

# The Value of an Undergraduate CSD Education

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# Financial Disclosures

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- No conflicts of interest to report

# Overview

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- Undergraduate CSD programs graduate more students than can be admitted to CSD grad programs
- Need for undergraduate CSD programs to assist students' marketable skills
  - Valuable for grad CSD programs
  - Valuable for employers outside CSD

# **Learning Objectives**

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- Identify marketable skills in undergraduate CSD programs.
- Develop/provide unique preparation to help students ‘stand out’ for non-CSD job and educational opportunities.
- Explore student characteristics valuable both to graduate CSD programs and to potential non-CSD employers.

# **Marketable skills**

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- What do *you* think might be important skills for the job market?
- Enter ideas in the chat...

# Marketable skills

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- According to Forbes Magazine...

**Forbes**

Sep 10, 2019, 07:15am EDT | 126,345 views

## The 12 Most Important Skills You Need To Succeed At Work

 **Natalia Peart** Contributor  

*I cover the intersection of psychology and the ever-changing workplace*

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GETTY

# **Forbes: 12 Most Important Skills to Succeed at Work**

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## **1. Learnability**

Can we adapt our current skill set to new information?

## **2. Resilience**

How well do we deal with roadblocks, setbacks, or failures?

## **3. Agility**

Can we shift gears to new clients, coworkers, workplaces, or situations?

# **Forbes: 12 Most Important Skills to Succeed at Work**

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## **4. Collaboration**

How effectively do we work with other people?

## **5. Verbal Communication**

Can we communicate well and persuade others on our ideas?

## **6. Written Communication**

Do we communicate accurately and effectively in professional emails, client communications, business plans, research proposals?

# **Forbes: 12 Most Important Skills to Succeed at Work**

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## **7. Empathy**

Do we take others' perspectives into account when understanding emotions and responses?

## **8. Creativity**

How well do we look beyond the present to imagine and develop future possibilities?

## **9. Problem Solving**

Can we find gaps in knowledge & solve problems (independently or with a team)?

# **Forbes: 12 Most Important Skills to Succeed at Work**

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## **10. Leadership**

How well do we empower and motivate others?

## **11. Negotiation**

Do we effectively reach goals while building relationships?

## **12. Technology**

Do we successfully keep up with changes to technological tools?

# Alumni Survey: Marketable skills

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- How do our alumni who decided not to pursue graduate degrees or careers in CSD rate themselves along these 12 dimensions?
  - Qualtrics survey via Facebook
  - 11 (out of 20) students replied
    - 10 graduated in 2016-2020; 1 graduated in 2004
    - 2 pursued graduate degrees in CSD but work outside the field

# Alumni Survey: Marketable skills

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- 7 of the 11 alumni pursued grad degrees outside of CSD:
  - Occupational Therapy
  - Physical Therapy
  - Nursing
  - Clinical Mental Health Counseling
  - Bilingual and Multicultural Education
  - Applied Behavior Analysis
  - Library & Information Sciences

# Alumni Survey: Marketable skills

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- 7/11 alumni currently employed:
  - Java Developer
  - Hospital Oncology Nurse
  - Sales Associate
  - Pre-Employment Transition Services
  - English Language Assistant
  - Applied Behavior Analysis Therapist

# Alumni Survey: Marketable skills

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- Preparedness survey – Part I

“Rate your level of preparedness along the following 12 dimensions (considered by Forbes magazine to be the most important skills in the workplace)”

1

Not at all prepared

3

Somewhat prepared

5

Very prepared

# Alumni Survey: Marketable skills

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- Preparedness survey – Part II

“Were you more or less prepared [in each dimension] than your peers?”

1

3

5

A lot less prepared    Same level of preparedness    A lot more prepared

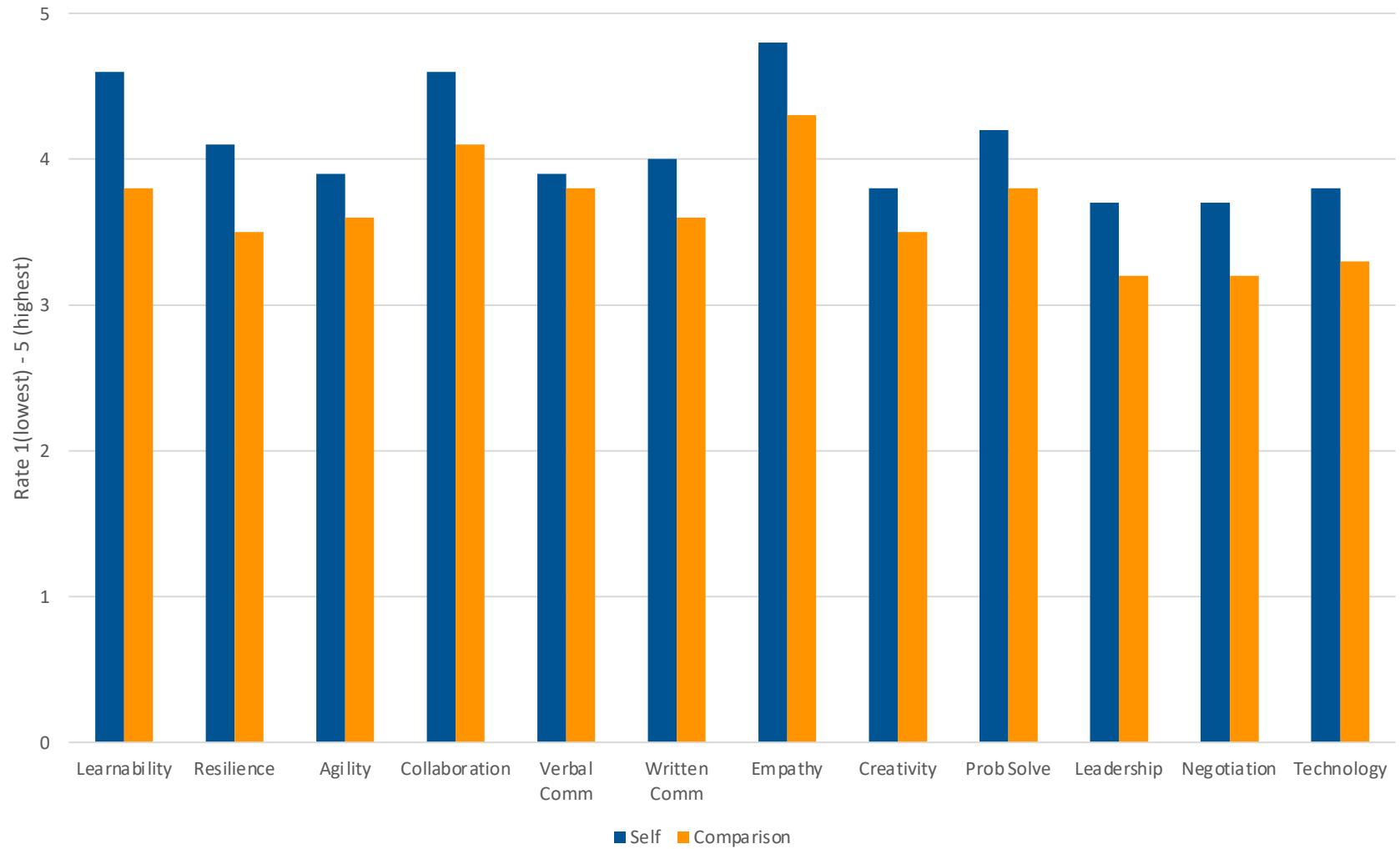
# Alumni Survey: Marketable skills

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- Preparedness survey – Part III

“Notes: How did Butler University / CSD help prepare you in each dimension?”

