

Spring 2003

Career Center Survey

***Office of Institutional Effectiveness
Palm Beach Community College***

June 2003



Palm Beach Community College Spring 2003 Career Center Survey

President

Dennis P. Gallon, Ph.D.

District Board of Trustees

William B. Howden, Chairperson

David Talley, Vice Chairperson

Susan K. Baumel, Esq.

James L. Watt, Esq.

Carolyn L. Williams

Minal Weaver, Student Trustee

Vice President of Academic Affairs

Sharon A. Sass, Ph.D.

The Office of Institutional Effectiveness

Seymour Samuels, Ed.D., Director

Helen Shub, Senior Research Analyst

Jeffrey M. Nowak, Research Analyst

Sandra Livingston, Administrative Assistant

Campus Career Center Coordinators

Tracy Joinson, Boca Raton

Joanne Patton, Palm Beach Gardens

Gail Tomei, Lake Worth

Prepared by:

Jeffrey M. Nowak

*Palm Beach Community College
Office of Institutional Effectiveness
4200 Congress Avenue
Lake Worth, Florida 33461*

Table of Contents

Introduction.....	1
Methodology.....	1
Discussion.....	2
Results	3
Knowledge of the Career Center	3
How students learn about the Career Center	5
Beneficial services	7
Best methods to inform students	9
Classification.....	10
Appendix 'A': Open-ended Commentary.....	11
Appendix 'B': Tabular Data	14
Appendix 'C': Survey Instrument	19

Introduction

Palm Beach Community College's Career Center provides career counseling services to students. Students can visit the Career Center at any of three campus locations—Lake Worth, Palm Beach Gardens and Boca Raton—or they may use the online service provided through PBCC's website.

Services provided by the Career Center include career information and guidance, self-assessment, employment and volunteer opportunities, career courses, job fairs and access to the PBCC Career Consultants Network, a database of contacts willing to discuss occupations and career opportunities with interested students. Students also have access to a variety of online agencies providing occupational and industry information and data.

The Career Center Survey was designed to gain a greater understanding of students' awareness and use of the Career Center and how they feel the Career Center could best serve them. The survey was administered to students in April 2003.

Methodology

Subjects

Twenty Spring 2003 Health Concepts and Strategies (HSC2100) courses were selected for participation in this study. Completed questionnaires were received from 502 students, including 248 from Lake Worth, 141 from Palm Beach Gardens and 113 from Boca Raton.

Materials

The survey instrument was developed cooperatively by the PBCC Office of Institutional Effectiveness and the campus Career Center coordinators. A mark-sense form was developed using NCS Design Expert software. The final version of the questionnaire can be found in Appendix 'C' on page 19.

Procedure

The number of classes to be surveyed at each campus was determined based on a campus's proportion of total credit headcount. Ten sections were surveyed at Lake Worth, while five each were surveyed at Palm Beach Gardens and Boca Raton.

Attempts were made to select an appropriate number of evening classes to reflect the day-evening percentages of each campus. At Palm Beach Gardens and Boca Raton, three day and two evening sections were selected at each location. At Lake Worth, however, nine day sections and one evening section were surveyed due to the lack of evening sections available to participate.

The survey was administered to students in their classes. The classroom proctor returned completed questionnaires to the appropriate campus Career Center. After all sections had been surveyed, the questionnaires were returned to the Office of Institutional Effectiveness for scanning and tabulation. The forms were scanned on an NCS OpScan 5 optical-character recognition scanner, and the data were analyzed using SPSS.

Discussion

Students tend to be aware of the Career Center, even in the early stages of their education, but that is not really surprising given that the office is discussed briefly during orientation. However, what may be surprising is the proportion of students who had already used the Career Center's services. Among all students surveyed, more than a third claimed to have used their campus's Career Center. Even among those in their first term at PBCC, three in ten had used it.

Lake Worth students were more familiar with the Career Center than students at either Palm Beach Gardens or Boca Raton. Similarly, vocational students were more familiar with the Center and the services it offers than were students on other educational paths. These findings could be related, given the sizable proportion of vocational students at Lake Worth.

Boca Raton students, however, were more familiar with the Online Career Office than were students at the other campuses. On a related note, Boca Raton students were also more receptive of e-mail as a method to inform students about Career Center services and activities. However, the campus's students were below the District average in their knowledge and use of the campus office. These findings could indicate more of a willingness among Boca Raton students to perform their educational activities, including career exploration, online.

Besides information that entering students receive during their orientation, sessions conducted by Career Center staff have certainly contributed to the Center's awareness. The current economy and availability of jobs may be additional factors encouraging students to visit the Career Center to learn about the services offered and what jobs may be available.

Students felt they could benefit from a variety of services. Services most often cited by students at all three campuses were information on occupations, assistance in choosing a major or career goal, and finding a job. When analyzed by award type sought, however, differences begin to show. Vocational students placed a greater emphasis on finding a job than do associate in arts students, who typically are looking to transfer to a four-year school and may not require immediate employment. Similarly, students who are undecided about their educational path placed greater importance on the guidance that career experts can provide.

The respondents also indicated that the in-class presentations that the Career Center staff members currently conduct in Strategies for College Success (SLS1501) classes are an adequate method of informing students about Career Center services. Almost three-quarters noted this as one of the best informational methods. Classroom announcements by instructors are also noted by a sizable proportion, but once non-classroom methods are introduced, interest declines. Out-of-class workshops received a cool reception, appealing to less than one out of every ten students.

One major limitation to note is that this study does not address the needs of postsecondary adult vocational (PSAV) students. These students are enrolled primarily in non-credit vocational classes and are not required to take general education coursework. Thus, there are almost no PSAV students enrolled in the Health Concepts and Strategies course. Only one respondent out of 502 reported seeking a vocational certificate.

Results

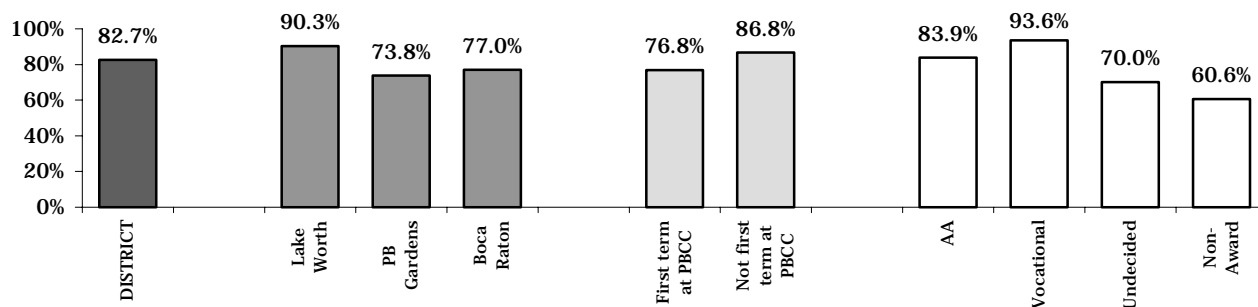
Following are the results of the Career Center Survey. Complete tabular data by campus, first-time status and award sought, can be found in Appendix 'B' beginning on page 14.

