

## STUDENTAFFAIRS ASSESSMENT PLAN 2010 – 2011

**Department: Cooperative Education**

### 1) Tracking

The first component of a student affairs assessment program is *keeping track of who uses your student services, programs and facilities*. Furthermore, how many clients are using student affairs offerings, and how are they described by gender, race, age, class standing, residence and other important variables?

### **Current Means of Assessment (who, what, when, how reported, etc.)**

#### **Who:**

**Students**, undergraduate and graduate

**Employers**; local, state and national; Government/Non Profit, Service Industry and Manufacturing

**Academic Departments**: Academic Advisors of College of Business, Arts & Science, Education, Fine Arts and Nursing

**When:** Each Semester in which the student works through the Co-op Office or is processed for the first time as a Seeker

**What:** Currently we utilize several curriculum surveys within the Coop Courses.

#### **Students:**

**In-Take form:** Age, Gender, Race, class standing, address, Major and advisor, reason for office visit

**Registration:** on College Central Network to assess the personal information section of student's home location, ethnicity and the student's major, GPA, graduation date, degree pursuing, minor if applicable

**Career Development Plan:** Explained during the first meeting and completed by the second meeting. This is where the student lists their career interests, strengths/abilities, areas of improvement, future educational/training goals.

And with an area for the coordinator to offer recommendations for improvement in stated areas

**Video Clip Evaluation:** Required of each new student being processed as a seeker, they are required to view 2 Video Clips on College Central Network for Interviewing and answer the questions plus answer the questions for the Satisfaction Survey

**Seeker Evaluation:** Prior to a Coop placement. The student evaluates the usefulness of the Orientation material, Service received in the Coop Office, Clear instructions to students' responsibilities, Creation of Resume, Using the Student/Employer web information system and if they would recommend the Coop Program to other VSU students.

**Student Learning Objectives:** used to identify that semester's work focus and then used to show progression of their performance in these targeted areas, collaborated with work supervisor and student and then sent to student's academic advisor for approval or revision.

**Semester Student Syllabus:** Reviewed and signed by placed student informing them of requirements for their course grade.

**Student Evaluation:** Students placed in a coop/internship placement each semester. The student evaluates the Co-op Staff Services, their Co-op Job relating to their major and career goals, Satisfaction with the Co-op job, Coop web-site, and their progress made or not made on their 3 Student Learning Objectives

**Employers:**

**Employer Evaluation:** Completed by the student's employer or supervisor.

The student is evaluated on 13 Work Ethic categories and on the employer's view of student progress made or not made on their 3 Student Learning Objectives.

A Satisfaction Survey will be added

**Academics:**

**Student Learning Objectives:** Faculty Advisor reviews and signs the Student Learning Objective Form each semester, verifying it's relation to the student's major.

A Satisfaction Survey will be added

**How Reported:** Recorded on Excel Spreadsheets

***Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)***

- Each evaluation is analyzed and adjustments to policies and procedures are made (if needed)
- Reports available
- **Video Clip Evaluation:** Introduced to students for their viewing, questions to answer, satisfaction summary on this process and evaluation of the results.

**2) Needs**

The second component of this model is *assessing student and other clientele needs*. The basic principle is that we should meet the needs of our students, employers and Academic Advisors.

***Current Means of Assessment (who, what, when, how reported, etc.)***

**Who:**

**Students:**

**Seeker Evaluation:** Prior to a Coop placement. The student evaluates the usefulness of the Orientation material, Service received in the Coop Office, Clear instructions to students' responsibilities, Creation of Resume, Using the Student/Employer web information system and if they would recommend the Coop Program to other VSU students.

**Students Evaluation:** Satisfaction questions are already included and are reviewed to determine if they offer insights into possible needs of students served by the program.

**Employers:**

**Job Description Form:** allows employer to state their needs for the job they post with Co-op, (ie) majors, work schedule, skills, and student's status. This is used in publicizing the job opportunity and the staff screening potential applicants.

**Employer Needs Survey:** Sent annually to existing employers, reporting on spreadsheet, Satisfaction questions will be added and reviewed.

**Student Learning Objectives:** the employer works with the student in the development of the Learning Objectives for the student's focus that semester in their job position.

