

Spring 2017 Career Center Workshop Evaluations

Prepared by Artour Aslanian

Purpose of Brief

The purpose of this brief is to illustrate findings from the Career Center workshop evaluations administered to students in Spring 2017. A total of 73 students completed the evaluations.

Summary of Findings

- 81% of respondents indicated that their educational goal was to obtain an Associate's degree and transfer to a 4-year institution.
- 39% of respondents attending the workshop had less than 30 units completed. 37% were between 31-60 units.
- A majority of respondents **strongly agreed** with the following statements:
 - I believe the workshop was valuable (65%)
 - The workshop met my expectations (62%)
 - The presenter was easy to follow and understand (72%)
 - I plan to attend more workshops offered by the Career Center (59%)
 - I would like more workshops like this one at Crafton Hills (74%)
- 99% of respondents indicated that they would recommend the workshop to other students.

Overview

The Career Center provides workshops for students throughout the year. After attending a workshop attendees are invited to complete an evaluation. This brief illustrates the results from the Spring 2017 Career Center Workshops Evaluations which was completed by 73 respondents. The purpose of the evaluation is to plan future workshops and continuously improve the services available to students at Crafton. The following eight workshops were evaluated: (1) Etiquette Luncheon, (2) I Declare – Choosing Your Major, (3) Interviewing 101 – The Basics, (4) Job Search Strategies & Completing Applications, (5) My Major – Kinesiology, (6) My Major – Nursing, (7) My Major – Teaching, (8) Resume 101 – The Basics.

Methodology

The evaluation was administered in-person to workshop attendees. Respondents replied to a total of 14 questions. The questions consisted of workshop dates and times, education goals, major/program of study, completed units. Included in the evaluation were six Likert-scale statements in which students would evaluate the value of the workshops. The Likert-scale was coded where 1=strongly agree, 2=agree, 3=disagree, and 4=strongly disagree. There were also open-ended questions that related to the student's expectations of the workshops. Limitations: Same student can attend multiple workshops and identify the wrong workshop they're evaluating.

Findings

Tables 1 through 3 illustrate the demographics of the respondents to the Career Center Workshop evaluations. Table 1 lists the number of responses to each workshop. Most of the respondents evaluated the Etiquette Luncheon workshop (48%).

Table 1: Number of Responses for Each Workshop	#	%
Etiquette Luncheon	35	47.9
My Major – Nursing	12	16.4
My Major – Teaching	11	15.1
Resume 101 – The Basics	6	8.2
I Declare – Choosing Your Major	4	5.5
Interviewing 101 – The Basics	2	2.7
Job Search Strategies & Completing Applications	2	2.7
My Major – Kinesiology	1	1.4
Total	73	100.0

Table 2 represents the respondent's educational goals. Eighty-one percent of respondents indicated that their goal is to obtain an Associate's degree and transfer to a 4-year institution.

Table 2: Respondents' Answer to Their Educational Goal	#	%
Obtain an Associate's degree and transfer to a 4-year	55	80.9
Transfer to a 4-year without earning an Associate's degree	6	8.8
Earn an Associate's degree only	4	5.9
Discover and formulate career interests	1	1.5
Improve basic skills	1	1.5
Undecided	1	1.5
Total	68	100.0

When asked about their program of study, students listed the following majors:

- Accounting
- Art
- Biology/Neuroscience
- Business Administration/Management
- Child Development/Elementary & Early Education
- Communications
- Computer Information Systems
- Computer Science
- Electrical Engineering
- English
- Fire Technology
- Health Sciences/Nursing/Nutrition
- History
- Hospitality
- Kinesiology
- Mathematics
- Multiple Sciences
- Paralegal
- Philosophy
- Physics
- Physical Therapy
- Psychology
- Political Studies
- Radiology
- Religious Studies
- Respiratory Therapy
- Social Science
- Sociology
- Spanish
- Undecided/Personal Development

Of the 70 students responding to this question, 15 (21%) were Health Science/Nursing/Nutrition majors and 9 (13%) were Business majors.

Table 3 illustrates the results of respondents to a question regarding their completed units towards their educational goal. Thirty-Nine percent have completed less than 30 units, and 37% have completed between 31-60 units.

Table 3: Respondents' Answer to Completed Units Toward Educational Goal	#	%
Less than 30 units	27	38.6
31-60 units	26	37.1
More than 60 units	17	24.3
Total	70	100.0

Table 4 illustrates how respondents heard about the workshops. Twenty-five percent heard about the workshops through flyers and other postings on campus.