Knowledge of the Career Center

Among all students surveyed, more than four out of five (83%) were aware that a branch of the Career Center exists on their campuses. Lake Worth students (90%) were more likely to be aware than students from either Boca Raton (77%) or Palm Beach Gardens (74%).

About three-quarters (77%) of students in their first term at PBCC were aware of the Career Center on their campuses. Students seeking vocational awards (94%) were most likely to be aware of the Career Center than students with other objectives.

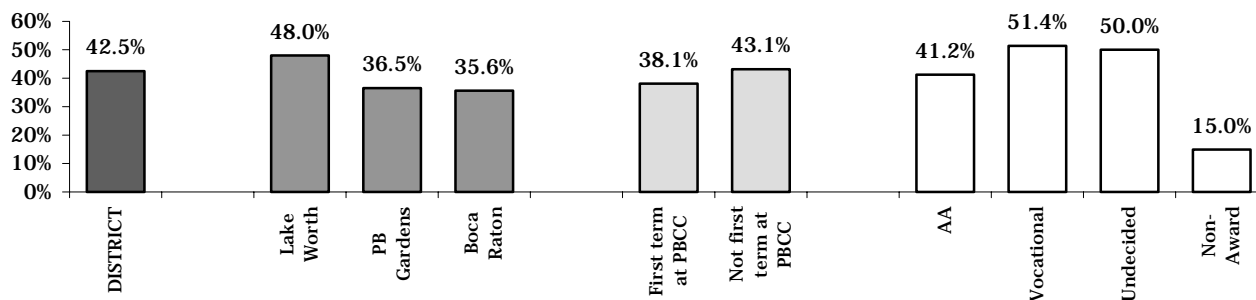
Figure 1
Knowledge of campus Career Center



Among those who were aware of the existence of the campus Career Center, 43% had used it. Students at Lake Worth (48%) were more likely than those at either Palm Beach Gardens (37%) or Boca Raton (36%) to have used the Career Center on their campuses.

Thirty-eight percent of students in their first term at PBCC who were aware of the Career Center had used it. Vocational students (51%) were most likely to have used the Career Center.

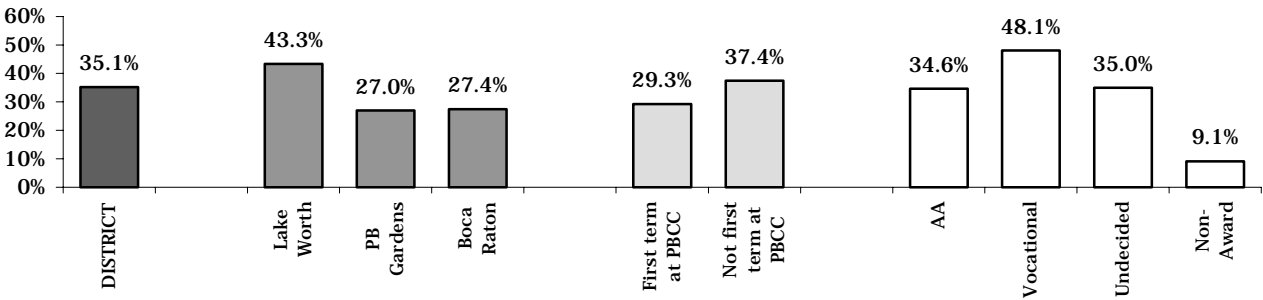
Figure 2
Use of campus Career Center
(among those aware of campus Career Center)



Among all students surveyed, including those unaware of the campus Career Center office, about a third (35%) had used the Career Center on their campuses. Use was higher at Lake Worth (43%) than at either Palm Beach Gardens or Boca Raton (27% each).

About three in ten (29%) students in their first term had used their campus’s Career Center. Vocational students (48%) were more likely to have used their campus’s office.

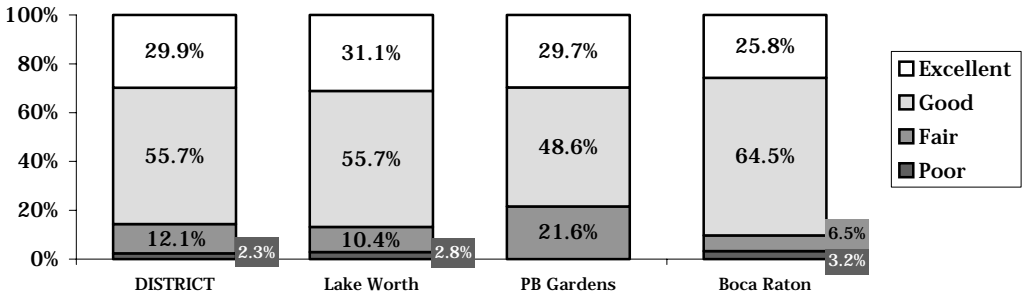
Figure 3
Use of campus Career Center
(among all)



Districtwide, 86% of those who have used the Career Center branch on their campuses rated it either excellent or good. Three in ten (30%) rated it excellent.

Boca Raton students showed the highest level of general satisfaction with their branch, as 90% rated it either excellent or good. Interestingly, however, Boca Raton had the smallest proportion of excellent ratings (26%) of the three campuses.

