

## Resume Rush Student Evaluations

Spring 2018

There were 40 responses representing approximately 19% of attendees. Students gave Resume Rush a net promoter score of 73, which is 14 points above last fall and continues an upward trend in net promoter scores for this event. Students were asked to answer two questions regarding learning outcomes for Resume Rush regarding resume content and resume formatting in addition to guest feedback and general feedback questions.

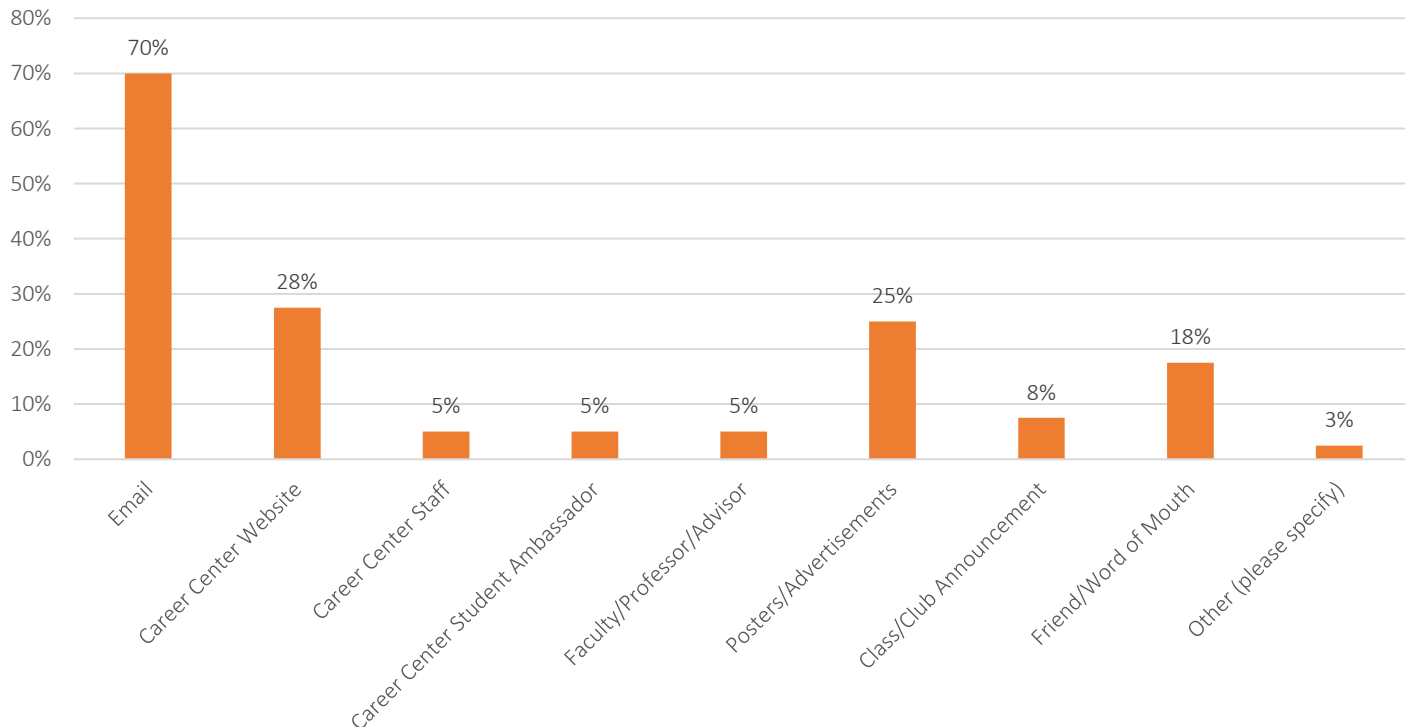
### Key Highlights:

