

Capital Career Development & Placement Center Student Satisfaction Survey
Fall 2006

This department has surveyed students since opening 1985. The main purpose of the survey is to insure that students are receiving services that address their stated needs and to insure that they are consistently receiving outstanding customer service. This survey has been used as a model both with other community college career centers in our system and with our own Student Services Division.

The following survey results are reported for one semester. These results are exemplary and can be generalized to other semesters because of the consistency of the results.

The survey rating is from 1-5 with 5 representing the highest rating.

Survey questions are the following:

- 1. Did you find the staff courteous and helpful?
96% rated 5; 4% rated 4
- 2. Did the staff answer your question(s) and/or direct you to other helpful resources?
96% rated 5; 4% rated 4
- 3. Did you receive services within a reasonable amount of time?
96% rated 5; 4% rated 3 or 4
- 4. As a result of your visit to this office, did you receive the answer/services that you Needed?
96% rated 5; 4% rated 3 or 4

The following quotations provide **qualitative** feedback:

“As a result of taking the advice of ___ on changing my objective on my resume and her many other suggestions I have had immediate responses to my resume. Prior to the change I was not receiving any offers. I landed a job with Hallmark and just interviewed with the Social Security Administration. The feedback is very promising”

“The Career Center is very good. Please advertise so more students can become aware of the services”

“Every time I come to the Career Center I see _____ and as always a great many positive things happen. I always end up with a job!”

“I thought that my questions were answered and the help that I required was given with compassion and kindness”.

“-2- Career Center Outcomes Report

“The staff is excellent. I feel very comfortable asking them for help. They provided I with many resources that I believe will be having benefit. They are very enthusiastic about helping students get the results they are seeking.”

“As a result of my visit to the Career Center, I will be much more prepared for the job market the next time I need to find employment”

“I was very anxious because I didn’t have a clear goal. Now that I’ve talked with the career counselor and used the resources, I’m more focused and also more motivated”.

“All students should make use of the services of this department. I’m so glad that one of my teachers referred me to this office. It has made a big difference for me already”.

Submitted by
Linda Domenitz

**Student Career Service Evaluations In this
Department on 1-5 basis with 5 as highest rating**

1. Did you find the staff courteous and helpful?
110 students rated #5
4 students rated #4
2. Did the staff answer your question(s) and direct you appropriately to other helpful resources?
110 students rated #5
3 students rated #4
3. Did you receive services within a reasonable amount of time?
110 students rated #5
3 students rated #4
4. As a result of your visit to this office, did you receive the answer/services that you needed?
110 students rated #5
3 students rated #4
1 student rated #3

**Please provide any additional comments/feedback
to the staff that you think would be help serve you
and other students better.**

1. Very Helpful
 2. Thank you very much.
 3. Linda is very helpful person and cares a lot for the students at CCC.
 4. I was very pleased with the help I received.
 5. I would like to thank the staff at Career Development. They have been a great help.
Thank you.
 6. Linda is a great person, if you need help finding a Job, she's always available. She helped me find a Job tutoring in a middle school in Hartford.
- Comment to New Students:

If you should find yourself in the Career Development Office to find a Job or in need of a change in positions. The person you should talk to is Linda Domenitz she will help you out, and make sure your resume is correct for your interview. She takes a great amount

time with you to make sure you are properly prepared, she will sit with you on a one on one, what dedication. Thank you Linda Domenitz and the Career Development office.

7. Great help thanks.

8. I remember the moment I met Linda Domenitz for the first time. It was about 4 and ½ years ago in the previous building (woodland street). She was the first person whom ever channeled my energy and motivation to encourage me to finish getting my education. With her help and advice was able to start classes and graduate with a BS in Engineering Concentration in 2000. This week I will graduate with my Masters in Mathematics from CCSU. Thanks to Linda Domenitz encouragement over the years.