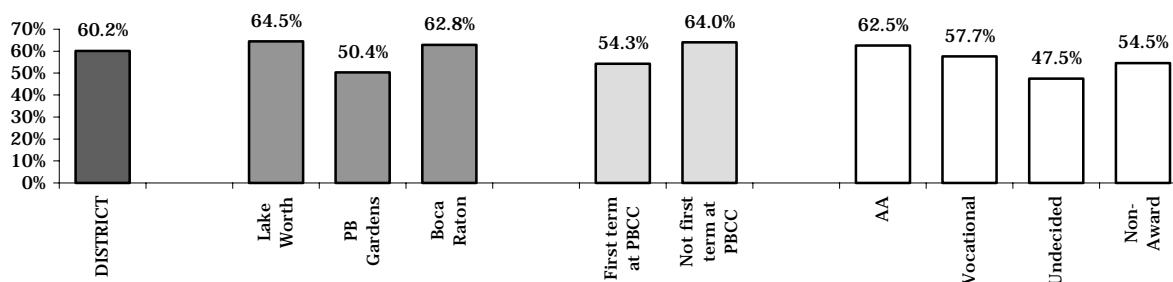
Figure 4
Satisfaction with campus Career Center
(among those who have used campus Career Center)



How students learn about the Career Center

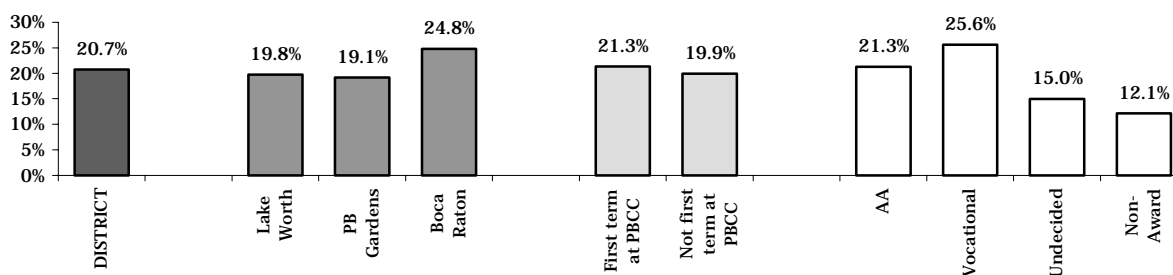
Information distributed in class regarding the Career Center is the most common way students learn about the service. About 60% of those surveyed reported receiving information in at least one of their classes. This occurred more often at Lake Worth (65%) and Boca Raton (63%) than at Palm Beach Gardens (50%). More than half (54%) of those in their first term at PBCC received information in their classes.

Figure 5
Students who have received information in class



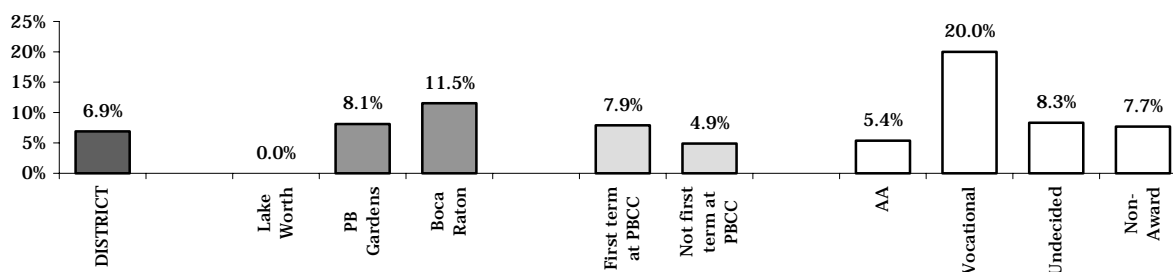
About one in five (21%) of those surveyed have used the Online Career Office outside of the campus Career Center. Boca Raton students (25%) were more likely to have used the Online Career Office than students at either Lake Worth (20%) or Palm Beach Gardens (19%). There was little difference noticed in usage between students in their first term (21%) and those in their second term or later (20%).

Figure 6
Student usage of the Online Career Office (among all)



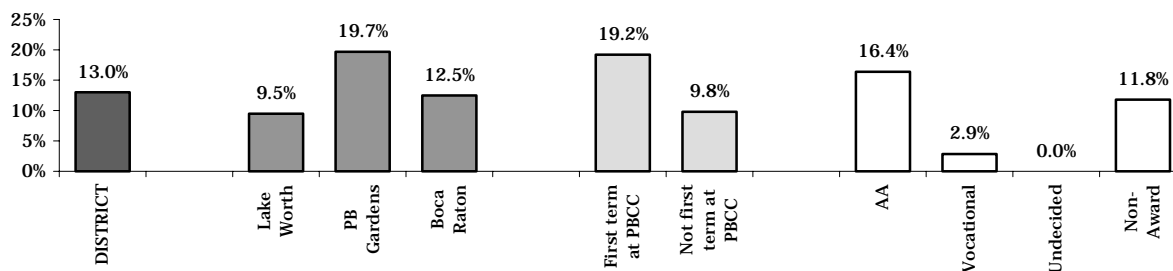
Seven percent of students who were unaware of their campus's Career Center had used the Online Career Office. Boca Raton students (12%) and those seeking a vocational award (20%) were most likely to have used the Online Career Office among those not aware of the existence of offices on each campus.

Figure 7
Student usage of the Online Career Office (among those unaware of campus Career Center)



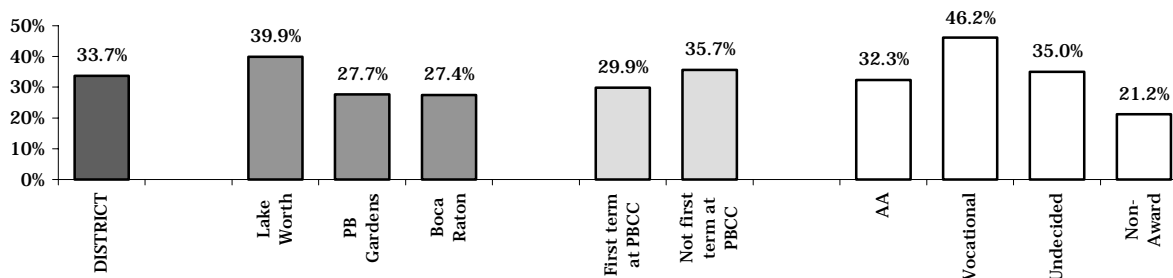
Among students who were aware of the campus Career Center office, but had not used its services, 13% had used the Online Career Office. Students at Palm Beach Gardens (20%), those in their first term (19%) and those seeking an associate in arts degree (16%) were most likely to have used the Online Career Office.

Figure 8
Student usage of the Online Career Office
(among those aware of campus Career Center, but have not used)



About a third (34%) of students surveyed had visited the Career Center on at least one campus. Lake Worth students (40%) were more likely to have visited a branch than either Palm Beach Gardens (28%) or Boca Raton (27%) students. Thirty percent of students in their first term had visited a Career Center location. Vocational students (46%) were more likely than other students to have visited in person.