# Alumni Survey: Marketable Skills



# Alumni Survey: Marketable skills



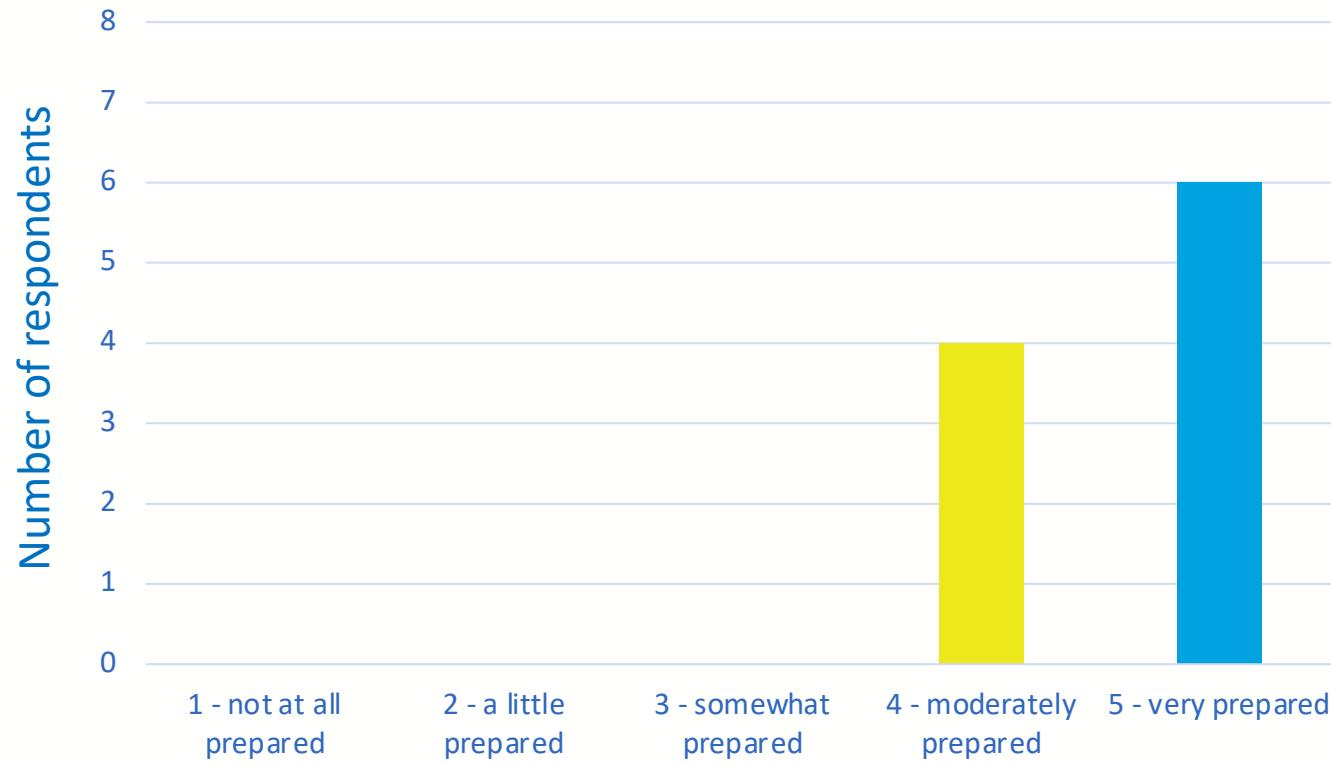
- Each marketable skill
  - Notes from students
  - How do we already prepare students (e.g., classes)?
  - What can we do better?

# Learnability

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~ ability to adapt current skill set to new information ~

- Preparedness: 4.6 (s.d. = 0.5)

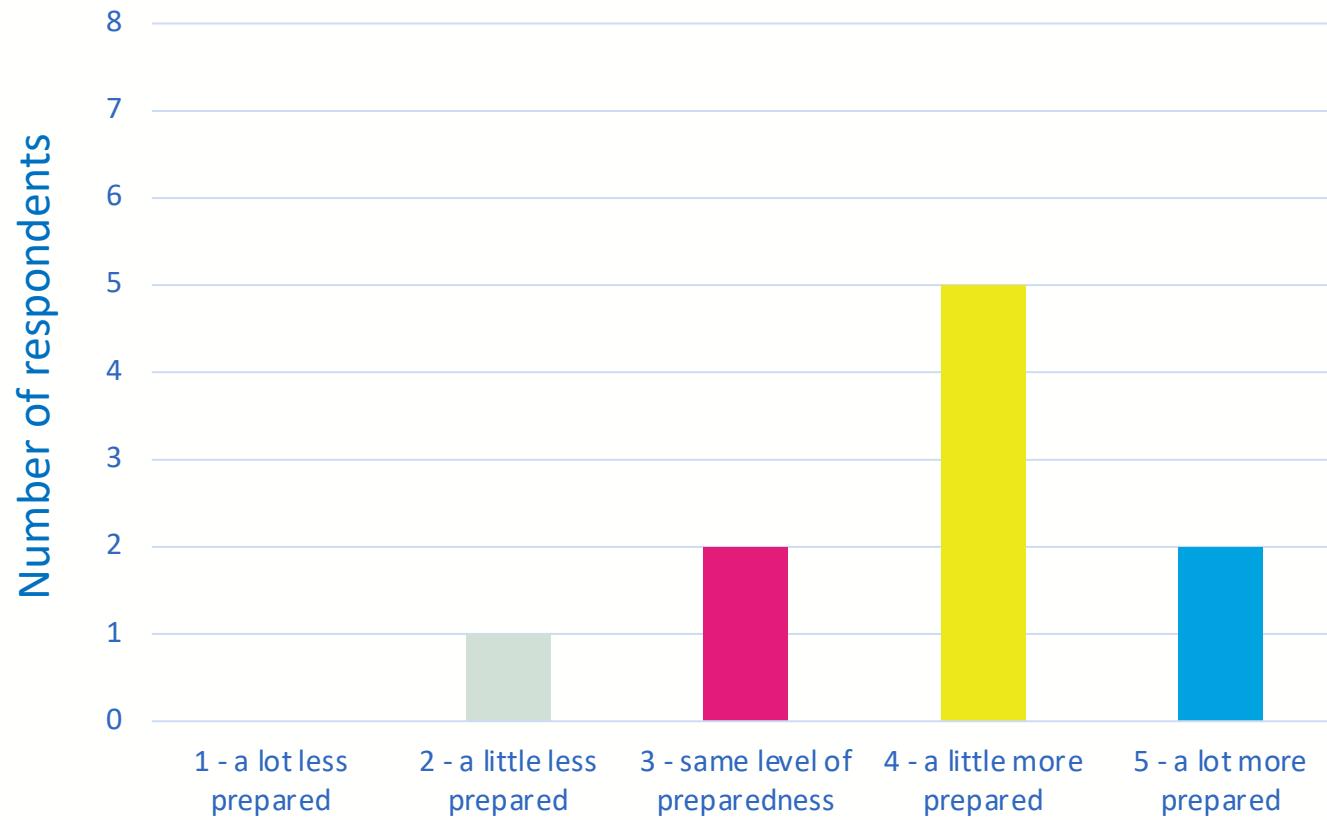


# Learnability

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~ ability to adapt current skill set to new information ~

- Comparison to peers: 3.8 (s.d. = 0.9)



# Learnability: CSD strengths

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*I am constantly learning new things. In the tech world, it feels like there is something new to read about everyday. I have had to adjust what I know and apply something new that a client will want. I feel that CSD prepared me for that because with each subject, I had to adapt in how I learn information. For example, in anatomy, I would look at more visuals to understand how everything connects, whereas with phonetics, it was way more auditory and I would listen very closely to how everyone talks.*

*Being a double major helped prepare me to balance two different kinds of knowledge.*

## **Learnability: CSD could improve**

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*I believe Butler/CSD prepared me a decent amount. Although, I feel I learned more about how to do this from other experiences throughout college.*

# **Learnability: how we can prepare students**

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- CSD Classes
  - Use a variety of learning strategies (readings, lectures, discussions, in-class activities)
  - Explain purpose of strategies to students so they can apply them after college
- Outside of class
  - Offer other types of learning opportunities
    - NSSLHA, Journal Club, ASL Club

