

Assessment of Career Services Technology

Brief description of program / project: In early 2013, the Career Services Leadership Team decided to look into the possibility of switching over databases from CSO to Symplicity. The decision to change databases dramatically affects several stakeholders, including Career Services staff, students, and employers. The Technology Assessment had a dual purpose: to gain feedback from employers who may have used both databases and to introduce the concept of changing systems to employers in way that allowed them to be part of the decision process.

Who was asked to complete the survey:

Employers/company representatives who held on-campus interviews once or more over the past three years

Response Rate: 17.85 % (20 of 112)

Administration Type:

Campus Labs e-mail

Summary of Key Findings:

About 95% of the employers/respondents indicated they had utilized CSO Research within the last 12 months and most were satisfied with it. Most liked how it made the interviewing process more seamless. Half of the respondents found that CSO Research was easy to navigate, while the other half found it difficult. Just over 60% of the respondents have utilized Symplicity within the last 12 months. Most were also satisfied with it. Many liked how it made the interviewing process more seamless and that it provided a wide variety of options. Some thought it was too complex. About 12 (66.67%) employers have utilized other job posting/interviewing databases from other institutions, most of which (91.67%) were using Experience. Half of the students said that Experience is fairly easy to use while the other half disagrees.

Actions Taken:

After looking through the survey comments and learning more about Symplicity, the Career Services Leadership team decided to purchase Symplicity with a November 2014 effective start date (for students). Employers will be provided with opportunities to learn the new system in early Fall 2014.

Which department and/or program goals does this program / project align with?

Enhanced use of technology to educate and disseminate career information

Which Student Affairs goals does this program / project align with?

7; 6. Provide, maintain and utilize technology to enhance student services, assessment and communication.

Which Learning Domain(s) does this program / project align with?

Practical Competency