Figure 9
Students who have visited the Career Center in person

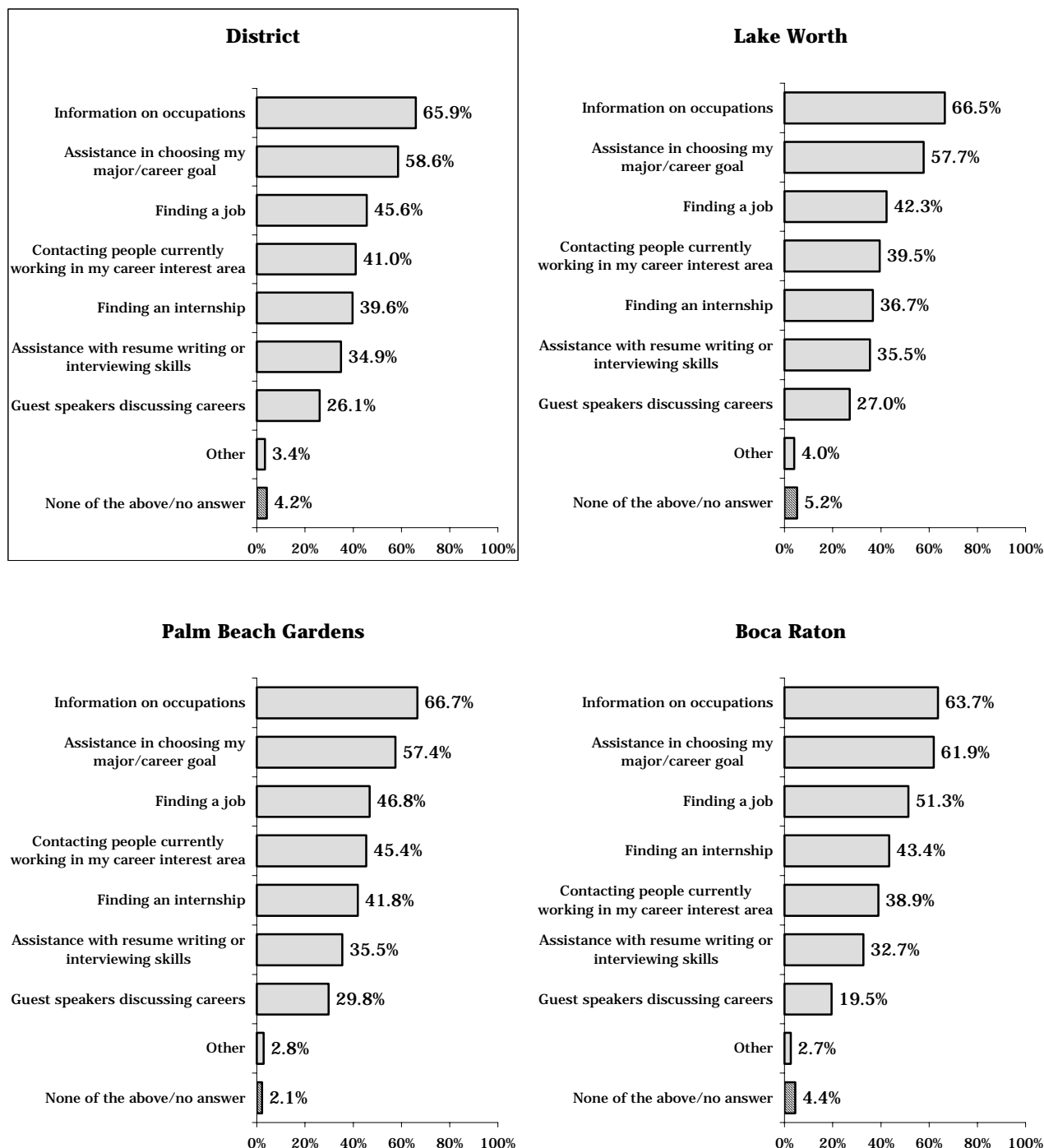


Note: The percentage students who have visited the Career Center may exceed the percentage who had used the campus Career Center (Figure 3). This is possible if students used a Career Center office on a campus other than the one where they took the survey.

Beneficial services

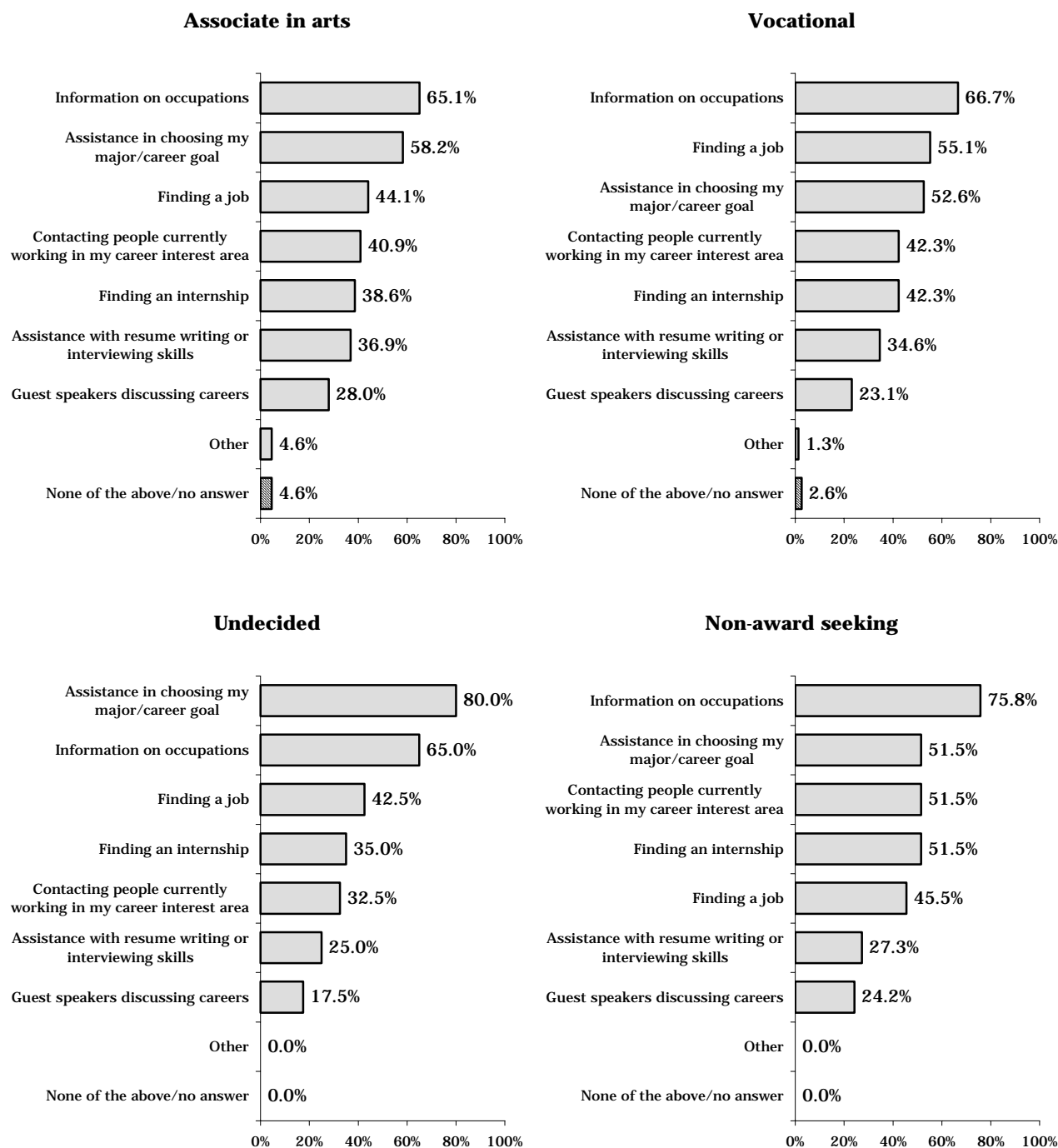
Students were asked whether they felt that they could benefit from eight potential Career Center services. Districtwide and at all three campuses, the top three services desired by students are information on occupations, such as descriptions, earnings and degree requirements (66%); assistance in choosing a major or career goal (59%); and finding a job (46%).