- Respondents heard about Resume Rush through a variety of sources, most commonly through Email (70% - a 16-percentage point increase), the Career Center Website (28%), Posters/Advertisements (25%), and Friend/Word of Mouth (18%).
- Almost all respondents (93%) indicated that one of their reasons for attending Resume Rush was that they had a resume and needed to get feedback on it. Half (50%) indicated that they attended to prepare for the Career Fair.
- 80% of respondents indicated that they planned to edit or update their resume, 35% planned to attend the Career Fair, and 40% intended to apply for jobs and internships.
- The responses to the guest services responses were strongly positive although; several students indicated they were not able to meet with a staff member/employer volunteer in a timely manner.
- 83% of respondents were able to identify at least two essential elements for an effective bullet point, 10-percentage points above Fall 2017 data.
- 80% of respondents were able to list two formatting parameters that make an effective resume, which is 5-percentage points above Fall 2017 data.

Additionally, attendees were offered open-ended questions to provide their feedback. Please see the tables, graphs and qualitative summary below for further detail.

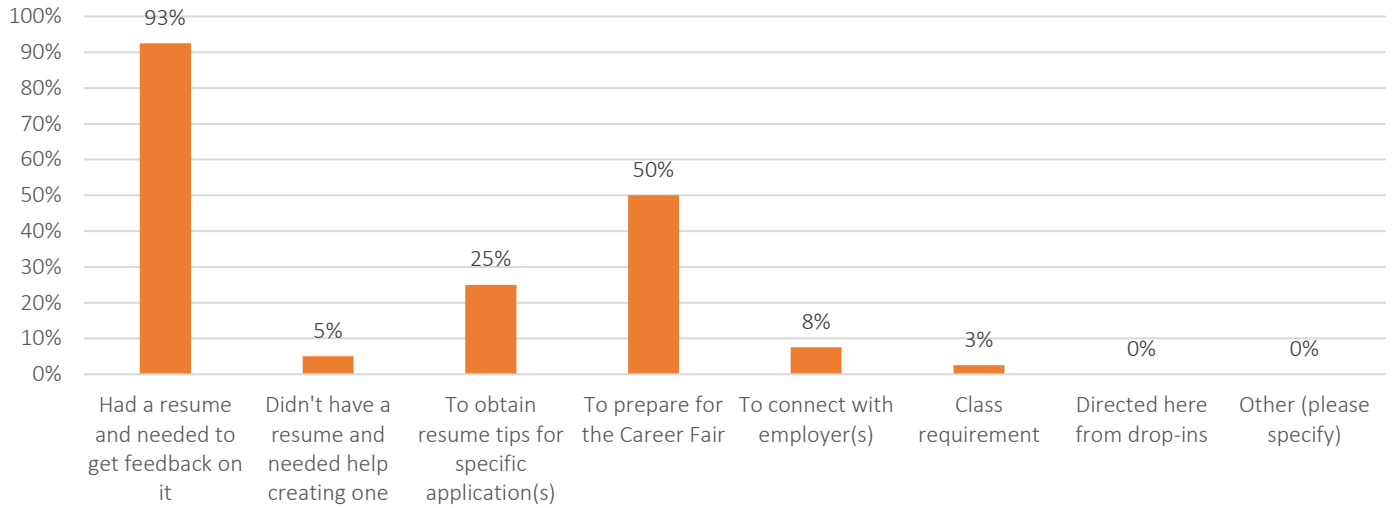
How did you hear about Resume Rush? (Check all that apply)

