

STUDENT AFFAIRS INSTITUTIONAL EFFECTIVENESS PLAN (UNIT GOALS)

FOR ACADEMIC YEAR: 2014/2015

DEPARTMENT: Career Services

SUBMISSION DATE:

Mission: The Office of Career Services strives to empower Lander students and alumni to achieve professional success in a diverse and global economy.

Department Description: The Office of Career Services provides students with personal one-on-one career advising on topics such as resume building, interview skills, choosing a major and successful job search strategies. An online job board is available for students and alumni seeking employment or volunteer opportunities in surrounding communities and across the globe. Several Career Fairs are held on campus each year, offering students the opportunity to connect with employers who are hiring or can provide career advancement information. Upon the request of faculty members, the Director of Career Services presents classroom workshops geared toward specific career development topics. Additional seminars are held during the year at various campus locations to give students increased opportunity to attend outside the classroom. Recognizing that Lander is just the beginning for many students, the Office of Career Services hosts a Grad School Fair each fall. Universities from across the region visit Lander's campus to offer students insight into their graduate study program. The primary focus of Career Services is on currently enrolled Lander students; however, the full range of available services is also offered at no charge to Lander alumni, Lander employees, and family members of Lander employees. The department of Career Services is staffed by the Director of Career Services. Career Services strives to assist students and alumni in developing self-knowledge about career choices, providing an array of career development opportunities along with current resources for professional development and research. Career Services reaches out to build strong relationships with the community and employers. The goal is to become the primary resource for career information on Lander's campus.

Goals:

For the 2014/2015 academic year reporting period, the Educational Benchmarking Inc. (EBI) Career Services' Assessment was used to gain input from consumers for a more thorough assessment process. This was the second year the EBI had this assessment available. The EBI Career Services' Assessment groups questions together to comprise a specific factor measuring a certain outcome. There were 12 factors (with specific questions) which were used for measuring the four goals set by the Department of Career Services. In addition to providing Lander specific data that can be compared over time, it provides a comparison of Lander University's results with three groups - a 'select six' of peer institutions participating in the survey, a Carnegie class comparison, and all other institutions participating in this survey. Since the assessment is fairly new, there are no Carnegie comparisons yet, but there are a "select six" group of peer institutions and then all other institutions participating in this assessment survey. Being able to use benchmark comparisons provides a more accurate picture of the results occurs for normalizing some areas that might have been changed if relying only on Lander University's results. The following is a demographic representation chart of the survey participants for the past two reporting periods.

Gender				Class Status							
Males		Females		Freshman		Sophomore		Junior		Senior	
2013-2014	2014-2015	2013-2014	2014-2015	2013-2014	2014-2015	2013-2014	2014-2015	2013-2014	2014-2015	2013-2014	2014-2015
19.2%	26%	80.8%	81%	26.6%	52%	18%	17.5%	21.7%	18.2%	32.2%	26.3%
Race											
American Indian/Native Alaskan		Asian		Black/African American		Hawaiian/Pacific Islander		White			
2013 -2014	2014-2015	2013-2014	2014-2015	2013-2014	2014-2015	2013-2014	2014-2015	2013-2014	2014-2015	2013-2014	2014-2015
1.1%	1%	1.5%	3%	38.5%	42%	.4%	1%	58.6%	52%		

1. Students are satisfied with their career services' experience, programs, events, facilities, and staff.

a. Strategic Goal Supported: Enrollment

b. Indicators of Success and Summary of Data:

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
1. a Mean Score: Students are satisfied with their career counseling meetings.	5.78 (5.31)	5.73 (5.64, 5.45)			
1. a. 1 Students are satisfied with the amount of time the counselor spent with them during their career counseling meeting.	5.77 (5.11)	5.72 (5.41, 5.24)			
1. a. 2 The career counselor scheduled meetings within a time frame that met the student's needs.	5.64 (5.37)	5.71 (5.51, 5.43)			
1. a. 3 The career counselor respected the student's right to make his/her own decisions.	5.68 (5.74)	6.07 (6.02, 5.85)			
1. a. 4 The career counselor understood the student's academic and career goals.	5.91 (5.35)	5.61 (5.73, 5.51)			
1. a. 5 The career counselor took an interest in the progress towards the student's career /grad school choice.	5.86 (5.07)	5.58 (5.52, 5.26)			
1. b. Mean Score: Students are satisfied with how career services publicizes its programs, events, and services.	5.36 (4.69)	5.19 (5.04, 4.83)			
1. b. 1 Students are satisfied with the extent to which Career Services publicizes its programs, services, and events.	5.38 (4.67)	5.13 (4.92, 4.77)			
1. b. 2 Students are satisfied with the extent to which Career Services provides programs and services of value to them.	5.41 (4.72)	5.30 (5.18, 4.91)			
1. c Mean Score: Students are satisfied with the environment of the career services office.	5.69 (5.04)	5.67 (5.29, 5.15)			
1. c. 1 The Career Services' office is an enjoyable place to visit and learn.	5.69 (4.93)	5.43 (5.21, 5.05)			
1. c. 2 The Career Services' office is a place where students feel welcome.	5.79 (5.13)	5.75 (5.45, 5.26)			
1. c. 3 The Career Services' office is open convenient hours.	5.61 (5.10)	5.82 (5.34, 5.20)			
1. d Mean Score: Students are satisfied with Career Services' staff.	5.85 (5.30)	6.05 (5.59, 5.42)			
1. d. 1 Students are satisfied with Career Services availability to assist them.	5.70 (5.10)	5.83 (5.42, 5.23)			
1. d. 2 Students are satisfied with Career Services staff members' knowledge.	5.90 (5.23)	6.11 (5.57, 5.37)			
1. d. 3 Students are satisfied with the friendliness of the Career Services' staff members.	5.97 (5.60)	6.20 (5.83, 5.70)			
1. e Mean Score: Overall, students are satisfied with the Career Services' Department.	5.46 (4.76)	5.39 (4.96, 4.75)			
1. e. 1 Career Services was an accepting environment.	5.48 (4.79)	5.56 (5.18, 4.93)			

1. e. 2 Regarding their Career Services experience, students would recommend Career Services at Lander University to a close friend.	N/A	5.67 (5.16, 4.90)			
1. e. 3 Regarding their experience with Career Services at Lander University, it fulfilled students' expectations.	N/A	5.53 (4.78, 4.59)			
1. e. 4 Regarding their experience with Career Services at Lander University, it met the students' needs.	N/A	5.58 (4.87, 4.62)			
1. e. 5 Overall, students are satisfied with the Career Services' Department at this institution.	5.61 (4.83)	5.49 (5.04, 4.91)			

c. Assessment Instruments and Frequency of Assessment:

Indicator	Instrument	Frequency
All Indicators of Success (and sub-Indicators of Success)	Educational Benchmarking, Inc. (EBI) Career Services Assessment Survey	Annually

d. Expected Outcomes:

Indicator	Met	Partially Met	Not Met
All Indicators of Success (and sub-Indicators of Success)	Lander EBI mean comparison is above all of the EBI means for the following: Select 6 Peers, Carnegie Peers, and all EBI participants for the year.	Lander EBI mean comparison is above one or two of the EBI means for the following: Select 6 Peers, Carnegie Peers, and all EBI participants for the year.	Lander EBI mean comparison is above none of the EBI means for the following: Select 6 Peers, Carnegie Peers, and all EBI participants for the year.

e. Review of Results and Actions Taken:

Indicator	
<i>1. a Mean Score: Students are satisfied with their career counseling meetings.</i>	
1. a. 1 Students are satisfied with the amount of time the counselor spent with them during their career counseling meeting.	No action is required.
1. a. 2 The career counselor scheduled meetings within a time frame that met the student's needs.	No action is required.
1. a. 3 The career counselor respected the student's right to make his/her own decisions.	No action is required.

1. a. 4The career counselor understood the student's academic and career goals.	No action will be taken unless a pattern develops. Sometimes, the counselor may understand the students' academic and career goals but due to a student's current performance, the counselor may need to direct the student to other goals. This could be interpreted as not understanding their goals by students.
1. a. 5The career counselor took an interest in the progress towards the student's career /grad school choice.	No action is required.
1. b. Mean Score: Students are satisfied with how career services publicizes its programs, events, and services.	<i>No action is required.</i>
1. b. 1Students are satisfied with the extent to which Career Services publicizes its programs, services, and events.	No action is required.
1. b. 2 Students are satisfied with the extent to which Career Services provides programs and services of value to them.	No action is required.
1. c Mean Score: Students are satisfied with the environment of the career services office.	<i>No action is required.</i>
1. c. 1The Career Services' office is an enjoyable place to visit and learn.	No action is required.
1. c. 2The Career Services' office is a place where students feel welcome.	No action is required.
1. c. 3The Career Services' office is open convenient hours.	No action is required.
1. d Mean Score: Students are satisfied with Career Services' staff.	<i>No action is required.</i>
1. d. 1 Students are satisfied with Career Services availability to assist them.	No action is required.
1. d. 2 Students are satisfied with Career Services staff members' knowledge.	No action is required.
1. d. 3 Students are satisfied with the friendliness of the Career Services' staff members.	No action is required.
1. e Mean Score: Overall, students are satisfied with the Career Services' Department.	<i>No action is required.</i>
1. e. 1 Career Services was an accepting environment.	No action is required.
1. e. 2 Regarding their Career Services experience, students would recommend Career Services at Lander University to a close friend.	No action is required.
1. e. 3 Regarding their experience with Career Services at Lander University, it fulfilled students' expectations.	No action is required.
1. e. 4 Regarding their experience with Career Services at Lander University, it met the students' needs.	No action is required.
1. e. 5 Overall, students are satisfied with the Career Services' Department at this	No action is required.

institution.					
f. Outcomes:					
Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
<i>1. a Mean Score: Students are satisfied with their career counseling meetings.</i>	<i>Met (2.60)</i>	<i>Met (2.80)</i>			
1. a. 1 Students are satisfied with the amount of time the counselor spent with them during their career counseling meeting.	Met (3.00)	Met (3.00)			
1. a. 2 The career counselor scheduled meetings within a time frame that met the student's needs.	Met (3.00)	Met (3.00)			
1. a. 3The career counselor respected the student's right to make his/her own decisions.	Not Met (1.00)	Met (3.00)			
1. a. 4The career counselor understood the student's academic and career goals.	Met (3.00)	Partially Met (2.00)			
1. a. 5The career counselor took an interest in the progress towards the student's career /grad school choice.	Met (3.00)	Met (3.00)			
<i>1. b. Mean Score: Students are satisfied with how career services publicizes its programs, events, and services.</i>	<i>Met (3.00)</i>	<i>Met (3.00)</i>			
1. b. 1Students are satisfied with the extent to which Career Services publicizes its programs, services, and events.	Met (3.00)	Met (3.00)			
1. b. 2 Students are satisfied with the extent to which Career Services provides programs and services of value to them.	Met (3.00)	Met (3.00)			
<i>1. c Mean Score: Students are satisfied with the environment of the career services office.</i>	<i>Met (3.00)</i>	<i>Met (3.00)</i>			
1. c. 1The Career Services' office is an enjoyable place to visit and learn.	Met (3.00)	Met (3.00)			
1. c. 2The Career Services' office is a place where students feel welcome.	Met (3.00)	Met (3.00)			
1. c. 3The Career Services' office is open convenient hours.	Met (3.00)	Met (3.00)			
<i>1. d Mean Score: Students are satisfied with Career Services' staff.</i>	<i>Met (3.00)</i>	<i>Met (3.00)</i>			
1. d. 1 Students are satisfied with Career Services availability to assist them.	Met (3.00)	Met (3.00)			
1. d. 2 Students are satisfied with Career Services staff members' knowledge.	Met (3.00)	Met (3.00)			

