

# **Logistics Engineering Technology Work Study: Interviewer Follow-up Survey**

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# Background and participants

Representatives from the following twenty regional industry employers attended an event (Interview Palooza) to interview Columbus State students for possible Logistics Engineering Technology work study positions.

- Abercrombie & Fitch
- Acoust A Fiber
- Allied Mineral Products, Inc.
- American Regent
- ATS Ohio
- Autotool Inc.
- Columbus Controls, Inc.
- Crane 1 Services
- Franke Foodservice - Sertek
- FST Logistics
- Hirschvogel Incorporated
- Honda
- LBrands (Mast)
- Nissen Chemitec America
- PK Controls, Inc
- Rimrock Corporation
- Stanley Electric US
- Target
- Tigerpoly Mfg., Inc.
- Worthington Industries

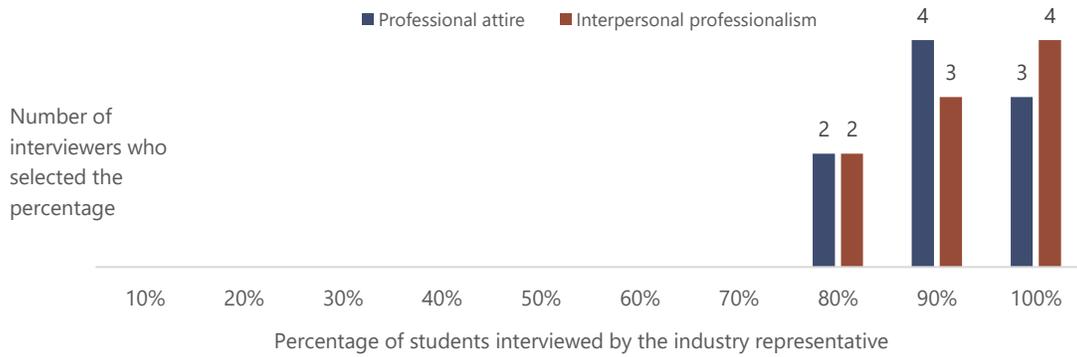
**Industry representatives interviewed an average of 10.4 students ranging from a low of 4 to a high of 15.**

| Interviewer                    | #1 | #2 | #3 | #4 | #5 | #6 | #7 | #8 | #9 |
|--------------------------------|----|----|----|----|----|----|----|----|----|
| Number of students interviewed | 4  | 8  | 9  | 10 | 10 | 11 | 12 | 15 | 15 |

After the Interview Palooza event, the primary interviewer from each industry employer was asked to complete a brief survey to assess their perceptions of the Columbus State students, how this group compared to prior cohorts, how satisfied they have been with Columbus State students they have hired for supply chain management positions, and their opinions regarding the interviewing event itself. A full copy of the survey is provided in Appendix A. Nine industry interviewers completed the survey. This brief report provides a descriptive summary of the findings.

## Industry interviewers' perceptions of the students

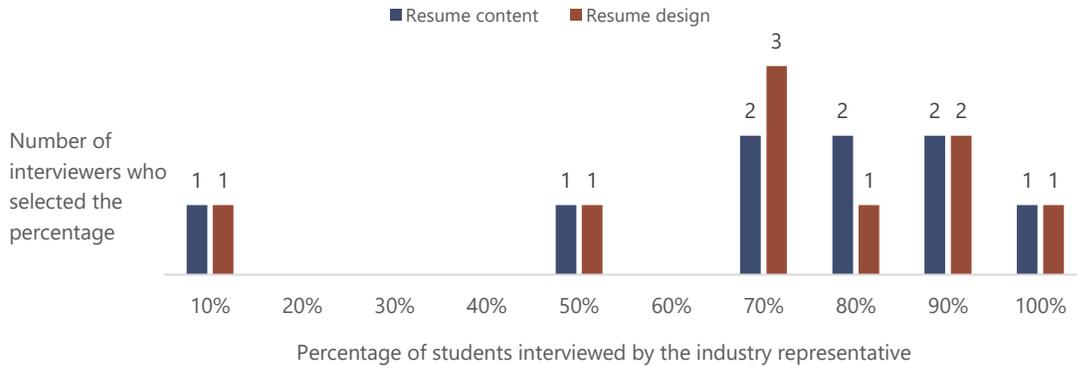
Industry representatives reported that all – or a large percentage - of the students they interviewed wore appropriate professional attire and exhibited appropriate levels of interpersonal professionalism.