Figure 10
Services providing the most benefit to students
by District and campus



Vocational students expressed more of a need for assistance in finding a job (55%) than associate in arts students (44%). Meanwhile, students who are undecided about the award they plan to seek were focused more on occupational information (76%). Four out of five (80%) undecided students could benefit from assistance in choosing their major or career goal.

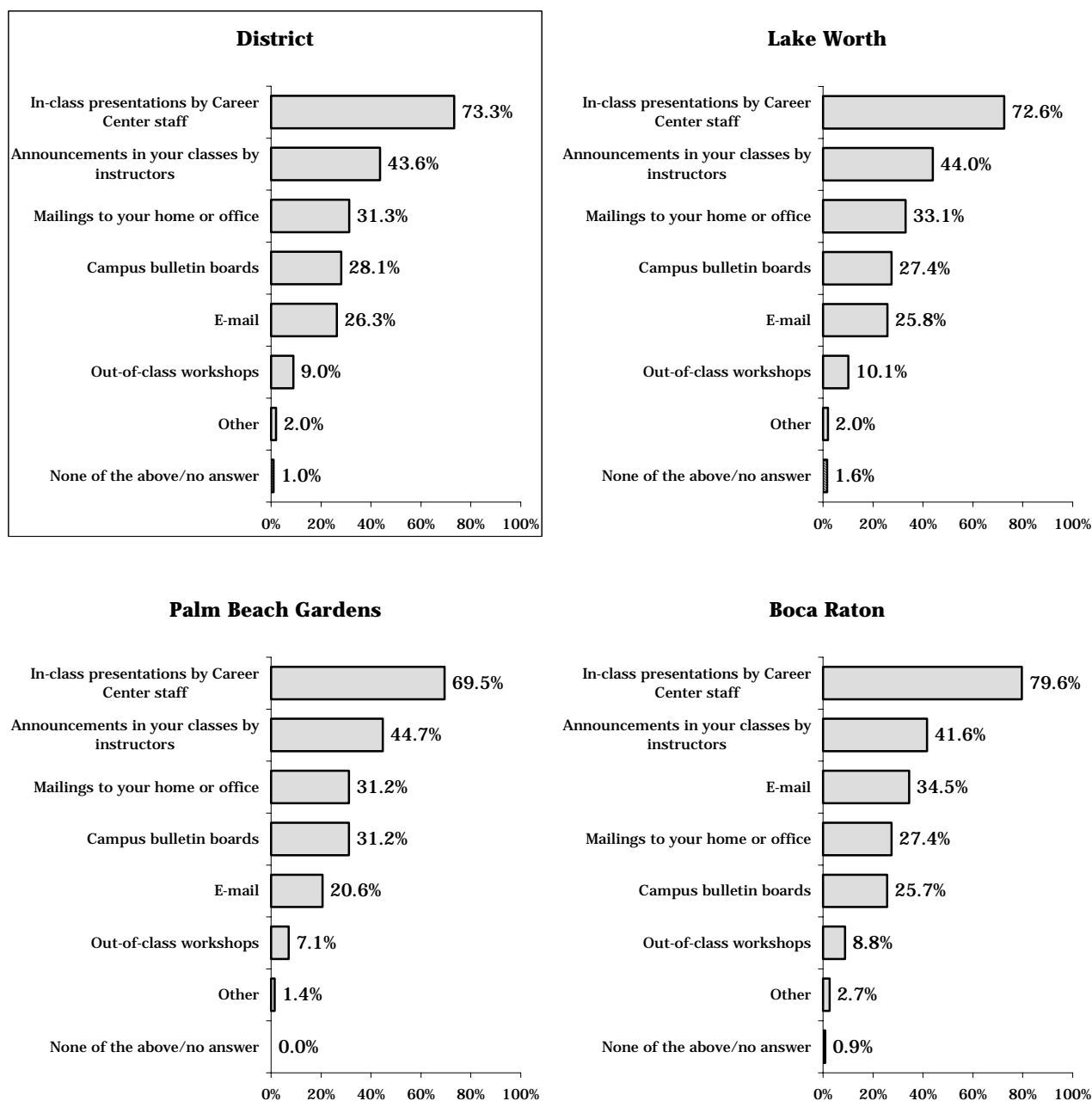
Figure 11
Services providing the most benefit to students
by award sought



Best methods to inform students

Similarly, students were asked to determine from a list of seven methods the best ways to inform fellow students about Career Center offerings. In-class methods were deemed the most effective by students. Presentations in classes by Career Center staff were noted by nearly three quarters (73%) of those surveyed, while 44% considered announcements by instructors to be effective.

Figure 12
Best methods to inform students about Career Center

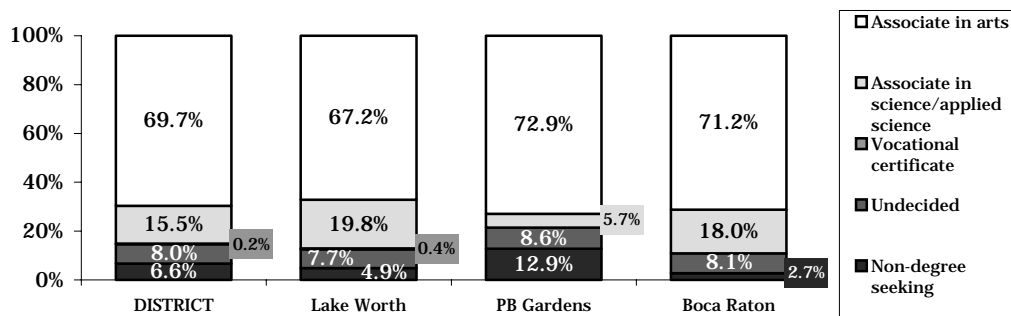


Classification

Districtwide, 70% of those surveyed were seeking an associate in arts (AA) degree. Another 15% were seeking an associate in science (AS) or associate in applied science (AAS). Only 7% of students were not seeking an award.