1. d. 3 Students are satisfied with the friendliness of the Career Services' staff members.	Met (3.00)	Met (3.00)			
1. e Mean Score: Overall, students are satisfied with the Career Services' Department.	Met (3.00)	Met (3.00)			
1. e. 1 Career Services was an accepting environment.	Met (3.00)	Met (3.00)			
1. e. 2 Regarding their Career Services experience, students would recommend Career Services at Lander University to a close friend.	N/A	Met (3.00)			
1. e. 3 Regarding their experience with Career Services at Lander University, it fulfilled students' expectations.	N/A	Met (3.00)			
1. e. 4 Regarding their experience with Career Services at Lander University, it met the students' needs.	N/A	Met (3.00)			
1. e. 5 Overall, students are satisfied with the Career Services' Department at this institution.	Met (3.00)	Met (3.00)			

g. Additional Resources Requested to Achieve or Sustain Results:

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
1. a Mean Score: Students are satisfied with their career counseling meetings.	<i>None</i>	<i>None</i>			
1. a. 1 Students are satisfied with the amount of time the counselor spent with them during their career counseling meeting.	None	None			
1. a. 2 The career counselor scheduled meetings within a time frame that met the student's needs.	None	None			
1. a. 3 The career counselor respected the student's right to make his/her own decisions.	None	None			
1. a. 4 The career counselor understood the student's academic and career goals.	None	None			
1. a. 5 The career counselor took an interest in the progress towards the student's career /grad school choice.	None	None			
1. b. Mean Score: Students are satisfied with how career services publicizes its programs, events, and services.	<i>None</i>	<i>None</i>			
1. b. 1 Students are satisfied with the extent to which Career Services publicizes its programs, services, and events.	None	None			
1. b. 2 Students are satisfied with the extent to which Career Services provides programs and services of value to them.	None	None			
1. c Mean Score: Students are satisfied with the environment of the career services office.	<i>None</i>	<i>None</i>			

1. c. 1The Career Services' office is an enjoyable place to visit and learn.	None	None			
1. c. 2The Career Services' office is a place where students feel welcome.	None	None			
1. c. 3The Career Services' office is open convenient hours.	None	None			
1. d Mean Score: Students are satisfied with Career Services' staff.	<i>None</i>	<i>None</i>			
1. d. 1 Students are satisfied with Career Services availability to assist them.	None	None			
1. d. 2 Students are satisfied with Career Services staff members' knowledge.	None	None			
1. d. 3 Students are satisfied with the friendliness of the Career Services' staff members.	None	None			
1. e Mean Score: Overall, students are satisfied with the Career Services' Department.	<i>None</i>	<i>None</i>			
1. e. 1 Career Services was an accepting environment.	None	None			
1. e. 2 Regarding their Career Services experience, students would recommend Career Services at Lander University to a close friend.	N/A	None			
1. e. 3 Regarding their experience with Career Services at Lander University, it fulfilled students' expectations.	N/A	None			
1. e. 4 Regarding their experience with Career Services at Lander University, it met the students' needs.	N/A	None			
1. e. 5 Overall, students are satisfied with the Career Services' Department at this institution.	None	None			

h. Summary Comments: (2014/2015) 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. This was the second reporting period the EBI (Educational Benchmarking Inc.) assessment surveys were used to measure this goal. This same survey will be employed for the next reporting period. Even though, all unit indicators for this goal were met, the majority of mean scores decreased from the 2013-2014 reporting period. This could be due to the department consisting of one employee only and this employee teaching two sections of University 101 class. This limited the availability of services from this department. Also, the number of freshman students taking the survey increased from 27% to 52% and their perceptions could have skewed the data.

2. Career Services' experiences enhanced students' understanding of their career goals, career steps and career competencies.

- Strategic Goal Supported: Learning
- Indicators of Success and Summary of Data:

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
2. a Mean Score: Career Services' experiences enhanced students' understanding of their career goals.	<i>5.91 (4.97)</i>	<i>5.71 (5.30, 5.12)</i>			

2. a. 1 As a result of their Career Services' experiences, students better understand their career goals.	5.77 (4.84)	5.65 (5.24, 5.01)			
2. a. 2 As a result of their Career Services' experiences, students better understand how college can help them achieve their professional goals.	5.94 (5.05)	5.82 (5.43, 5.22)			
2. a. 3 As a result of their Career Services' experiences, students better understand the impact GPA has on their future career/graduate school plans.	6.04 (4.97)	5.56 (5.26, 5.10)			
2. a. 4 As a result of their Career Services' experiences, students better understand the connection between classroom and out-of-class learning.	5.96 (5.04)	5.76 (5.30, 5.15)			
2. b Mean Score: Career Services' experiences enhanced students' understanding of their career steps.	5.68 (4.92)	5.37 (5.15, 5.02)			
2. b. 1 As a result of their Career Services' experiences, students can identify careers based on their interests, values, skills, and abilities.	5.79 (4.89)	5.66 (5.25, 5.04)			
2. b. 2 As a result of their Career Services' experiences, students can identify majors that align with their professional goals.	5.70 (5.08)	5.45 (5.27, 5.16)			
2. b. 3 As a result of their Career Services' experiences, students can articulate the characteristics of a preferred work/grad school environment.	5.59 (4.79)	5.14 (4.93, 4.85)			
2. b. 4 As a result of their Career Services' experiences, students can articulate the next steps in their career planning.	5.69 (4.84)	5.22 (5.20, 4.99)			
2. c Mean Score: Career Services' experiences enhanced students' understanding of career competencies.	5.61 (4.92)	5.31 (5.24, 5.05)			
2. c. 1 As a result of their Career Services' experiences, students can obtain an internship/co-op/practicum if needed.	5.58 (4.68)	5.06 (5.01, 4.82)			
2. c. 2 As a result of their Career Services' experiences, students can construct an effective resume.	5.72 (5.13)	5.56 (5.61, 5.34)			
2. c. 3 As a result of their Career Services' experiences, students can create a portfolio of their work to use in their employment/graduate school applications.	5.41 (4.47)	5.31 (4.87, 4.63)			
2. c. 4 As a result of their Career Services' experiences, students can effectively interview for employment/graduate school.	5.70 (4.76)	5.14 (4.88, 4.81)			
2. c. 5 As a result of their Career Services' experiences, students can apply the learned in this process to other areas of their lives.	5.78 (4.91)	5.32 (5.31, 5.08)			
2. d Mean Score: Overall, Career Services' experiences enhanced student learning.	5.20 (4.16)	5.19 (4.51, 4.28)			
2. d. 1 Their Career Services' experiences impacted the students' academic	4.67 (3.24)	4.35 (3.54, 3.35)			

performance.					
2. d. 2 Their Career Services' experiences provided students with positive academic experiences.	5.42 (4.64)	5.40 (5.04, 4.78)			
2. d. 3 Their Career Services' experiences challenged students to make decisions regarding their academic careers.	5.19 (3.91)	5.20 (4.21, 4.02)			
2. d. 4 Students learned valuable information as a result of their Career Services' experiences.	5.53 (4.67)	5.64 (5.10, 4.83)			
2. d. 5 The information students learned from their Career Services' experiences was applicable to their academic career.	5.37 (4.50)	5.50 (4.84, 4.63)			

c. Assessment Instruments and Frequency of Assessment:

Indicator	Instrument	Frequency
All Indicators of Success (and sub-Indicators of Success)	Educational Benchmarking, Inc. (EBI) Career Services Assessment Survey	Annually

d. Expected Outcomes:

Indicator	Met	Partially Met	Not Met
All Indicators of Success (and sub-Indicators of Success)	Lander EBI mean comparison is above all of the EBI means for the following: Select 6 Peers, Carnegie Peers, and all EBI participants for the year.	Lander EBI mean comparison is above one or two of the EBI means for the following: Select 6 Peers, Carnegie Peers, and all EBI participants for the year.	Lander EBI mean comparison is above none of the EBI means for the following: Select 6 Peers, Carnegie Peers, and all EBI participants for the year.

e. Review of Results and Actions Taken:

Indicator	
<i>2. a Mean Score: Career Services' experiences enhanced students' understanding of their career goals.</i>	<i>No action required.</i>
2. a. 1 As a result of their Career Services' experiences, students better understand their career goals.	No action required.
2. a. 2 As a result of their Career Services' experiences, students better understand how college can help them achieve their professional goals.	No action required.
2. a. 3 As a result of their Career Services' experiences, students better understand the impact GPA has on their future career/graduate school plans.	No action required.

2. a. 4 As a result of their Career Services' experiences, students better understand the connection between classroom and out-of-class learning.	No action required.
2. b Mean Score: Career Services' experiences enhanced students' understanding of their career steps.	<i>No action required.</i>
2. b. 1 As a result of their Career Services' experiences, students can identify careers based on their interests, values, skills, and abilities.	No action required.
2. b. 2 As a result of their Career Services' experiences, students can identify majors that align with their professional goals.	No action required.
2. b. 3 As a result of their Career Services' experiences, students can articulate the characteristics of a preferred work/grad school environment.	No action required.
2. b. 4 As a result of their Career Services' experiences, students can articulate the next steps in their career planning.	No action required.
2. c Mean Score: Career Services' experiences enhanced students' understanding of career competencies.	<i>No action required.</i>
2. c. 1 As a result of their Career Services' experiences, students can obtain an internship/co-op/practicum if needed.	No action required.
2. c. 2 As a result of their Career Services' experiences, students can construct an effective resume.	This sub-indicator was above the benchmarked mean of all the institutions participating in the survey but not above the "select six" intuitions we chose. Future assessment survey results for this sub-indicator will be monitored for any patterns or trends.
2. c. 3 As a result of their Career Services' experiences, students can create a portfolio of their work to use in their employment/graduate school applications.	No action required.
2. c. 4 As a result of their Career Services' experiences, students can effectively interview for employment/graduate school.	No action required.
2. c. 5 As a result of their Career Services' experiences, students can apply the learned in this process to other areas of their lives.	No action required.
2. d Mean Score: Overall, Career Services' experiences enhanced student learning.	<i>No action required.</i>
2. d. 1 Their Career Services' experiences impacted the students' academic performance.	No action required.
2. d. 2 Their Career Services' experiences provided students with positive academic experiences.	No action required.
2. d. 3 Their Career Services' experiences challenged students to make decisions regarding their academic careers.	No action required.

