

Summary of JobMate Survey for Students and Alumni – 03-10-2008

Between February 5 and March 3, 2008, registered students and alumni in JobMate were surveyed to determine the program's effectiveness and ease of use. A summary of the survey results follows.

Sample

The survey sample was created using the following criteria:

1. Users with full access to JobMate.
2. Users with the designation of active.
3. Users with complete profiles.

The 1969 students and alumni who met the sample criteria were emailed and asked to respond to an online survey. Thirty one emails were returned as being undeliverable resulting in 1938 potential responders. After the 4-week response period, 227 students and alumni had completed the survey for a response rate of nearly 12%.

Over half of the responders were either seniors or graduate students. Two thirds of the responders were students or alumni from the Moore School of Business.

Classification of Responders	# of Responders	% of Responders
Freshman	4	2%
Sophomore	22	10%
Junior	38	17%
Senior	63	28%
Graduate Student	63	28%
Alumna/Alumnus	36	16%
Other	1	0%

School/College of Responders	# of Responders	% of Responders
Arts & Sciences	20	9%
Moore School of Business	148	66%
Education	7	3%
Engineering & Computing	35	16%
HRSM	7	3%
Communications & Info Studies	8	4%

Results

Students and alumni were asked their reasons for creating a JobMate account. The reasons with the highest number of responses included conducting a full-time job search, conducting an internship/co-op search, viewing career events, and participating in on campus interviewing. Only 26 responders were required to create an account to meet a course requirement.

Reasons for Creating a JobMate Account	# of Responses (Responders could select >1 reason.)
Conduct a full-time job search	143
Conduct an internship/co-op search	117
View career events	111
Participate in on-campus interviewing	94
Conduct a part-time job search	52
Conduct employer research	51
Course Requirement	26

Students and alumni were asked to evaluate the various components of JobMate using a Likert scale with 1 = Strongly Agree and 5 = Strongly Disagree. The goal for each item was a mean score of less than or equal to 2.0 with less than 2.5 being acceptable. The features that were rated most highly included document uploads, ease of registration, and gaining full access. Those features rated the lowest were the resource library, requesting on campus interviews, and navigating career events. Overall, the responders were favorable about JobMate and would recommend the program to other students and alumni.

JobMate Feature	Rating (1= Strongly Agree; 5=Strongly Disagree)
Registration with JobMate was easily completed	1.9
Instructions on how to gain full access to JobMate were clear.	2.0
I was able to easily search for jobs and internships.	2.2
Requesting an interview for on-campus recruiting was a simple process.	3.0
Uploading documents, such as resumes and cover letters, was a simple process.	1.8
The JobMate Resource Library provided me with useful documents.	3.3
Career events (such as job fairs and information sessions) are easy to navigate.	2.7
I would recommend JobMate to other students.	1.9

The final three questions of the survey focused on employer contacts, job applications, and interviews. For each question, the responses were clustered in 2 areas – either no contacts, applications, and interviews or, 2 -5 contacts, applications, and interviews.

# of Job/Internship Applications	# of Responses	% of Responses
1	20	9%
2 – 5	80	35%
6 – 10	33	15%
> 10	22	10%
None, plan to apply in the future.	55	24%
None, do not plan to apply.	17	7%

# of Employer Contacts	# of Responses	% of Responses
0	92	41%
1	31	14%
2 – 5	82	36%
6 – 10	15	7%
> 10	6	3%

# of Interviews	# of Responses	% of Responses
0	101	45%
1	37	16%
2 – 5	72	32%
6 – 10	13	6%
> 10	2	1%

Comments

Responders were given the opportunity to offer comments regarding JobMate (Appendix 1). Many of the comments submitted were general in nature and usually very favorable about the program. Several responders noted that they had found new positions using JobMate. Technical issues were submitted by some responders and included concerns about searches, the activity pages, and some visual/navigation suggestions. Six responders suggested a better approach to orienting new users to JobMate. Although not directly related to JobMate, comments were also submitted about the quality of employers and positions posted on JobMate.

Discussion

The JobMate survey provided some useful information that will help Career Center staff members to better assist students and alumni. Not surprisingly, most students and alumni seem to use JobMate to help them find full-time employment or internships. They seem to find JobMate relatively easy to use, especially registering, gaining full access, and uploading documents. Responders had more difficulty requesting on campus interviews, navigating career events, and finding useful information in the resource library.

Students and alumni may not be making the best use of JobMate given that about 1/3 of the responders had not applied for any jobs or internships and that more than 40% had made no employer contacts or been selected for any job interviews.

Written comments about JobMate were generally favorable. Technical issues regarding the cumbersome nature of searching for positions, the activity section of the student profile, and navigation/visual issues need to be evaluated for potential improvements. Practical suggestions can be submitted to CSO for inclusion in future upgrades. Staff members also need to review the process of introducing and orienting new users to JobMate.