# Learnability: how we can prepare students

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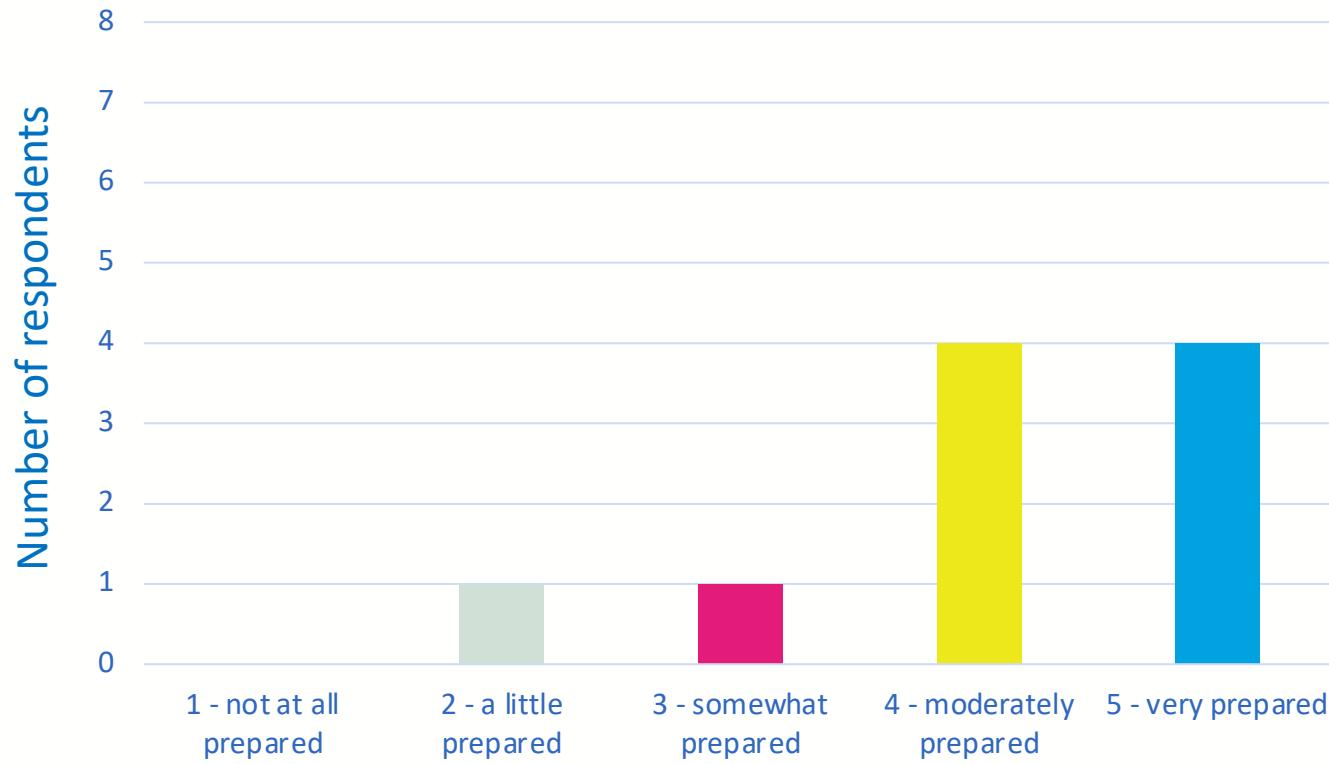
- What are some other strategies to prepare students for Learnability?
  - Enter comments in the chat!

# Resilience

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~ ability to deal with roadblocks, setbacks, or failures ~

- Preparedness: 4.1 (s.d. = 0.9)

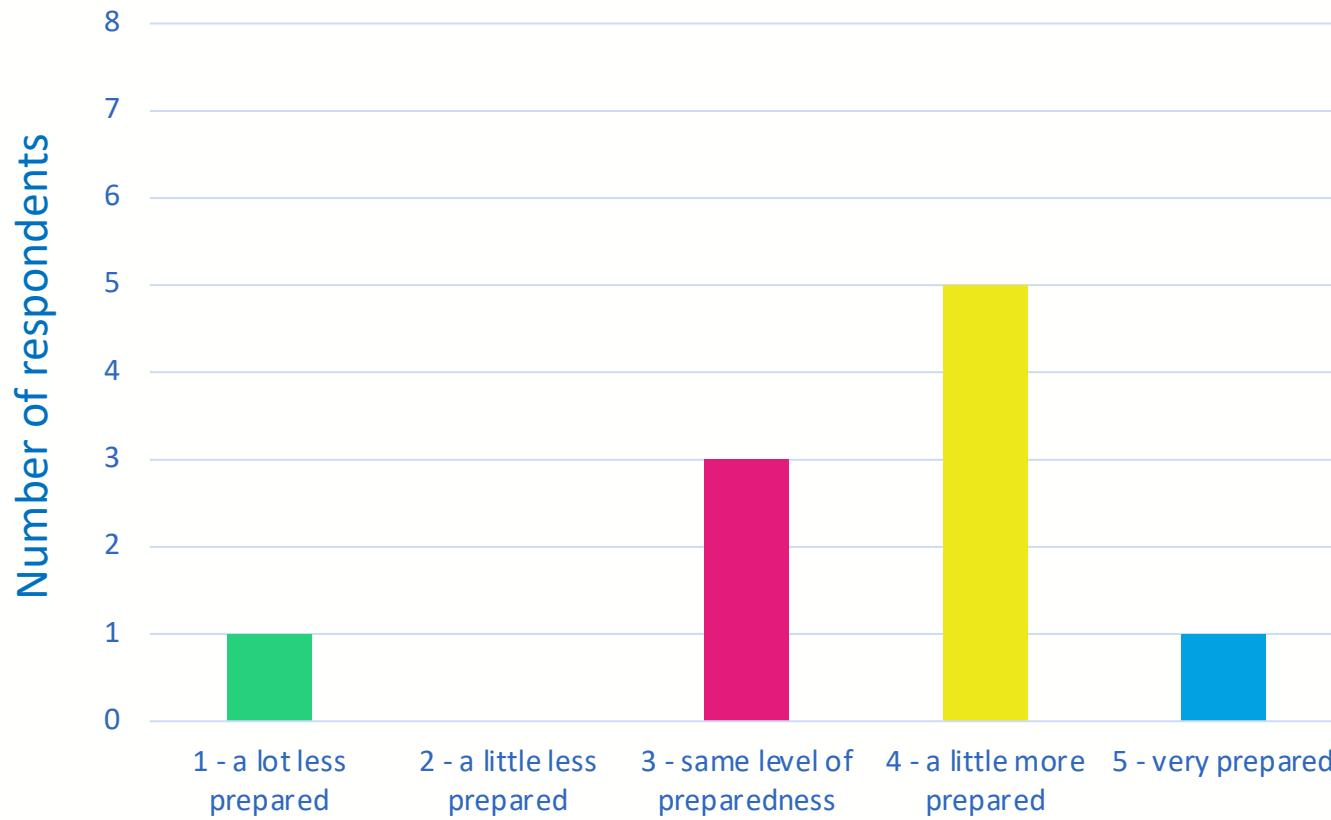


# Resilience

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~ ability to deal with roadblocks, setbacks, or failures ~

- Comparison to peers: 3.5 (s.d. = 1.0)



# Resilience: CSD strengths

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*CSD prepared me for resilience by helping me look at things from a new perspective. There have been many times I am coding a new project and run into an issue that ends up blocking me for the whole day. So, I start thinking in a creative way about why it is wrong and how I can fix it.*

*Again with the professors I had for CSD, all allowing me to ask questions or holding office hours when needed made the world of difference. I never felt inadequate or lesser overall where there were topics that were trickier than others. Along with study hours and help from other students in the department helping as well.*

# Resilience: CSD could improve

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*I feel that Butler/CSD did not prepare me for this nearly as much as general life experiences did.*

*I would say that they did not prepare me because once I got 3 denials, I was depressed.*

# **Resilience: how we can prepare students**

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- CSD Classes
  - Apply **growth mindset** strategies in classes
    - Allow re-dos on some assignments
    - Assign more points to later assignments
  - Explain purpose of strategies to students so they can apply them after college
  - Emphasize that success can take several different paths after college
- Outside of class
  - Offer support and encouragement to students