2. d. 4 Students learned valuable information as a result of their Career Services' experiences.	No action required.
2. d. 5 The information students learned from their Career Services' experiences was applicable to their academic career.	No action required.

f. Outcomes:

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
2. a Mean Score: Career Services' experiences enhanced students' understanding of their career goals.	Met (3.00)	Met (3.00)			
2. a. 1 As a result of their Career Services' experiences, students better understand their career goals.	Met (3.00)	Met (3.00)			
2. a. 2 As a result of their Career Services' experiences, students better understand how college can help them achieve their professional goals.	Met (3.00)	Met (3.00)			
2. a. 3 As a result of their Career Services' experiences, students better understand the impact GPA has on their future career/graduate school plans.	Met (3.00)	Met (3.00)			
2. a. 4 As a result of their Career Services' experiences, students better understand the connection between classroom and out-of-class learning.	Met (3.00)	Met (3.00)			
2. b Mean Score: Career Services' experiences enhanced students' understanding of their career steps.	Met (3.00)	Met (3.00)			
2. b. 1 As a result of their Career Services' experiences, students can identify careers based on their interests, values, skills, and abilities.	Met (3.00)	Met (3.00)			
2. b. 2 As a result of their Career Services' experiences, students can identify majors that align with their professional goals.	Met (3.00)	Met (3.00)			
2. b. 3 As a result of their Career Services' experiences, students can articulate the characteristics of a preferred work/grad school environment.	Met (3.00)	Met (3.00)			
2. b. 4 As a result of their Career Services' experiences, students can articulate the next steps in their career planning.	Met (3.00)	Met (3.00)			
2. c Mean Score: Career Services' experiences enhanced students' understanding of career competencies.	Met (3.00)	Met (2.80)			
2. c. 1 As a result of their Career Services' experiences, students can obtain an internship/co-op/practicum if needed.	Met (3.00)	Met (3.00)			
2. c. 2 As a result of their Career Services' experiences, students can construct an effective resume.	Met (3.00)	Partially Met (2.00)			

2. c. 3 As a result of their Career Services' experiences, students can create a portfolio of their work to use in their employment/graduate school applications.	Met (3.00)	Met (3.00)			
2. c. 4 As a result of their Career Services' experiences, students can effectively interview for employment/graduate school.	Met (3.00)	Met (3.00)			
2. c. 5 As a result of their Career Services' experiences, students can apply the learned in this process to other areas of their lives.	Met (3.00)	Met (3.00)			
2. d Mean Score: Overall, Career Services' experiences enhanced student learning.	Met (3.00)	Met (3.00)			
2. d. 1 Their Career Services' experiences impacted the students' academic performance.	Met (3.00)	Met (3.00)			
2. d. 2 Their Career Services' experiences provided students with positive academic experiences.	Met (3.00)	Met (3.00)			
2. d. 3 Their Career Services' experiences challenged students to make decisions regarding their academic careers.	Met (3.00)	Met (3.00)			
2. d. 4 Students learned valuable information as a result of their Career Services' experiences.	Met (3.00)	Met (3.00)			
2. d. 5 The information students learned from their Career Services' experiences was applicable to their academic career.	Met (3.00)	Met (3.00)			

g. Additional Resources Requested to Achieve or Sustain Results:

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
2. a Mean Score: Career Services' experiences enhanced students' understanding of their career goals.	None	None			
2. a. 1 As a result of their Career Services' experiences, students better understand their career goals.	None	None			
2. a. 2 As a result of their Career Services' experiences, students better understand how college can help them achieve their professional goals.	None	None			
2. a. 3 As a result of their Career Services' experiences, students better understand the impact GPA has on their future career/graduate school plans.	None	None			
2. a. 4 As a result of their Career Services' experiences, students better understand the connection between classroom and out-of-class learning.	None	None			
2. b Mean Score: Career Services' experiences enhanced students' understanding of their career steps.	None	None			
2. b. 1 As a result of their Career Services' experiences, students can identify careers based on their interests, values, skills, and	None	None			

abilities.					
2. b. 2 As a result of their Career Services' experiences, students can identify majors that align with their professional goals.	None	None			
2. b. 3 As a result of their Career Services' experiences, students can articulate the characteristics of a preferred work/grad school environment.	None	None			
2. b. 4 As a result of their Career Services' experiences, students can articulate the next steps in their career planning.	None	None			
2. c Mean Score: Career Services' experiences enhanced students' understanding of career competencies.	<i>None</i>	<i>None</i>			
2. c. 1 As a result of their Career Services' experiences, students can obtain an internship/co-op/practicum if needed.	None	None			
2. c. 2 As a result of their Career Services' experiences, students can construct an effective resume.	None	None			
2. c. 3 As a result of their Career Services' experiences, students can create a portfolio of their work to use in their employment/graduate school applications.	None	None			
2. c. 4 As a result of their Career Services' experiences, students can effectively interview for employment/graduate school.	None	None			
2. c. 5 As a result of their Career Services' experiences, students can apply the learned in this process to other areas of their lives.	None	None			
2. d Mean Score: Overall, Career Services' experiences enhanced student learning.	<i>None</i>	<i>None</i>			
2. d. 1 Their Career Services' experiences impacted the students' academic performance.	None	None			
2. d. 2 Their Career Services' experiences provided students with positive academic experiences.	None	None			
2. d. 3 Their Career Services' experiences challenged students to make decisions regarding their academic careers.	None	None			
2. d. 4 Students learned valuable information as a result of their Career Services' experiences.	None	None			
2. d. 5 The information students learned from their Career Services' experiences was applicable to their academic career.	None	None			

- h. Summary Comments:** (2014/2015) The goal of enhancing students' understanding of their career goals, career steps and career competencies was met for all four indicators of success. This was the second reporting period the EBI (Educational Benchmarking Inc.) assessment surveys were used to measure this goal. This same survey will be employed for the next reporting period. Even though, all unit indicators for this goal were met, the majority of mean scores decreased from the 2013-2014 reporting period. This could be due to the department consisting of one employee only and this employee teaching two sections of University 101 class. This limited the availability of services from this

department. Also, the number of freshman students taking the survey increased from 27% to 52% and their perceptions could have skewed the data.

3. Career Services assists students in selecting a major or validating their choice of majors.

a. Strategic Goal Supported: Enrollment

b. Indicators of Success and Summary of Data:

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
<i>1. a Mean Score: Career Services' experiences supported the choice of major made for students' undecided about a major.</i>	<i>N/A (No student responses)</i>	<i>N/A (No student responses)</i>			
1. a. 1 The Career Services' experience helped determine that the student's interests fit the career choice made.	N/A	N/A			
1. a. 2 The Career Services' experience helped determine that the student's interests fit the choice of major made.	N/A	N/A			
1. a. 3 The Career Services' experience helped the student feel confident that the decision she/he made was the right choice in major.	N/A	N/A			
<i>3. b Mean Score: Career Services' experiences reinforced a student's choice of major(s).</i>	<i>6.06 (5.67)</i>	<i>5.89 (5.52, 5.63)</i>			
3.b. 1 The Career Services' experience helped determine that the student's interests fit his/her career choice.	6.02 (5.64)	5.88 (5.45, 5.59)			
3. b. 2 The Career Services' experience helped determine that the student's interests fit his/her choice of major.	6.02 (5.68)	5.95 (5.54, 5.64)			
3. b. 3 The Career Services' experience helped the student feel confident his/her major is the right choice.	6.17 (5.70)	5.79 (5.57, 5.68)			

c. Assessment Instruments and Frequency of Assessment:

Indicator	Instrument	Frequency
All Indicators of Success (and sub-Indicators of Success)	Educational Benchmarking, Inc. (EBI) Career Services Assessment Survey	Annually

d. Expected Outcomes:

Indicator	Met	Partially Met	Not Met
All Indicators of Success (and sub-Indicators of Success)	Lander EBI mean comparison is above all of the EBI means for the following:	Lander EBI mean comparison is above one or two of the EBI means for the	Lander EBI mean comparison is above none of the EBI means for the following: Select 6 Peers, Carnegie

	Select 6 Peers, Carnegie Peers, and all EBI participants for the year.	following: Select 6 Peers, Carnegie Peers, and all EBI participants for the year.	Peers, and all EBI participants for the year.
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e. Review of Results and Actions Taken:

Indicator	
<i>1. a Mean Score: Career Services' experiences supported the choice of major made for students' undecided about a major.</i>	N/A (No student responses)
1. a. 1 The Career Services' experience helped determine that the student's interests fit the career choice made.	N/A
1. a. 2 The Career Services' experience helped determine that the student's interests fit the choice of major made.	N/A
1. a. 3 The Career Services' experience helped the student feel confident that the decision she/he made was the right choice in major.	N/A
<i>3. b Mean Score: Career Services' experiences reinforced a student's choice of major(s).</i>	The threshold for this indicator was met. Lander University's mean was above the EBI comparison group means.
3.b. 1 The Career Services' experience helped determine that the student's interests fit his/her career choice.	No action needed.
3. b. 2 The Career Services' experience helped determine that the student's interests fit his/her choice of major.	No action needed.
3. b. 3 The Career Services' experience helped the student feel confident his/her major is the right choice.	No action needed.

f. Outcomes:

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
<i>1. a Mean Score: Career Services' experiences supported the choice of major made for students' undecided about a major.</i>	N/A (No student responses)	N/A (No student responses)			
1. a. 1 The Career Services' experience helped determine that the student's interests fit the career choice made.	N/A	N/A			
1. a. 2 The Career Services' experience helped determine that the student's interests fit the choice of major made.	N/A	N/A			
1. a. 3 The Career Services' experience helped the student feel confident that the decision she/he made was the right choice in major.	N/A	N/A			

3. b Mean Score: Career Services' experiences reinforced a student's choice of major(s).	Met (3.00)	Met (3.00)			
3.b. 1 The Career Services' experience helped determine that the student's interests fit his/her career choice.	Met (3.00)	Met (3.00)			
3. b. 2 The Career Services' experience helped determine that the student's interests fit his/her choice of major.	Met (30.0)	Met (3.00)			
3. b. 3 The Career Services' experience helped the student feel confident his/her major is the right choice.	Met (3.00)	Met (3.00)			

g. Additional Resources Requested to Achieve or Sustain Results:

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
1. a Mean Score: Career Services' experiences supported the choice of major made for students' undecided about a major.	N/A (No student responses)	N/A (No student responses)			
1. a. 1 The Career Services' experience helped determine that the student's interests fit the career choice made.	N/A	N/A			
1. a. 2 The Career Services' experience helped determine that the student's interests fit the choice of major made.	N/A	N/A			
1. a. 3 The Career Services' experience helped the student feel confident that the decision she/he made was the right choice in major.	N/A	N/A			
3. b Mean Score: Career Services' experiences reinforced a student's choice of major(s).	<i>None</i>	<i>None</i>			
3.b. 1 The Career Services' experience helped determine that the student's interests fit his/her career choice.	None	None			
3. b. 2 The Career Services' experience helped determine that the student's interests fit his/her choice of major.	None	None			
3. b. 3 The Career Services' experience helped the student feel confident his/her major is the right choice.	None	None			

- h. Summary Comments: (2014/2015) - The goal of assisting students in selecting or validating their choice of majors was met for one indicator of success. Although this goal was comprised of two indicators, there were no responses on the first indicator of success from students who had undecided or undeclared majors. If students respond to this factor on future assessments, then it will be measured and the success criteria evaluated. This was the second reporting period the EBI (Educational Benchmarking Inc.) assessment surveys were used to measure this goal. This same survey will be employed for the next reporting period.

