



## Career Services Center

### Students @ Work Program

#### Spring 2012 Pilot Outcomes & Recommendations for Fall 2012

August 8, 2012

#### Program Overview

The **Students @ Work** program is designed to support campus supervisors in facilitating student employees' reflection on their work experiences in order to help them integrate and apply what they are learning on the job and in the classroom to their future career.

The **Students @ Work** program utilizes a conversation format (the *Conversation Questionnaire*) to guide dialogue between student employees and supervisors in order to **help students**:

- See connections between work, school, and future career
- Build self-awareness of skills, abilities, and areas for improvement
- Reflect on college experiences in a more integrated manner
- Connect with the institution and services available

#### Program Development & Implementation (Jan – April 2012)

1. The Career Services Center developed [program guidelines](#) and materials including a [marketing brochure](#) and [program web site](#). Internal, departmental processes were established to support supervisors and provide for outreach to students in order to connect them with career planning services.
2. **40 student employee supervisors** were recruited **representing 27 departments, most divisions, and one regional campus**.
3. A two-hour supervisor **training session was held on Feb 14**, with a goal set for completion of conversations by April 6. Results indicated that 70% of the conversations occurred in April (with the deadline extended to April 13), 16% in March, and 14% in February.
4. **37** of the 40 **supervisors** held guided conversations with **115 student employees**.
5. **All student participants received a follow-up email from Career Services** inviting them to meet with a career counselor for assistance regarding major/career selection, documenting work experience on a résumé, business etiquette tips, internship/professional job search, etc.
6. **Separate surveys were sent in April 2012 to all 1,945 on-campus student employees with active jobs as well as the 115 program participants**. 377 students (**19%**) responded to the all-student survey and 34 (**29%**) of the program participants responded to the survey.

### **Student Employee (Participant & Non-Participant) Responses**

The following data is summarized from both the Conversation Questionnaire completed by participants as well as follow-up surveys to all student employees.

	<b>% Agree/Strongly Agree Participants (115)</b>	<b>% Agree/Strongly Agree Non-Participants (377)</b>
I am gaining knowledge and skills as a student employee that will <b>assist me in my future career</b>	99%	91%
I am gaining knowledge and skills as a student employee that help <b>contribute to my success as a student</b>	99%	88%
My campus job has <b>helped me clarify my future career goals.</b>	84%	73%
My campus job is essential to my <b>college financial planning</b>	74%	77%

	<b>Participants</b>	<b>Non-Participants</b>
<b>How many hours do you work a week?</b>	1-10 = 21% 11-15 = 32% 16-20 = 19% 21 + = 28%	1-10 = 30% 11-15 = 27% 16-20 = 20% 21 + = 23%

	<b>Participants</b>	<b>Non-Participants</b>
<b>On which campus do you work?</b>	81% = Kent Campus 19% = Regional Campus	88% = Kent Campus 12% = Regional Campus

	<b>Participants</b>	<b>Non-Participants</b>
<b>How long have you been employed in your department?</b>	26% = Less than 1 semester 40% = Between 1 semester & 1 yr 34% = More than 1 year	29% = Less than 1 semester 31% = Between 1 semester & 1 yr 40% = More than 1 year

	<b>Participants</b>	<b>Non-Participants</b>
<b>What is your class rank?</b>	17% = Freshman 24% = Sophomore 24% = Junior 35% = Senior	7% = Freshman 18% = Sophomore 23% = Junior 36% = Senior 16% = Graduate

	<b>Non-Participants</b>
<b>How often have you had conversations with your supervisor about connections between your job and your major and/or future career?</b>	31% = Periodically 24% = Often 23% = Rarely 22% = Never

### Student Employee (Participant & Non-Participant) Responses

<b>Participants:</b> What top five skills have you learned or improved as a result of your Kent State work experience?		
<b>Non-Participants:</b> Indicate your level of agreement with how your position has helped you develop these skills:		
	<b>Participants</b> (Picked top five)	<b>Non-Participants</b> (% Agree/Strongly Agree)
Communication skills (oral)	<b>64%</b>	<b>93%</b>
Communication skills (written)	18%	65%
Computer/technical	26%	63%
Creativity skills	18%	76%
Flexibility/adaptability	<b>44%</b>	<b>92%</b>
Interpersonal skills/building relationships	40%	<b>94%</b>
Leadership skills	37%	84%
Motivation/Initiative	23%	89%
Organizing/planning skills	35%	91%
Problem solving/conflict resolution skills	<b>59%</b>	90%
Teamwork	<b>41%</b>	85%
Time management (prompt, dependable, etc.)	<b>50%</b>	<b>95%</b>
Work ethic (follow-through, responsible, etc.)	37%	<b>95%</b>