40 respondents, 66 responses



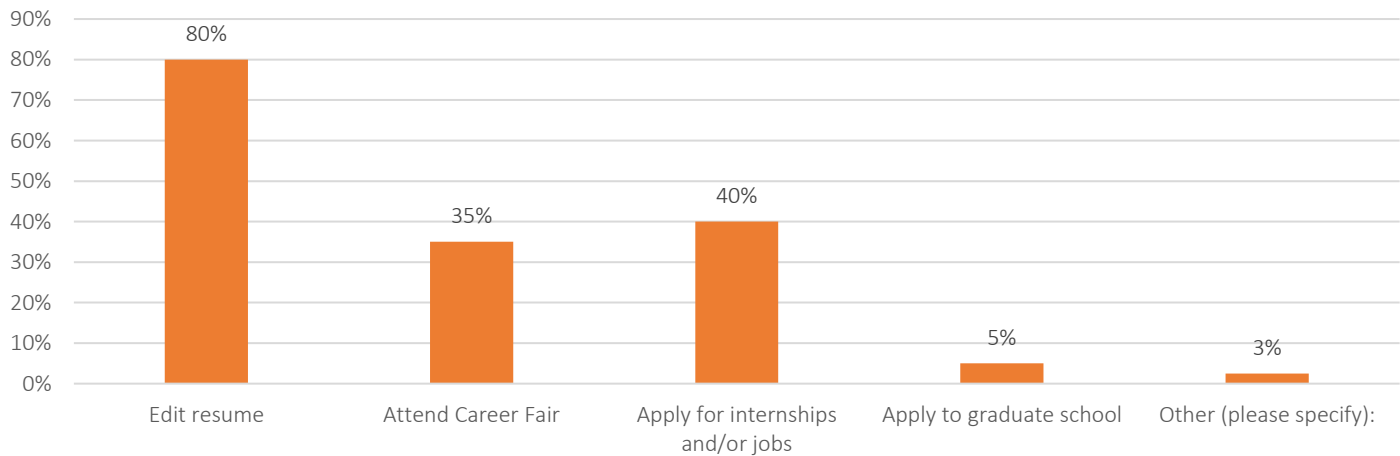
### Why did you attend this event? (Check all that apply)

40 respondents, 73 responses



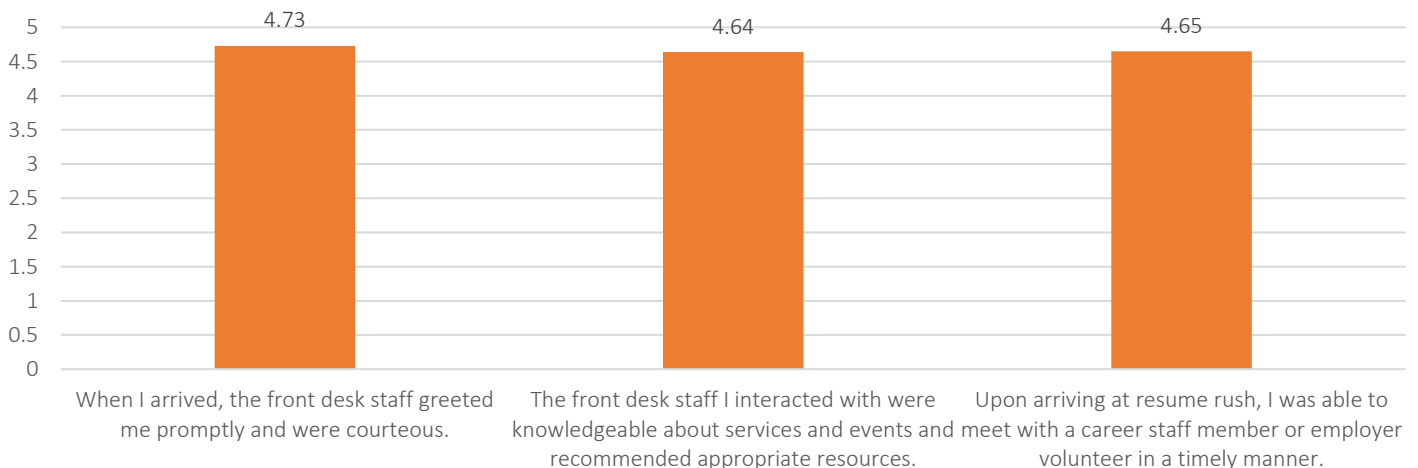
### What action steps do you plan to take as a result of attending Resume Rush? (Please select all that apply)

40 respondents, 65 responses



### Guest Service Evaluation

n=40  
5 pt means



### **Analysis of Open Ended Responses Regarding Guest Services:**

There were 12 responses to the open-ended question regarding guest services representing 30% of respondents. Overwhelmingly these responses were positive (73%), however, there were 2 responses that were negative and 1 that had mixed elements of positive and negative.