**Employer Evaluation:** Gives the employer the opportunity to evaluate the student's performance and to make suggestions for better performance from the Co-op staff and student.

#### **Academic:**

**Student Learning Objectives:** Gives the student's academic advisor the opportunity to approve the student's learning objectives for each semester.

An additional Satisfaction Survey will be added to this form including suggestions for a better process.

**Semester Syllabus Agreement:** Submitted to the academic committee each semester.

#### ***Proposed and/or Additional Means of Assessment (who, what, when, how reported***

Develop questionnaire for employers, students, and academic of how they would like to see the Co-op process streamlined. Once a year and recorded in a report.

#### **3) Satisfaction**

The third component is *assessing student and other clientele satisfaction with our services, programs and facilities, and demonstrating that those experiences are consistent with the institution's goals.*

#### ***Current Means of Assessment (who, what, when, how reported, etc.)***

Coop does utilize student, employer and internal evaluations for satisfaction assessment for each semester. Satisfaction is a part of the semester/annual reports that are available.

Seeker Evaluation-Excel Spreadsheet being developed to record responses to career development services offered

Video Clip Satisfaction Survey-Excel Spreadsheet used to record responses

Student Evaluation-Recorded in Excel Spreadsheet

Employer Evaluation-Satisfaction questions being developed and to be recorded in Excel Spreadsheet

Employer Needs Survey-Satisfaction questions to be added to survey and recorded in Spreadsheet

#### ***Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)***

#### **4) Student Cultures and Campus Environments**

It is important to examine the *collective perceptions of a campus and the student cultures where they conduct their day to day lives*. Remember each student lives in his/her own cultural environment and all students do not have the same interests, friends and classes. Assessing the campus environment determines and evaluates how the conditions and elements of the campus affect student learning and growth. Each campus is unique and different.

**Current Means of Assessment (who, what, when, how reported, etc.)**

- Since Co-op works with the individual student to help them gain work experience and other opportunities related to their major for their future profession we look at and discuss with the student what influences they have had to arrive at their decision for their profession. Using the In-take form, registration on CCN and the Career Development Plan helps Co-op recognize elements of their culture and campus environment that affect the individual student. This information is being added to the existing Student Database spreadsheet and will be reviewed.
- Since VSU is a Regional University and does not offer a complete academic schedule all three semesters Co-op has had to develop more Internships rather than Alternating Co-op (full-time every other semesters for 2-3 rotations).
- We work very closely with the Center of International Programs. This partnership ensures compliance with Federal Immigration Work Policies relevant to student study visas. These students are tracked with the other students each semester.

**Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)**

- We have joined the local chamber of commerce to assist in meeting the needs of local employers. Coop staff attends the chamber employer meetings for networking purposes. Also we are a part of the Chamber's new initiative to grow full-time employers from present students at VSU and Wire Grass Technical College. This initiative also assists in retention of VSU students and gives more diverse opportunities for our diverse student population. This is another opportunity for local internships.
- We are presently developing on-campus internship opportunities to give student's that may not have transportation the opportunity to gain related work experience to their major. Another initiative for retention of VSU students.
- CIRP Survey is being reviewed to distinguish other student culture or campus environment areas that we can include. This survey will be used to identify home locations for students to indicate additional areas to include in Co-op's job development.

**5) Outcomes**

A fifth critical component is assessing *outcomes*. For those who use our services, programs and facilities, is there an effect on their academic success, learning, or development, particularly when compared to those nonusers? Not all outcomes important to student services and programs are learning outcomes. There may be other outcomes important to effective student services, such as the delivery of services in a timely and efficient manner.

**Current Means of Assessment (who, what, when, how reported, etc.)**

- Co-op's purpose is to assist VSU Students to apply skills for their major learned in the classroom to a work environment.