	<b>Participants</b>
<b>What knowledge/skills do you feel need further improvement in order to help you succeed in college, on the job, or in your future career?</b>	39% = Creativity skills
	35% = Time management (prompt, dependable, etc.)
	33% = Leadership skills
	30% = Organizing/planning skills
	27% = Communication skills (oral)
	27% = Communication skills (written)
	26% = Problem solving/conflict resolution skills
	23% = Interpersonal skills/building relationships
	23% = Computer/technical
	17% = Motivation/Initiative
	16% = Teamwork
	12% = Other: Delegating, public speaking/presentation skills, grammar, technical knowledge
	11% = Work ethic (follow-through, responsible, etc.)
	10% = Flexibility/adaptability
	3% = Unsure of skills needed for future career

	<b>Participants</b>		
	Yes	Maybe (A vague idea)	No (Unsure of options)
<b>Do you currently have any occupational/ career goals for after graduation?</b>	73%	23%	4%

## Student Employee (Participant & Non-Participant) Responses

Describe additional ways in which your work has positively influenced your experience at Kent State:	
Participants	Non-Participants
(Comments are organized into general categories of influence.)	
<b>Skills/Motivation</b> <ul style="list-style-type: none"> <li>Before starting my job I was terrified to talk on the phone, now I am comfortable with it. I am also more comfortable about talking to people I don't know and asking them questions.</li> <li>Skills to help me manage school, work and life.</li> </ul> <b>Feeling Connected to Kent State</b> <ul style="list-style-type: none"> <li>Created a home away from home.</li> <li>It gives me a social connection to KSU since I am a commuter.</li> <li>My job has helped me to familiarize myself with, and enjoy Kent State more.</li> <li>My work as a student employee has allowed me to make new friends and build great relationships.</li> <li>Working in my department is like a big family. When I have had a problem ... I have been able to talk with my boss about the issues.</li> </ul> <b>Appreciation for Diversity</b> <ul style="list-style-type: none"> <li>Learning to working together with different kinds of people</li> </ul> <b>Academic/Career Connections</b> <ul style="list-style-type: none"> <li>I love my job. It's proved to me I want to stick with my major.</li> <li>It allowed me to meet a lot of new people and helped me choose what my major was going to be.</li> </ul> <b>Financial/Convenience</b> <ul style="list-style-type: none"> <li>By making money on campus, I am able to pay for school. The location and not having too much travel time to/from work made it easier.</li> </ul>	<b>Skills/Motivation</b> <ul style="list-style-type: none"> <li>I have gained responsibility and time management skills.</li> <li>It's given me the skills I needed to put on my résumé, so I can say, "You should hire me because I have worked in this field and I have experience."</li> <li>My job has given me more confidence in myself and my future goals.</li> </ul> <b>Feeling Connected to Kent State</b> <ul style="list-style-type: none"> <li>My job has given me a place to belong and a family style support system while away at school.</li> <li>I have met a lot of people, including students, advisors, and professors who I have befriended but also know that I can look to for help in future endeavors, including when the time comes for me to graduate.</li> <li>It has given me a sense of community, a place where I feel that I belong and am needed.</li> <li>It has helped me get involved, made me a better person, and helped me get to know other leaders that have greatly influenced me.</li> <li>It has helped to keep me updated on campus events as I hear about them through my job.</li> </ul> <b>Appreciation for Diversity</b> <ul style="list-style-type: none"> <li>By working at KSU, I get to meet and collaborate with people from all different backgrounds and cultures.</li> <li>It has introduced me to other cultures and many good people.</li> <li>It's given me the opportunity to learn how to connect with people of vastly different backgrounds.</li> </ul> <b>Academic/Career Connections</b> <ul style="list-style-type: none"> <li>I liked this job so much I decided I wanted to pursue the same type of job for my career.</li> <li>It has let me know what I want to do for the rest of my life!</li> <li>Allowed me to meet people in my major and gain knowledge about research being done in my (department's) lab</li> <li>Amazing sense of belonging and great ideas on what I want to specialize in when I graduate. Gave me a true passion for my career path.</li> <li>Helped me gain contacts and network in my desired field.</li> <li>My job allowed me to take the information and skills I was learning in class and implement them daily at work.</li> <li>My student position has basically become my future. I now know that I will go to Graduate School to study Higher Education Administration.</li> </ul> <b>Financial/Convenience</b> <ul style="list-style-type: none"> <li>It has opened up so many opportunities for me for scholarships and other very beneficial things.</li> </ul>