# Resilience: how we can prepare students

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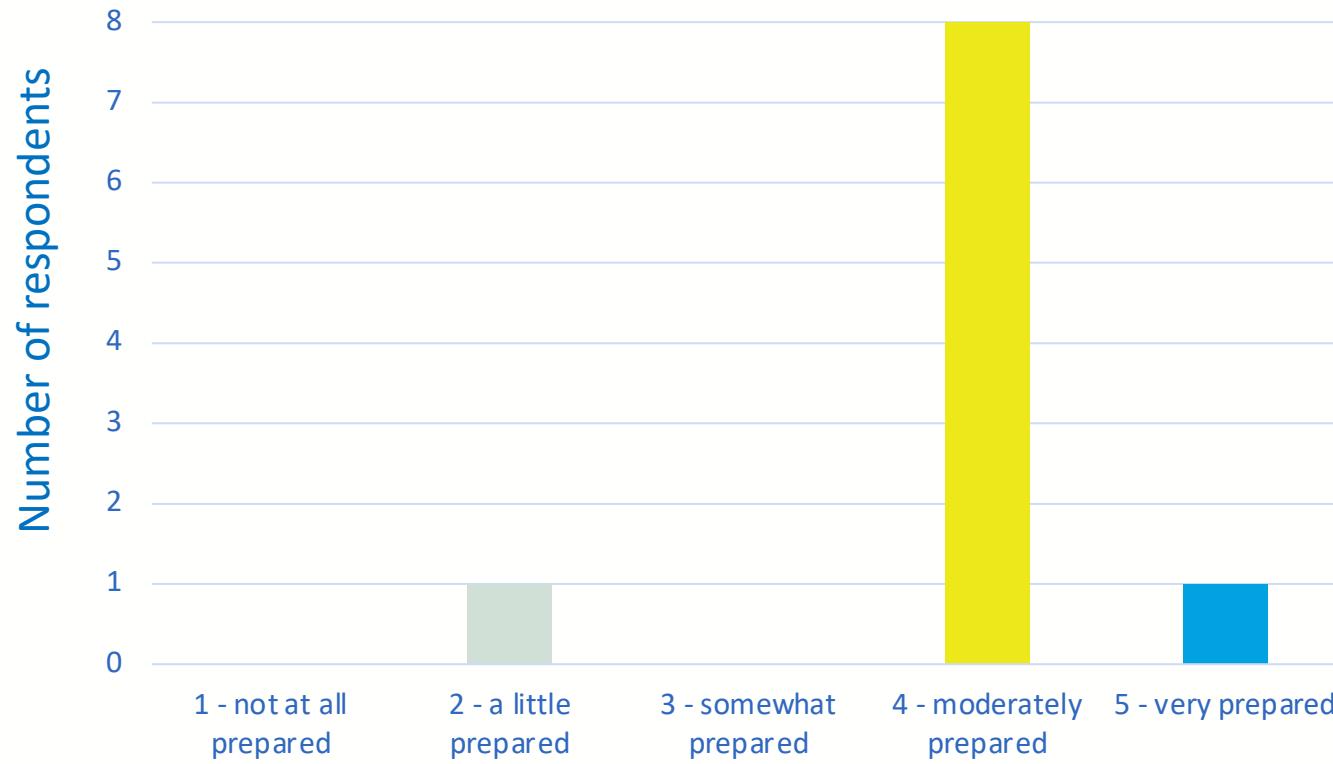
- What are some other strategies to prepare students for Resilience?
  - Enter comments in the chat!

# Agility

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~ ability to shift gears & respond to new situations, clients, workplace ~

- Preparedness: 3.9 (s.d. = 0.7)

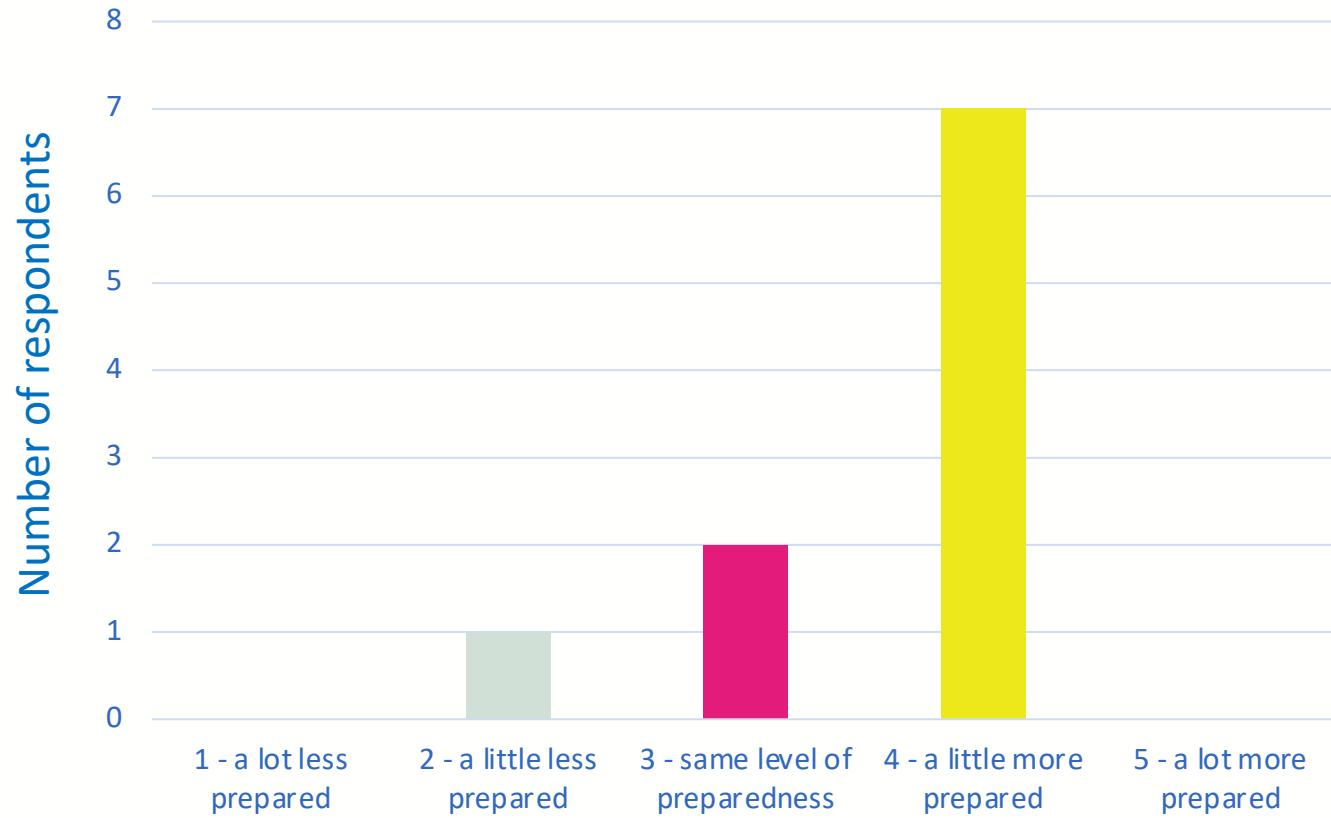


# Agility

---

~ ability to shift gears & respond to new situations, clients, workplace ~

- Comparison to peers: 3.6 (s.d. = 0.7)



# Agility: CSD strengths

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*I have definitely had my fair share of tasks that test my agility. I have had a few projects that **halfway through, we were told that we needed to do something different**. Sometimes it even meant **learning a whole new technology**. I also have had projects where people have dropped off of it and I have to take on more of the load and lead the team. CSD has helped strengthen my agility. An example is when I did screening, we never fully knew what we were walking into and **had to be ready for anything**.*

*My clinic experience has really helped me and my ability to work with kids and adapt to their needs. Sometimes when I'm doing an activity I'll **change some things based on the kids' needs or if it's not working**. When I first started screening I was uncomfortable around the kids and didn't know how to interact with them. Now when we don't have a set lesson plan I'll just play with them but incorporate English the way I would incorporate things I was working on with my client in clinic.*

# **Agility: CSD could improve**

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*College is a hard time overall and with the fast pace classes can have, some times it was nice when some professors would help student feel less stressed or anxious **by giving us more in depth information on what would be on exams**, holding study hours, or allowing us to come into office hours too.*

# **Agility: how we can prepare students**

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- CSD Classes
  - Help students get comfortable switching to “Plan B” in clinical courses
  - Explain clearly any changes to syllabus
  - Highlight alternative solutions for issues that come up during class
- Outside of class
  - Advisors can help students adapt to changes in their lives, other classes