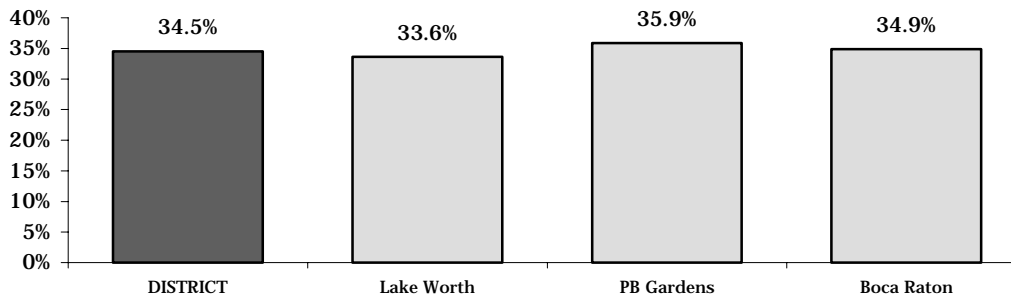
There was some variation at the campus level. At Palm Beach Gardens, 13% were non-award seeking, while only 6% were seeking an AS or AAS. At Lake Worth and Boca Raton, there were more students enrolled in AS and AAS programs and fewer not seeking an award.

Figure 13
Award sought



Thirty-five percent of those surveyed were in their first term at PBCC. There is little variation between campuses.

Figure 14
First term at PBCC



Appendix 'A'

Open-ended Commentary

Q. 5 Please indicate which of the following services you think you could benefit from. (Other mentions)

Note: Some students answered “other” but did not specify a benefit. The “other” has been counted in the tabulations.

Lake Worth

- Assistance in choosing a college.
- Career research paper.
- Class source for research paper.
- Help in starting own business.
- Finding how to start my career ASAP. What I can do now while I am attending college.

Palm Beach Gardens

- Assistance in setting plan to reach career goal.
- Helping students get in contact with companies.
- Really listening, not just doing what is customary.

Boca Raton

- Guidelines on which classes to take for my major.
- Finding information on major universities.

Q. 6 In your opinion, what are the best ways to inform students about the Career Center? (Other mentions)

Lake Worth

- Student success.
- Lectures by local professionals.
- Orientation.
- I liked that in my Strategies class we had to go there for an assignment.
- Have a surprise visit and actually bring the class to the Career Center (for use of computers).

Palm Beach Gardens

- Pushing the career class.
- Orientation.

Boca Raton

- Let us know that the Career Center isn't difficult to use.
- Require a one-hour visit.
- Counselor's presentation.

Additional commentary

Note: Comments not relevant to the subject (e.g., general comments about PBCC or comments related to other College services) have been omitted. Some comments have been edited for clarity. Editorial notes are in brackets.

Lake Worth

- I think the Career Center is an excellent program. I am continuing my studies to become an elementary education teacher while raising a family. I have used community colleges' career centers in the past to hire babysitters for my children. I have not needed them for personal job seeking.
- I have never visited the Career Center, but on my free-time, I will stop by to check it out!
- Need to be available. They don't have open appointment times.
- I found the Career Center to be extremely helpful in narrowing down my ideas for a chosen occupation. I used the resources on the computer to find my interests.
- People should really make sure they give jobs because employers don't call me at the Career Center web site.
- It's a great place.
- The Career Center is a great resource for young students that are looking for a career. You guys do a good job.
- What is the Career Center?
- When I went in to visit, the staff was very helpful in finding books for me to research.
- As an older "career established" student, I have no need for the Center.
- The PBCC Career Center helped me learn about my future job, with descriptions, earnings, etc. The Career Center has helped me a lot.
- Great service with very helpful information! ☺
- Everyone was very helpful when I went into the Career Center. There are lots of interesting books that I used to answer all the questions I have about my career choice.
- The Career Center is a great idea, although there can be more information posted throughout the school about it.
- Hope that the Career Center has more assistants to provide services.
- The staff at the Career Center was very helpful, especially [name withheld].
- Be easier to locate on campus.
- I think the Career Center should have a list of organizations who are able and willing to take in students for internships, to give them hands on experience, to encourage them.
- I think you are doing a great job.
- I would like more meetings and time to do the self-assessment test.
- Only been there once. It's not that important to me.
- The Career Center is wonderful.
- It's excellent and helpful.

Palm Beach Gardens

- I enjoy the Career Center and I hope that we keep the Career Center.
- Well, I am really interested in physical therapy and I would like some positive feedback.
- I have taken the career development class and it was a wonderful class. I learned a lot and was able to use information, such as how to make a résumé, in my life.
- I have not used the Career Center to date, but it is good to know that it is there if/when I need help making decisions about careers.
- It was very helpful to me. I am 27 and still don't know what I want to do, but I think you guys helped me narrow it down to funeral director. Thanks.
- I went to the Career Center for information on the radiography program, and got the help I needed.
- I am in high school and have never heard about it.
- I only know about the Career Center because I have walked by it before.
- I really need help in deciding my major. I have many interests and seem like I change my mind daily! Help!

- I would like to know how it works and how it can help me.
- What should my major be at a university if I wanted to become a pediatrician?
- I believe that learning Strategies is linked with the Career Center because I had an assignment, so it helped me out.
- Please remember that all of the individuals who pass through your doors are not children.
- I had the opportunity to discuss with [name withheld] my career goals. He really helped [me] realize what I wanted to do.
- It's a good thing to have.
- PBCC's Career Center is very resourceful and very useful.
- Would like more info on opportunities.

Boca Raton

- Very helpful.
- More internships for computer companies. More computer companies for career day.
- There should be more help available for students to find jobs while they're still in school.
- Try to have time for walk-ins.
- The Career Center helped me find a job.
- The Career Center is great.
- I would like more information about the Career Center.

Appendix 'B'

Tabular Data

The following appendix contains the complete tabular data for this study, broken down by campus, first term status and award type sought.

Did you know that a Career Center exists on this campus?

