

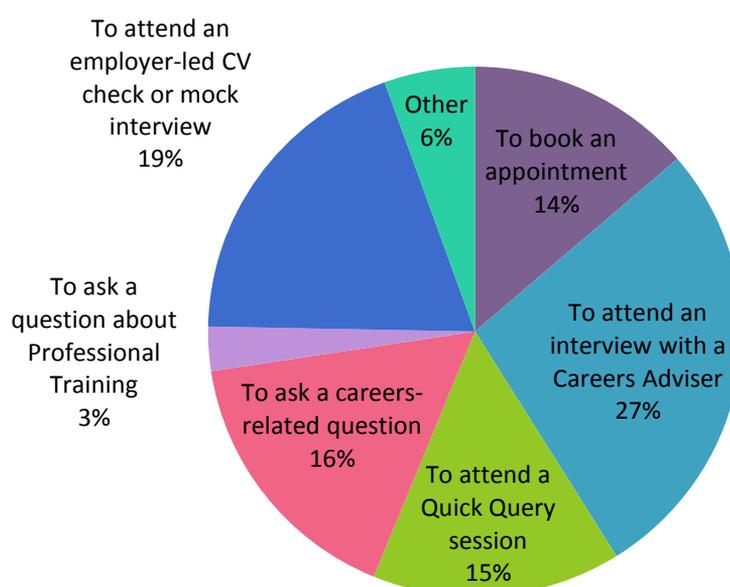
## Employability and Careers Centre Quality Survey 2017 – Summary Report

The Employability and Careers Centre undertook a Quality Survey between Tuesday 31<sup>st</sup> January and Friday 10<sup>th</sup> 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.

### Primary reason for engaging with the ECC:



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.

