

Arkansas State University

College of Education and Behavioral Science

EPP Assessment Day

One-Year Data Reports for 2020-2021



Fall Assessment Day

November 12, 2021

Name of Assessment: Employer Satisfaction Survey

Year: 2020-2021

Standard #: 3

The Employer Satisfaction Survey has been sent annually, one year after graduation, to employers of graduates who have obtained positions for which they were prepared. Employer's name and emails will be obtained from completers via the Completer Satisfaction Surveys. The surveys are administered via Qualtrics in May of each year. A 25% response rate was anticipated.

In the fall following administration of the survey, data is disaggregated by program, disseminated to program directors, and shared with program faculty. Areas of concern are identified and addressed by making necessary changes to courses, assessments, or protocols.

Links to the data will be provided on the EPP's reports on the A-State website.

The response rate indicates a challenge. In year 1 (2020), a total of 29 individuals were recognized by advanced program completers as their supervisor/employer and the survey was distributed to them. We received a total of 8 responses as it shows in the attached data. In year 2 (2021), only 3 responses were received from employers.

The survey was first sent out on August 3, 2020 and reminders were sent to unfinished respondents on August 10, 17, 24 and on 28. The response collection on the survey was closed on September 15, 2020.

For 2020, while most of the satisfaction indicators reflected at least a 4.0 rating, the two lowest rated areas of the survey were both at 3.88. The first concerned perceptions of A-State's graduates' ability to 'Demonstrate knowledge and skills in evaluating and applying research for data collection, measurement, analysis, and program evaluation to support effective practices in applied settings.' The second area was regarding the perception of A-State's graduates' ability to 'Support appropriate applications of technology in their field of specialization such as techniques and resources for data collection, measurement, analysis, and program evaluation.' While still satisfactory overall, the lower ratings indicate areas where we can focus our improvement efforts.

Due to the low response rate, we conducted a focus group of employers at our annual EPAC meeting (June 2, 2021) to assess their satisfaction and garner feedback.

For 2021, most of the satisfaction indicators reflected at least a 4.33 rating. Due to the low response rate, we will continue to conduct a focus group of employers at our annual EPAC meeting (early June, 2022) to assess their satisfaction and garner feedback. APAC is considering discontinuing sending the survey and relying solely on the focus groups in the future.

As 50% of respondents in 2020 and 100% of respondents in 2021 represented 'high needs' districts, A-State continues to prepare graduates who work in diverse educational settings including 'high needs' areas. Positive responses of the indicators aligned to CAEP proficiencies demonstrates that employers feel confident in the preparation of A-State graduates.