# CSC's Self – Study Executive Summary for Program Review Fall 2006

During the Fall 2006 semester, the Career Services Center (CSC) at the University of San Francisco conducted its Internal Program Review. Components of the internal review included:

- CSC Self-Assessment based on the National Association of Colleges and Employers (NACE) Professional Standards
- Benchmarking/Comparative Analysis
- CSC Satisfaction Survey
- USF Graduating Student Survey

Areas of strength and improvement were identified through analysis of the four above components of the self-study. The analysis grid used to develop this information is attached (CSC Self-Study Analysis).

# **CSC STRENGTH AREAS**

- Student Staff Selection & Training & Quantity: we undergo a comprehensive interview and selection process with periodic meetings, bi-annual training and evaluation; quantity of student staff is adequate
- Career Advising/Counseling Services: career counseling was the #1 service utilized by graduating students. Counseling staff is attentive, professional, and knowledgeable; counselors regularly attend professional development events
- **Program Event Management & Administration :** CSC programs are planned, implemented and coordinated effectively
- **Program Development and Collaboration:** the key program components of career services are designed, clearly defined, and implemented in alignment and collaboration with academic divisions, departments, individual faculty members, student services, employers, and other relevant constituencies of the institution to enhance students' career development.
- Goals/Mission Alignment: CSC services, programs and resources are designed and implemented to support the different stages of career development. (See *Career Development Process* handout Section 3).

# CSC AREAS THAT COULD BE IMPROVED

- Employer Relations & Recruitment Services: build employer relations for career opportunities aimed at underserved student populations such as Arts and Sciences majors
- **Diversity Programming :** identify and increase programs to support cultural competency outcomes
- **Program Evaluation, Assessment & Research:** while CSC conducts regular program and service evaluations, the need exists to increase the quantity and update the quality of the evaluations to measure learning outcomes
- Information Management & Technology: the need exists to acquire appropriate career services technology resources (such as C3M-Career Center Contact Manager software)
- **Graduate School Services :** the need exists to improve services and resources in support of graduate school exploration
- Campus & External Relations: broaden cooperative relationships with faculty and staff, as well as with parents/families, to promote the career development process

# CSC AREAS THAT SHOULD BE IMPROVED

- **Technology:** acquire technology to enable better tracking of usage by students and alumni
- **Tracking:** better tracking of both current client usage and graduating student activity
- Connect/Link/Outreach: to increase the number of employers at recruiting activities and increase student usage of CSC services, including recruiting activities
- **Human Resources:** increase staff size to support internal technical and employer relations needs
- Enhance Career Information & Resources: provide a wider variety of information and resources--transferring existing information and expanding resources--specifically online (to assist students in career decision making process)
- Facilities & Equipment: in comparison to benchmark schools, CSC could improve its space and professional atmosphere for students, employers, alumni, parents, and others. Interview rooms are minimally accessible to persons with disabilities

# **CSC TOP PRIORITY IMPROVEMENT AREAS**

The following information was identified from the Could/Should Improve lists stated above. The top priority areas for improvement of the CSC program were:

- **Technology:** acquire technology to enable better tracking of usage by students and alumni
- **Tracking:** better tracking of both current client usage and graduating student activity

- **Information Management :** the need exists to acquire appropriate career services technology resources (such as C3M-Career Center Contact Manager software)
- Employer Relations & Recruitment Services: connect, link, outreach to increase the number of employers at recruiting activities and increase student usage of CSC services, including recruiting activities
- **Program Evaluation, Assessment & Research:** while CSC conducts regular program and service evaluations, the need exists to increase the quantity and update the quality of the evaluations to measure learning outcomes
- Campus & External Relations: increase collaboration with faculty/staff to promote the career development process
- **Support Staff & Technical Positions :** increase staff size to support internal technical and employer relations needs
- Enhance Career Information & Resources: provide a wider variety of information and resources--transferring existing information and expanding resources--specifically online (to assist students in career decision making process)
- **Diversity Programming :** identify and increase programs to support cultural competency outcomes