# Agility: how we can prepare students

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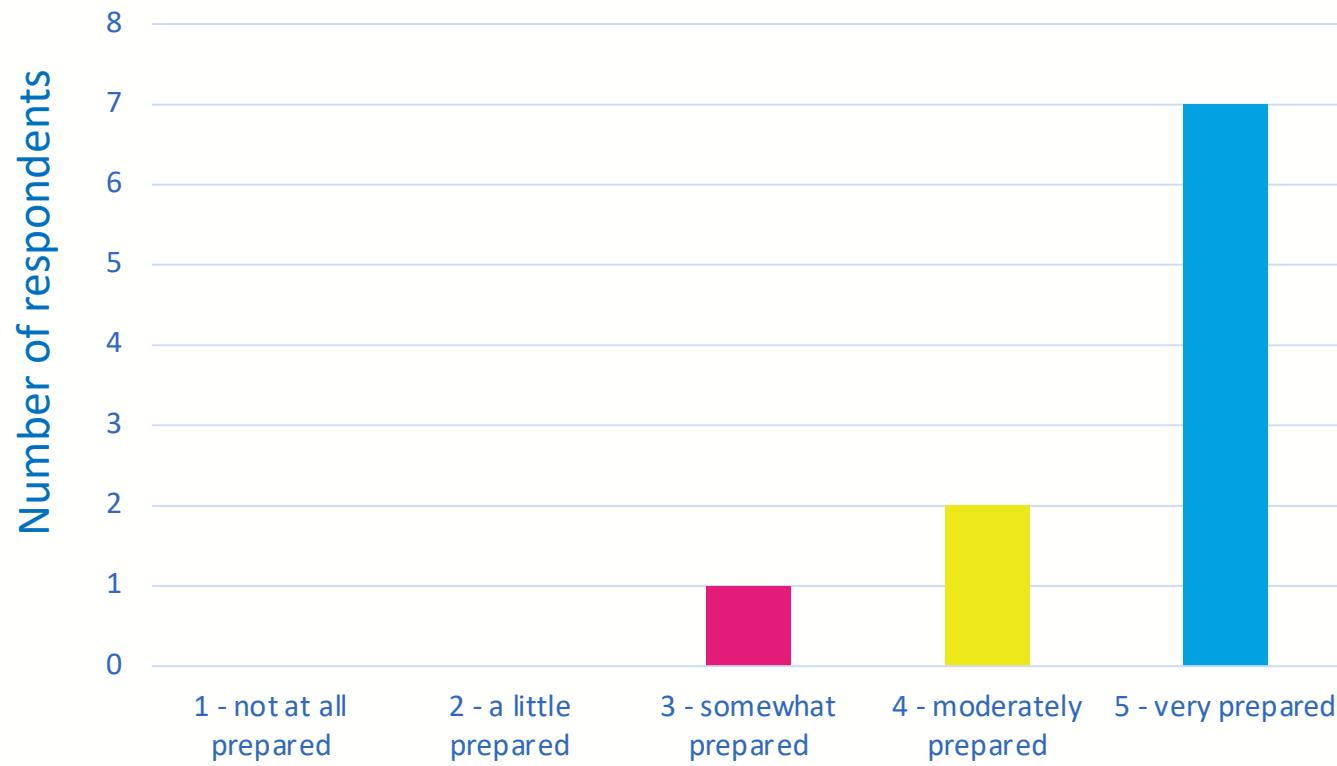
- What are some other strategies to prepare students for **Agility**?
  - Enter comments in the chat!

# Collaboration

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~ ability to work effectively with a variety of people ~

- Preparedness: 4.6 (s.d. = 0.7)

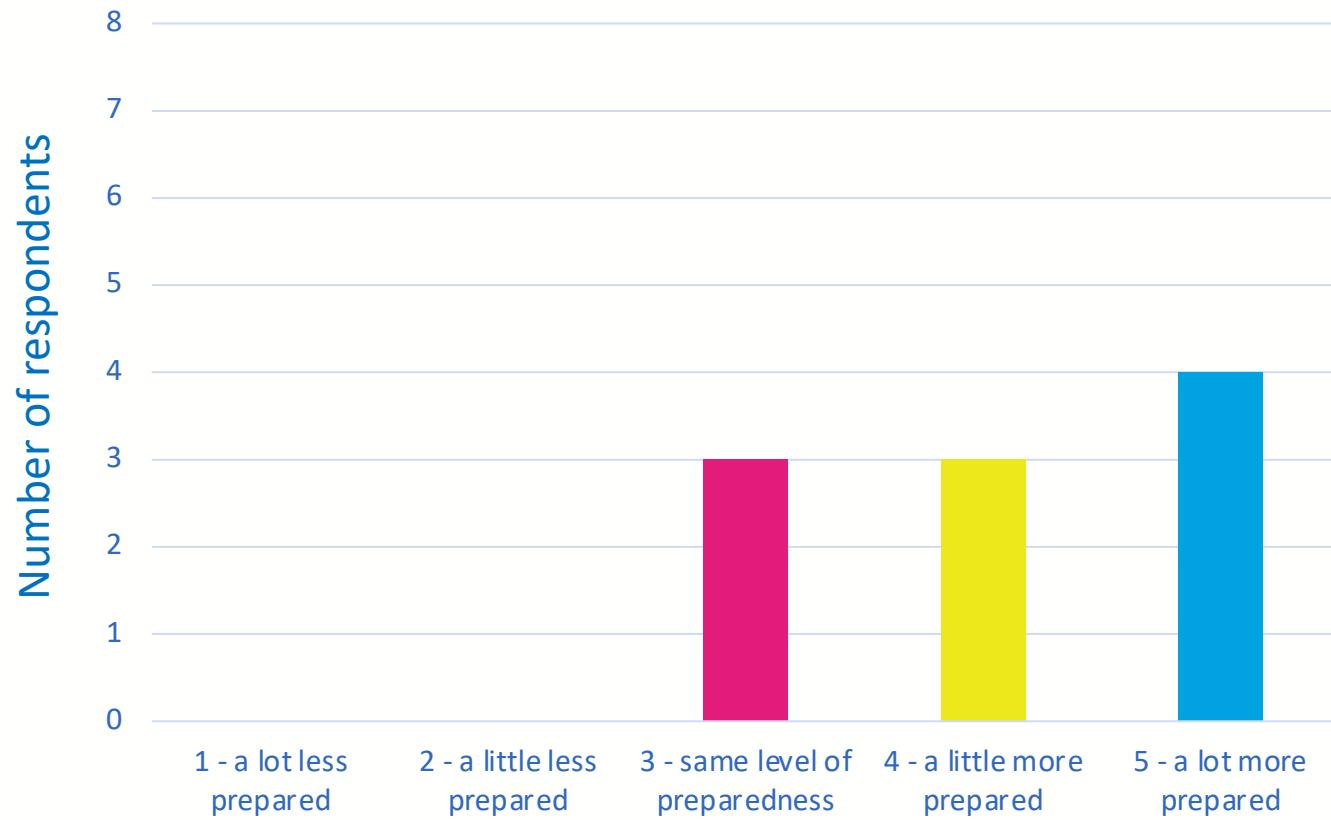


# Collaboration

---

~ ability to work effectively with a variety of people ~

- Comparison to peers: 4.1 (s.d. = 0.8)



# **Collaboration: CSD strengths**

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*With CSD, it was really never a solo effort. We were **always there to help each other out**. In every single class there were always study groups and people taking extra time to make sure other classmates were caught up. I have a great group of colleagues that I work with that are very similar. CSD introduced a lot of **group collaboration** and I feel that it really helped me be ready to work in a variety of environments.*

*We do a lot of group work in my classes and I also have to collaborate a lot with the teachers that I work with at my school. The **relationship I had with my clinic supervisor** prepared me for this kind of collaboration with a supervisor.*

# **Collaboration: CSD could improve**

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*I would say being queer in a conservative religious family has prepared me more to **work with a variety of people**.*

# **Collaboration: how we can prepare students**

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- CSD Classes
  - Include semester-long group projects
  - Involve students in group discussions
  - Pair student clinicians so that they could co-plan and co-lead the sessions
- Outside of class
  - Encourage students to be involved with outside organizations and/or part-time jobs