- We use the students In-take form and resume development to determine what areas the student may need to add (ie) student organizations related to their major and community involvement and also to encourage some students to streamline their extra-curricular activities in order to pull up their GPA. We encourage students to use the Student Success Center for tutoring if needed and different workshops offered through the Counseling center again as needed.
- Again, currently in the Student Evaluation for placed students; the student has an opportunity to rate their satisfaction with their job relating to their major, relating to their career goals and their satisfaction with their job.  
Results available in the Semester/Annual reports
- Students GPAs are recorded each semester and student may be put on probation with the coop office if placed on academic probation. They have one semester to obtain academic good standing, students are encouraged to meet with their professors and to go to the Student Success Center for tutoring.
- The coop office offers workshops and video clips on many areas in the job search readiness category and directly relating to professions within their chosen major. Evaluations are developed for each and will be measured in an Excel spreadsheet.
- Each placed student is registered in Banner in an elective credit or non-credit Coop course. Each course has a syllabus and requirements for grades. These requirements or outcomes for their semester's work are related to their Learning Objectives and work Ethics and directly related to professional productivity within their major. Student grades are recorded in Banner each semester.

***Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)***

We are currently developing a means to track the students that remain in their Coop jobs after graduation or through net-working at their coop job. We will use data supplied by the Alumni Office and questionnaires to the graduating seniors.

**6) Benchmarking**

How does the quality of our services, programs and facilities compare with like institutions? The key is to compare ourselves to like institutions that have good assessment programs and collect good data.

***Current Means of Assessment (who, what, when, how reported, etc.)***

Our office frequently reviews other programs in Georgia Colleges through their web-sites and contacting key staff members about certain programs we can implement in our Cooperative Education/Internship program;

- ***Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)***
  - We are preparing to launch an on-campus internship program within the offices of VSU, enabling students living on campus or students without transportation to be able to benefit and receive relevant experience. This will also be part of an initiative to

increase student retention. This is taken from the Student Leadership Office at Georgia Southern.

- Co-op has just begun collaborations with the Valdosta Lowndes Chamber of commerce to grow more local employees from existing students at VSU and Wiregrass Technical College. It was launched Fall 2010 and will be evaluated. Another initiative to increase student retention.
- Co-op is a member of the state Georgia Associate for Career Education (GACE). Ann Stone has been asked to Co-chair a comparison study of the state institutes for GACE of Co-op and Internship programs. Results of how we compare to other state schools will be supplied upon completion of survey being developed and then implemented.
- Coop will access the National Association of College and Employer benchmarking information:

## **7) Measuring Effectiveness**

A seventh component is assessing effectiveness through reference to national or professional standards and/or through measuring cost effectiveness. How do our services, programs, and facilities compare to accepted national standards (Council for the Advancement of Standards (CAS) for Student Services/Development Programs, various national and regional accrediting agencies, and professional organizations)? Are the benefits students derive from what we offer worth the cost, and how do we know that?

### ***Current Means of Assessment (who, what, when, how reported, etc.)***

We collect data measure effectiveness of our services.

- Coop has joined the Cooperative Education & Internship Association Network (CEIA) in association with the Council for the Advancement of Standards, (CAS).

**Cooperative Education:** VSU Co-op Program currently meets the eight characteristics for four-year cooperative education programs

### **Common characteristics of four- year college/university Cooperative Education programs include: according to CEIA**

- Alignment with the academic mission and goals of the college/university
- Academic requirements for student participation in the program, for example, GPA, number of hours or semester/quarters completed, successful completion of prerequisite course(s) before beginning the co-op assignment
- Requisite number of alternating, back-to-back, or parallel paid work terms with one or more employers
- Work assignments are integrated into the curriculum and deemed academically enhancing in content; assignments are related to the student's major field of study or career interest and often include some form of learning objectives
- Student enrollment in a Cooperative Education course while on assignment, either a credit-bearing or non credit-bearing course
- Institutional and faculty endorsement of the program and criteria for awarding some form of credit hour(s) for cooperative education assignments, as applicable

- Collaborative partnerships with participating employers to ensure the quality of employer student programs and work-integrated learning assignments
- Provisions for evaluation and feedback regarding student performance, quality of employer programs and work assignments as well as the program/process in the college/university.

**Internships:** not developed by CEIA at this time

**Employers:** not developed by CEIA at this time

***Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)***

- Obtain the NACE Co-op and Internship survey for 2010 for comparisons of VSU to this survey.
- Satisfaction Surveys will be added and measured to several of our existing surveys