Table 4: Respondents' Answer to How They Heard About the Workshops	#	%
Assessment Center	1	1.4
Cafeteria	1	1.4
Class/Professor	12	16.4
Crafton website	2	2.7
Counseling/Counselor	7	9.6
DSPS	2	2.7
Email/Invite letter	3	4.1
EOPS/EOPS Counselor	8	11.0
Flyers/Signs around campus/Posters around campus	18	24.7
Friend	2	2.7
STEM	1	1.4
Student Life Office	1	1.4
Student Senate	1	1.4
Transfer/Career Center/Career Center web page	14	19.2
Total	73	100.0

Note: Respondents could select multiple responses, so responses may be duplicated.

Table 5 lists the results of an open-ended item asking students what they hoped to learn from attending the different workshops. Results are disaggregated by workshop.

Table 5. Open-ended comments regarding what students expected to learn from attending the workshop.

Etiquette Luncheon Workshop (n=31)
All about etiquette
Business dinner etiquette
Business startup
Career goals
Eating etiquette
Etiquette (n=2)
Etiquette and advice
Etiquette and career opportunities
Etiquette and networking
Etiquette, networking
Formal dining manners (fork/spoon/cup placement)
How better to conduct myself
How to be proper at lunch and speak to future employers
How to eat at a formal meal
How to eat lunch
How to increase chances of meeting employers
How to interact with others for a business atmosphere
How to network efficiently and make a good impression
Learn to connect with businesses, how to dine properly
Learning to eat properly
Network

(Table 5 continues)

(Table 5 continued)

Networking (n=2)
Networking traits
Networking works/and to be informed
Proper etiquette around a formal dinner table
Proper etiquette when eating a formal dinner
Proper table etiquette
Skills needed for networking, any tips for a successful education
Table etiquette
I Declare – Choosing Your Major (n=4)
Intrapersonal information that can help me choose my major
Is my major really the major I want?
More info on the major I am deciding on!
To find out the types of jobs available for myself that fit me
Interviewing 101 – The Basics (n=2)
Determining good fit
Questions, attire, what interviewers are looking for
Job Search Strategies and Completing Applications (n=2)
Key words for job search
Valuable job seeking skills/resume/applications
My Major – Kinesiology (n=1)
Basics of the major
My Major – Nursing (n=11)
About nursing
All things needed for nursing
Areas of study
How to be a nurse
How to make school applications more well-rounded
Information on nursing
More info
Nursing criteria
Nursing fundamentals
Steps to becoming a nurse with degree
The different work fields the nurses can work, and how to gain experience/training in those fields
My Major – Teaching (n=9)
How do you become a sub?
Learning more about teaching/child development and how to use some units
Parent interaction in classroom and with teachers
Psych application in teaching
Steps to becoming a teacher
Teaching elementary school is difficult
Wasn't certain
What different pathways can you go
What to expect in job interviews

(Table 5 continues)

(Table 5 continued)

Resume 101 – The Basics (n=6)
Constructing a well-rounded, professional resume
How to create a good resume
How to format a resume
How to make a professional resume
How to write a resume
The format of a modern resume

Table 6 lists open-ended comments relating to what students knew about the subject matter covered by the workshop prior to attending the workshop. Results were broken up by workshop attended.

Table 6. Open-ended comments regarding what one thing students knew about the topic prior to attending.

Etiquette Luncheon Workshop (n=31)
As an older student (30+), I've been in many situations where I have practiced proper etiquette
Basic table etiquette
Be polite
BMW (n=2)
Dress code
How to hold a wine glass and the differences in them
I am going to need this skill
I knew that it was going to be a free event about eating
I knew what I wanted to do as well as how to go about it, I needed details that I got from [illegible]
I worked as a server
Learning to eat properly
N/A
Not much
Nothing (n=2)
Place settings
Proper table manners
Sit up straight
Some table manners
Some timing principles
Table etiquette
Table mannerisms
That holding a wine glass can change the temp and flavor of the wine
That jobs look for people that can network well
That there would be guest speakers and the proper way to eat
That we were going to eat and learn
The importance of networking (n=2)
To keep my elbows off the table
Work your way in. Napkin on lap
I Declare – Choosing Your Major (n=4)
I honestly have never attended a workshop. Learned valuable info!
It had to do with majors
It would be very informative
Personality and interests

