DEPARTMENT MISSION STATEMENT:
The Career Center is a lead University and Student Affairs resource to help students and alumni achieve success in developing and implementing career plans. The Center partners with students, faculty, alumni, employers, academic programs and graduate schools to build bridges between our distinctive academic programs and diverse professional opportunities in the larger community.

PROGRAM/SERVICE OVERVIEW:
Working For Careers: Student Learning Outcomes and Student Employment Experiences
Paid internships, part-time jobs, and summer employment experiences provide a critical opportunity for students to prepare for professional careers as well as earn income to offset educational expenses. Each of the Industry Specialists in the Career Center both reach out to employers and provide help to students seeking such opportunities, and over 1100 employers recruit Fullerton students for such opportunities each year. Based on this survey, it is estimated that at least 1269 students generated $9,905,940.00 in income as a result of this effort in 2011-2012.

LEARNING DOMAIN:
Professionalism; Self Management

LEARNING OUTCOMES:
Students will develop the following skills as measured by their employers:
1. Verbal Communication
2. Time Management
3. Computer/Technical
4. Written Communication
5. Leadership

LIMITATIONS
Aggregate data which does not provide specific feedback to individual students

PROJECT SAMPLE:
220 employers who hired CSUF students for paid internships, part-time jobs, and summer jobs from July 2011 through June 2012

DATA COLLECTION TIMEFRAME:
July 2012

DATA COLLECTION METHODS:
Online CampusLabs survey sent to 1156 employers who listed paid opportunities or participated in other recruiting activities in 2011-2012. Two hundred thirty-six (236) or 21% responded. The two hundred twenty (220) employers who hired CSUF students for these opportunities were then asked a series of questions to assess what students had learned from these part-time, internship or summer work experiences from an employer perspective.

SUMMARY OF RESULTS:

KEY FINDINGS:
• 95% reported they were “very satisfied” or “moderately satisfied”
with the students’ overall performance, for a mean of 4.57 on a five point scale, with 5 being “very satisfied.”

- 81% reported that students gained verbal communication skills “a great deal” or “considerably,” with a mean of 4.15 on a five point scale, with 5 being “a great deal.”

- 80% reported that students gained time management skills “a great deal” or “considerably,” with a mean of 4.13 on a five point scale, with 5 being “a great deal.”

- 67% reported that students gained computer/technical skills “a great deal” or “considerably,” with a mean of 3.91 on a five point scale, with 5 being “a great deal.”

- 63% reported that students improved their written communication skills “a great deal” or “considerably,” with a mean of 3.72 on a five point scale, with 5 being “a great deal.”

- 64% reported that students gained leadership skills “a great deal” or “considerably,” with a mean of 3.77 on a five point scale, with 5 being “a great deal.”
The following statements from the survey responses reinforce the value of these internships to employers:

- “All students that we have hired that come from Cal State Fullerton are a joy to work with, all ready to learn and quick in learning.”
- “My intern is fabulous! She is a hard worker and pleasant to be around. She has been a great help to our office so far.”
- “The students that come from California State Fullerton … are some of the most honest hard working students that we have had. They come with an open mind and ready to learn.”
- “Using CSUF was a good experience. We were able to review a number of resumes, conduct several phone interviews and face to face interviews. We found an excellent candidate who is now on full time status in a good position. Thanks for the resource!”
- “We have been pleased with our interns; we have hired our last two full time.”

2012-2013 STRATEGIC GOALS:
These results illustrate the range of critical transferable skills that are typically available for a student to develop through participation in a student employment experience. These results, as well as selected advice from these employers, will be shared with students to help them take full advantage of their work experiences to enhance their professional future. They are also consistent with the data gathered in similar surveys in July 2010 and July 2011, reinforcing the value of skill development that internships and other student employment provide from a supervisor’s point of view.