**The 1 or 2 improvements most needed regarding students' attire or interpersonal professionalism.**

- One was wearing slightly casual apparel.
- Make sure their clothes are clean.
- More eye contact
- Knowing what "not" to talk about in an interview.
- Practice mock interviewing

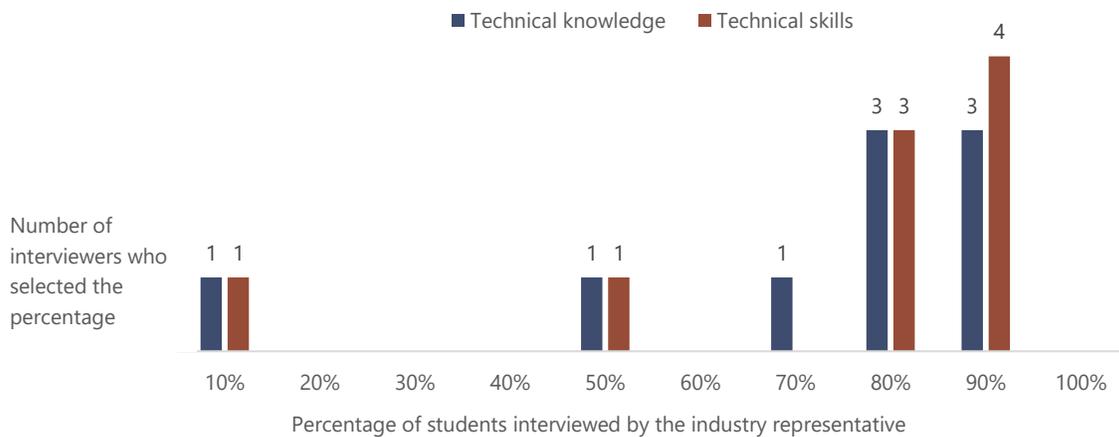
**Most interviewers reported that the resumes from majority of the students were of high quality in terms of design and content**



**The 1 or 2 improvements most needed regarding the students' resume content or design.**

- Details of knowledge and educational focus
- Grammatical errors
- Grammar, length
- Instead of just listing classes, list major accomplishments/class projects/etc
- All the resumes looked the same and only addressed their current CSCC program. If they had other job history, education, they should be allowed to have 2 pages if that what it takes.

**Most interviewers reported that the students possessed the needed technical knowledge and skills for the position.**





**The technical knowledge or skills that were seen as most lacking among the students interviewed.**

- Basic understanding of mechanics. Unless they have prior history, they were all very green and said the exact same things
- Communications, story telling, eye contact
- Critical thinking
- Required electrical and mechanical
- Working with databases (or WMS systems)



**The advice interviewers would give to these students regarding their interview preparation or interviewing skills.**

- Being more confident
- Highlighting technical knowledge and potential application
- Study the organizations you are interviewing with
- The meet and greet probably needed to have a brief break and longer to accommodate.
- To remember, this is an interview to sell yourself. Answer the interviewer's questions fully.

## Interviewers' evaluation of the event

Most interviewers rated the quality of the event and the communication leading up to it to be **excellent or good**.



When asked how they would rate the length of time designated for each interview, seven of the **nine** said it was **"about right"**, **one** said it was **"somewhat too short"**, and **one** said it was **"somewhat too long."**



### Recommended changes to improve the quality of communications for future events.

- Send out e-mails with all of the information. Include calendar invites for the deadlines and include the appropriate links. The subject line should be specific. I found myself searching for all the different e-mails.



### The 1 or 2 aspects of the interviewing process itself made it particularly effective – or useful – for interviewers.

- The meet and greet before the interviews
- We were able to complete our interviews in one day
- All interviews were lined up during one day
- Speed interviewing was awesome
- The consolidation to two days only
- Scheduling of candidates.
- Flow/candidates in place in time



### The 1 or 2 changes or improvements the interviewers would recommend.

- Meet and greet was loud and fast at some points. If we knew the interest the student had in the company prior to selecting them for an interview.
- The meet and greet was such a poor experience that we really didn't get to know that student and the students we selected for an interview were just a guess of who we thought we met.
- More time between interviews. They were pretty much lined up outside. Would have liked a 10 min break) in between for making notes or taking a quick break.
- Move tables further apart so we cannot hear other companies questions of the other students while interviewing the students in front of us.

