 | 0% |
| 9 | Media/Newspaper | | 20 | 9% |
| 10 | I do not know about Career Services | | 18 | 8% |
| 11 | Other (Please specify) | | 19 | 8% |

| Other (Please specify) |
|--------------------------------|
| Marshall website |
| UNI 101 |
| Student (Freshman) Orientation |
| Resident Assistant |
| Family member |
| Saw The Building |
| ACCOUNTING 216 |
| Posters |
| Family |
| Advisor |

| Statistic | Value |
|-----------------|-------|
| Min Value | 1 |
| Max Value | 11 |
| Total Responses | 228 |

5. What is the best way to communicate our services, events, and activities with you?

| # | Answer | | Response | % |
|---|---------------------------|---|----------|------|
| 1 | Advertisement/Poster/Sign |  | 34 | 15% |
| 2 | Email |  | 146 | 64% |
| 3 | Texting |  | 7 | 3% |
| 4 | Facebook |  | 29 | 13% |
| 5 | Twitter |  | 7 | 3% |
| 6 | LinkedIn | | 0 | 0% |
| 7 | Media/Newspaper |  | 1 | 0% |
| 8 | Other (Please specify) |  | 3 | 1% |
| | Total | | 227 | 100% |

| Other (Please specify) |
|------------------------|
| Marshall website |
| Professor |
| Career Fairs |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 8 |
| Mean | 2.33 |
| Variance | 1.45 |
| Standard Deviation | 1.21 |
| Total Responses | 227 |

6. What workshops or programs would you like to see Career Services provide? (Check all that apply)

| # | Answer | Response | % |
|---|---------------------------------------|----------|-----|
| 1 | Networking Events | 111 | 52% |
| 2 | Speed Interviewing | 65 | 31% |
| 3 | Social Media Etiquette | 73 | 34% |
| 4 | How to use Twitter in your Job Search | 47 | 22% |
| 5 | Phone Interview 101 | 80 | 38% |
| 6 | How to network | 89 | 42% |
| 7 | Other (Please specify) | 15 | 7% |

Other (Please specify)

C.V./Resume workshops/help

Advice for applying to graduate schools/jobs and help finding summer jobs

Trends in job market

getting jobs as a non-traditional student

Interviewing in general

lunch/dinner etiquette

eportfolios



letter writing

Professional Small Talk

mock interview






| Statistic | Value |
|-----------------|-------|
| Min Value | 1 |
| Max Value | 7 |
| Total Responses | 212 |

7. What is your gender

| # | Answer | | Response | % |
|---|--------|--|----------|------|
| 1 | Male |  | 70 | 30% |
| 2 | Female |  | 160 | 70% |
| | Total | | 230 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.70 |
| Variance | 0.21 |
| Standard Deviation | 0.46 |
| Total Responses | 230 |

8. What is your classification?

| # | Answer | | Response | % |
|---|----------------------------------|--|----------|------|
| 1 | Freshman |  | 43 | 19% |
| 2 | Sophomore |  | 37 | 16% |
| 3 | Junior |  | 43 | 19% |
| 4 | Senior |  | 50 | 22% |
| 5 | Graduate or Professional Student |  | 53 | 23% |
| | Total | | 226 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 5 |
| Mean | 3.15 |
| Variance | 2.07 |
| Standard Deviation | 1.44 |
| Total Responses | 226 |

9. In what College is your major?

| # | Answer | Response | % |
|----|-------------|----------|------|
| 1 | LCOB | 30 | 13% |
| 2 | COEHS | 20 | 9% |
| 3 | COFA | 10 | 4% |
| 4 | COHP | 43 | 19% |
| 5 | CITE | 11 | 5% |
| 6 | COLA | 36 | 16% |
| 7 | COS | 31 | 14% |
| 8 | SOJMC | 11 | 5% |
| 9 | Graduate | 31 | 14% |
| 10 | SOM | 2 | 1% |
| 11 | RBA Program | 2 | 1% |
| 12 | UC | 1 | 0% |
| | Total | 228 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 12 |
| Mean | 5.18 |
| Variance | 7.32 |
| Standard Deviation | 2.71 |
| Total Responses | 228 |

10. What is your race/ethnicity

| # | Answer | Response | % |
|---|--------------------------------|----------|------|
| 1 | White | 195 | 86% |
| 2 | African American | 12 | 5% |
| 3 | Hispanic | 7 | 3% |
| 4 | Asian/Pacific Islander | 7 | 3% |
| 5 | American Indian/Alaskan Native | 1 | 0% |
| 6 | Other | 4 | 2% |
| | Total | 226 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 6 |
| Mean | 1.31 |
| Variance | 0.87 |
| Standard Deviation | 0.93 |
| Total Responses | 226 |

11. We would appreciate your comments about your experiences with Career Services.

Text Response

Comments regarding the Office of Career Services are summarized below in themes.

Most respondents said that the staff members at Career Services were helpful and friendly, but a few noted the need for improvement in customer service.

One respondent suggested that resume checking could be done distance correspondence if all looks okay.

A number of respondents praised the Office's help with resume writing, with one commenting that the online resume builder is great!

A few students commented that the staff needs to be more flexible about how students write resumes for particular fields, i.e. they need to take into consideration that some professional fields have different ways of writing resumes than do others.

There was a request to offer more workshops/assistance at off-campus sites, e.g. South Charleston and Teays Valley.

I did a mock interview with staff that was very helpful! As a student applying to medical school I was unfamiliar with how interviews are conducted, but career services gave me hints and tips and made me feel better about my interview!

Some respondents requested more timely answers to telephone messages and emails.

A couple of respondents suggested that the website be improved.

Some respondents requested assistance more tailored to each major.

A number of respondents praised the office's assistance with resume writing.

One respondent was thankful for the Office's help in letting students know about the variety of careers available.

One respondent suggested that the Office include information about various graduate programs.

A number of respondents felt that Job Trax is very helpful.

Several respondents said that they like the Career Fair, but others requested that it include more professional employers or simply a larger variety of companies.

One respondent requested that the Office's events be better advertized.

One respondent requested more services for nontraditional students.

One respondent requested more services for underemployed graduates.

One respondent requested more assistance finding jobs in other states.

One respondent had difficulty sending faxes.

One respondent requested assistance finding a part-time job.

One respondent requested that Career Services become more involved with the Alumni Association and vice versa. This respondent also suggested that Career Services have a presence in the Marshall Magazine.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 55 |