(Table 6 continues)

(Table 6 continued)

Interviewing 101 – The Basics (n=2)
Ask follow-up questions
Handshake
Job Search Strategies & Completing Applications (n=2)
Basic resume needs
Entry level confusion
My Major – Kinesiology (n=1)
It is the study of movement in human bodies
My Major – Nursing (n=11)
Classes needed
GPA
It is a competitive career
It is very competitive
Not much
Recommended classes
The field is competitive
The many different programs offered
The prerequisites required to get into the nursing program. How long the nursing program may take
The requirements
What a nurse is
My Major – Teaching (n=8)
Need to have a lot of patience to work with kids
Not much prior to this workshop
Requirements for K-12 teaching are very different from college teaching
Some things, not much about general teaching
What a major and an educator is
What a major is
What is required of a teacher (attributes, patience, etc.)
What major I wanted to teach
Resume 101 – The Basics (n=6)
A resume has to be organized
Don't include irrelevant experience
Organization of a resume
Resume should be organized
Resumes are important to showcase skills
The basic format of a resume

Table 7 represents the overall evaluation of all workshops. A majority of respondents strongly agreed with the following statements:

- I would like more workshops like this one at Crafton Hills (74%)
- The presenter was easy to follow and understand (72%)
- I believe the workshop was valuable (65%)
- The workshop met my expectations (62%)
- I plan to attend more workshops offered by the Career Center (59%)

Table 7: Respondents' Level of Agreement with the Statements Below.	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
I believe the workshop was valuable	44	64.7	22	32.4	2	2.9	0	0.0	68
The workshop improved my chances of getting hired	24	35.8	34	50.7	9	13.4	0	0.0	67
The workshop met my expectations	42	61.8	23	33.8	3	4.4	0	0.0	68
The presenter was easy to follow and understand	49	72.1	16	23.5	3	4.4	0	0.0	68
I plan to attend more workshops offered by the Career Center	40	58.8	24	35.3	4	5.9	0	0.0	68
I would like more workshops like this one at Crafton Hills	50	73.5	14	20.6	3	4.4	1	1.5	68

Note: Missing responses were excluded

Table 8 illustrates the response of students when asked to provide suggestions regarding future workshops that they wanted to see offered. Responses are categorized. Of 51 responses provided, 13 (25%) responses concerned the offering of more career/major-oriented workshops, 11 (21%) workshops for finding a job/career, 8 (15%) workshops to improve interview skills, and 8 (15%) workshops on social skills and professional development.

Table 8. Open-ended comments and suggestions regarding future workshops students want to be offered.

Career/Major-Specific Workshops (n=13)
Colleges that have nursing programs
Computer information tech
Creating your own business
Early childhood development
How to get started with small business
More nursing school programs
More specific career workshops, like a business only one!
More teaching workshops
More workshops centered around law or careers in general
My career: Occupational Therapy
Same as this one [My Major – Nursing] only with hospital rep.
Types of workshops that deal with science
Workshops for specific majors
Finding a Job/Career Workshops (n=11)
Choosing a career or [incomplete]
Extensive resumes varying by job
Interning advice
Job growth in the next years
Job hunting skills
More career workshops/direction in life

(Table 8 continues)

(Table 8 continued)

More info on steps to finding the "best" career
More of a networking to other employers
Networking, job searching (finding the companies)
Resume, habits
Volunteer services/opportunities
Interview Workshops (n=8)
Increasing chances of an interview
Interview advice workshop
Interview questions/answer
Interview workshops (n=2)
Interview, transfer
Mock interview sessions, career heights, what to do after college
More interview oriented
Social Skills/Professional Development Workshops (n=8)
Conversation etiquette while networking
How to dress for different situations
Interaction
Many other workshops like this one [Etiquette Luncheon]
More like this [Etiquette Luncheon] and mingling with prospective employers
More like this one [Etiquette Luncheon]
Perseverance and patience. Education/teaching
Personal and social development
Personal Management Workshops (n=3)
Money management
Stress management and a school representative from a certain school to talk about their programs
Time management
College Workshops (n=2)
What can I do with my Associate's degree?
What is AA/AS/BS etc.?
Other Suggestions/None/Not Specific (n=6)
Any
More guest speakers
N/A (n=3)
Nothing in specific

Table 9 lists the open-ended responses to the most important things that students learned from the workshop they attended. The responses are broken down by workshop attended. Each student was able to provide up to three responses on this item.