Responses include:

- *Amber Spiewak was amazing! Such a great resource. She truly cared about me and what I was putting on my resume. She asked me questions to help spur ideas and did not make me feel rushed or like I was wasting time.*
- *Don't understand question 3*
- *I didn't have a hard copy of my current resume and they were able to print one out for me which was nice!*
- *I met with one of the career staff members and it was good feedback from the member although when one of my friends met with another member, they really took time to give a good feedback on the resume. I agree that each of the members have their own perspective and they do give feedback on how the candidate's resume is and what he/she is looking for, however, I felt that I wish I would have sat down with the other member.*
- *It helped me a ton!*
- *It was a great experience getting feedback on something which is so crucial in career advancement*
- *It was super helpful to get a professional's opinion about my resume in a casual, non-interview style.*
- *Lots of help!*
- *The front desk staff was great and I didn't have to wait too long!*
- *The wait time was just longer than I expected. If I had known I was going to have to wait that long, I would have made an appointment*
- *There was no wait and I was quickly helped*
- *Understanding that resumes are highly personal and opinionated for preference, the woman who handled mine was somewhat aggressive in nature and didn't seem too happy to see me or help me...it was just very discouraging to have someone write all over something I spent almost an entire day trying to perfect, but I had to remind myself that it was MY resume and her feedback were suggestive. Some of her notes I will implement because they helped my resume sound better but otherwise, she was very opinion-based in her feedback. I would have rather met with a real employer because I feel it may have helped me more.*

### **General Open Ended Responses:**

There were only 3 general open-ended responses and all were constructive in nature.

- *I didn't feel like I got very much helpful feedback. My resume was looked over, two things were crossed out and that was it. I proceeded to ask questions hoping to get more feedback- but only received one word responses that were not very helpful. Not a great experience, pretty disappointing.*
- *It would have been nice to know that a hard copy would be needed so I would have been better prepared. Maybe note that one is needed on ads or emails, other than that it was a big help!*
- *Perhaps a graduate student-specific resume rush may help. Many of the suggestions were general and did not apply to my resume. It wasn't my first time applying for a job.*

### Learning Outcome Evaluation:

Learning outcome results for LO 1 were on par to last spring (4 percentage points higher for those achieving all 3, but 1 percentage points lower for those achieving at least 2) and results for LO 2 were also on par for those achieving 2.

*Learning Outcome 1: Students who attend Resume Rush will be able to identify three essential elements for an effective bullet point.*

Learning Outcome Achievement	%	+/- PP
% achieving all 3	43%	4
% achieving 2 out of 3	40%	-1
% achieving 1 out of 3	10%	-8
% achieving none	8%	3

Acceptable Answers	% selecting	+/- PP
Action Verbs	70%	-4
Skills Used/Tasks Completed	80%	6
Results/Significance	68%	9

Unacceptable Answers	% selecting	+/- PP
Nonspecific Adjectives/Adverbs	5%	-3
Periods	3%	0
Multiple Additional Formatting	20%	-21
What You Plan to Do	20%	3

*Learning Outcome 2: Students who attend Resume Rush will be able to list two essential formatting parameters for resumes.*

Learning Outcome Achievement	%	+/- PP
% achieving 2	80%	1
% achieving 1	15%	-3
% achieving none	5%	2

While several students still identified essential elements for content, not format, there were less this year.

Examples of key elements for resume formatting include:

- Arrange sections and bullet points by how important they will be to an employer
- Maintain formatting consistency from top to bottom
- Use reverse chronological order (most to least recent) within sections, such as Work Experience

### Things to Consider:

- The evaluation for the Spring 2018 Resume Rush is on par or slightly better than the evaluation for the Fall 2017 Resume Rush. This continues an upward trend for the event.
- Consider ensuring that even those with more advanced resumes get feedback that is helpful to them.
- Continue to reinforce the two learning objectives with the career education staff as well as the employer volunteers. There were some significant increases in those that selected specific elements of the correct answers for LO 1 and some significant decreases in those who selected unacceptable answers for LO 1.