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

- Strategic Goal Supported: Enrollment
- Indicators of Success and Summary of Data:

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
<i>4. a Mean Score: Overall, Lander University's Department of Career Services' is effective.</i>	<i>5.16 (4.17)</i>	<i>5.23 (4.72, 4.51)</i>			
4. a. 1 Students' Career Services' experiences impacted their decision to stay in school.	4.61 (3.17)	4.46 (3.47, 3.28)			
4. a. 2 Students would recommend Career Services to a close friend.	5.50 (4.75)	5.67 (5.16, 4.90)			
4. a. 3 Students' Career Services' experiences fulfilled their expectations.	5.36 (4.47)	5.53 (4.78, 4.59)			
4. a. 4 Students' Career Services' experiences met their needs.	5.37 (4.48)	5.58 (4.87, 4.62)			
4. a. 7 Career Services at Lander University is an accepting environment.	N/A	5.56 (5.18, 4.93)			
4. a. 6 Students were provided with a positive academic experience through their Career Services experiences.	N/A	5.40 (5.40, 4.78)			
4. a. 7 Students were challenged to make decisions regarding their academic career through their Career Services experiences.	N/A	5.20 (4.21, 4.02)			
4. a. 8 Students learned valuable information through their Career Services experience.	N/A	5.54 (5.10, 4.83)			
4. a. 9 Students learned information through their Career Services experience which was applicable to their academic career.	N/A	5.50 (4.84, 4.63)			
4. a. 10 Overall, students are satisfied with Lander University's Career Services.	N/A	5.49 (5.04, 4.91)			

c. Assessment Instruments and Frequency of Assessment:

Indicator	Instrument	Frequency
All Indicators of Success (and sub-Indicators of Success)	Educational Benchmarking, Inc. (EBI) Career Services Assessment Survey	Annually

d. Expected Outcomes:

Indicator	Met	Partially Met	Not Met
All Indicators of Success (and sub-Indicators of Success)	Lander EBI mean comparison is above all of the EBI means for the following: Select 6 Peers, Carnegie Peers, and all EBI participants for the year.	Lander EBI mean comparison is above one or two of the EBI means for the following: Select 6 Peers, Carnegie Peers, and all EBI participants for the year.	Lander EBI mean comparison is above none of the EBI means for the following: Select 6 Peers, Carnegie Peers, and all EBI participants for the year.

e. Review of Results and Actions Taken:

Indicator	
4. a Mean Score: Overall, Lander University's Department of Career Services' is effective.	<i>The threshold for this indicator was met. Lander University's mean was above the EBI comparison group means.</i>
4. a. 1 Students' Career Services' experiences impacted their decision to stay in school.	No action needed.
4. a. 2 Students would recommend Career Services to a close friend.	No action needed.
4. a. 3 Students' Career Services' experiences fulfilled their expectations.	No action needed.
4. a. 4 Students' Career Services' experiences met their needs.	No action needed.
4. a. 7 Career Services at Lander University is an accepting environment.	No action needed.
4. a. 6 Students were provided with a positive academic experience through their Career Services experiences.	No action needed.
4. a. 7 Students were challenged to make decisions regarding their academic career through their Career Services experiences.	No action needed.
4. a. 8 Students learned valuable information through their Career Services experience.	No action needed.
4. a. 9 Students learned information through their Career Services experience which was applicable to their academic career.	No action needed.
4. a. 10 Overall, students are satisfied with Lander University's Career Services.	No action needed.

f. Outcomes:

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
4. a Mean Score: Overall, Lander University's Department of Career Services' is effective.	<i>Met (3.00)</i>	<i>Met (3.00)</i>			
4. a. 1 Students' Career Services' experiences impacted their decision to stay in school.	Met (3.00)	Met (3.00)			
4. a. 2 Students would recommend Career Services to a close friend.	Met (3.00)	Met (3.00)			
4. a. 3 Students' Career Services' experiences fulfilled their expectations.	Met (3.00)	Met (3.00)			
4. a. 4 Students' Career Services' experiences met their needs.	Met (3.00)	Met (3.00)			
4. a. 7 Career Services at Lander University is an accepting environment.	Met (3.00)	Met (3.00)			
4. a. 6 Students were provided with a positive academic experience through their Career Services experiences.	Met (3.00)	Met (3.00)			
4. a. 7 Students were challenged to make decisions regarding their academic career through their Career Services experiences.	Met (3.00)	Met (3.00)			
4. a. 8 Students learned valuable information through their Career Services experience.	Met (3.00)	Met (3.00)			
4. a. 9 Students learned information through their Career Services experience which was	Met (3.00)	Met (3.00)			

applicable to their academic career.					
4. a. 10 Overall, students are satisfied with Lander University's Career Services.	Met (3.00)	Met (3.00)			
g. Additional Resources Requested to Achieve or Sustain Results:					
Indicator	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
<i>4. a Mean Score: Overall, Lander University's Department of Career Services' is effective.</i>	<i>None</i>	<i>None</i>			
4. a. 1 Students' Career Services' experiences impacted their decision to stay in school.	None	None			
4. a. 2 Students would recommend Career Services to a close friend.	None	None			
4. a. 3 Students' Career Services' experiences fulfilled their expectations.	None	None			
4. a. 4 Students' Career Services' experiences met their needs.	None	None			
4. a. 7 Career Services at Lander University is an accepting environment.	None	None			
4. a. 6 Students were provided with a positive academic experience through their Career Services experiences.	None	None			
4. a. 7 Students were challenged to make decisions regarding their academic career through their Career Services experiences.	None	None			
4. a. 8 Students learned valuable information through their Career Services experience.	None	None			
4. a. 9 Students learned information through their Career Services experience which was applicable to their academic career.	None	None			
4. a. 10 Overall, students are satisfied with Lander University's Career Services.	None	None			

- i. Summary Comments: (2014/2015) - The goal of evaluating Career Services' overall program effectiveness was met for the one indicator of success. This was the first reporting period the EBI (Educational Benchmarking Inc.) 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 EBI 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.

2014/2015 CAREER SERVICES UNIT/PROGRAM SUMMARY

Unit/Program Goal	Strategic Goal Supported	Unit/Program Goal Outcome		Additional Resources Required to Achieve or Sustain Results
		Score	Evaluation Met: 3:00-2.01 Partially Met: 2:00 – 1.01 Not Met: 1:00 – 0.01 Not Evaluated: 0.00	
1. Students are satisfied with their career services' experience, programs, events, facilities, and staff.	2. Enrollment	2.96	Met	\$0.00
2. Career Services' experiences enhanced students' understanding of their career goals, career steps and career competencies.	1. Learning	2.95	Met	\$0.00
3. Career Services assists students in selecting a major or validating their choice of majors.	2. Enrollment	3.00	Met	\$0.00
4. Overall, Lander University's Department of Career Services' is effective in its provision of services to students.	2. Enrollment	3.00	Met	\$0.00
UNIT/PROGRAM TOTALS		2.98	Met	\$0.00

- a. **Unit/Program Summary (2014/2015):** This was the second reporting period the EBI (Educational Benchmarking Inc.) assessment surveys were used to measure this goal. This same survey will be employed for the next reporting period. Even though, all unit indicators for this goal were met, the majority of mean scores decreased from the 2013-2014 reporting period. This could be due to the department consisting of one employee only and this employee teaching two sections of University 101 class. This limited the availability of services from this department. Also, the number of freshman students taking the survey increased from 27% to 52% and their perceptions could have skewed the data.

Assessments:

Skyfactor/Educational Benchmarking Inc. Career Services Assessment Survey – Goals 1,2,3,4

Location of Data/Information:

All results of surveys, reports, logs, or tally sheets are maintained in the office of the Vice President of Student Affairs (Conference Room File Drawer). The Director of Career Services is responsible for the collection and tabulation of all assessment results and the provision of these results to the Student Affairs Assessment Coordinator. The Coordinator will compile the results into the appropriate formats and disseminate to the Vice President of Student Affairs and departmental staff for discussion and review.

Dissemination/Discussion of Results:

Date: July 23, 2015 from 2:00 pm – 3:00 pm.

Present Were: Amanda Morgan (Director of Career Services), Randy Bouknight (Vice President of Student Affairs) and Joe Franks (Student Affairs' Assessment Coordinator).

Discussion: Last year, the Director of Career Services changed the way she had approached students in her wording around respecting their right to make their own decisions and this sub-indicator for Unit Goal 1 improved. The unit goal, indicator and sub-indicator were stated as follows: *Students are satisfied with their Career Services' experiences, programs, events, facilities, and staff - Unit Goal 1; Students are satisfied with their career counseling meetings – Indicator 1; and The career counselor respected the student's right to make his/her own decisions – Sub-Indicator 1. a. 3)*

In discussing the 2014/2015 Academic Year results, noted was the change in demographics with the number of freshmen students taking the survey increasing from the 2013/2014 Academic Year. This change may have skewed the data. Also, the only two sub-indicator not meeting their threshold were: **1. a. 4 The career counselor understood the student's academic and career goals and 2.c. 2 As a result of their Career Services' experiences, students can construct an effective resume.** However, the overall indicators were met for all of the goals. In response to these two sub-indicators, the Career Services' Director indicated that students may perceive the Director as not understanding their goals when the Director may need to try to steer them in another direction based on their academic performance and/or other factors. In addition, the Director taught two sections of a University 101 class which comprised the available time she had to meet with students around resume writing and interviewing skills. This is the second year this survey documented no responses from students who are undecided about their majors. Outreach will be done to try to engage these students.

Also, all of the comments made by students on questions allowing branching and the breakdown of results by majors were reviewed. The majors in which Career Services staff have been invited to speak in capstone classes rated services higher. These majors were Biology, Physical Education/Exercise Science, Psychology and Teacher Education. These majors rated the Department higher in overall program evaluation, overall learning, and overall satisfaction indicators. In terms of comments made, the services students would like to see are already provided (mock interviews, job fairs, internships, outreach to students, etc.) and more flexible hours to accommodate student teachers and students participating in internships (these student schedules are considered and the Director does offer flexible appointments scheduling).

Plan(s) of Action for Modifications:

Based upon the results from the Skyfactor/Educational Benchmarking Inc. Career Services Assessment, the Department of Career Services plans to:

1. Invest time in updating and changing the Career Services' website to provide students with a wider range of resources around interviewing skills, resume writing, and deciding on a major since there is only one person in the department.
2. Develop at least two outreach opportunities for students who have not decided on a major.

3. Make one outreach attempt to facilitate a presentation in the senior capstone classes of all majors.
4. The Director of Career Services will teach only one section of the University class for the 2015/2016 Academic year.