## Supervisor Feedback

### Supervisor Comments Regarding Students @ Work Conversations

**Overall, supervisors confirmed the many ways in which students are benefiting from their campus jobs and affirmed their commitment to supporting student success wherever possible.**

- The conversation was beneficial in helping the student understand the skills they acquired.
- My student enjoys his job and feels that 90% of his friendships while at Kent State have been made through his employment.
- My student likes KSU and enjoys his job. He feels it has helped him transition better on the campus by having a job.
- My student enjoys the fact that he can work on campus in the field that he wants to work in one day.
- Good conversation and feedback. We will be exploring ways to develop future career goals.
- Highly motivated individual with clear career goals. He is doing exceptionally well for his first semester at KSU, and in the country.
- Student is using this job to help to learn to be more organized and keep to a schedule, while doing well academically.
- While my student has only worked here for three weeks, the conversation was nice for us to get an early assessment of where she is now and would like to be headed. It also gave me an opportunity to tell her that I'd like open communication and want to contribute to her success.
- Working with customers is helping her prepare to work with patients when she becomes a nurse.

### Participating Departments

1. Academic Success Center
2. Admissions
3. Airport
4. Art
5. Arts & Sciences
6. Athletics (Field House)
7. Center for Student Involvement
8. Child Development Center
9. Dining Services
10. Grounds
11. Ice Arena
12. IS Helpdesk Management
13. IS – Web Presence
14. JMC (Tannery)

15. Kent Student Center
16. Library
17. Payroll
18. Provost
19. Quality Initiatives & Curriculum
20. Residence Services (Security)
21. Stark Campus
22. Student Accessibility Services
23. Student Rec & Wellness Center
24. Teleproductions
25. University Health Services
26. Upward Bound
27. Women's Center

### Supervisor Recommended Assistance for Students

- 47% - Documenting work experience on a résumé
- 45% - Internship or professional job search
- 38% - Other (mock interview, graduate school prep, networking skills, etc.)
- 12% - Business etiquette
- 9% - Major/career selection

### Key Observations/Outcomes based on Student/Supervisor Feedback

1. Students participating in the **Students @ Work Guided Conversations** were **more likely able to make connections** between the knowledge and skills gained through campus employment and their future careers and success as students.
2. Of the **148 comments shared by participants and non-participants** regarding how their work has influenced their experience at KSU, **147 (99%) spoke with high regard about how their campus job has contributed to feeling more connected to Kent State, helped them develop skills and major/career focus, an appreciation for diversity, and has provided them with the ability to make academic and career connections.**
3. **Non-participants reported having similar conversations (connecting work to major/career) with their supervisors on either a frequent (24%) or periodic (31%) basis.** 23% rarely discussed these topics and 22% had never had a conversation of this nature with their supervisor.
4. There was a strong degree of consistency among participants and non-participants relative to the skills that students feel they are developing on the job with **all student employees rating oral communication skills, flexibility/adaptability, and time management as the top three skills most developed.**
  - a. The top three skills rated as **needing improvement** by **Students @ Work** participants **were creativity, time management, and leadership.**
5. While many supervisors recommended Career Services support based on student feedback, **only one student responded to Career Services outreach efforts** for an office follow-up appointment with a career counselor.

### Program Updates for Fall 2012 based on Spring 2012 Feedback

- 1) The program pilot will **continue with the existing supervisor and student employee participants**; however, **using a [revised Conversation Questionnaire](#)**. While supervisors should engage in a second conversation with ongoing student employees using the new questionnaire, they may also begin first-time conversations with student employees who did not previously participate.
- 2) The **Students @ Work** program pilot does not intend to recruit new supervisors for Fall 2012, but additional supervisors interested in participating will be accommodated. **Our focus is to continue to assess both program implementation strategies as well as program impact during the first year of implementation.**
- 3) **Students will now request assistance from a career counselor, rather than have a supervisor recommend assistance**, and supervisors may request an on-site visit by a career counselor to meet with individuals and/or groups of students on key career topics.
  - a. In order to increase student response rates, rather than email students, **Career Services will call students' cell-phone numbers to schedule follow-up appointments for assistance.**
  - b. Career counselors will follow up directly with supervisors to explore opportunities for **addressing career planning concerns via outreach at the employment work-site.**