

Measures of Performance and Quality

CAREER PLANNING AND PLACEMENT OFFICE QUALITY SERVICE PERFORMANCE EVALUATION

	TOTAL 00-01	TOTAL 01-02	TOTAL 02-03	PRIMARY GOALS
REGISTRANTS				
Business/Industry/Government	1,156	1,499	1180	1,2,5
Teaching	389	246	172	
Multiple Subject	203	145	109	
Single Subject	142	77	43	
Special Education/Speech Pathology	32	19	20	
Counseling/PPS/Administrative	12	5	0	
JOB OFFERS				
Business/Industry/Government	556	407	377	1,2,5,6
Teaching	55	109	13	
Multiple Subject	26	56	9	
Single Subject	24	47	3	
Special Education/Speech Pathology	4	5	1	
Counseling/PPS/Administrative	1	1	0	
SERVICES				
Placement Files	1,294	988	424	1,2,3,4,5
Home Page Hits	41,439	53,980	73,111	
CAREER FAIRS				
General Business Technical				1,2,6
Company Organizations	270	177	155	
Students	3,000	1,800	1,800	
Liberal Arts				
Company Organizations	Not Available	63	54	
Students	Not Available	350	550	
Education				
Districts	108	95	47	
Students	750	700	600	
CAREER EXPLORATION CENTER				
Students Signed In	3,205	1,947	1460	1,3,4
Assessment Tests	171	161	304	
Myers Briggs Type Indicator	53	67	106	
Strong Interest Inventory	112	94	190	
Self Directed Search	6	0	8	
	TOTAL 00-01	TOTAL 01-02	TOTAL 02-03	PRIMARY GOALS
ON-CAMPUS RECRUITING				
Individual Companies	362	213	97	1,2,3,4,6
Individual Schedules	467	282	314	

Individual Interviews	4,833	2,590	1778	
Information Sessions	167	77	100	
Catering Arrangements	70	28	40	

COUNSELING APPOINTMENTS	1,754	1,967	2052	
Education	128	689	220	1,3
Business/Technical (Educ/CEC)	453	267	421	
Career Exploration Counseling	534	394	492	
Liberal Arts	529	617	566	
Lee Walker (Advisor - Temporary Spring Hire 2000-2001)	110	N/A	N/A	
Formal Drop-In Appointments	1,618	1,046	924	

ORIENTATIONS/PRESENTATIONS				
Number Given	113	32	78	1,3
Student Attendance	2,602	499	1086	
Classroom/Club Presentations			81	

E-MAIL JOB NOTIFICATIONS	718	1,130	724	1,2,3,6
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RECRUITERS' EVALUATION OF SERVICES

The Career Planning and Placement Office at California State University, Chico conducts an annual survey of the employers who recruit on campus and their satisfaction with services. Of the 97 employers who recruited Chico graduates during the 2002-2003 academic year, 40% responded to the survey compared to 22% in the prior year.

- 90% of the respondents rated the **candidates** at CSU, Chico as either **OUTSTANDING** or **ABOVE AVERAGE** compared to students at other universities where they recruit.
- 81% of the respondents rated the **academic** curriculum at CSU, Chico as either **OUTSTANDING** or **ABOVE AVERAGE** compared to other universities where they recruit.
- 92% of the respondents rated the **CSU, Chico Career Planning and Placement Office** operations as either **OUTSTANDING** or **ABOVE AVERAGE** compared to other universities where they recruit.

SURVEY RECRUITER COMMENTS

"I really appreciate the great customer service and flexibility. It's a great and personal experience."

"I was happy, facilities were fine and the staff was very helpful."

"I like the emphasis on teams/group projects."

"Chico always provides top-notch candidates."

"Jodie does a great job and the career center is very well organized."

"Great staff to work with, they accommodated with our schedule."

"Overall – CSU, Chico students have great potential!"

"Everything was well organized – comfortable facilities."

"We are very pleased with the interview skill of CSUC students."

"CSU, Chico was our #1 campus for recruitment in 2002!"

"Keep up the exceptional service to companies for your exceptional students."

"Great day! Thank you!"

"Quality students. Difficult to decide on."

"Well organized, everything handled perfectly."

"Thank you so much for all of your help! Megan was a true blessing!"

STUDENT EMPLOYMENT OFFICE
QUALITY SERVICE PERFORMANCE EVALUATION

	2000-2001	2001-2002	2002-2003	PRIMARY GOALS
STUDENTS REGISTERED	8,978	9,114	9187	1, 2, 4, 6, 7
JOB OFFERS	3,380	4,060	3954	
EMPLOYERS				
On Campus Employers	194	196	203	
New Employers (first-time positions)	203	107	193	
DOLLAR VALUE	\$269,679.00	\$166,571.00		
JOB FAIR				1, 2, 6, 7
Summer Job Fair				
Companies/Agencies	32	37	39	
Student Attendees	283	350	375	
ON-CAMPUS RECRUITING				1, 2, 4, 6, 7
Individual Companies	27	35	22	
Individual Schedules	48	60	43	
Individual Interviews	285	357	263	
Information Sessions	2	5	5	
Catering Arrangements	1	1	1	