# Collaboration: how we can prepare students



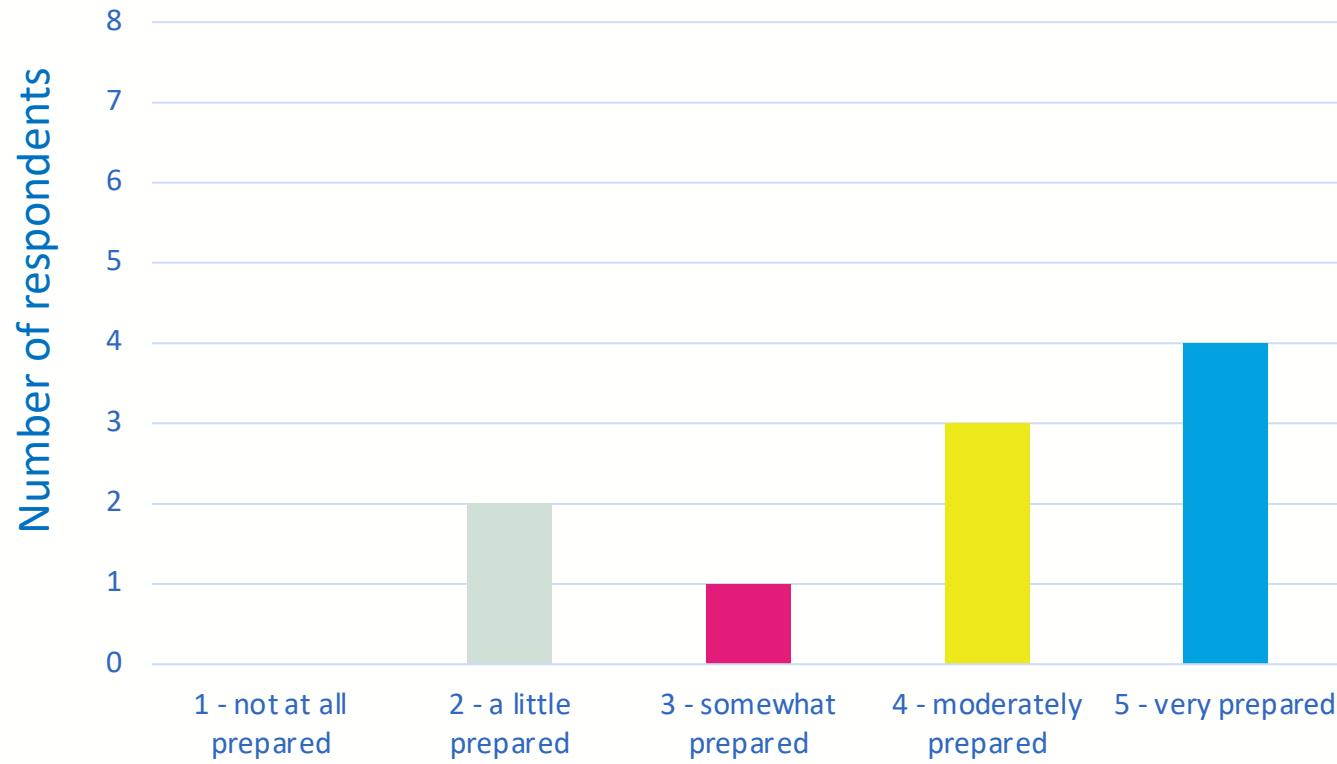
- What are some other strategies to prepare students for **Collaboration**?
  - Enter comments in the chat!

# Verbal Communication

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~ ability to communicate well & persuade others on ideas and products ~

- Preparedness: 3.9 (s.d. = 1.1)

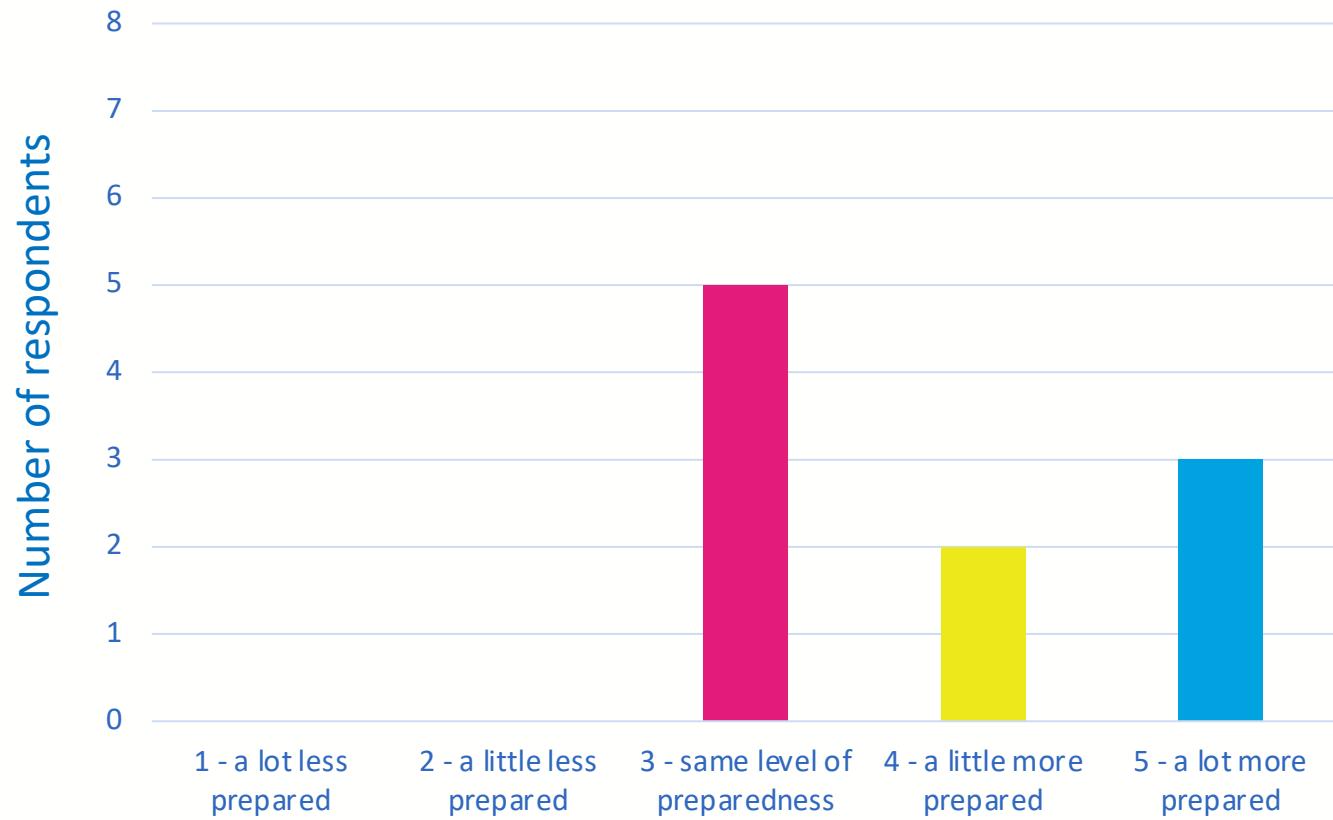


# Verbal Communication

---

~ ability to communicate well & persuade others on ideas and products ~

- Comparison to peers: 3.8 (s.d. = 0.9)



# Verbal Communication: CSD strengths

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*With CSD, we were always **sharing our ideas** and questioning things we weren't sure about. That definitely helped me be able to vocalize my ideas and thoughts when working with a group of people.*

*CSD focuses on **communication skills throughout the curriculum**. One of the most important skills to have as a healthcare professional in my opinion. This helped me move forward in my graduate program.*

## **Verbal Communication: CSD could improve**

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*Butler prepared me for this with **classes such as public speaking** and various education classes.*

*This is still something I'm working on, because at Butler I worked mostly one on one or in small groups. Now I work more with **whole classes, which is different and more challenging**. When I'm with small groups, especially with the pre-schoolers I used a lot of the tactics I learned in screening and clinic to keep their attention.*

# Verbal Communication: how we can prepare students

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- CSD Classes
  - Include casual discussions and formal oral presentations throughout curriculum
  - Incorporate speaking in small groups and whole classes
- Outside of class
  - Encourage students to take courses in other departments that emphasize public speaking
  - Offer workshops on a variety of techniques (e.g., phone calls to presentations)