Appendix 1 – JobMate Survey Comments

General Comments

- I got a job! I'm satisfied :)
- Have not been able to be contacted through JobMate yet for interviews
- Great service. Keep up the good work.
- Thank you for the JobMate it very helpful and I found a lot of different companies to JobMate. Also Career Center is very helpful for revising my resume.
- I have only had a Job-Mate account for about 1 week
- This is a great asset that USC offers! I love it!! I tell all of my friends and it is easy to use which is wonderful. Good job! I received several calls as well as emails wanting to more about me and my experience. Thanks!!
- I really like this resource! I just started using it and plan on using it much more
- Because of JobMate, I now have a job with a CPA firm. I got to participate in several office visits around the east coast. I am so glad I chose to give JobMate a try!
- I have not used JobMate because I currently have a job at Congaree State Bank which will turn into a career when I graduate. JobMate is very useful and helpful to students who are in search for jobs or internships.
- I would have applied to various employers, but due to the career fair blast, I was able to already get a job.
- This is a really great comprehensive job search site
- It was hard for me to sign up because for some reason my name was not in the database at first. It has been easy to do all that I need to do in JobMate. I have a few friends that are not registered but I plan to help them soon. I told them about how easy it is for potential employers to find you and they can't wait. I am soooooo glad that the Career Center is there for us and that they have JobMate. Thank you.
- I just signed up for the account and posted my resume. When I return from studying abroad, I will be utilizing its full potential. I believe it is an extremely valuable resource.
- Great resource!
- I was notified of many available internships but I was refused interviews.
- I have a full time job upon graduation in May from the use of JobMate. It was an on campus interview that I applied for through JobMate.
- I love this site for USC alumna/alumnus. I believe it is very helpful in beginning your search for prosperous careers.
- I have had my resume reviewed and signed the form for full access and I have gotten the email about companies interviewing but when I tried to find those companies on my account they were not available. I also emailed the lady from the career center that emailed the about the interview to see if she could help me but no response for about 3 day so far.

- I thought the site was a little difficult for Alumni. Many of the required questions to gain access were geared only to current students. I ended up using information from my current masters program at another school. I like the diverse selection of employers that we advertised.

Technical Issues

- I think the document library should be bigger - i.e. users should be able to save more documents especially since IMBA students upload their internship assignments (3 word docs) at the same time that fall recruiting starts (and we typically need a resume and cover letter for every job that we apply for).
- The search functionality on this system is pitiful. You have a lot of work to do.
- I appreciated the use of JobMate and found it especially helpful when searching Career Fairs and On-Campus Recruiting. My job search, however, had a very narrow geographic scope. So, I did not use Job Search to schedule interviews (not because it wasn't easy to execute) but because I did not find a job that was a good fit for me.
- The "Activity" page is extremely confusing and unhelpful. I always find myself having to through ALL of the tabs, just to find the ONE piece of information I'm looking for. If they were more clearly labeled, that would be helpful.
- JobMate is great but I really dislike how quickly it signs you off if you go inactive on the website for more than a few minutes. Often I find that when I go to research a company further, I come back to JobMate and have to sign back in due to inactivity.
- JobMate was very difficult to learn how to use. Signing up for it required me to have to register, call into the Career Center, and then wait a few days to get "approved"!! That was a huge hassle. Now that I have been using JobMate for approximately a year, I still find it very cumbersome. When I do a job search I have to type in the search keywords in several different ways. For example, I am a graduate of the MHR program, so I am looking for HR careers. When I search on JobMate I have to look into "OCJ Search" and "Non-OCJ Search" (or whatever it is). Either one I search in I have to do this same process: Search "Keyword: Human Resources", then search "Keyword: HR" since both searches come up with different job postings; then I search in "Job Category: Human Resources" (I don't think it is job category, but it is the drop down box on the right side underneath "Part-time, Full-time, etc.)- a whole new set of job postings appear; then I search in "Master of Human Resources" dropdown box, and this produces a whole new listing of jobs that includes various jobs from the other searches. The point is, it is very complex to just simply search for jobs in Human Resources, and I wish something could be done about it. One more thing, is there any way to go into my profile and delete events that have already passed? I am tired of looking at interview dates, rejections, info sessions, etc. that happened 8 months ago. Please make some changes to JobMate!
- I like the JobMate website but one thing I don't like is that when one clicks on a career fair "search for employers" button, for example, there are several pages and they cannot be viewed all on one page. It would be more convenient to have a "See all" option to view all the company names on one page.