## Comparison of this year's and prior year's cohorts

The three respondents who had interviewed Columbus State students in prior years rated this year's group as being either "about the same" or better compared to previous cohorts in terms of interviewing skills, interpersonal professionalism, and resume quality.

### Comparison of this year's group of interviewees compared to previous cohorts

|                               | Much better | Moderately better | Slightly better | About the same | Slightly worse | Moderately worse | Much worse |
|-------------------------------|-------------|-------------------|-----------------|----------------|----------------|------------------|------------|
| Interviewing skills           |             | 1                 |                 | 2              |                |                  |            |
| Interpersonal professionalism |             | 1                 |                 | 2              |                |                  |            |
| Resume quality                |             |                   | 2               | 1              |                |                  |            |

## Evaluation of hired interns

Three respondents had hired Columbus State students for work study position last year.

One respondent said that the student(s) "completely" possessed the full range of technical skills needed for the position, and two said that the students "somewhat" possessed the full range of skills. When asked to describe the technical skills that were lacking, the only response was "not following directions."

## Evaluation of hired graduates

Three respondents had hired Columbus State students for full-time employment in supply chain management-type positions.

One respondent was "extremely satisfied" with the graduates' performance in their roles while the other two respondents were "moderately satisfied." All three respondents said that most of their Columbus State graduates were on track to progress in rank or class at their company.

## Interviewers' recommendations for improving the Work Study program at Columbus State



- Please do not do the "speed dating" meet and greet. It was a horrible experience, and it was zero quality. If it is going to be the same format next year, we probably will pull out of the program
- There were some missing components in knowledge by many candidates. The individual we hired happened to have previous knowledge and experience.
- Keep listening to the feedback...you're doing great!!

## Final thought

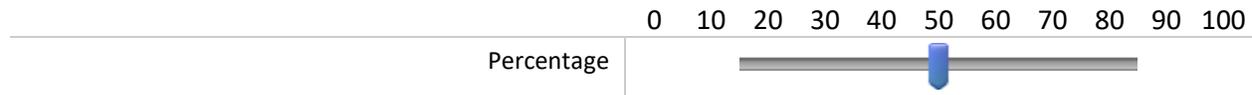
This brief report is intended to provide a clear and concise summary of the follow-up survey administered to individuals who interviewed Columbus State students for the Work Study program. The interpretation of this information in relation to this project's evaluation question, along with corresponding recommendations, will be included in the annual evaluation report.

## Appendix A – LET WS Interviewer Follow-up Survey

Q1. How many Columbus State students did you interview for work study positions? (Provide your best estimate) [Dropdown list from 1-20]

*The following questions ask you to consider the entire group of students you interviewed. Each question will refer to a specific element related to interviewee quality (e.g., appropriate attire) and you will be asked to estimate the percentage of interviewees who exhibited that quality element.*

Q2. Roughly, what percentage of students wore appropriate professional attire?

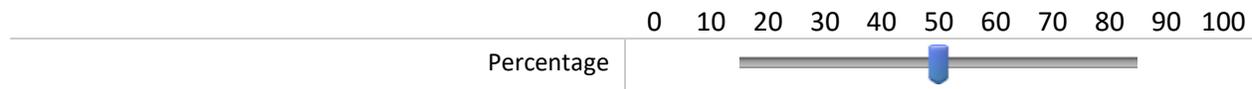


Q3. Roughly, what percentage of students exhibited appropriate levels of interpersonal professionalism? This would include things such as politeness, respectfulness, and professional verbal expression.



Q4. What 1 or 2 improvements are most needed regarding attire or interpersonal professionalism? \_\_\_\_\_

Q5. Roughly, what percentage of students' resumes were of high quality in terms of content (i.e., included the right information)?

