

**The University of Scranton
Kania School of Management**

**Assessment Results Report
Undergraduate Program**

Goal: Each student will be an effective communicator with the ability to prepare and deliver oral and written presentations using appropriate technologies

Objective: Students will demonstrate appropriate behavior in job interviews

Assessment Environment: University of Scranton Career Services Office , Fall 2004

Sample: Senior KSOM students who participated in on-campus employment interviews during the Fall 2004. Sample comprised of 29 students including: 19 Accounting majors, 5 Finance majors, 3 Economics majors, 1 Accounting Information Systems major, and 1 Management major

Assessment Method: All employers who interview students on campus are requested to complete an **Interview Critique Form** for each student. The form asks the employer to rate the student on ten interview behaviors that include: Eye Contact, Professional Appearance, Physical Mannerism, Enthusiasm for the position or organization, Confidence in self, Conversational style, Listened attentively to questions, Provided specific examples to illustrate skills, Demonstrated knowledge of job responsibilities, and Asked appropriate questions of the interviewer. Each behavior is rated using a scale of 4-very Good, 3-Satisfactory, 2-Fair, and 1-Needs improvement. Employer Interview Critique Forms were reviewed and average scores for each of the students were computed.

Expected Results: All students should receive an average score of Satisfactory (3.0 or better) for each interview behavior

Actual Results: All students received an average score of 3.0 or better for each interview behavior. Eye Contact: 3.74; Professional Appearance: 3.91; Physical Mannerisms: 3.52; Enthusiasm for position or organization: 3.35; Confidence in self: 3.44; Conversational style: 3.40; Listened attentively to questions: 3.61; Provided specific examples to illustrate skills: 3.27; Demonstrated knowledge of job responsibilities: 3.18; Asked appropriate questions of the interviewer: 3.55

Use of Results: To be determined