- System logs you out too often; you find a company, go to their website [in a different window], come back to JobMate and then you have to login again. It is even worse since the page you are redirected to does not offer a login screen. I actually anticipate this and leave another window open to the login screen since I usually login about 10 times during a single session and then have to know exactly where I was in the search process.
- The long pages and action/control buttons near the bottom of the page or near the top of the page (varies by page) make it difficult to find important information and act on it. There is always confusion about where to find information, either about a job or event, or (more so) actions taken/current status/remaining uncompleted step with respect to job and event applications. Some of the definitions/explanations/descriptions on the website are vague, cryptic, or misleading.
- Some of the navigation could be improved. For instance, I always wanted to see the My Activity page when I first logged on. When I click on a company from My Activity page (like a referral), I have to click twice to get to the company information. Then I have to click the back button to get back to My Activity list.
- I plan to use JobMate more now that I am actively job-hunting. There needs to be improvement in the interface for searching for jobs in general. Overall, however, I would recommend JobMate.
- The site's purpose is amazing, but it is sometimes difficult to navigate and looks dated.
- It would be nice to receive confirmation emails from the employer or from JobMate to make sure the application has been received.
- restrictions and available resources for international students are not well organized or setup
- a history section where you can see what jobs you have applied for and the status of the application, i.e., received, viewed..etc.
- I applied for one internship on JobMate. The company offered me the internship, so I only used JobMate afterward to sign up for info sessions. I found the info session listings somewhat difficult to navigate at first because the dates were either ordered in a strange way or previous events were still listed.

Training & Orientation

- Would have liked more initial training. (At the beginning of the Masters Program.) I was new to the University of SC and had a disadvantage from those that were undergraduates here.
- I like JobMate a lot but the structure of the site is a little bit confusing to new comers i would suggest a tutorial program for new accounts. Thank you very much...give regards to creators
- Once I received the directions, it was fine, but I was just really confused at first.
- I think the problem was no training on how to use the service. This was likely due to the MHR program and not the career center completely. I had numerous circumstances when I signed up for something, but I was later kicked out of it, or my registration/interview sign up was no longer logged. This is clearly a problem when one is finding a full time job. I would rate my perception of reliability with this program very low and wouldn't recommend it to anyone else until kinks were worked out and more training was offered.

- It's just a really confusing site as far as organization is concerned. You have to go in knowing what you're looking for in order to find it. I had to meet with career center counselors three times before really learning how to use it to my advantage.
- Explained what JobMate was when first came to grad school and did not understand why was relevant. Directions were also given very quickly during an overwhelming time. Directions should be given at a later time after explaining process and relevance, with possibly a quick refresher so that students can be reminded when actually using program.
- It is a great resource that undergrads and non-business students should utilize more often. The GCMO facility was very helpful in explaining the resources and helping with any questions the MHR students had. Undergrads would use the service more often if they had the same help as the grad students. I was an undergrad business student at USC as well.

Employers & Position Listings

- The Career Center needs to do more for those who are non-finance majors. All they seem to care about are finance, math and science, and engineering majors. Marketing and management majors seem to be left unattended, myself included. It is very disheartening.
- I'm in the MACC program of the Moore College of Business, and it doesn't appear that the accounting firms post their positions on JobMate, so it wasn't very helpful for me
- I would like if we were to expand on the range of jobs that are offered. I am from Chicago and there are rarely jobs listed from that area. We have such an excellent Business Program why don't we promote it to more than just South Carolina. I wish there were more jobs from big cities like NYC or California as well as Chicago. Thank you
- I am an out-of-state student and wish JobMate would attract a broader range of employers, as I do not plan on staying in the Columbia area after graduation. Also, a majority of the employers are hiring for mass manager positions, and not many positions are specific to skilled majors. I have had much better luck applying for positions on my own than finding positions on JobMate.
- It would help if there were any decent jobs available. I graduated with a double major in International Business and Finance, and a 3.9GPA and I work for Enterprise Rent a Car (a job I got NOT through JobMate). I also speak three languages. I got a great education but the Career Center is TERRIBLE-I REGRET GOING TO USC (PS: CLEMSON'S CAREER CENTER IS RANKED 4TH IN THE NATION BY PRINCETON REVIEW-USC'S IS NOT ON THE LIST).
- Need more internships to choose from. There are a lot more internships available via monster or careerbuilder.com.
- This service is geared towards the student just starting out. I have been out of school for 20 years and am reentering the job market after staying home with children. I thought that I would give it a try but did not find it useful. Thanks anyway.
- Using Google is more practical. a simple engineering search on JobMate does not show enough jobs that I know are out there. If you specify anything to do with your major you better forget about it. Also, biomed is strongly neglected in both JobMate and at the career fair! :(
- JobMate is very limited in its resources for larger companies outside of the Southeast region.
- the selection of career opportunities is far, far to limited, I am very disappointed in this

Other Comments

- It is the spring semester, and as a senior I have missed out on the majority of hiring for the year. I feel like the career center needs to inform new seniors about the importance of applying to careers BEFORE November. Even with my qualifications, each place I would like to work at is finished hiring, and now I'm left looking for scraps.
- Please arrange CAREER EXPO for longer periods of time than just 11 to 3 pm; due to exams and classes I was unable to spend more than 3/4 hr. at expo center on 2/20/08. Otherwise, it was effective and efficient. Thanks. Some employers (like Wachovia bank) had only one rep., with long lines waiting for over 20 minutes; I was unable to talk to 2 of them because of that.