

## On Call - Student Participant Survey – Spring 2007

Between February 12 and March 23, 2007, 472 students who visited the Career Center to see an on-call counselor were surveyed to evaluate their experience. Students were emailed on the Monday following the week they visited the Career Center and directed to an online Flashlight survey.

### Sample Demographics

By the conclusion of the survey period, 85 students had responded to the survey for a response rate of 18%. The following tables provide information about the sample:

School/College	
School	#
Arts & Sciences	24
Business	26
Education	3
Engineering & Computing	12
HRSM	7
Mass Communications	8
Pharmacy	1
Public Health	2

Class	
Class	#
Freshman	17
Sophomore	12
Junior	16
Senior	29
Graduate Student	8
Alumnus/Alumna	1
Other	1

Reason for Career Center Visit	
Reason	#
Change Major	8
Class Requirement	2
Interview/Job Fair Preparation	11
Resume/Cover Letter	40
Seeking Internship/Co-op	13
Seeking Part-/Full-time Job	6
Other	5

Reason Chose Time/Day to Visit	
Chose Day/Time	#
Already in Building	9
Convenient - Schedule	71
Friend Go with Me	1
Particular Counselor	1
Other	3

The survey used a 5-point Likert scale with 5 being *Strongly Agree* and 1 being *Strongly Disagree*. The following table provides the mean response for each item:

	Item	Mean Response
1.	I was seen by a counselor within 20 minutes of checking in at the front desk:	4.8
2.	I received helpful feedback on how to improve my resume:	4.7

3.	I identified some initial steps to assist me with choosing a major/career:	4.2
4.	I identified some initial steps to assist me in finding employment:	4.0
5.	I am confident about the information shared with me by my counselor:	4.4
6.	The on-call session met or exceeded my expectation:	4.3
7.	The amount of time allotted for my issue was sufficient:	4.3
8.	If I needed more time, the counselor helped me to make a follow-up appointment:	4.2
9.	The counselor was able to use information from a previous visit to help with my issue:	4.2
10.	The counselor addressed my issue, but also suggested other resources that may help me:	4.3
11.	I was greeted immediately upon walking in the door:	4.7
12.	The receptionist was pleasant and helpful:	4.6
13.	The receptionist helped me to know which resource(s) I needed and how to access them:	4.4
14.	The sign-in process was easy and confidential:	4.7
15.	Based upon this experience, I am likely to use the Career Center on-call service again:	4.5

## Comments

- This was my first visit to the career center since my enrollment in 2003. I received friendly and confidential help with my resume. I was pleased with my counselor and the help she provided.
- Everybody was very helpful and because of this I will definitely be visiting again.
- The on-call was a great experience
- Loved my counselor
- The times the counselors are available is very limited.
- I was in a big rush when I came, and they quickly helped me and I was able to get in and out in no time. Thanks!

- I'd like to clear up any misunderstandings that may be skewed from my survey responses. My reason for visiting the career center was to sign up for an interview to be given by Target on March 1. However, I was told that I needed to pay \$40 in order to sign up because my account was not "interactive." I was also told that the system will be changed over in a few months so basically, I will be paying \$40 for 1 interview. I am completely dissatisfied with this. I understand that these things cost money, but I already pay so much for tuition, that it seems like it should be covered. Every time I turn around, I'm forking out \$50 for something at USC. It's ridiculous!
- Melissa Hurst was the counselor who assisted me and she was FABULOUS! she listened to what I had to say, provided feedback, provided information that has been helpful since my visit, gave me steps to complete what I needed to do, and was extremely good at her job! If any of my friends choose to use the Career Center, I will recommend Mrs. Hurst in a heartbeat! In the future, when I use the Career Center, I will be making my appointments with Mrs. Hurst. She was fantastic! I could not have asked for a better first-time experience in the Career Center! Thank you so much!
- Visiting the on-call service was so helpful to me. I learned about resources that are available to me on the Career Center website that I never knew about before. I have already started using the online resources!
- I wish that I would have come to the Career Center sooner! I will be back within the next week with more questions.
- I had to go back and forth from the waiting room to the people, and the constant signing in and out felt tedious. And I also don't quite know what the 40 bucks was for. They could have explained that a bit more.
- Everyone was SO sweet!!!
- Great counselor, but reception lady was somewhat grumpy and not necessarily very pleasant. Other than that great experience.
- I was very pleased with how nice and sincere the staff was, and how genuinely helpful they were with helping me refine my resume. They were supportive and encouraging when speaking about my job search.
- The particular person I dealt with was not as sensitive as they might have been to certain issues with a disability. I have seen many counselors and other staff at the Career Center who were much more helpful.
- The personnel are very pleasant and of great help. I have received lot of useful information in a very short period of time.
- The counselor I saw was new to the office. She was very pleasant and was helpful but I was hoping for a more constructive critique of my resume.
- I needed help with choosing a minor and the counselor suggested I speak to someone in the graduate center on the 5th floor of the BA Building. But no one could assist me there. I am stilling deciding on a minor. But the books the counselor suggested from your library did help.

## Summary

Overall, the results of the on call assessment indicate that students are having positive experiences in their on call interactions. They are being welcomed, they can check in easily, and they are seen promptly. Students were especially positive about the resume feedback they are receiving.

While meeting the success criteria in the Career Center's *2006-2007 Assessment Plan*, students are not as positive about the help they are receiving in finding employment and choosing a major/career. Of course, the nature of these tasks requires focused time and energy and cannot usually be handled quickly. One wonders if students are expecting more of a "quick fix" in these areas. Even so, Career Center staff may need to work more on providing clear initial steps that students can follow as they face these tasks.

In the comments section, there are some negative comments related to the fee associated with USC CareerLink. Fortunately, this fee will be covered by other resources when we transition to JobMate this summer.