	Campus		First term		Award sought			
	Lake Worth	PB Gardens	Boca Raton	Not first term at PBCC	AA	Vocational	Undecided	Non-Award
Yes	224 90.3%	104 73.8%	87 77.0%	126 76.8%	291 83.9%	73 93.6%	28 70.0%	20 60.6%
No	24 9.7%	37 26.2%	26 23.0%	38 23.2%	56 16.1%	5 6.4%	12 30.0%	13 39.4%
n=	248	141	113	164	347	78	40	33
								DISTRICT
								415 82.7%
								87 17.3%
								502

Have you used the Career Center on this campus? (among those who are aware of Career Center on this campus)

	Campus		First term		Award sought			
	Lake Worth	PB Gardens	Boca Raton	Not first term at PBCC	AA	Vocational	Undecided	Non-Award
Yes	107 48.0%	38 36.5%	31 35.6%	48 38.1%	120 41.2%	37 51.4%	14 50.0%	3 15.0%
No	116 52.0%	66 63.5%	56 64.4%	78 61.9%	171 58.8%	35 48.6%	14 50.0%	17 85.0%
n=	223	104	87	126	291	72	28	20
								DISTRICT
								176 42.5%
								238 57.5%
								414

Have you used the Career Center on this campus? (among all)

	Campus		First term		Award sought			
	Lake Worth	PB Gardens	Boca Raton	Not first term at PBCC	AA	Vocational	Undecided	Non-Award
Yes	107 43.3%	38 27.0%	31 27.4%	48 29.3%	120 34.6%	37 48.1%	14 35.0%	3 9.1%
No	140 56.7%	103 73.0%	82 72.6%	116 70.7%	227 65.4%	40 51.9%	26 65.0%	30 90.9%
n=	247	141	113	164	347	77	40	33
								DISTRICT
								176 35.1%
								325 64.9%
								501

Please indicate your level of satisfaction with the quality of service you received.

	Campus		First term		Award sought			
	Lake Worth	PB Gardens	Boca Raton	Not first term at PBCC	AA	Vocational	Undecided	Non-Award
Excellent	33 31.1%	11 29.7%	8 25.8%	11 23.4%	33 27.7%	13 35.1%	4 28.6%	2 66.7%
Good	59 55.7%	18 48.6%	20 64.5%	30 63.8%	65 54.6%	22 59.5%	8 57.1%	1 33.3%
Total Excellent/Good	92 86.8%	29 78.4%	28 90.3%	41 87.2%	98 82.4%	35 94.6%	12 85.7%	3 100%
Fair	11 10.4%	8 21.6%	2 6.5%	4 8.5%	17 14.3%	2 5.4%	2 14.3%	0.0%
Poor	3 2.8%	0.0%	1 3.2%	2 4.3%	4 3.4%	0.0%	0.0%	0.0%
n=	106	37	31	47	119	37	14	3
								DISTRICT
								52 29.9%
								97 55.7%
								149 85.6%
								21 12.1%
								4 2.3%
								174

Please indicate which of the following statements applies to you.

	Campus			First term		Award sought				
	Lake Worth	PB Gardens	Boca Raton	First term at PBCC	Not first term at PBCC	AA	Vocational	Undecided	Non-Award	DISTRICT
I have received information about the Career Center in one of my classes	160 64.5%	71 50.4%	71 62.8%	89 54.3%	199 64.0%	217 62.5%	45 57.7%	19 47.5%	18 54.5%	302 60.2%
I have visited the Career Center in person	99 39.9%	39 27.7%	31 27.4%	49 29.9%	111 35.7%	112 32.3%	36 46.2%	14 35.0%	7 21.2%	169 33.7%
I have used the PBCC Online Career Office outside of the Career Center	49 19.8%	27 19.1%	28 24.8%	35 21.3%	62 19.9%	74 21.3%	20 25.6%	6 15.0%	4 12.1%	104 20.7%
None of the above/no answer	42 16.9%	43 30.5%	26 23.0%	41 25.0%	62 19.9%	68 19.6%	15 19.2%	14 35.0%	13 39.4%	111 22.1%
n=	248	141	113	164	311	347	78	40	33	502

Use of Online Career Office among students who are unaware of campus Career Center.

	Campus			First term		Award sought				
	Lake Worth	PB Gardens	Boca Raton	First term at PBCC	Not first term at PBCC	AA	Vocational	Undecided	Non-Award	DISTRICT
Yes, have used Online Career Office	0.0%	3 8.1%	3 11.5%	3 7.9%	2 4.9%	3 5.4%	1 20.0%	1 8.3%	1 7.7%	6 6.9%
No, have not used Online Career Office	24 100%	34 91.9%	23 88.5%	35 92.1%	39 95.1%	53 94.6%	4 80.0%	11 91.7%	12 92.3%	81 93.1%
n=	24	37	26	38	41	56	5	12	13	87

Use of Online Career Office among students who are aware of, but have not used, campus Career Center.

	Campus			First term		Award sought					DISTRICT
	Lake Worth	PB Gardens	Boca Raton	First term at PBCC	Not first term at PBCC	AA	Vocational	Undecided	Non-Award		
Yes, have used Online Career Office	11 9.5%	13 19.7%	7 12.5%	15 19.2%	15 9.8%	28 16.4%	1 2.9%	0.0%	2 11.8%	31 13.0%	
No, have not used Online Career Office	105 90.5%	53 80.3%	49 87.5%	63 80.8%	138 90.2%	143 83.6%	34 97.1%	14 100%	15 88.2%	207 87.0%	
n=	116	66	56	78	153	171	35	14	17	238	

Please indicate which of the following services you think you could benefit from.