Table 9. Open-ended comments regarding the most important things that students learned in the workshops.

Etiquette Luncheon Workshop (n=72)
About employers
Adapting is crucial
Be persistent
Being professional at all times
Business facts
Communication
Different careers/backgrounds
Dining etiquette
Dinner etiquette
Do not give up on what you love
Don't procrastinate
Don't wear your napkin like a bib
Dress for the job you want
Establishing connections
Financial importance
Follow your dreams
Formal dining etiquette
Good feedback
Good study habits
How [Name] got to where she is
How to be a strong candidate in the workforce
How to be proper at a luncheon
How to eat properly (n=2)
How to hold a wineglass
How to interact with some others not in my major
How to present oneself on a professional level
How to properly eat
I can do it!!
Interact with big businesses
Interaction
Interview skills
Learned how to present and table manners
Make sure you're presentable
Mannerisms
Manners
Maybe future in the military
Meal etiquette
Member of Crafton Hills staff
Networking (n=6)
Never give up
Open opportunities
Proper etiquette conversations

(Table 9 continues)

(Table 9 continued)

Proper table manners
Questions to ask
Realty
Setting placements
Study habits are important for success
Study habits now equal success later
Study hard for your dream goal
Table etiquette (n=4)
Table manners
That it doesn't matter which career you have, it is best to present yourself professionally
the perks of the Federal Reserve
The reserve has paralegal
Time does not matter, if you want to reach your goals, you can
To leave my napkin in the chair if I am not done
Types of career opportunities available
Valuable career goal tips
What employers may be interested in/looking for
What to do if my utensil drops
What to do when I drop a fork
What utensils go where
Where to set my drinking glasses
I Declare – Choosing Your Major (n=12)
How to take my assessments online/career
Internships don't require a degree
More values that will help me in narrowing down my choices
My personality (careers that suit me)
My values
Myers-Briggs tells me what I will do well in
Social work is definitely what I want to do
The breakdown of results from the assessments
The financial aspect of jobs
The individuality of jobs
The websites
What is at value for me with choosing to be an Art teacher
Interviewing 101 - The Basics (n=6)
Attire
Dress one level up for interviews
Pointers to prepare for interview
Posture
Questions
Sample follow-up questions

(Table 9 continues)

(Table 9 continued)

Job Search Strategies and Completing Applications (n=6)
Do not lie on resume and double check references
Getting experience
Interview should be at place of employment
Networking
Qualifications
Should not have to pay to get hired
My Major – Kinesiology (n=3)
Minors
What I can do with major
What I need for it
My Major – Nursing (n=30)
Careers
Classes
Different types of nursing
Environment
Goals
GPA
Grades
How long it takes to be a nurse
How one can become a nurse
How to apply to volunteer programs
How to get into a nursing program
How to get school paid and start experience programs
How to use Crafton website for jobs
Job opportunities
Nurse titles
Nursing programs
Qualities a nurse must have
Requirements
Strategies on nursing
The best routes at end of education
The difference in education
The estimate of pay for a nurse
The many different jobs a nurse can have
There are many different areas to pursue in nursing
Things you'd do in health programs
Volunteer
What a nurse does, and how they should act
Where to volunteer
Where to work
Working fields

(Table 9 continues)

(Table 9 continued)

My Major – Teaching (n=16)
Bureau of Labor Statistics website
Difference between major and minor
Good listening and communication skills
How to find info about my major
Learning the attributes needed in order to be a successful teacher
Major
Majors/minors
Minor
Patience and passion for teaching
Patience is key to teaching children in a classroom
Plan and organize is most important (4th entry: Volunteer to work with population)
Requirements to become a sub
Some things to use in a teaching environment
Take psych and human development classes
What can I do with this major
You don't have to like kids, you have to understand them
Resume 101 – The Basics (n=18)
Adding detail helps
Detail
Don't use unnecessary information
Functionality
Have a separate document for references
How to incorporate more detail and craft better statements
Organization (n=2)
Organization of a resume
Organizing
Read everything over
The different styles of resume
Types of resumes
Using numbers in a resume
Using numbers in your resume
What employers look for on a resume
What exactly needs to be on a resume
What order things should go in

Note: Each student could provide up to three responses to this item.

Table 10 contains responses from an open-ended item asking students what they would have liked to learn from the workshop but did not. Of a total of 32 responses, 19 (59%) respondents stated that there was nothing that they would have liked to learn that was not covered.