9. The service provided is excellent. Gives students great opportunities.

10. As a result of taking the advice of Linda on changing my objective on my resume and her many others suggestions I have had immediate responses to my resume. Prior to the change I was not receiving any offers. I landed a job with Hallmark and just interviewed with the Social Security Administration. The job sounds very promising. Thanks Linda.

11. Very warm, very sweet comfortable place.

12. Very friendly & warm attitude with all the staff.

13. The career center is very good. Please advertise more for all the students who are not aware of the services they provide.

14. This a very helpful resource in finding Jobs and Information.

15. I think this is a great place to get information about jobs and careers. I learned what to expect from an interview and various interviewing techniques. Linda is great I really appreciated all her encouragement.

16. I am glad that I came in here. I've gotten a lot of help. Thank you.

17. I am so glad I visited the career center, the staff was wonderful.

18. Very Helpful.

19. Mrs. Domenitz is GREAT!! !

20. Every time I come to the career center I see Linda, and as always a great many things happen. I always end up with a job. She is phenomenal.

21. I thought that my questions were answered and the help I required was given with compassion as well as kindness.

22. Linda Domenitz and Hassan were very helpful and making attending Capital something to look forward to.
23. Thank you for everything. There need to be more people like all of you.
24. Counselor and career center were great I had the opportunity to look up a number of careers and salaries the information I needed.
25. I am very pleased with the enthusiasm shown by all here, showing the desire to assist others with difficult decision making. Thank you!
26. My experience was very informative and detailed information about interviewing techniques, an excellent experience for all.
27. I appreciated all of Linda's and the career center help, the center offered many job opportunities.
28. Cathy was an exceptionally helpful to me. Thanks to her assistance I now know a little more about being professional. Thanks Cathy I.O.U.1.
29. Cathy and the center were very helpful.
30. I love Cathy Johnson, she was so helpful and kind, I believe we need more people like her. Thank you.
31. Excellent Staff
32. This career center was exactly what I was looking for.
33. I found Linda Domenitz especially helpful, caring and considerate, more than anybody; I have had the opportunity to work with.
34. Linda provided me a lot of useful tips, making me realize quite a few things about myself I had not recognized before, very informational. I owe many thanks to her for all her wonderful help.
35. I found Linda Domenitz especially helpful and considerate, more helpful then most career service centers (unemployment office).
36. Thank you Ms. Kathy for all your help, I look forward to working with you n the near future.
37. Extremely helpful and motivating.
38. After talking with Linda I fell I am better prepared for an interview.

39. Excellent idea to have Linda Domenitz as an Advisor.
40. The Career Center is doing an excellent job helping people.
41. The career center is great because it offers help to you in realizing what your potential and what you may or may not want to do. Good Place, Good People who really wants to help you.
42. I always advise others to stop in, and get help.
43. The frustration has faded away when I went into the career center, my new motivation was apparent I really appreciate all the help that was given by all. Much better place then the unemployment service.
44. Through the career center I have received a job at Bank of America (Fleet bank).. Thank you for all the services you provided in getting me ready for the interview and especially the career fair.
45. Linda, is very pleasant to work with, she is open-minded and is willing to work with you. She and the center were very informative.
46. Very helpful staff, courteous.
47. I didn't have the time available to really set but it seemed very inviting and informative.
48. The Career Center was helpful it has increased my knowledge in my quest for a job.
49. I got a lot of help today, Great service.
50. I was provided a wonderful opportunity to talk about my interests and strengths and I found Linda Domenitz a great resource for me.
51. Thank you greatly appreciated.
52. This is a very helpful resource, provided by the college. I hope more students use the expertise of this office.
53. I received good suggestions and resources regarding interview and resume. Instilled confidence. Thank you. Will let you know how I make out.
54. The staff which includes, Linda Domenitz, Kathy Johnson, Margaret Wolf and Hassan Babatunji was beyond a doubt, the most professional staff. They all have taken my fears about my future and eased my worries simply because they took the time to

place themselves in my shoes there support and guidance has given a way for me to feel more confident.

55. Ms. Johnson has volunteered to come in early to help me with my resume. That is going above and beyond the call of duty.