	Campus			First term		Award sought				
	Lake Worth	PB Gardens	Boca Raton	First term at PBCC	Not first term at PBCC	AA	Vocational	Undecided	Non-Award	DISTRICT
Information on occupations	165 66.5%	94 66.7%	72 63.7%	104 63.4%	209 67.2%	226 65.1%	52 66.7%	26 65.0%	25 75.8%	331 65.9%
Assistance in choosing my major/career goal	143 57.7%	81 57.4%	70 61.9%	99 60.4%	179 57.6%	202 58.2%	41 52.6%	32 80.0%	17 51.5%	294 58.6%
Finding a job	105 42.3%	66 46.8%	58 51.3%	86 52.4%	130 41.8%	153 44.1%	43 55.1%	17 42.5%	15 45.5%	229 45.6%
Contacting people currently working in my career interest area	98 39.5%	64 45.4%	44 38.9%	61 37.2%	133 42.8%	142 40.9%	33 42.3%	13 32.5%	17 51.5%	206 41.0%
Finding an internship	91 36.7%	59 41.8%	49 43.4%	61 37.2%	122 39.2%	134 38.6%	33 42.3%	14 35.0%	17 51.5%	199 39.6%
Assistance with resume writing or interviewing skills	88 35.5%	50 35.5%	37 32.7%	60 36.6%	109 35.0%	128 36.9%	27 34.6%	10 25.0%	9 27.3%	175 34.9%
Guest speakers discussing careers	67 27.0%	42 29.8%	22 19.5%	42 25.6%	82 26.4%	97 28.0%	18 23.1%	7 17.5%	8 24.2%	131 26.1%
Other	10 4.0%	4 2.8%	3 2.7%	5 3.0%	11 3.5%	16 4.6%	1 1.3%	0.0%	0.0%	17 3.4%
None of the above/no answer	13 5.2%	3 2.1%	5 4.4%	7 4.3%	13 4.2%	16 4.6%	2 2.6%	0.0%	0.0%	21 4.2%
n=	248	141	113	164	311	347	78	40	33	502

In your opinion, what are the best ways to inform students about the Career Center?

	Campus			First term		Award sought				
	Lake Worth	PB Gardens	Boca Raton	First term at PBCC	Not first term at PBCC	AA	Vocational	Undecided	Non-Award	
In-class presentations by Career Center staff	180 72.6%	98 69.5%	90 79.6%	115 70.1%	234 75.2%	255 73.5%	56 71.8%	31 77.5%	24 72.7%	
	109 44.0%	63 44.7%	47 41.6%	61 37.2%	143 46.0%	150 43.2%	30 38.5%	18 45.0%	19 57.6%	
Mailings to your home or office	82 33.1%	44 31.2%	31 27.4%	57 34.8%	91 29.3%	106 30.5%	28 35.9%	11 27.5%	11 33.3%	
	68 27.4%	44 31.2%	29 25.7%	50 30.5%	83 26.7%	87 25.1%	29 37.2%	7 17.5%	18 54.5%	
Campus bulletin boards	64 25.8%	29 20.6%	39 34.5%	43 26.2%	81 26.0%	99 28.5%	13 16.7%	7 17.5%	12 36.4%	
E-mail	25 10.1%	10 7.1%	10 8.8%	16 9.8%	24 7.7%	32 9.2%	7 9.0%	5 12.5%	1 3.0%	
Out-of-class workshops	5 2.0%	2 1.4%	3 2.7%	5 3.0%	5 1.6%	8 2.3%	1 1.3%	0.0%	1 3.0%	
Other	4 1.6%	0.0%	1 0.9%	2 1.2%	3 1.0%	4 1.2%	1 1.3%	0.0%	0.0%	
None of the above/no answer	248	141	113	164	311	347	78	40	33	
n=										

What type of degree or certificate are you seeking from PBCC?

	Lake Worth	PB Gardens	Boca Raton	DISTRICT
Associate in arts	166 67.2%	102 72.9%	79 71.2%	347 69.7%
Associate in science/applied science	49 19.8%	8 5.7%	20 18.0%	77 15.5%
Vocational certificate	1 0.4%	0.0%	0.0%	1 0.2%
Undecided	19 7.7%	12 8.6%	9 8.1%	40 8.0%
Non-degree seeking	12 4.9%	18 12.9%	3 2.7%	33 6.6%
n=	247	140	111	498

Is this your first term at PBCC?

	Lake Worth	PB Gardens	Boca Raton	DISTRICT
Yes	80 33.6%	47 35.9%	37 34.9%	164 34.5%
No	158 66.4%	84 64.1%	69 65.1%	311 65.5%
n=	238	131	106	475

Appendix ‘C’ Survey Instrument

As mentioned in the Methodology section, a mark-sense form was developed to collect data from students. Following is the questionnaire used in this study:

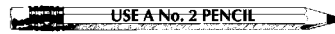
Palm Beach Community College Career Center Student Survey



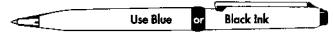
The Career Center wants to learn more about how to better serve PBCC students.

Please take a few minutes to complete this survey. Your responses are greatly appreciated.

MARKING INSTRUCTIONS



OR



CORRECT: ●

INCORRECT: ○ ⊗ ⊖ ⊙

-
1. Did you know that a Career Center exists on this campus? ☐ Yes ☐ No --> (IF NO, GO TO Q. 4)
2. Have you used the Career Center on this campus? ☐ Yes ☐ No --> (IF NO, GO TO Q. 4)
3. If you have used the College's Career Services, please indicate your level of satisfaction with the quality of service you received. (Such as: you were provided with appropriate assistance, treated courteously, given access to adequate and timely resources, etc.)
- ☐ Excellent ☐ Good ☐ Fair ☐ Poor
4. Please indicate which of the following statements applies to you: (MARK ALL THAT APPLY)
- ☐ I have received information about the Career Center in one of my classes (such as Strategies, Health, etc.)
- ☐ I have used the PBCC Online Career Office outside of the Career Center (from home, computer lab, etc.)
- ☐ I have visited the Career Center in person
5. Please indicate which of the following services you think you could benefit from: (MARK ALL THAT APPLY)
- ☐ Assistance in choosing my major/career goal
- ☐ Information on occupations (descriptions, earnings, education requirements, etc.)
- ☐ Contacting people currently working in my career interest area
- ☐ Guest speakers discussing careers
- ☐ Assistance with resume writing or interviewing skills
- ☐ Finding an internship
- ☐ Finding a job
- ☐ Other (please specify: _____)
6. In your opinion, what are the **best** ways to inform students about the Career Center? (MARK ALL THAT APPLY)
- ☐ In-class presentations by Career Center staff ☐ E-mail
- ☐ Announcements in your classes by instructors ☐ Campus bulletin boards
- ☐ Out-of-class workshops ☐ Other (please specify: _____)
- ☐ Mailings to your home or office _____
-
7. What type of degree or certificate are you seeking from PBCC?
- ☐ Associate in Arts (AA) ☐ Vocational certificate
- ☐ Associate in Science or Associate in Applied Science (AS/AAS) ☐ Undecided about my program of study
- ☐ I am not seeking a degree or certificate
8. Is this your first term at PBCC? ☐ Yes ☐ No

CONTINUED ON BACK SIDE

Your additional comments regarding the PBCC Career Center are welcome. If you have any comments, please write them below.

The following information is optional and will be used only if you wish to receive more information about the PBCC Career Center.

Name:

Telephone:

E-mail address:

**THANK YOU VERY MUCH. YOUR
INPUT IS GREATLY APPRECIATED!**