Table 10. Open-ended comments about what students would have liked to learn but did not.

Etiquette Luncheon Workshop (n=15)		
Accounting or business, finance info		
Business Administration		
How to ask more questions		
How to meet employers outside of a workshop		
I have nothing bad to say about this workshop		
N/A (n=7)		
Nothing		
Professional talk		
Specific employers to my degree did not come		
I Declare – Choosing Your Major (n=3)		
How to choose between majors (which would be a better fit for me)		
N/A - Will schedule appointment with [Name]		
Nothing! I learned more than what I thought I would		
Interviewing 101 – The Basics (n=2)		
How to carry on conversations		
N/A		
Job Search Strategies and Completing Applications (n=2)		
N/A		
Websites not to go to for job searches		
My Major – Kinesiology (n=1)		
N/A		
My Major – Nursing (n=7)		
I learned everything I needed to know		
N/A (n=2)		
None		
Nothing, great workshop		
Nothing. Everything was covered very thoroughly		
The best options for accelerated programs		
My Major – Teaching (n=1)		
N/A		
Resume 101 – The Basics (n=1)		
N/A		

Students were asked if they would recommend the workshop to other students. Table 11 illustrates these results. 99% of respondents stated that they would recommend the workshop.

Table 11: Would Respondent Recommend This Workshop to Other Students?	#	%
Yes	64	98.5
No	1	1.5
Total	65	100.0

Table 12 displays responses to a follow up question in which students were asked why they would or would not recommend the workshop. Of the 39 respondents who would recommend the workshop, 25 (64%) of them indicated that the workshop was helpful or informative.

Table 12. Open-ended comments about why the students would recommend/not recommend the workshop.

Would Recommend (n=39)
Etiquette Luncheon (n=17)
A good way to get out of comfort zone
Due to the expansive information for careers
Enhances basic skills
Everyone needs to know how to talk to an employer
Helpful
Helpful in pursuit of career
It encourages positive social networking
It is a learning experience with job opportunities
It was a good chance to learn about different fields/majors
It was fun and informative
It was helpful and I think a lot of people didn't know proper manners
It was informative
It was very informational
It was very informative
Very helpful
Very informational
Was very organized, enjoyed it
I Declare – Choosing Your Major (n=4)
Any info for future is important, never hurts!
It is very informative and interactive
It was informative and gave a greater understanding of oneself
Really helpful, especially to find more info. about majors
Interviewing 101 – The Basics (n=1)
Good interview advice
Job Search Strategies & Completing Applications (n=1)
Very informative
My Major – Kinesiology (n=1)
Informative
My Major – Nursing (n=4)
I would recommend, especially if [Name] would speak again!
It helped and answered my questions well
It was educational
Learned a lot! Thanks!
My Major – Teaching (n=6)
Good information to know
Great stepping stones in getting started
Informative
It is insightful and helps one gain a better understanding of your teaching major
It was very helpful
Useful

(Table 12 continues)

(Table 12 continued)

Resume 101 – The Basics (n=5)
Because it was helpful
It is helpful and informative
Resumes can be complex
Very helpful
Very informative
Not Recommended
My Major – Teaching (n=1)
The guest speaker was very disorganized, didn't answer questions

Table 13 lists the open-ended comments or suggestions that students had regarding the workshop or the Career Center generally. Of the 17 comments provided, 14 (82%) of them were compliments for the workshop or the Career Center. The remainder of comments provided were suggestions or other comments.

Table 13. Open-ended comments or suggestions regarding the workshop or the Career Center.

Compliments (n=14)
[Name] did an amazing job giving our group a full understanding and covered all points and questions very thoroughly. She performed much better than expected!
Great social environment for students
Great workshop [Resume 101]. I didn't expect to learn that much from it
It was very helpful. Thanks
Nope. Was great
Thank you
Thank you! (n=2)
Thank you! :)
The presenter was excellent. Gave me great advice and I learned new things I did not know
The presenters were very clear! Helpful. Answered all questions.
This is a great workshop [I Declare] for people who feel that they are completely lost on a career path
This workshop [Job Search Strategies] was very helpful, and I look forward to attending another one from the Career Center
Very inspiring
Suggestions/Other (n=3)
I thought that this would be more about the requirements (education, etc.) needed to become a teacher
The food was good, but they ran out of plates and gave us small paper plates
Well organized. Maybe limit all speakers to same time limit
No Comment (n=5)
N/A (n=3)
NC
None