

**Assessment Report Form for All WNCC Assessments  
2004-2005**

**Cover Sheet**

*This form allows all departments or groups doing assessments at WNCC to document their assessment activities in accordance with the college's five-step approach. Each identified program or service area is required to complete an assessment of at least one outcome or objective in 2004-2005. Each part of the form is expandable by hitting the **Enter** key on your keyboard. You may attach additional information if necessary.*

*Administrative assessments are coordinated by Institutional Research (Tracy Viselli.) The assessment of educational programs is coordinated by the Academic Programs Assessment Committee and Assessment Office (Ed Kingham and Cheryl Pawluk).*

<b>Assessment Report for 2004-2005 Information Signatures</b>	
<b>Name of Unit:</b> (Depart., Division, Service or Educational Program)	Career Center, Student Services
<b>Assessment Team Member/s</b> (note person who led/chaired assessment team)	Mickey Mouse
<b>Signature of Assessment Team Leader for Steps 1-3:</b> (Due July 31st, 2004)	The Assessment Team completed Steps 1-3 of this study on July 30th (date)  Signature: MM
<b>Signature of Assessment Team Leader for Steps 4-5:</b> (Due April 1, 2005)	The Assessment Team completed Steps 1-3 of this study on July 30th (date)  Signature: MM
<b>Signature of Appropriate Vice President for Steps 4-5:</b> (Due April 1, 2005)	The Assessment Team completed Steps 4 and 5 of this study on March 30 <sup>th</sup> (date)  Signature: MM

**Notes on the Form**

The administrative objective tables will expand as needed by hitting the Enter key. There is space to assess up to three administrative objectives, however, you can assess more or less if you choose. To create an additional administrative objective table, copy and paste the one above it and change the number in the heading. For help with this form, please visit the Institutional Research website for the form instructions.

<http://www.wncc.nevada.edu/institutional/assessment.php>

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<b>First Administrative Objective</b>		
<b>Step 1a</b>	<b>Short Name for Applicable College and Strategic Goals</b> <small>(see instructions):</small>	5. Efficient and effective administrative and support services.
<b>Step 1b</b>	<b>Depart. Mission Statement:</b>	To assist students in transition from academia to the world of work by preparing students for life after graduation...the Career Center offered services which include: career counseling; 3 classes for academic credit; workshops and seminars on career-related subjects; assistance with resume writing and interviewing; and opportunities for part-time jobs, internships, and full-time jobs.
<b>Step 2</b>	<b>Administrative Objective:</b>	Graduates will be satisfied with services provided by the Career Center.
<b>Step 3</b>	<b>Means of Assessment &amp; Criteria for Success:</b>	<p><b>1a.</b> Respondents will indicate on <b>grad student survey</b> an <b>average rating of 3.4 or higher as to satisfaction with Career Center.</b></p> <p><b>1b.</b> <b>95% of students</b> completing <b>point of contact survey</b> will be <b>"very satisfied" or "satisfied" with their overall experience with the Career Center. On no individual item (10 items) will more than 10% respond "dissatisfied" or "very dissatisfied."</b></p>
<b>Step 4</b>	<b>Summary of Data Collected:</b>	<p><b>1a.</b> Grads rated satisfaction as 3.4. However, the international students only gave a 1.4 rating.</p> <p><b>1b.</b> 63% of students completing point of contact survey indicated satisfaction with "overall experience." Most dissatisfaction was expressed in availability of access to technical career sources (34%).</p>
<b>Step 5</b>	<b>Use of Results:</b>	<p><b>1a.</b> While criteria for success were met, workshops have been held in conjunction with Intl. Student Services to provide direct services to intl. students.</p> <p><b>1b.</b> Center staff have located several new technical resources. New work stations are being created using computer hardware donated by recruiting companies.</p>



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<b>Second Administrative Objective</b>		
<b>Step 1a</b>	<b>Short Name for Applicable College and Strategic Goals</b> <small>(see instructions):</small>	5. Efficient and effective administrative and support services.
<b>Step 1b</b>	<b>Depart. Mission Statement:</b>	To assist students in transition from academia to the world of work by preparing students for life after graduation...the Career Center offered services which include: career counseling; 3 classes for academic credit; workshops and seminars on career-related subjects; assistance with resume writing and interviewing; and opportunities for part-time jobs, internships, and full-time jobs.
<b>Step 2</b>	<b>Administrative Objective:</b>	Students will be aware of employment opportunities.
<b>Step 3</b>	<b>Means of Assessment &amp; Criteria for Success:</b>	<p><b>2a.</b> Records maintained will indicate an increase of 5% in number of students attending job search workshops.</p> <p><b>2b.</b> On grad survey, grads will indicate a 3.4 agreement to question: The Career Center increased my awareness of employment opportunities in my field of study.</p>
<b>Step 4</b>	<b>Summary of Data Collected:</b>	<p><b>2a.</b> There was a 9% increase in number of job search workshops presented and an increase of 17% in number of students attending workshops.</p> <p><b>2b.</b> Grads indicated a 3.3 agreement to question.</p>
<b>Step 5</b>	<b>Use of Results:</b>	<p><b>2a.</b> Although immediate goal was met, the staff are continuing the level of job search workshops presented but want to increase number of classroom presentations on job search techniques for specific majors.</p> <p><b>2b.</b> Staff adding additional questions to grad survey to find "where" students gained awareness of job opportunities.</p>

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<b>Third Administrative Objective</b>		
<b>Step 1a</b>	<b>Short Name for Applicable College and Strategic Goals</b> <small>(see instructions):</small>	5. Efficient and effective administrative and support services.
<b>Step1b</b>	<b>Depart. Mission Statement:</b>	To assist students in transition from academia to the world of work by preparing students for life after graduation...the Career Center offered services which include: career counseling; 3 classes for academic credit; workshops and seminars on career-related subjects; assistance with resume writing and interviewing; and opportunities for part-time jobs, internships, and full-time jobs.
<b>Step 2</b>	<b>Administrative Objective:</b>	The number of opportunities for students to find employment will increase.
<b>Step 3</b>	<b>Means of Assessment &amp; Criteria for Success:</b>	<b>3a.</b> Career Center records will indicate number of resumes referred to employers will increase 24% over previous year. <b>3b.</b> Career Center records will indicate number of companies attending "Job Fairs" will increase 10% over previous year.
<b>Step 4</b>	<b>Summary of Data Collected:</b>	<b>3a.</b> Number of resumes forwarded to employers was 9% over last year. Major decrease was in resumes for business and accounting majors. <b>3b.</b> Number of companies attending job fairs last year increased from 141 to 173. However, companies coming to campus for recruiting decreased 17%.
<b>Step 5</b>	<b>Use of Results:</b>	<b>3a.</b> Staff researched market and located 3 new internet resume sources for business, accounting, and liberal arts majors. <b>3b.</b> Staff survey of other institutions indicated this is a new trend. A steering committee has been established to determine if this is leading to more job offers.