Career Services, Macon

Semester reporting: Spring Semester 2020

Academic and Student Support Assessment

Details about the Academic or Student Support Area

Prepared on:	7/30/2020 10:16:55 AM
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Type of support services offered:	Student Support
For which campus are these assessments being submitted? A separate assessment report is needed for each location a program is offered.	Macon
Approximately how many students were served in this center/area this year?	2000

Data and Reporting of Student Learning

SLO 1

SLO 1: What is the first Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	Students in the Knights LEAD program will demonstrate application of the eight career competencies after participating in the corresponding leadership session.
SLO 1: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability,)	survey
SLO 1: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on.....).	80% of students will report knowledge/understanding of each competency after completing the related session and application assignment
SLO 1: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	71
SLO 1: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	Data will be used when choosing facilitators and updating curriculum information shared with them when planning for the 2021 cohort. By completing surveys at the end of the fall rather than at the beginning of the spring, we will also be able to address any student perceived issues of mastery before the spring semester. Using electronic surveys will also give us information in real-time so we can address concerns early and data will be received accurately. We are also updating the assessments used to improve how we're measuring mastery and not just basing it on student's perception of their understanding.

SLO2

SLO 2: What is the second Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	Students attending the Student Leadership Conference will report an understanding of each career competency or skill related to the session they attend.
SLO 2: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	survey
SLO 2: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	80% of students will report knowledge/understanding of each competency after completing the related session and application assignment
SLO 2: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	88
SLO 2: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	As we begin planning the next Student Leadership Conference, we will use the results as we determine a theme, session topics, speakers, and competencies that we want to assess that day. As we add Emerging Leaders, competencies as they relate to our other leadership models may be considered as well. Considerations should also be made for student perception of understanding before and after attending a session.

SLO3

SLO 3: What is the third Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	Students will demonstrate understanding of career options related to their major or career interest after attending a career fair or completing a career advising appointment focused on career and/or major exploration.
SLO 3: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	survey
SLO 3: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	80% of students will report a high or highest understanding of career options related to their major or career interest after participating in a career fair or related career advising appointment.
SLO 3: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	60
SLO 3: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	We did not update our career fair assessment to include this question in spring 2020 but have revised fall assessments to ensure the question is included. We did not send our appointment before we closed for Covid-19 so we received only 5 responses to our survey; however, now all students who complete an appointment scheduled in Handshake will receive a survey after their appointment. In the past, our appointment survey was general for each appointment but by using Handshake in the fall for appointments, we can attach specific survey questions to an appointment type, which will also help us gather data related to the student's purpose in meeting with an advisor. Students receive the survey automatically, so we do not have schedule time for a staff member to do this manually each week. We have created a specific survey to follow appointments focused on major and career exploration to assess this learning outcome.

SLO4

SLO 4: What is the fourth Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	Students will understand how to articulate their transferable skills through their resume.
SLO 4: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	survey
SLO 4: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	80% of students will report a high or highest understanding of how to articulate their transferable skills through their resume after a career advising appointment.
SLO 4: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	60
SLO 4: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	We did not send our appointment survey before we closed for Covid-19 so we received only 5 responses to our survey; however, now all students who complete an appointment scheduled in Handshake will receive a survey after their appointment through an automated process. We have created a specific survey to follow resume review appointments to assess this learning outcome in the future.

Additional Assessment Information

Additional Assessment Open Text Comment Box	This report is for students using services on all 5 campuses - we have offices in Macon and Cochran but reports and data collection are centralized. I started in October and did not see our past learning outcomes until December. With a new departmental mission, new director and a new coordinator for student leadership programs, we had to develop SLOs mid-year and as a result of Covid-19 and did not have the time to develop outcomes and surveys that best measured what we were trying to assess. Our SLOs needed a lot of work, but we had a short deadline to submit updates so we know that how we write and assess these outcomes needs improvement for the next cycle. We are no longer assessing the SLOs on professional attire from 2019.
27. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	We did not send our appointment surveys until after the shut down so we did not have sufficient student responses to SLOs 3 and 4. For Knights LEAD, we collected data in early spring from most of the current participants because the initial survey was done during their sessions; requesting them to complete a survey online once the program was ending did not result in sufficient data. Since students completed paper surveys, this created complications with being able to analyze data after the shutdown since the surveys were stored on campus, away from where staff were working. In addition, some students misread the survey, leaving sections blank – an electronic survey can require them to complete all questions. In the future, surveys will be done electronically since students can pull the survey up on their phones. We will also be able to see and analyze data in real time and address where students feel like they are not mastering a particular competency.