Deadline Date: May 5, 2016

Responsible Party: Amanda S. Morgan

Actual Results Copied:

1. Students are satisfied with their career services' experience, programs, events, facilities, and staff. (Factors: 1, 2, 3, 4, 10)

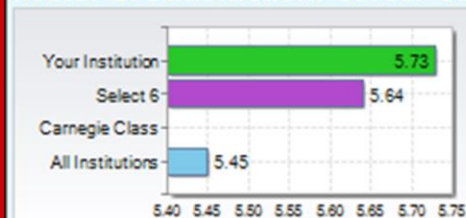
THRESHOLD FOR GOAL: Met (2.96)

STRATEGIC GOAL SUPPORTED: Enrollment

(2014/2015) 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.

1.a.

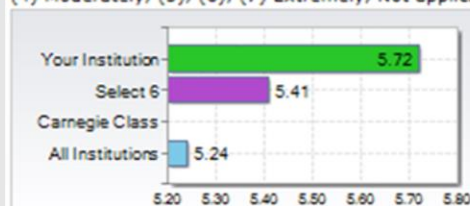
Factor 1. Satisfaction: Career Counseling Meetings



	N	Mean	Std Dev				
Your Institution	19	5.73	1.55				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	119	5.64	1.46	5.15	6.51	0.09	3 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	288	5.45	1.52	5.15	6.51	0.28	3 of 10

1.a.1

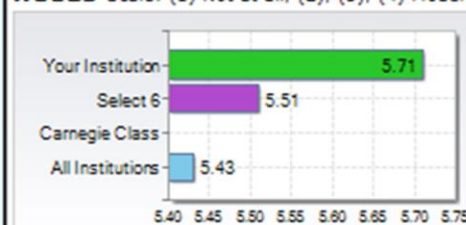
Q030. Career Counseling Meetings - During your career counselor meetings, to what degree did your counselor: Spend as much time with you as needed Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	18	5.72	1.59				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	117	5.41	1.74	4.86	6.53	0.31	
Carnegie Class	0	--	--	--	--	--	
All Institutions	283	5.24	1.78	4.86	6.53	0.48	

1. a. 2

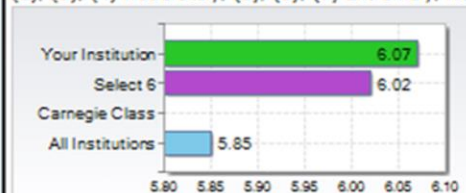
Q031. Career Counseling Meetings - During your career counselor meetings, to what degree did your counselor: Schedule meetings within a time frame that meets your needs Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	17	5.71	1.52				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	114	5.51	1.69	4.78	6.42	0.20	
Carnegie Class	0	--	--	--	--	--	
All Institutions	277	5.43	1.67	4.78	6.42	0.28	

1. a. 3

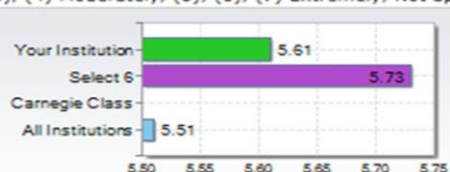
Q032. Career Counseling Meetings - During your career counselor meetings, to what degree did your counselor: Respect your right to make your own decisions Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	15	6.07	1.06				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	116	6.02	1.41	5.40	6.67	0.05	
Carnegie Class	0	--	--	--	--	--	
All Institutions	275	5.85	1.48	5.40	6.67	0.22	

1. a. 4

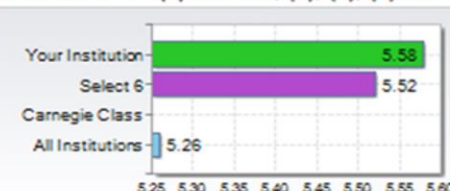
Q033. Career Counseling Meetings - During your career counselor meetings, to what degree did your counselor: Understand your academic and career goals Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	18	5.61	1.83				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	116	5.73	1.61	5.19	6.47	-0.12	
Carnegie Class	0	--	--	--	--	--	
All Institutions	278	5.51	1.68	5.19	6.47	0.10	

1. a. 5

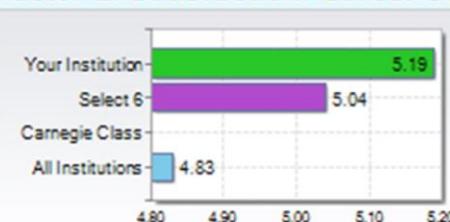
Q034. Career Counseling Meetings - During your career counselor meetings, to what degree did your counselor: Take an interest in your progress toward career/grad school choice Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	19	5.58	1.93				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	109	5.52	1.73	5.14	6.43	0.06	
Carnegie Class	0	--	--	--	--	--	
All Institutions	262	5.26	1.86	4.91	6.43	0.32	

1. b.

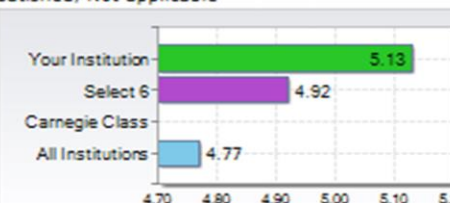
Factor 2. Satisfaction: Career Services Publicizes Programs and Services



	N	Mean	Std Dev				
Your Institution	48	5.19	1.23				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	419	5.04	1.40	4.88	5.59	0.15	2 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	999	4.83	1.50	4.42	5.59	0.36	2 of 10

1. b.1

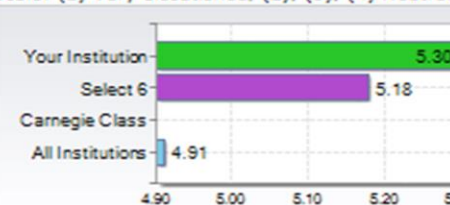
Q038. Career Services Publicizes Programs and Services - How satisfied are you with the extent to which career services: Publicizes programs and services (e.g., individual career counseling, career assessments, etc.) Scale: (1) Very dissatisfied, (2), (3), (4) Neutral, (5), (6), (7) Very satisfied, Not applicable



	N	Mean	Std Dev				
Your Institution	46	5.13	1.31				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	412	4.92	1.54	4.74	5.55	0.21	
Carnegie Class	0	--	--	--	--	--	
All Institutions	986	4.77	1.60	4.30	5.55	0.36	

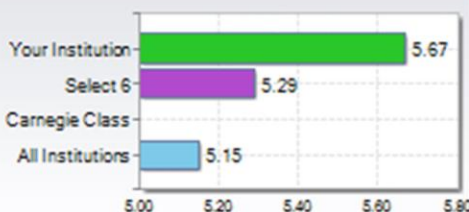
1. b.2

Q039. Career Services Publicizes Programs and Services - How satisfied are you with the extent to which career services: Provides programs and services of value to you Scale: (1) Very dissatisfied, (2), (3), (4) Neutral, (5), (6), (7) Very satisfied, Not applicable



	N	Mean	Std Dev				
Your Institution	46	5.30	1.28				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	402	5.18	1.50	4.94	5.64	0.12	
Carnegie Class	0	--	--	--	--	--	
All Institutions	960	4.91	1.61	4.56	5.64	0.39	

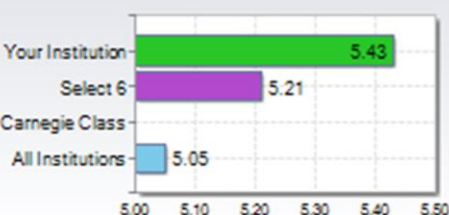
1. c.

Factor 3. Satisfaction: Career Services Environment

	N	Mean	Std Dev
Your Institution	45	5.67	1.07

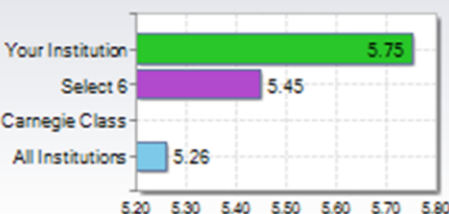
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	380	5.29	1.36	5.05	5.90	0.38	3 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	896	5.15	1.41	4.91	5.90	0.52	3 of 10

1.c.1

Q040. Career Services Environment - To what extent is career services: An enjoyable place to visit and learn Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

	N	Mean	Std Dev				
Your Institution	44	5.43	1.19				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	361	5.21	1.47	4.96	5.87	0.22	
Carnegie Class	0	--	--	--	--	--	
All Institutions	861	5.05	1.54	4.77	5.87	0.38	

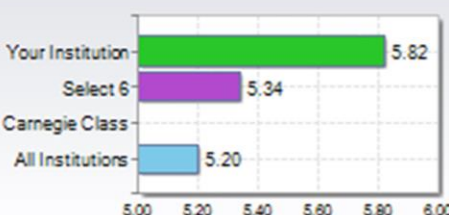
1. c. 2

Q041. Career Services Environment - To what extent is career services: A place where you feel welcome Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

	N	Mean	Std Dev
Your Institution	44	5.75	1.17

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	362	5.45	1.42	5.22	6.06	0.30	
Carnegie Class	0	--	--	--	--	--	
All Institutions	866	5.26	1.52	5.04	6.06	0.49	

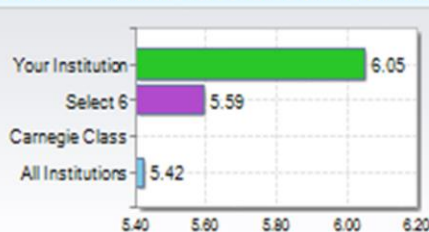
1. c. 3

Q042. Career Services Environment - To what extent is career services: Open convenient hours Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

	N	Mean	Std Dev
Your Institution	45	5.82	1.16

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	362	5.34	1.44	5.05	5.97	0.48	
Carnegie Class	0	--	--	--	--	--	
All Institutions	864	5.20	1.47	4.93	5.97	0.62	

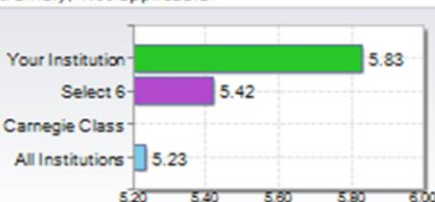
1. d

Factor 4. Satisfaction: Career Services Staff

	N	Mean	Std Dev
Your Institution	46	6.05	0.98

	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	373	5.59	1.31	5.33	6.18	0.46	3 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	895	5.42	1.39	5.12	6.18	0.63	3 of 10

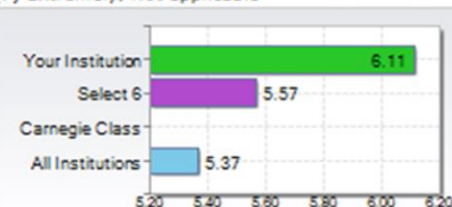
1. d. 1

Q043. Career Services Staff - To what extent are the career services staff: Available to assist you (1st Predictor of Overall Program Evaluation) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

	N	Mean	Std Dev
Your Institution	46	5.83	1.13

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	363	5.42	1.45	5.15	5.97	0.41	
Carnegie Class	0	--	--	--	--	--	
All Institutions	877	5.23	1.54	4.96	5.97	0.60	

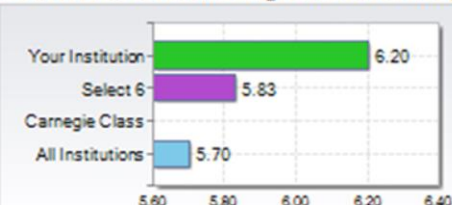
1. d. 2

Q044. Career Services Staff - To what extent are the career services staff: Knowledgeable (1st Predictor of Overall Program Evaluation) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