# Verbal Communication: how we can prepare students

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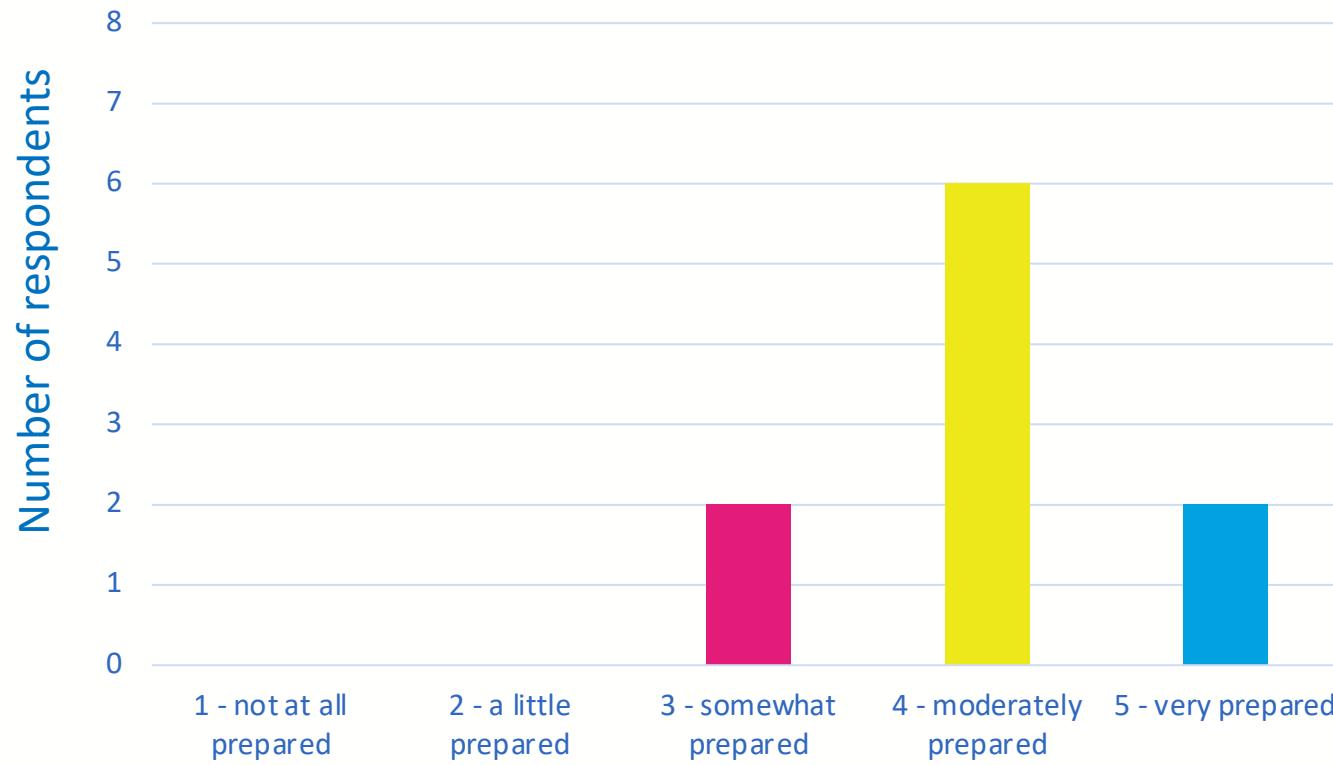
- What are some other strategies to prepare students for **Verbal Communication**?
  - Enter comments in the chat!

# Written Communication

---

~ ability to communicate accurately and effectively in professional emails, client communications, business plans or research proposals ~

- Preparedness: 4.0 (s.d. = 0.6)

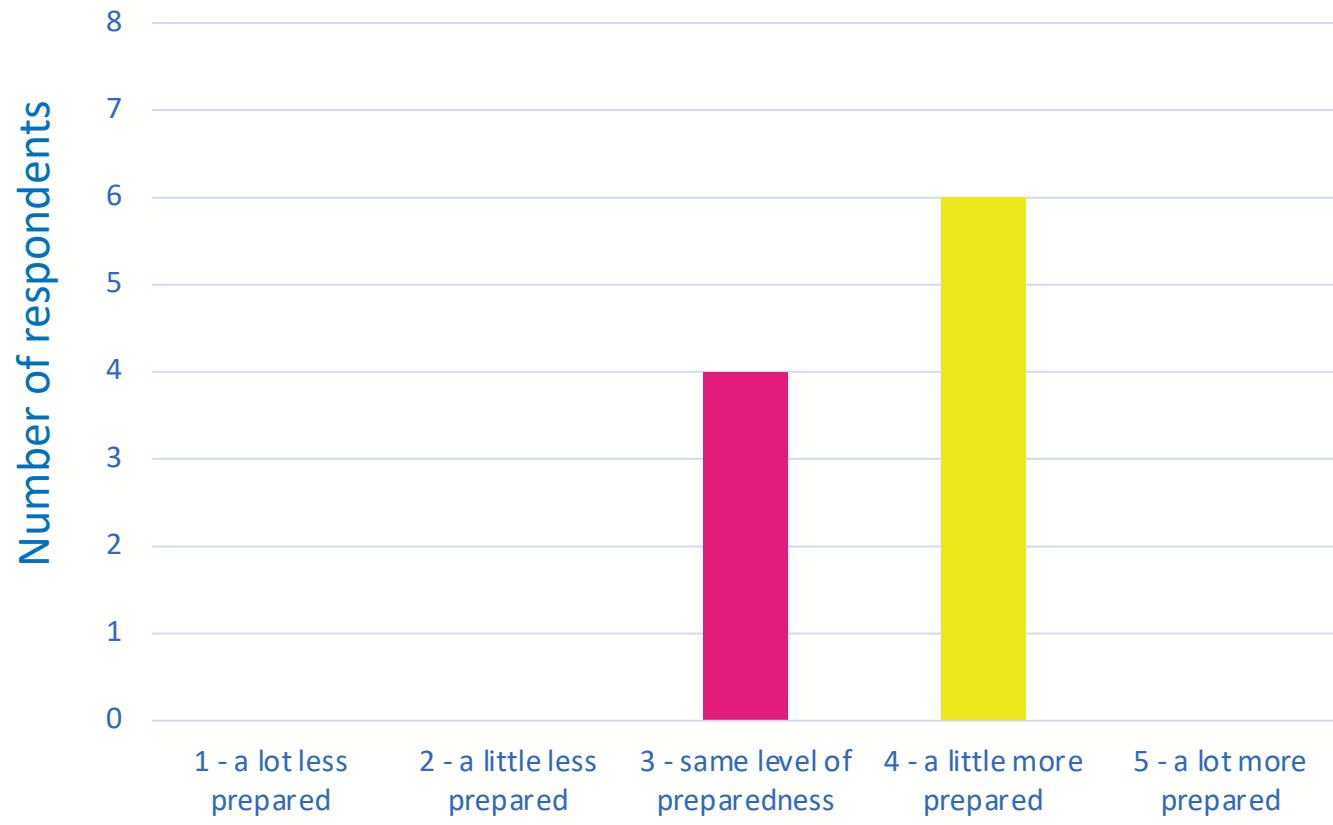


# Written Communication

---

~ ability to communicate accurately and effectively in professional emails, client communications, business plans or research proposals ~

- Comparison to peers: 3.6 (s.d. = 0.9)



# Written Communication: CSD strengths

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*Research methods was definitely a useful course for a lot of the work I am doing now. My Master's has thesis as a part of it and I am using methods I learned in that class in order to write my proposals and do research for it. I communicate with my professors and my teachers primarily in emails so I think Butler prepared me to effectively communicate through email.*

*I'm still very bad at this. But working with the department helped me become a better writer due to us having peer review times written into the class syllabus. It was always super beneficial and helped to make writing essays go better.*

# **Written Communication: CSD could improve**

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*CSD did help build up my written communication, but I still have some work to do with that. I feel I am **stronger with verbal communication** and with **things being online and always having zoom meetings**, I have not had many chances to work on my written communication. Nevertheless, CSD did contribute to improving my skills.*

# Written Communication: how we can prepare students

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- CSD Classes
  - Include casual writing and formal papers and clinical (SOAP) notes throughout curriculum
  - Incorporate peer review to help students think about writing more critically
- Outside of class
  - Encourage students to take courses in other departments that emphasize writing
  - Offer workshops on a variety of techniques (e.g., emails, memos, social media)

