

Career Center Agricultural and Life Sciences Awareness & Satisfaction Assessment Spring 2024

Purpose of Assessment

Staff in the Career Center specifically working in the College of Agricultural and Life Sciences (AGLS) wanted to know students' level of awareness of their services and level of satisfaction with those services. They wanted to understand students' perceptions of their office and to address any gaps or perceived gaps in their services. This was the first time Student Affairs Planning, Assessment & Research (SAPAR) helped the AGLS Career Center staff assess students and their awareness and satisfaction with their office.

Key Findings with Recommendations

Student Affairs Planning, Assessment & Research (SAPAR) identified several key findings and developed actionable recommendations the AGLS Career Center may take based on the results. However, Career Center staff members may identify other findings using their knowledge and understanding of the community. Staff members are strongly encouraged to read all the results and qualitative comments to gain a fuller understanding of students' experiences.

- Most respondents felt either very satisfied or satisfied with AGLS Career Center services such as Career Fairs on campus, 1:1 career advising, virtual drop-ins, presentations/workshops/programs, resume reviews, mock interviews, and website resources.
- Students who have not used any AGLS Career Center services mentioned not looking for a job, having difficulty scheduling an appointment, not yet needing resources, not knowing about Career Services, and AGLS not being tailored towards their future career as reasons why.
 - Increasing advertising and appointment availability for the AGLS Career Center would allow more students to use the services offered.
- The majority of respondents felt that the AGLS Career Center was accessible both in-person (71%) and virtually (74%).
 - Suggestions for making the AGLS Career Center more accessible in-person include extending hours and availability (for both walk-ins and appointments), advertising more through visiting classes and having flyers, and adding more companies and hours at each career fair.
 - Suggestions for making the AGLS Career Center more accessible virtually are increasing advertising and adding a chat feature for the website.
- While almost half of respondents have not made an appointment with AGLS 517 office or using HireAggies, most others feel that the processes for doing so are straightforward.

Method and Sample

An electronic survey was created using Qualtrics®, a software program that creates web-based surveys and databases. The survey contained 22 questions: 17 quantitative and five qualitative. Due to branching technology, not all respondents saw all the questions. Data were analyzed using SPSS®, a statistical software package, and Microsoft Excel®.

The survey link was emailed to a random sample of 3,640 undergraduate students in the College of Agriculture and Life Sciences on March 6, 2024. However, four email addresses were invalid and were not delivered. Non-respondents received up to five reminders before the survey closed on April 2, 2024. Of the 3,640 students who successfully received the survey, 227 responded to at least part of the survey, yielding a 6% response rate.

Results

Results are reported as means, standard deviations (sd), and frequency percentages for the number of people (n) who responded to the questions. For ease of reading, percentages are rounded to the nearest whole percent, so totals may not add up to exactly 100%. Tables are listed in order of decreasing 2024 means or frequencies unless otherwise noted. The summary themes are contained in this report for the qualitative questions, but the full listing is in a separate document.

The survey started by asking students if they were aware of the AGLS Career Center services available on west campus. Of the 220 students, 71% said yes, they were aware of the services and 29% indicated they were not aware.

Those who reported that they were unaware of the AGLS Career Center services had a follow-up question asking if they leveraged any general Career Center services either in person or online at Texas A&M. Of the 64 students, 25% said yes, they had leveraged any general Career Center services and 75% reported they had not. Those students who indicated they had leveraged any general Career Center services were asked to explain what services they used at the Career Center, and 16 students provided a comment. The comments mentioned career fairs, resume reviews, interviews, zoom meetings with career advisors, and using Jobs for Aggies. Students who reported they were not aware of the AGLS Career Center Services available on west campus went to the end of survey after these follow-up questions.

Students who reported that they were aware of the AGLS Career Center services available on west campus continued with the survey. These students were asked to select which of the following services they had used, if any. Table 1 shows that attending a Career Fair on campus was the most frequently selected service students utilize. Those who selected the other response option were given the opportunity to write a comment. Of the four comments shared, students discussed having a speaker from the Career Center at an organization’s meeting, getting class and career advice, and receiving help with degree planning.

Which of the following AGLS Career Center services have you used, if any? (Select all that apply)	2024 Percent [n=147]
Attending a Career Fair on Campus	57%
1:1 Career Advising	30%
Utilized Resources on the Website	28%
Resume Reviewed by the Career Center	18%
Attended a Presentation/Workshop/Program	17%
None	16%
Virtual Drop-ins	14%
Mock Interviews	5%
Other	3%

Table 1: Services Utilized

Students who reported that they had not used any of the services at AGLS Career Center, were asked one follow-up question about why they had not used any of the services, and 15 students responded. Comments explained various reasons that students have not used the AGLS career services, including that they are not looking for a job, had difficulty scheduling an appointment, do not have a need for the resources yet, have not known/seen advertisements about Career Services, and that the AGLS is not tailored to what they want to do. After this follow-up question, these students went to the end of the survey.

Respondents were asked to rate their level of satisfaction or dissatisfaction about the services they utilized from the AGLS Career Center. Students only saw this follow-up question for the services they reported utilizing in the previous question. Table 2 illustrates that for each service listed below, most responses indicate that they were either satisfied or very satisfied with it.