	N	Mean	Std Dev
Your Institution	45	6.11	1.04

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	358	5.57	1.41	5.19	6.16	0.54	
Carnegie Class	0	--	--	--	--	--	
All Institutions	874	5.37	1.53	5.08	6.16	0.74	

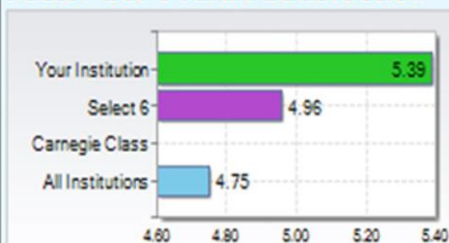
1.. d. 3

Q045. Career Services Staff - To what extent are the career services staff: Friendly (1st Predictor of Overall Program Evaluation) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

	N	Mean	Std Dev
Your Institution	45	6.20	1.11

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	363	5.83	1.28	5.53	6.42	0.37	
Carnegie Class	0	--	--	--	--	--	
All Institutions	875	5.70	1.40	5.32	6.42	0.50	

1. e

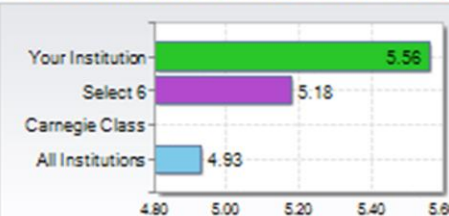
Factor 10. Overall Satisfaction

	N	Mean	Std Dev
Your Institution	99	5.39	1.43

	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	786	4.96	1.44	4.81	5.39	0.43	1 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	2234	4.75	1.60	4.59	5.39	0.64	1 of 10

1. e. 1

Q071. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Was it an accepting environment? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

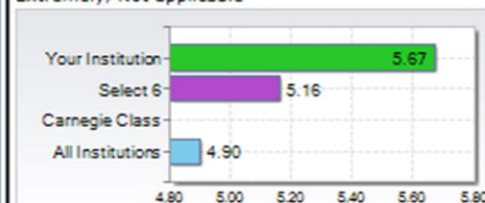


	N	Mean	Std Dev
Your Institution	81	5.56	1.55

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	621	5.18	1.59	4.99	5.78	0.38	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1722	4.93	1.78	4.65	5.78	0.63	

1. e. 2

Q076. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Would you recommend this experience to a close friend? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

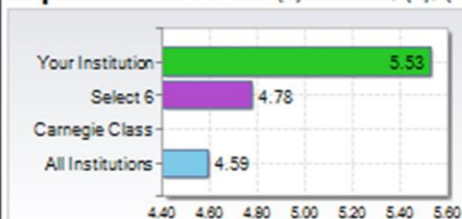


	N	Mean	Std Dev
Your Institution	82	5.67	1.30

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	643	5.16	1.71	4.95	5.69	0.51	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1768	4.90	1.84	4.62	5.69	0.77	

1. e. 3

Q077. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Did it fulfill your expectations? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

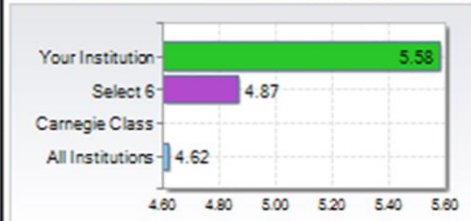


	N	Mean	Std Dev
Your Institution	85	5.53	1.39

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	630	4.78	1.74	4.52	5.53	0.75	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1727	4.59	1.85	4.47	5.53	0.94	

1. e. 4

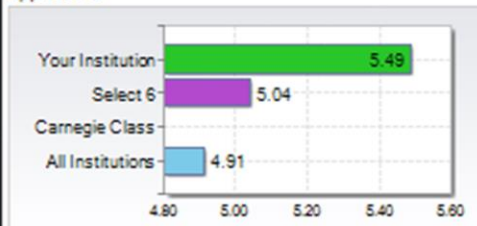
Q078. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Did it meet your needs? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	81	5.58	1.43				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	639	4.87	1.73	4.64	5.58	0.71	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1750	4.62	1.86	4.46	5.58	0.96	

1. e. 5

Q079. Overall Program Evaluation - Overall, to what degree are you satisfied with career services at this institution? Scale: (1) Very dissatisfied, (2), (3), (4) Neutral, (5), (6), (7) Very satisfied, Not applicable



	N	Mean	Std Dev				
Your Institution	95	5.49	1.47				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	746	5.04	1.45	4.95	5.49	0.45	
Carnegie Class	0	--	--	--	--	--	
All Institutions	2106	4.91	1.56	4.67	5.49	0.58	

2. Career Services' experiences enhanced students' understanding of their career goals, career steps and career competencies. (Factors: 5, 6, 7, 11)

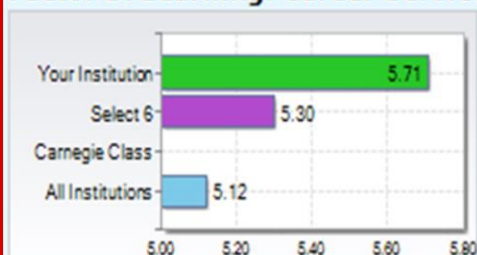
THRESHOLD FOR GOAL: Met (2.95)

STRATEGIC GOAL SUPPORTED: Enrollment

(2014/2015) The goal of Lander University Career Services experiences enhancing students' understanding of their career goals, career steps and career competencies was met for all four indicators of success.

2.a

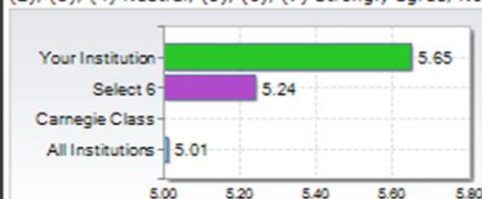
Factor 5. Learning: Career Services Enhanced Understanding of Career Goals



	N	Mean	Std Dev				
Your Institution	42	5.71	1.06				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	301	5.30	1.42	5.05	5.71	0.41	1 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	686	5.12	1.48	4.73	5.71	0.59	1 of 10

2. a. 1

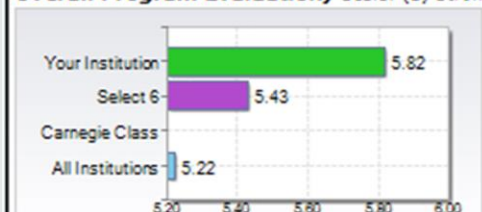
Q056. As a result of my career services experiences, I better understand (If you have not had this type of guidance in your career services experience, please mark "Not applicable").: My career goals (2nd Predictor of Overall Program Evaluation) Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	37	5.65	1.21				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	256	5.24	1.53	4.81	5.65	0.41	
Carnegie Class	0	--	--	--	--	--	
All Institutions	605	5.01	1.62	4.56	5.65	0.64	

2. a. 2

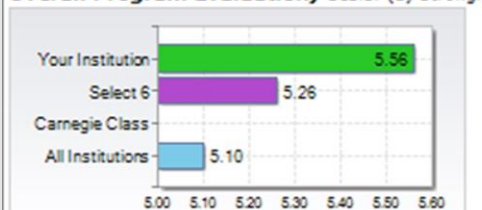
Q057. As a result of my career services experiences, I better understand (If you have not had this type of guidance in your career services experience, please mark "Not applicable").: How college can help me achieve my professional goals (2nd Predictor of Overall Program Evaluation) Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	40	5.82	1.07				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	271	5.43	1.51	4.98	5.94	0.39	
Carnegie Class	0	--	--	--	--	--	
All Institutions	618	5.22	1.58	4.87	5.94	0.60	

2. a. 3

Q058. As a result of my career services experiences, I better understand (If you have not had this type of guidance in your career services experience, please mark "Not applicable").: The impact GPA has on future career/graduate school plans (2nd Predictor of Overall Program Evaluation) Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	41	5.56	1.23				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	267	5.26	1.64	5.04	5.56	0.30	
Carnegie Class	0	--	--	--	--	--	
All Institutions	603	5.10	1.65	4.56	5.56	0.46	

2. a. 4

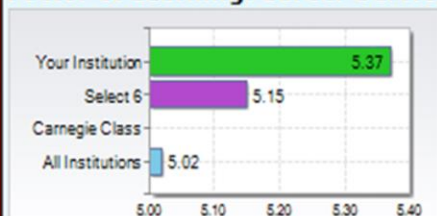
Q059. As a result of my career services experiences, I better understand (If you have not had this type of guidance in your career services experience, please mark "Not applicable").: The connection between classroom and out-of-classroom learning (2nd Predictor of Overall Program Evaluation) Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	41	5.76	1.28				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	267	5.30	1.57	5.04	5.76	0.46	
Carnegie Class	0	--	--	--	--	--	
All Institutions	612	5.15	1.62	4.87	5.76	0.61	

2. b.

Factor 6. Learning: Career Services Enhanced Understanding of Career Steps



	N	Mean	Std Dev
Your Institution	41	5.37	1.07

	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	288	5.15	1.37	4.82	5.64	0.22	3 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	682	5.02	1.40	4.73	5.64	0.35	3 of 10

2. b. 1

Q047. Learning Outcomes - As a result of my career services experiences, I can (If you have not had this type of guidance in your career services experience, please mark "Not applicable".): Identify careers based on my interests, values, skills, and abilities Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable

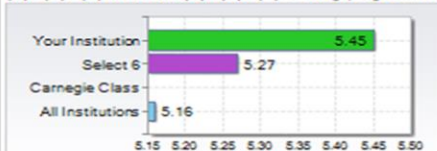


	N	Mean	Std Dev
Your Institution	38	5.66	1.08

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	259	5.25	1.51	4.94	6.00	0.41	
Carnegie Class	0	--	--	--	--	--	
All Institutions	611	5.04	1.53	4.74	6.00	0.62	

2. b. 2

Q048. Learning Outcomes - As a result of my career services experiences, I can (If you have not had this type of guidance in your career services experience, please mark "Not applicable".): Identify majors that align with my professional goals Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable

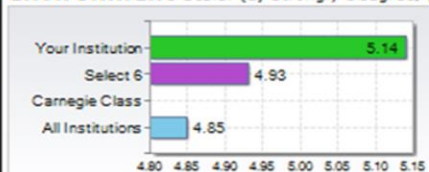


	N	Mean	Std Dev
Your Institution	40	5.45	1.18

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	241	5.27	1.49	4.91	5.80	0.18	
Carnegie Class	0	--	--	--	--	--	
All Institutions	570	5.16	1.50	4.81	5.80	0.29	

2. b. 3

Q053. Learning Outcomes - As a result of my career services experiences, I can (If you have not had this type of guidance in your career services experience, please mark "Not applicable".): Articulate the characteristics of a preferred work/grad school environment Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable

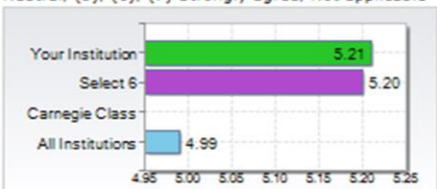


	N	Mean	Std Dev
Your Institution	36	5.14	1.40

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	214	4.93	1.55	4.43	5.85	0.21	
Carnegie Class	0	--	--	--	--	--	
All Institutions	525	4.85	1.55	4.43	5.85	0.29	

2. b. 4

Q055. Learning Outcomes - As a result of my career services experiences, I can (If you have not had this type of guidance in your career services experience, please mark "Not applicable".): Articulate the next steps in my career planning Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable

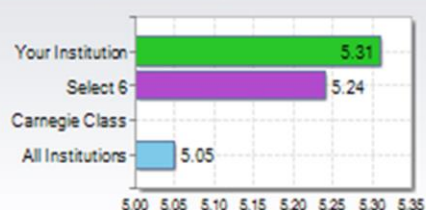


	N	Mean	Std Dev
Your Institution	38	5.21	1.30

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	250	5.20	1.53	4.75	5.59	0.01	
Carnegie Class	0	--	--	--	--	--	
All Institutions	590	4.99	1.54	4.67	5.59	0.22	

2. c.