56. I will return soon, everybody there were really nice.

57. Katie was very encouraging and very positive in assisting me with my such for employment.

58. Glad we have this service.

59. The services provided were exactly what I was looking for, the staff was very friendly. The resources were countless.

60. I was greeted with a smile (friendly atmosphere) I look forward to coming in and going through the book for new postings.

61. I appreciate all the encouragement this department offers, the many job opportunities.

62. Linda Domenitz was very helpful and sharing information, she gives you so much hope.

63. Linda is a very helpful lady. I loved working with her. Thank you.

64. I stopped in the other day, I am transferring from a school in Florida. I spoke to a young lady whom was very helpful in assisting me with registering in the database and informing me about the job postings on-line and a book the office updates often. Very helpful. I felt at ease.

65. Love this department, every student should be mandated to come to this department going into there second year to prepare themselves for the job market and interviewing skills, excellent tapes and Linda is always helpful in running off job profiles

CAREER SERVICES EVALUATION FORM

Name of Student _____

Date _____

Please evaluate your services in this department on 1- 5 basis with 5 as the highest rating.

1. Did you find the staff courteous and helpful?

1 2 3 4 5

2. Did the staff answer your question(s) and direct you appropriately to other helpful resources?

1 2 3 4 5

3. Did you receive services within a reasonable amount of time?

1 2 3 4 5

4. As a result of your visit to this office, did you receive the answer/services that you needed?

1 2 3 4 5

Please provide any additional comments/feedback to the staff that you think would help serve you and other students better.

Capital Community College
Career Development and Placement Center
Graduates/Alumni Student Services Survey

Instructions to Graduates

While you attended Capital Community College, you may or may not have utilized the services of the Career Development and Placement Center on the 2nd floor of the building. This letter is to advise you of the many ways in which you can be involved with the Career Development and Placement Center and Capital Community College for your own benefit as well as a benefit for students who are following in your footsteps. Please complete the questionnaire by **Friday, June 10th** (see instructions below). **Those who complete this questionnaire are invited to enroll as a member of the Capital Community College Alumni Association and have the first year of the membership paid by the Career Development and Placement Center.** Just check the appropriate place below if this is of interest. Congratulate yourself for taking an important step toward a successful life and career. You've made a choice that will grow in benefits to you and your family.

Linda Domenitz, Director
Career Development and Placement Center
Capital Community College

- Join Alumni Association
- Please send Alumni Association information.

Major/Degree _____

Name _____

Address _____

City _____ State _____ Zip _____

Phone (home) _____ Email (home) _____

Current employer _____

Work Address _____

City _____ State _____ Zip _____

Position/Title _____

Phone (work) _____ Email (work) _____

The Career Development and Placement Center offers job search skill building services such as, resume writing, interview preparation, job contacts, etc. We also help with decisions on career paths, changing careers and job research. We sponsor career fairs, offer individual counseling and have career software programs on our computers. Call 906-5108 if you would like an appointment!

Check whatever applies:

- 1. I would like to utilize the services of the Career Center for my own benefit and I will contact you.
- 2. I would be willing to participate in campus Career Fairs where I will talk with groups of students about opportunities in my field.
- 3. I would be willing to come to campus and serve as a panelist for career seminars.
- 4. I would be willing to come to host students one day at my work site to provide exposure to my profession.
- 5. I would be willing to list job openings (full or part time) at my company on the free computerized job posting service for Capital Community College students and alumni.
- 6. I would be willing to join the Advisory Board Network to provide information (by phone or appointment) about my career field to individual students and/or alumni.
- 7. Are you registered at College Central Network (www.collegecentralnetwork.com/capital/)?
 Yes No
- 8. I understand that College Central Network is available to alumni.

Please return by June 10th to:

Linda Domenitz
Career Development and Placement Center
Capital Community College
Room 209
950 Main Street
Hartford, CT 06103

Or Fax to: (860) 906-5108

Or return to: Room 209 at Capital Community College