Which of the following AGLS Career Center services have you used, is any? (Select all that apply)	Very Satisfied (4)	Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
Other	100%	--	--	--	4.00 (.00) [4]
Mock Interviews	83%	17%	--	--	3.83 (.41) [6]
1:1 Career Advising	70%	26%	5%	--	3.65 (.57) [43]
Virtual Drop-Ins	62%	38%	--	--	3.62 (.50) [21]
Attended a Presentation/Workshop/Program	61%	39%	--	--	3.61 (.50) [23]
Resume Reviewed by the Career Center	48%	52%	--	--	3.48 (.51) [25]
Utilized Resources on the Website	48%	50%	3%	--	3.45 (.55) [40]
Attended a Career Fair on Campus	46%	43%	8%	2%	3.33 (.73) [83]

Table 2: Satisfaction with Services

When asked if they found the AGLS Career Center in person services to be easily accessible, 71% of the 112 students said yes, they did. Additionally, 26% shared that they were unsure and 4% said the in-person services were not easily accessible. All students were asked to share what they felt would help the AGLS Career Center be more accessible in person, and 33 students provided a comment. The main themes discussed in the comments were extending hours and availability (for both walk-ins and appointments), having more advertising (ex: visiting classes or having flyers), and adding more companies and hours at each career fair.

Students were also asked if they found the AGLS Career Center virtual services to be easily accessible. Of the 107 students who responded, 74% said yes, the virtual services were easily accessible, 26% were unsure, and no students reported the virtual services were not easily accessible. All students were asked to share what they felt would help the AGLS Career Center virtual services to be more accessible, and 22 students provided a comment. Most comments discussed either not ever using the virtual resources or that they had no suggestions for improvement. There were some suggestions including increasing advertising and adding a chat feature.

Students were asked about navigating to the AGLS 517 office or using HireAggies was straightforward. Table 3 demonstrates that more students felt both processes were straightforward than were unsure. However, the most common response for both processes was that respondents "Have Not Made an Appointment".

	Yes	Unsure	No	Have Not Made an Appointment
Is the process of navigating to AGLS 517 straightforward?	39%	16%	--	45%
Is the process of navigating to make an appointment in HireAggies straightforward?	39%	15%	--	46%

Table 3: Navigating to AGLS 517 and HireAggies

Those who said that navigating to AGLS 517 or HireAggies was not straightforward were asked a follow-up question about what would make it easier to navigate to AGLS 517 or schedule an appointment; however, no students responded "No", so there are no comments.

When asked if career services were helpful in providing guidance and resources for their professional development, 81% of the 107 students said yes. Additionally, 17% shared that they were unsure and 2% reported the services were not helpful in providing guidance and resources for their professional development.

The final question asked students how satisfied or dissatisfied they were with the career services provided virtually and in person by the AGLS Career Center team overall. Of the 105 students, 51% reported they were very satisfied, 45% said they were satisfied, 5% indicated they were dissatisfied, and no students said they were very dissatisfied (mean=3.46/4.00; sd=.589)

Student demographics were gathered from the student database. Table 4, on the next page, displays the survey respondents and all who received the survey. The table is in descending order by survey respondents for each category.

	Survey Respondents [n=227]	Received the Survey [n=3,640]
Classification		
Senior	41%	39%
Junior	27%	30%
Sophomore	22%	21%
Freshman	11%	10%
Department		
AGEC	23%	19%
ANSC	19%	17%
ALEC	12%	16%
ENTO	9%	8%
BCBP	7%	8%
BAEN	6%	4%
HMGT	5%	4%
ECCB	4%	4%
RWFM	4%	4%
PLPM	3%	3%
HRSC	3%	2%
CLAG	3%	1%
POSC	1%	2%
NUTR	1%	5%
SCSC	1%	1%
FSTC	--	1%
Ethnic Origin		
White	68%	65%
Hispanic or Latino of any Race	20%	22%
Asian	7%	6%
Black or multi-racial with black	2%	3%
International	2%	1%
Multi-racial excluding black	1%	3%
American Indian	--	<1%
Unknown or Not Reported	--	<1%
Native Hawaiian or Pacific Islander	--	<1%
First Generation Student		
Not First Generation	77%	75%
First Generation	23%	24%
Unknown	<1%	<1%
Sex		
Female	69%	59%
Male	31%	41%
Top 10% Status		
Not Top 10%	64%	64%
Top 10%	36%	36%

Table 4: Student Demographics

Department Background

According to its website (<https://careercenter.tamu.edu/about>), the Career Center “promotes career learning and development, empowering all Aggies to realize their potential and establishing Texas A&M University as a preferred source of talent.” The Career Center has a main office in the Koldus Building, plus five satellite locations across campus, including one for the College of Agriculture & Life Sciences in the AGLS Building.

Project Details

Student Affairs Planning, Assessment & Research (SAPAR) provides quality assessment services, resources, and assessment training for departments in the Texas A&M University Division of Student Affairs and student organizations. Services by Student Affairs Planning, Assessment & Research are funded, in part, by the Texas A&M University Advancement Fee. Results of this project and other assessment projects done through SAPAR can be found at <https://sapar.tamu.edu/results/>.

To work with Student Affairs Planning, Assessment & Research for future assessment projects, please fill out the Assessment Questionnaire at <https://sapar.tamu.edu/aqform/>.

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