

Name of Assessment Project: Compiled Career Development & Planning Programs 2014-2015

Name(s) of Person(s) Responsible for Assessment Project: Out of State & International Student Outreach Coordinator (Shawna Held)

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Providing Department: Sixth College

Units/Departments Involved in Assessment Project:

Program, Service, or Event Related to Assessment Project: **Department:** Outreach Coordinators for International and Out-Of-State Students

Department Contacts: Shawn Fore Fawcett (Sixth, Warren, and Revelle Colleges)

Shawna Held (Muir, Marshall, and Roosevelt Colleges)

Department Overview:

As the number of out-of-state and international students increases, UC San Diego has adopted new initiatives to meet the unique needs of these student populations and increase student satisfaction. The Outreach Coordinator Department works in the colleges to assist non-resident students with transition to UC San Diego and helps these students get acclimated to campus life and California culture. The focus is on international and out-of-state students, but the Outreach Coordinators also outreach to California students as well to create campus community and give students the opportunity to meet others from diverse cultures and backgrounds.

The Outreach Coordinators conduct student needs assessments and provide support through outreach, advocacy, marketing and introducing campus resources to students. They also implement campus wide and college programming and events to connect non-resident students with each other, increase interactions between domestic non-resident students, and introduce non-resident students to the local San Diego and greater California regions. Housed in the colleges, Shawn Fore is responsible for Sixth, Revelle, and Warren Colleges and Shawna Held is responsible for Marshall, Muir, and Roosevelt Colleges. The following report is an overview highlighting the Career Development & Planning programs and assessments implemented by the Outreach Coordinator Department for the 2014-2015 school year.

Department Mission:

Through programs and events, the Outreach Coordinator Department will support international and out-of-state students to engage in the UC San Diego campus, acclimate to American and California culture, connect with other UCSD students, and utilize university resources.

Department Outcomes:

As a result of participating in Outreach Coordinator programs directed toward out-of-state and international student populations, students will be able to:

1. Report an increase in student satisfaction and a sense of belonging to UC San Diego
2. Report an increase in awareness and feelings of connectedness to American/Californian culture
3. Report an increase in awareness and understanding of various cultures
4. Become aware of campus resources that are here to support their co-curricular success and development
5. Report making a connection with other UC San Diego students
6. Discover San Diego by exploring areas outside of UC San Diego

Events Summary:

Many international and out-of-state students come to UC San Diego to pursue a degree in hopes of gaining employment in the United States after graduation. Although these students obtain an esteemed degree, it's important that they also possess the interpersonal skills and career development techniques in order to obtain a job after graduation. In addition, international students must follow strict governmental guidelines when seeking employment and complete the Optional

Practical Training (OPT) work authorization process. The Outreach Coordinators partnered with Career Services, the International Center, the Center for Student Involvement, the Alumni Office, Academic Internship Programs (AIP), Rady School of Management, IR/PS, and the National Conflict Resolution Center to implement Career Development & Planning programs and events to enhance their transferable skills, explain the OPT work authorization process, provide networking opportunities, review hiring techniques, develop job searching skills, and promote career development among UC San Diego students.

Career Development & Planning Events:

- Engineering Student Organizations Mixer
- Prepare for the Employment Mixer Workshop
- IEW Alumni Panel & Employment Mixer
- On-Campus Job Workshop
- On-Campus Job Resume & Interview Workshop
- Leadership Workshop Series

Career Development & Planning Program Collaborations: Career Services, the International Center, the Center for Student Involvement, the Alumni Office, Academic Internship Programs (AIP), Rady School of Management, IR/PS, and the National Conflict Resolution Center

Career Development & Planning Program and Assessment Data:

6 Career Development & Planning Events with Learning Outcomes and Assessments

322 Total Students Served

Assessment Response Rate = 82%

- 224 International Non-Residents
 - 6% of all international non-resident students in 2014-2015
- 11 Domestic Non-Residents
 - 1% of all domestic non-resident students in 2014-2015
- 87 California Residents

Assessment Project Description: The objective of the assessments for each event was to compile a comprehensive satisfaction review and benefits of the overall Career Development Planning programs implemented in 2014-2015 by the Outreach Coordinator Department. Students were given the opportunity to anonymously express their satisfaction with each individual Career Development Planning event. The evaluation requested demographic information of each student, event satisfaction rating, increased awareness of campus resources, increased knowledge, connection to other students, event recommendation, and free response from students on what they liked/did not like from event.

The Outreach Coordinators distributed hardcopies of the assessment instrument at the end of each Career Development and Planning program. Data from all paper assessments were uploaded manually to Excel. The results of the compiled assessment data were used to determine the value of the overall Career Development and Planning programs and to make improvements to each program for the upcoming quarters.

