

HLC Criterion Three: Student Learning and Effective Teaching
Webster University Career Services

CORE COMPONENT 3A

The organization integrates into its assessment of student learning the data reported for purposes of external accountability.

Success Report

For the past five years, Career Services has published a comprehensive survey of graduates known as the Success Report. This comprehensive document highlights the post-graduation success of all Webster University graduates and divides these successes into distinct categories: professionally employed, underemployed, continuing education, unemployed, and not seeking employment. This information is gathered through research and through online, mail and telephone surveys. For the past four years, the Success Report has been able to boast either a 95% or 96% comprehensive success rate which serves as a testament that the Webster University curriculum is producing graduates who are employable or poised to continuing their education. It should be noted that contacting all graduates is frequently difficult because they are located throughout the world. Typically, the Success Report is compiled when Career Services has a response rate of at least 30%.

Evidence

The past four Success Reports are available online at:

Success Report 2005:

<http://www.webster.edu/homecampus/homes/0405.Summary.Report.doc>

Success Report 2004:

<http://www.webster.edu/homecampus/homes/0304.Summary.Report.doc>

Success Report 2003:

<http://www.webster.edu/homecampus/homes/Summary%20Report.2.doc>

Success Report 2002:

<http://www.webster.edu/homecampus/homes/02.Success.Report1.doc>

Note that by the time this Self Study is completed, Success Report 2006 will be available online as well. Please contact Career Services at 314.968.6982 for a copy of this report.

CORE COMPONENT 3C

Assessment results inform improvements in curriculum, pedagogy, instructional resources, and student services

Success Report

Once the Success Report (see Success Report above) is completed, it is distributed to key leaders throughout the university (President, Vice Presidents, Deans and Directors) and is posted online for University stakeholders to access. Career Services uses information derived from the Success Report to identify special needs and/or concerns and plans services and programs designed to meet those career development needs. For example, in 2003, Career Services noted that the School of Communications (SOC) experienced the highest underemployment rate of all of the colleges and schools. As a result, the SOC and Career Services hosted a panel of recent SOC graduates with the intention of providing realistic, post-graduation career information to current students.

Career Services relays concerns to appropriate academic departments so leaders can make curricular decisions related to specific academic majors. While the report is available to curriculum decision makers, the report tends to be used primarily as a source for the success (sometimes referred to as “placement”) rate. Furthermore, when Career Services collects data about recent graduates for the Success Report, graduates reporting underemployment or unemployment are contacted to encourage them to take advantage of the services available through the office. They are specifically asked to make an appointment to meet with a Career Services staff member.

Evidence

Career Services / School of Communications Panel Presentation E-mail
HLC3c_Career Services_SOC panel program_email.doc

Memo of transmittal and distribution list used for the Success Report
HLC3c_Career Services_Success Report_transmittal memo.doc

Database of Student / Alumni appointments

This database is available by contact Career Services at 314.968.6982. Due to the confidential nature of student and alumni career counseling appointments, the database is not attached.

CORE COMPONENT 3C

Student development programs support learning throughout the student's experience regardless of location of student.

Individual Advising / Career Counseling

Career Services supports student learning throughout the student's experience primarily through face-to-face, telephone and e-mail career and employment counseling. Because Webster University encompasses over 100 domestic and international campuses, Career Services has been faced with the challenge of providing quality career information to our students and alumni. Telecommunications resources have proven to be invaluable in this effort. The toll-free telephone number provides a no-cost (to the student or alumni) option for students and graduates to call Career Services to meet with a staff member. Students and alumni can also obtain valuable career advice via e-mail correspondence on a limited basis. E-mail is used primarily to review student and alumni resumes and make recommendations for improvement.

Evidence

Database of Student / Alumni appointments

This database is available by contact Career Services at 314.968.6982. Due to the confidential nature of student and alumni career counseling appointments, the database is not attached. However, from these databases, we can generate a report of appointments that are completed via e-mail or telephone.

Career Information Website / Podcasts

There is a great deal of helpful career information available online at the Career Services website; however, making students aware of those resources is a challenge. Career information available on the website includes but is not limited to job vacancies, internship opportunities, student employment details, articles on a variety of career related issues, links to career and employment websites, a calendar of events, descriptions of services, etc. In addition, the advent of podcasting technology has allowed Career Services to create a career information podcast called "Career Talk with Tom and Ray." Students and alumni from around the world can access these programs 24 hours a day, seven days a week. While Career Services is able to generate a list of podcast downloads, we are not able to determine if these programs are being downloaded by Webster University students and alumni.

Evidence

Career Services website: www.webster.edu/careers/

Career Talk with Tom and Ray website with downloadable audio files:
<http://www.webster.edu/homecampus/homes/careertalk.html>