The Employability and Careers Centre undertook a Quality Survey between Tuesday 31st January and Friday 10th March, 2017. The purpose of the Survey was to gain data on the users of our service during this five-week period and to assess the quality of the support they received during their visit to the Centre. A total of 73 students completed the Survey.

Respondents were asked to comment on how satisfied they were with their recent visit. Questions included satisfaction scales measuring the following: finding the ECC; feeling welcomed by staff; how well the services were explained; whether students received help when they asked for help; the ease of finding what they wanted and the layout of the ECC. Generally, students were ‘very satisfied’ or ‘satisfied’ with the above factors, with 94% of the total responses falling under these categories. 78% of all responses were ‘very satisfied’ with the service.

A relatively high number of students, 62.2%, were engaging with the Employability and Careers Centre for the first time in the academic year. Students were asked their primary and secondary reason for visiting. Out of the 73 respondents, only 22 had visited for just one reason. The most popular reasons cited were attending an appointment with a Careers Adviser and attending an employer-led CV check or mock interview. 16% of students wanted to ask a careers-related question, with 22% asking as their secondary reason. Only 3% came to ask a question about Professional Training, which could be explained by the recent change in location of the Professional Training administrative team, formally based in the faculty buildings.

Participants were invited to comment on their experience. Feedback was very positive, citing the service as ‘incredible’, ‘very helpful and informative’ and ‘friendly and welcoming’. Careers Advisers were seen to give ‘a huge amount of help’ with students stating they had ‘learnt a lot’ from their careers appointments.
Sample comments:

‘As my first time using the careers service, it was incredibly helpful and gave me a firm direction to look into following my appointment.’

‘Always feel very welcomed whenever I’m here for an appointment.’

‘The ECC provides great insight for Final year students for career options and I have learnt a lot from my ECC appointment.’

‘It is great that there are specific advisers for PhD students.’

‘It is always great to talk with them.’

‘An incredible service. Will definitely use again.’

Responses:

- Some students were less than satisfied with the layout of the ECC and the ease of finding what they wanted. Employability and Careers Centre staff will refresh the space for the start of the next academic year. Information provision will also be reviewed before October 2017.

- We would like to encourage participation from new users earlier in the academic year. Further promotion is planned for the start of Semester One, including the use of social media and support from Careers Ambassadors.

- Due to a slight imbalance in the gender of Survey participants, we will seek to engage male students more (66% of Survey participants were female).

- Achieving greater interaction with Professional Training students is a key area for development. The addition of Careers Ambassadors in April 2017 will help to further promote this aspect of the service.

- Front Desk staff will alert Careers Advisers if students are waiting for a Quick Query appointment.

- Future Quality Surveys will be carried out at a different point in the student cycle to increase the number of participants.