The main purpose of the assessment project was to assess:

- Number of participants attending Career Development & Planning Programs
- Benefit of participation in events (increase in knowledge, awareness of campus resources, and sense of belonging to UCSD)
- If students would attend other similar career-related events in the future
- If programs/events allowed students to connect with other students from their home state, country, or region
- Students satisfaction with Career Development & Planning Programs

Unit/Program Specific Goals and Learning Outcomes: As a result of participating in Career Development & Planning Programs, students will be able to:

- Increase knowledge on job search strategies and process for obtaining OPT work authorization in the U.S.

- Report an increase in confidence on future job search
- Become aware of campus resources that are here to support their co-curricular success and development
- Report an increase in their sense of belonging to UC San Diego
- Report an increase in understanding career options and how to communicate their skills with potential employers
- Connect with other students from their home state, country, or region

Relationship to Student Affairs Learning Outcomes: Think Critically and Solve Problems, Communicate Effectively, Advance a Plan for Personal, Academic, and Professional Success, Lead in a Diverse Global Society, Engage in a Healthy Lifestyle, Promote Social Justice and Community Responsibility

Assessment Project Start: 10/1/2014

Assessment Project End: 6/12/2015

Population/Sample: 322 students attended Career Development and Planning programs throughout 2014-2015. 264 attendees completed the assessment providing a 82% response rate. Participants consisted of a range of residency statuses – out-of-state students, international students, and California resident students. All UC San Diego colleges and all levels of the student body were represented.

Type of Assessment: Satisfaction study

Other Assessment Type(s):

Assessment Methods: Surveys

Other Assessment Method(s):

Data Collection Tools: Hard-copies of the survey were distributed at the end of each Career Development & Planning event by the Outreach Coordinators. Students were given the opportunity to anonymously express their satisfaction with the each Career Development & Planning event. The evaluation requested demographic information of student, satisfaction rating, and free response from students on what they liked/did not like from each event.

Data Analysis Methods: Data from all paper assessment were compiled and uploaded manually to Excel by Outreach Coordinators.

How Your Results Will Be Presented: The results of this assessment were used by Outreach Coordinators to improve career-focused programs for the following quarter based on student feedback. Assessment results were also shared with the Non-Resident Student Engagement (NRSE) committee.

Progress: 100%

Link Assessment Project in Campus Labs Baseline :

Name	Source
No items to display.	

Summary of Findings: The main purpose of the Career Development & Planning Program assessment project was to assess the following based on the program specific goals. The compiled annual data provided the following results:

- Participant demographic information
 - 322 student participants
 - 70% of attendees were International students
 - 3% of attendees were Out-Of-State students
 - 27% of attendees were California resident students
 - Assessment Response Rate = 82%
 - All six colleges represented
 - Students from every grade level represented
- Benefits of participation in event (increase in knowledge, awareness of campus resources, and sense of belonging to UCSD)
 - 89% of participants agreed or strongly agreed they gained an increased knowledge of career-related information and/or increased awareness of campus resources to assist with career preparation
 - 69% of participants reported an increase in their sense of belonging to UCSD
- If students would attend other similar career-related events in the future
 - 86% of participants were satisfied (or higher) with Career Development and Planning programs
- If program/event allowed students to connect with other students from their home state, country, or region
 - 63% of participants met at least 1 new person at each series event
 - 35% of participants were able to connect with international students

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Impact of Assessment: The assessment results were viewed by the Outreach Coordinators for International and Out-Of-State Students along with various campus partner collaborations. Assessment results were also shared with the Non-Resident Student Engagement (NRSE) committee. The findings were used to:

- Improve the career-related programs for the following quarter based on student feedback

- Increase awareness and advertising of Career Development & Planning Programs among UCSD students to increase participation

Lessons Learned: The assessment results identified key findings of student satisfaction, benefit of participation in event, and student interest in attending similar Career Development & Planning events in the future. Attendance for Career Development & Planning events was fairly consistent, but attendance could have been increased by additional outreach and also holding sessions on a regular schedule.

Overall assessment for Career Development & Planning programs had a high response rate and provided valuable insight into student's perception of the career-related programs and how to develop job searching skills. For future Career Development & Planning programs, the Outreach Coordinators plan to be stricter on having participants complete the assessment at the end of each event in order to increase the response rate. They also plan to make assessment survey questions consistent from program to program to make it easier in identifying trends and improvements for the following year. The Outreach Coordinators will also enhance marketing efforts to outreach to international, Out-Of-State, and California-resident students. All UCSD students can benefit from learning career development skills.

Since satisfaction levels and increase in sense of belonging were all high, the Outreach Coordinators plan to continue hosting Career Development & Planning programs in the following quarters. The percentages of students meeting others can be improved, so in the future Outreach Coordinators will need to incorporate interactive activities for participants at each event. It is evident that career development series are of high interest to international students compared to programs on social/cultural acclimation. Surveys will be implemented for future Career Development & Planning events and compared with these existing findings.

Supplemental Information:

Last modified 7/15/2015 at 2:33 PM by [Shawn Fore](#)
Created 7/15/2015 at 2:27 PM by [Shawn Fore](#)