Factor 7. Learning: Career Services Enhanced Carer Competencies

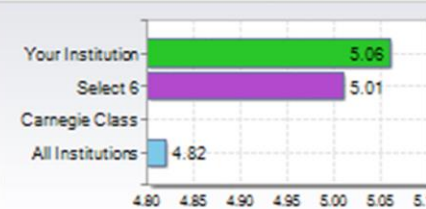


	N	Mean	Std Dev
Your Institution	43	5.31	1.10

	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	323	5.24	1.36	4.97	5.81	0.07	3 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	769	5.05	1.40	4.76	5.81	0.26	3 of 10

2. c. 1

Q049. Learning Outcomes - As a result of my career services experiences, I can (If you have not had this type of guidance in your career services experience, please mark "Not applicable".): Obtain an internship/co-op/practicum if needed Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable

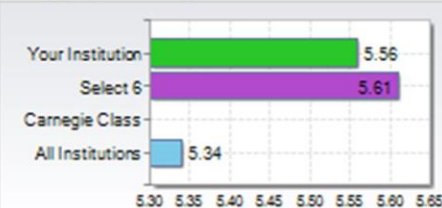


	N	Mean	Std Dev
Your Institution	35	5.06	1.60

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	254	5.01	1.67	4.71	5.83	0.05	
Carnegie Class	0	--	--	--	--	--	
All Institutions	601	4.82	1.68	4.58	5.83	0.24	

2. c. 2

Q050. Learning Outcomes - As a result of my career services experiences, I can (If you have not had this type of guidance in your career services experience, please mark "Not applicable".): Construct an effective resume Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable

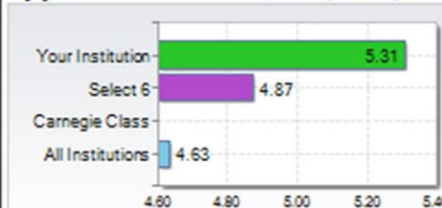


	N	Mean	Std Dev
Your Institution	41	5.56	1.19

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	294	5.61	1.40	5.08	6.46	-0.05	
Carnegie Class	0	--	--	--	--	--	
All Institutions	690	5.34	1.49	4.99	6.46	0.22	

2. c. 3

Q051. Learning Outcomes - As a result of my career services experiences, I can (If you have not had this type of guidance in your career services experience, please mark "Not applicable".): Create a portfolio of my work to use in my employment/graduate school applications Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable

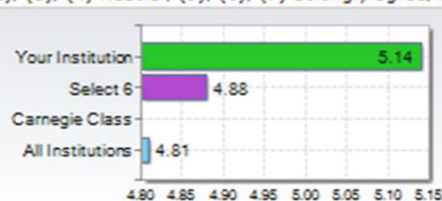


	N	Mean	Std Dev
Your Institution	36	5.31	1.24

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	219	4.87	1.70	4.45	6.00	0.44	
Carnegie Class	0	--	--	--	--	--	
All Institutions	520	4.63	1.67	4.32	6.00	0.68	

2. c. 4

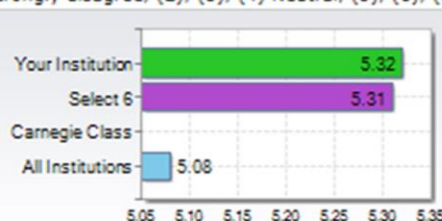
Q052. Learning Outcomes - As a result of my career services experiences, I can (If you have not had this type of guidance in your career services experience, please mark "Not applicable").: Effectively interview for employment/graduate school Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	35	5.14	1.44				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	229	4.88	1.60	4.33	5.60	0.26	
Carnegie Class	0	--	--	--	--	--	
All Institutions	549	4.81	1.58	4.33	5.60	0.33	

2. c. 5

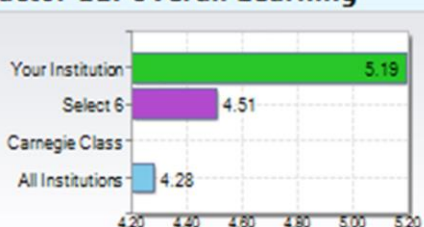
Q054. Learning Outcomes - As a result of my career services experiences, I can (If you have not had this type of guidance in your career services experience, please mark "Not applicable").: Apply the skills learned in this process to other areas of my life Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	38	5.32	1.24				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	253	5.31	1.47	5.12	5.93	0.01	
Carnegie Class	0	--	--	--	--	--	
All Institutions	592	5.08	1.53	4.57	5.93	0.24	

2. d

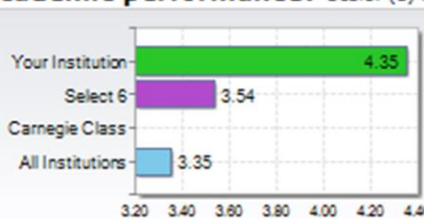
Factor 11. Overall Learning



	N	Mean	Std Dev				
Your Institution	87	5.19	1.34				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	678	4.51	1.57	4.18	5.19	0.68	1 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	1893	4.28	1.70	4.07	5.19	0.91	1 of 10

2. d. 1

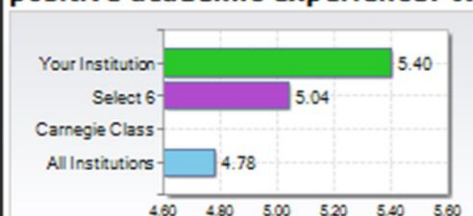
Q069. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Did it impact your academic performance? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	82	4.35	1.95				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	613	3.54	2.01	3.11	4.35	0.81	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1709	3.35	1.98	2.74	4.35	1.00	

2. d. 2

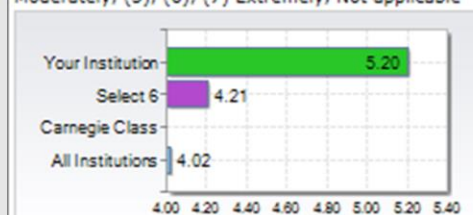
Q072. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Did it provide a positive academic experience? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	82	5.40	1.47				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	596	5.04	1.63	4.87	5.54	0.36	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1666	4.78	1.80	4.56	5.54	0.62	

2. d. 3

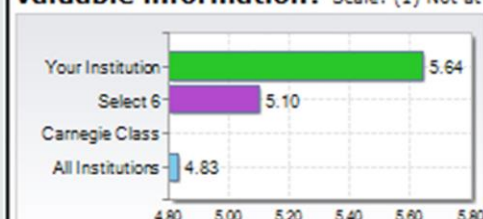
Q073. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Were you challenged to make decisions regarding your academic career? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	80	5.20	1.54				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	579	4.21	1.88	3.74	5.20	0.99	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1609	4.02	1.98	3.74	5.20	1.18	

2. d. 4

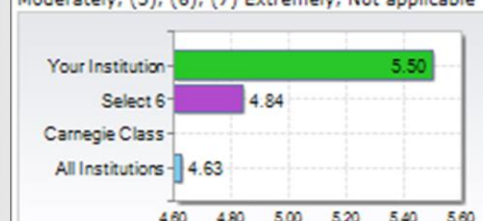
Q074. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Did you learn valuable information? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	81	5.64	1.37				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	641	5.10	1.66	4.82	5.84	0.54	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1754	4.83	1.84	4.53	5.84	0.81	

2. d. 5

Q075. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Was the information you learned applicable to your academic career? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	80	5.50	1.41				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	616	4.84	1.71	4.58	5.50	0.66	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1687	4.63	1.85	4.43	5.50	0.87	

**3. Career Services assists students in selecting a major or validating their choice of majors.
(Factors: 8, 9)**

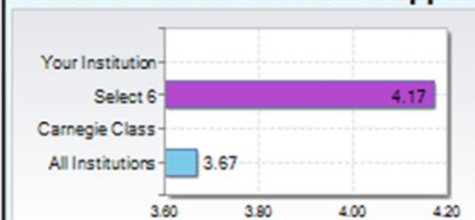
THRESHOLD FOR GOAL: Met (3.00)

STRATEGIC GOAL SUPPORTED: Enrollment

(2014/2015) The goal of Lander University Career Services to assist students in selecting or validating their choice of majors was met for both indicators of success.

3. a.

Factor 8. Career Services Support Choice of Major (Students without Major)

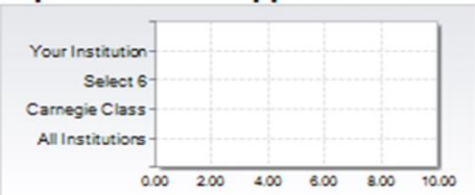


	N	Mean	Std Dev
Your Institution	1	0.00	0.00

	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	12	4.17	1.62	3.83	4.39	0.00	4 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	42	3.67	1.30	3.02	4.39	0.00	7 of 10

3. a. 1

Q062. As a result of your career services experience, I have (If you have not had this type of guidance in your career services experience, please mark "Not applicable").:
Explored career opportunities Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

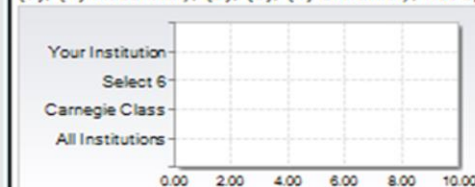


	N	Mean	Std Dev
Your Institution	1	0.00	0.00

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	17	--	--	--	--	--	
Carnegie Class	0	--	--	--	--	--	
All Institutions	78	--	--	--	--	--	

3. a. 2

Q063. As a result of your career services experience, I have (If you have not had this type of guidance in your career services experience, please mark "Not applicable").:
Networked with people currently employed in career fields of interest Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

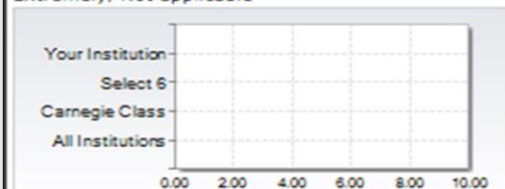


	N	Mean	Std Dev
Your Institution	1	0.00	0.00

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	17	--	--	--	--	--	
Carnegie Class	0	--	--	--	--	--	
All Institutions	79	--	--	--	--	--	

3. a. 3

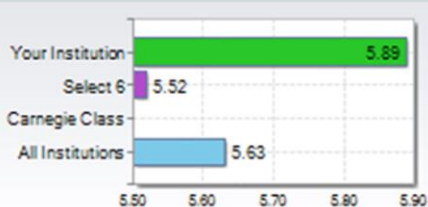
Q064. As a result of your career services experience, I have (If you have not had this type of guidance in your career services experience, please mark "Not applicable").:
Narrowed my interests to determine a major Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev
Your Institution	1	0.00	0.00

	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	16	--	--	--	--	--	
Carnegie Class	0	--	--	--	--	--	
All Institutions	77	--	--	--	--	--	

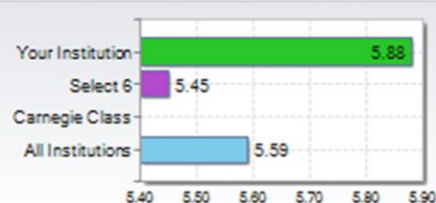
3. b.