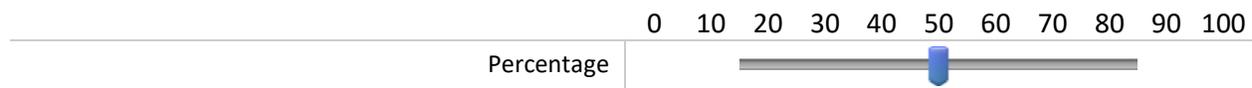


Q6. Roughly, what percentage of students' resumes were of high quality in terms of design?

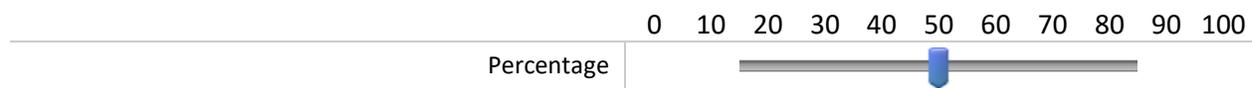


Q7. What 1 or 2 improvements are most needed regarding resume content or design? \_\_\_\_\_

Q8. Roughly, what percentage of students possessed the technical knowledge needed for the position?



Q9. Roughly, what percentage of students possessed the technical skills needed for the position?



Q10 What technical knowledge or skills are most lacking among the students you interviewed? \_\_\_\_\_

Q11. What, if any, additional advice would you give to these students regarding interview preparation or interviewing skills? \_\_\_\_\_

Q12. How would you rate the quality of communication from Columbus State regarding dates/deadlines leading up to the interviews?

- Poor
- Fair
- Good
- Excellent

Q13. What, if any, changes would improve the quality of communications for future events? \_\_\_\_\_

Q14. Overall, how would you rate the effectiveness of the interviewing process?

- Poor
- Fair
- Good
- Excellent

Q15. How would you rate the length of time designated for each interview?

- Way too long
- Somewhat too long
- About right
- Somewhat too short
- Way too short

Q16. What 1 or 2 aspects of the interviewing process itself made it particularly effective - or useful - for you? \_\_\_\_\_

Q17. What are the 1 or 2 changes/improvements you would recommend? \_\_\_\_\_

*The next few questions ask you to compare this year's students to previous cohorts.*

Q18 Did you interview Columbus State students in prior years for the Work Study program?

- Yes
- No [skip to Q22]
- Not sure

Q19 How did this year's group compare to previous cohorts in terms of interviewing skills?

- Much better
- Moderately better
- Slightly better
- About the same
- Slightly worse
- Moderately worse
- Much worse
- Can't rate

Q20 How did this year's group compare to previous cohorts in terms of interpersonal professionalism?

- Much better
- Moderately better
- Slightly better
- About the same
- Slightly worse
- Moderately worse
- Much worse
- Can't rate

Q21 How did this year's group compare to previous cohorts in terms of resume quality?

- Much better
- Moderately better
- Slightly better
- About the same
- Slightly worse
- Moderately worse
- Much worse
- Can't rate

*The next few questions ask you about any Columbus State students you - or your company - might have hired last year for work study positions.*

Q22 Did you - or your organization - hire any Columbus State students for work study positions last year?

- Yes
- No [skip to Q25]
- Unsure

Q23. Did the students possess the full range of technical skills needed for the position?

- Yes, completely
- Yes, somewhat
- No

Q24 Please describe the technical skills that were lacking. \_\_\_\_\_

*These last few questions ask you about any Columbus State graduates you - or your company - might have hired for full-time positions.*

Q25. Have you been a work study partner with Columbus State for at least 2 years?

- Yes
- No [Skip to Q30]
- Not sure

Q26 Approximately, how many Columbus State students has your company hired for full-time employment in SCM-type positions? *(Provide your best estimate)* [Dropdown list from 1-20]

Q27. How satisfied have you been with the graduates' performance in their roles?

- Extremely satisfied
- Moderately satisfied
- Slightly satisfied
- Neither satisfied nor dissatisfied
- Slightly dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied
- Can't rate

Q28. Are most of these Columbus State graduates on track to progress in rank or class at your company (if they haven't already)?

- Yes
- No
- Not sure

Q29 What are the most common knowledge or skill gaps that prevent Columbus State graduates from progressing in rank or class? \_\_\_\_\_

Q30. Overall, how could Columbus State improve the Work Study program to better fit your organization's needs? \_\_\_\_\_