Factor 9. Career Services Reinforced Choice of Major (Students with Major)

	N	Mean	Std Dev				
Your Institution	90	5.89	1.29				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	569	5.52	1.49	5.36	6.08	0.37	3 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	1992	5.63	1.55	5.36	6.08	0.26	3 of 10

3. b. 1.

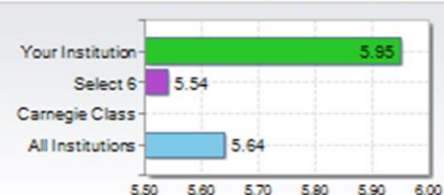
Q065. Have Chosen a Major - As a result of my career services experiences (If you have not had this type of guidance in your career services experience, please mark "Not applicable"): I have determined that my interests fit my career choice. Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	88	5.88	1.42				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	530	5.45	1.61	5.31	6.02	0.43	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1879	5.59	1.66	5.31	6.02	0.29	

3. b. 2.

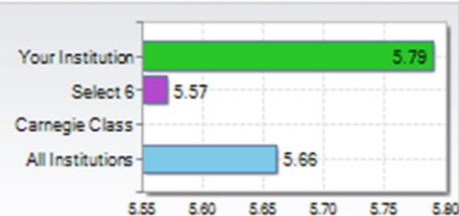
Q066. Have Chosen a Major - As a result of my career services experiences (If you have not had this type of guidance in your career services experience, please mark "Not applicable"): I have determined that my interests fit my major. Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	88	5.95	1.33				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	537	5.54	1.57	5.33	6.15	0.41	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1899	5.64	1.62	5.33	6.15	0.31	

3. b. 3

Q067. Have Chosen a Major - As a result of my career services experiences (If you have not had this type of guidance in your career services experience, please mark "Not applicable"): I am confident that I made the right choice in major. Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	86	5.79	1.46				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	545	5.57	1.65	5.38	6.07	0.22	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1918	5.66	1.67	5.38	6.07	0.13	

**4. Overall, Lander University's Department of Career Services' is effective in its provision of services to students.
(Factors: 12)**

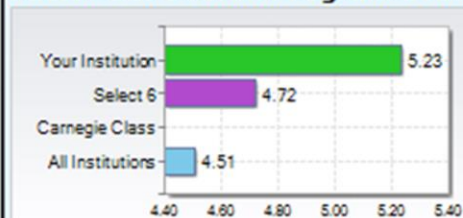
THRESHOLD FOR GOAL: Met (3.00)

STRATEGIC GOAL SUPPORTED: Enrollment

(2014/2015) The goal of Lander University Career Services being effective in its provision of services to students was met for the indicator of success.

4. a.

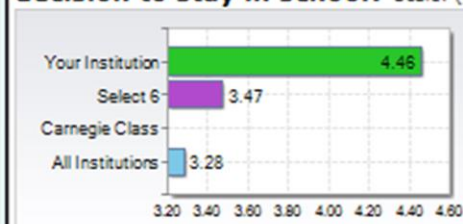
Factor 12. Overall Program Evaluation



	N	Mean	Std Dev				
Your Institution	100	5.23	1.38				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	798	4.72	1.45	4.53	5.23	0.51	1 of 7
Carnegie Class	0	--	--	--	--	--	0 of 0
All Institutions	2282	4.51	1.61	4.35	5.23	0.72	1 of 10

4. a. 1

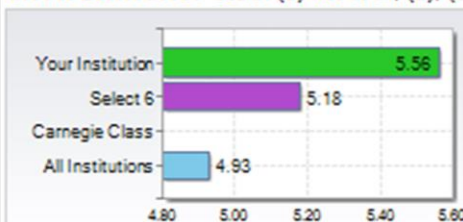
Q070. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Did it impact your decision to stay in school? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	82	4.46	2.04				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	596	3.47	2.15	2.62	4.46	0.99	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1665	3.28	2.14	2.54	4.46	1.18	

4. a. 2

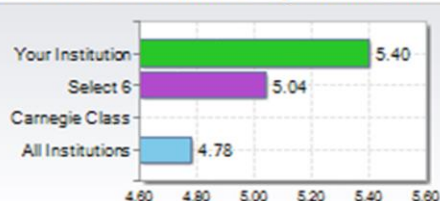
Q071. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Was it an accepting environment? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	81	5.56	1.55				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	621	5.18	1.59	4.99	5.78	0.38	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1722	4.93	1.78	4.65	5.78	0.63	

4. a. 3

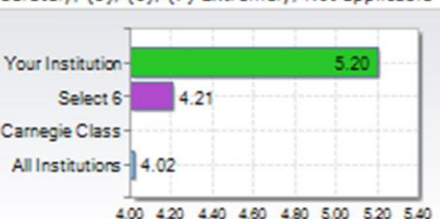
Q072. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Did it provide a positive academic experience? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	82	5.40	1.47				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	596	5.04	1.63	4.87	5.54	0.36	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1666	4.78	1.80	4.56	5.54	0.62	

4. a. 4

Q073. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Were you challenged to make decisions regarding your academic career? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	80	5.20	1.54				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	579	4.21	1.88	3.74	5.20	0.99	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1609	4.02	1.98	3.74	5.20	1.18	

4. a. 5

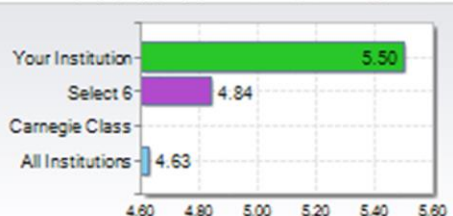
Q074. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Did you learn valuable information? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	81	5.64	1.37				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	641	5.10	1.66	4.82	5.84	0.54	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1754	4.83	1.84	4.53	5.84	0.81	

4. a. 6

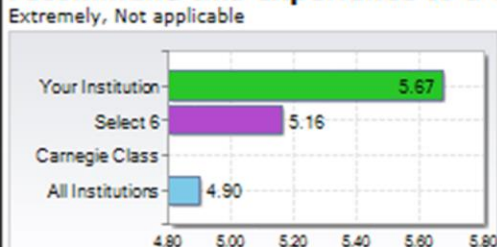
Q075. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Was the information you learned applicable to your academic career? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	80	5.50	1.41				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	616	4.84	1.71	4.58	5.50	0.66	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1687	4.63	1.85	4.43	5.50	0.87	

4. a. 7

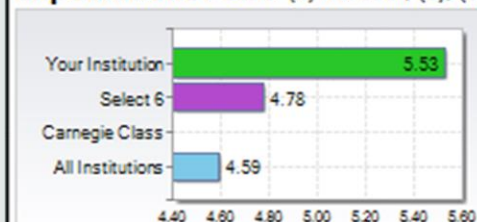
Q076. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Would you recommend this experience to a close friend? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	82	5.67	1.30				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	643	5.16	1.71	4.95	5.69	0.51	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1768	4.90	1.84	4.62	5.69	0.77	

4. a. 8

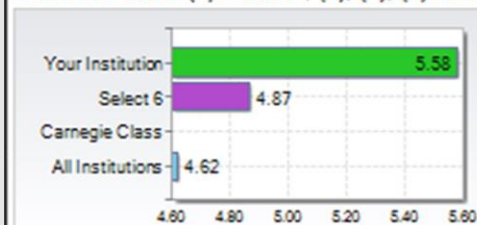
Q077. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Did it fulfill your expectations? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	85	5.53	1.39				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	630	4.78	1.74	4.52	5.53	0.75	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1727	4.59	1.85	4.47	5.53	0.94	

4. a. 9

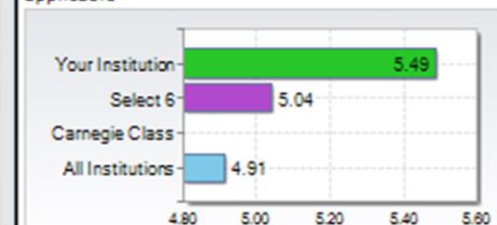
Q078. Overall Program Evaluation - Regarding your experience with career services (counseling, programs, services) at this institution, to what degree: Did it meet your needs? Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	81	5.58	1.43				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	639	4.87	1.73	4.64	5.58	0.71	
Carnegie Class	0	--	--	--	--	--	
All Institutions	1750	4.62	1.86	4.46	5.58	0.96	

4. a. 10

Q079. Overall Program Evaluation - Overall, to what degree are you satisfied with career services at this institution? Scale: (1) Very dissatisfied, (2), (3), (4) Neutral, (5), (6), (7) Very satisfied, Not applicable



	N	Mean	Std Dev				
Your Institution	95	5.49	1.47				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	746	5.04	1.45	4.95	5.49	0.45	
Carnegie Class	0	--	--	--	--	--	
All Institutions	2106	4.91	1.56	4.67	5.49	0.58	

UNIT PROGRAM GOAL ACTION PLAN DOCUMENTATION

Student Affairs' Department: Career Services

Goals for Continuous Quality Improvement:

Based upon the 2014/2015 Academic Year results from the Skyfactor/Educational Benchmarking Inc. Career Services Assessment, the following goals for improvement will be implemented, monitored, and evaluated by the Director of the Career Services' Department of Career Services for the 2015/2016 Academic Year :

1. Invest time in updating and changing the Career Services' website to provide students with a wider range of resources around interviewing skills, resume writing, and deciding on a major since there is only one person in the department.
2. Develop at least two outreach opportunities for students who have not decided on a major.
3. Make one outreach attempt to facilitate a presentation in the senior capstone classes of all majors.
4. The Director of Career Services will teach only one section of the University class for the 2015/2016 Academic year.

Deadline Date: May 5, 2016

Responsible Party: Amanda S. Morgan

Comments:

The Director of Career Services is responsible for ensuring the above listed goals for continuous quality improvement are implemented and monitored. Documentation of any barriers or obstacles interfering with the successful implementation of these goals should be submitted in writing to the Vice President for Student Affairs and the Student Affairs' Assessment Coordinator.



Director's or Responsible Party's Signature

9.18.15

Date



Witness Signature

9-18-2015

Date