# Written Communication: how we can prepare students

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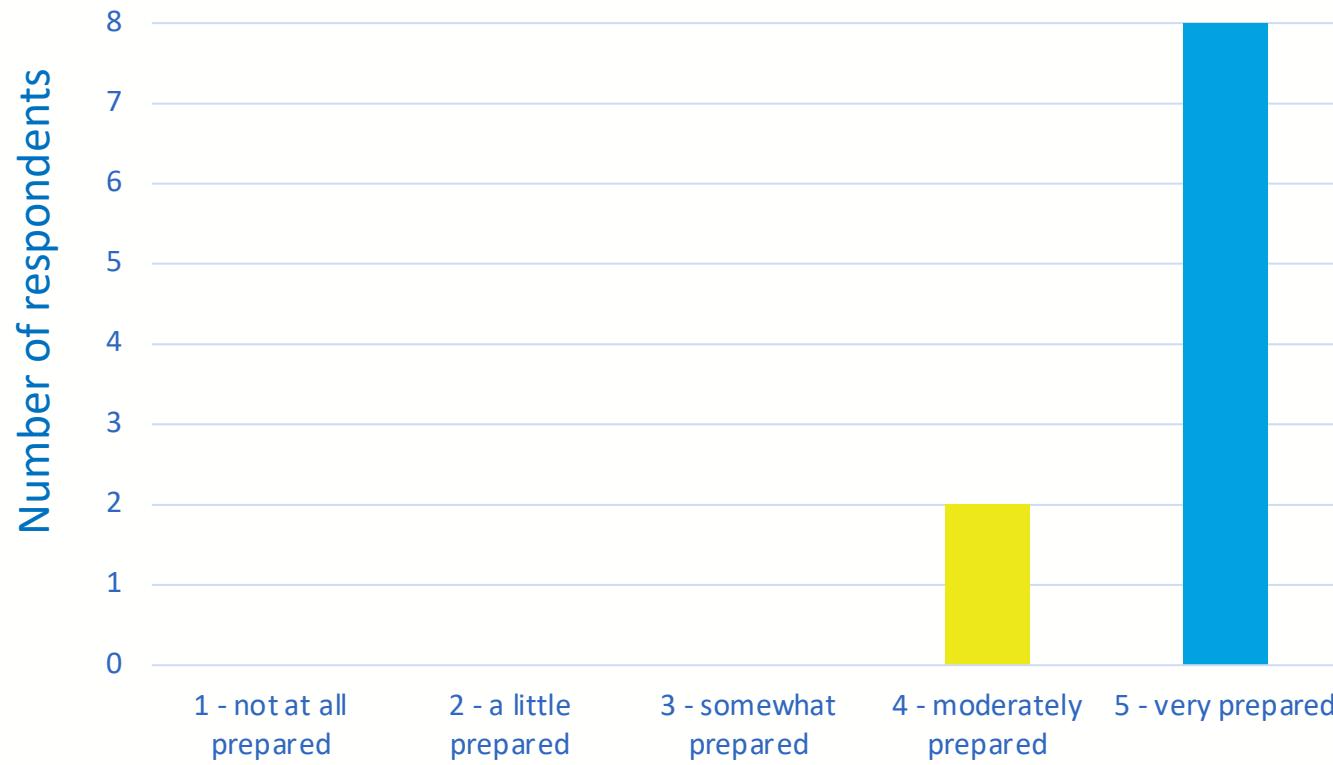


- What are some other strategies to prepare students for Written Communication?
  - Enter comments in the chat!

# Empathy

~ ability to take others' perspectives; understanding others' emotions or responses to situations ~

- Preparedness: 4.8 (s.d. = 0.4)

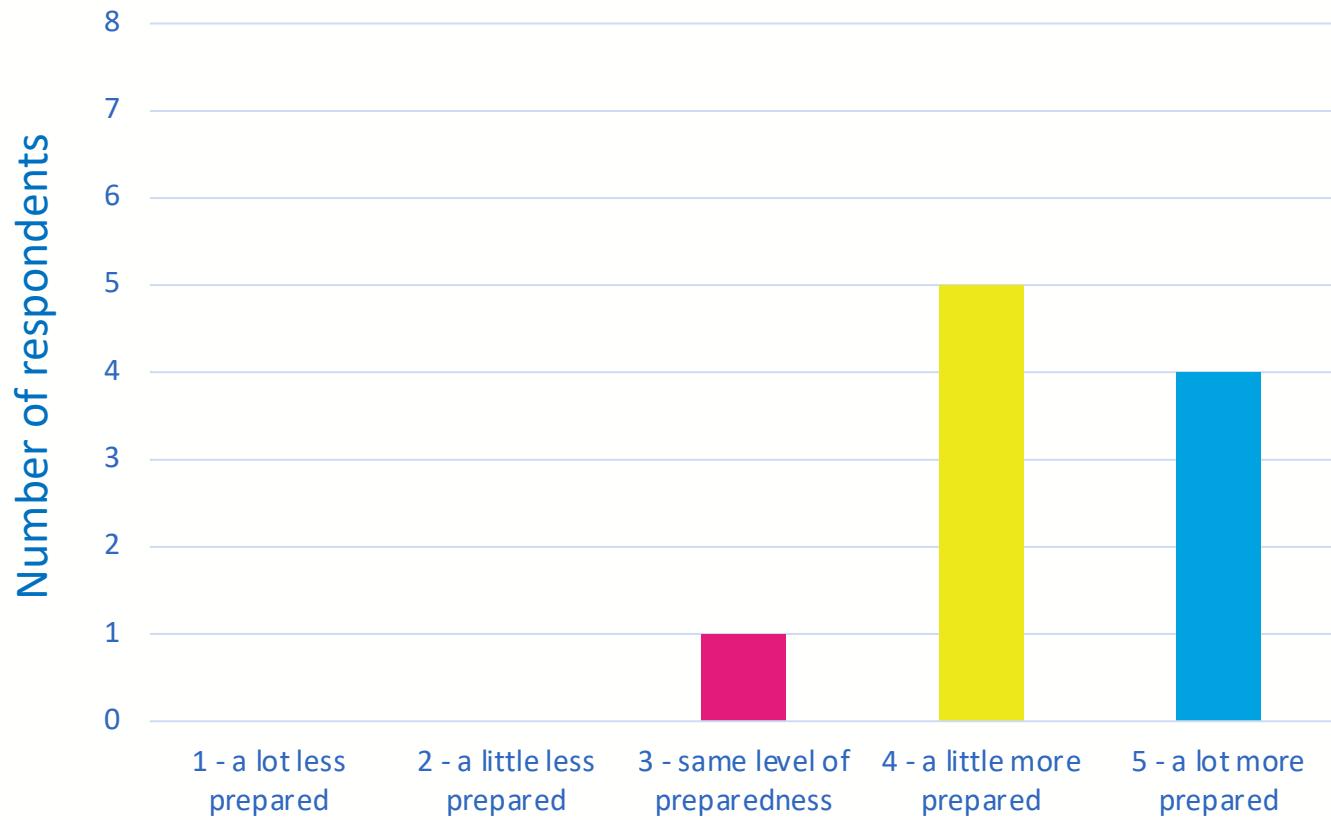


# Empathy

---

~ ability to take others' perspectives; understanding others' emotions or responses to situations ~

- Comparison to peers: 4.3 (s.d. = 0.6)



# Empathy: CSD strengths

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*I have always been a very empathic person, so I feel that is why I enjoyed CSD so much. Every class always made sure to point the focus back to how the client or person feels. I do not practice that as much in my career now, but there are a few times when projects get stressful and I am able to help ease the stress.*

*This was a big part of the program. The clients that we work with have difficulty sometimes when things get hard, so a major portion of the department is working on empathy and making sure that the clients needs are front and center. This helped me outside the classroom with my job, friends, and family but allowing me to practice with them and get a feel for what I needed to work on.*

# **Empathy: CSD could improve**

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*This is a **general life skill** I feel I had learned and understood way before going to Butler.*

# **Empathy: how we can prepare students**

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- CSD Classes
  - Discuss how to take clients' perspectives and needs into account
  - In programs with fewer clinical courses, emphasize empathy in group projects
  - Invite guest speakers who have experienced communication-related difficulties
- Outside of class
  - Encourage students to be involved with non-profit organizations that will expand their perspectives

# Empathy: how we can prepare students

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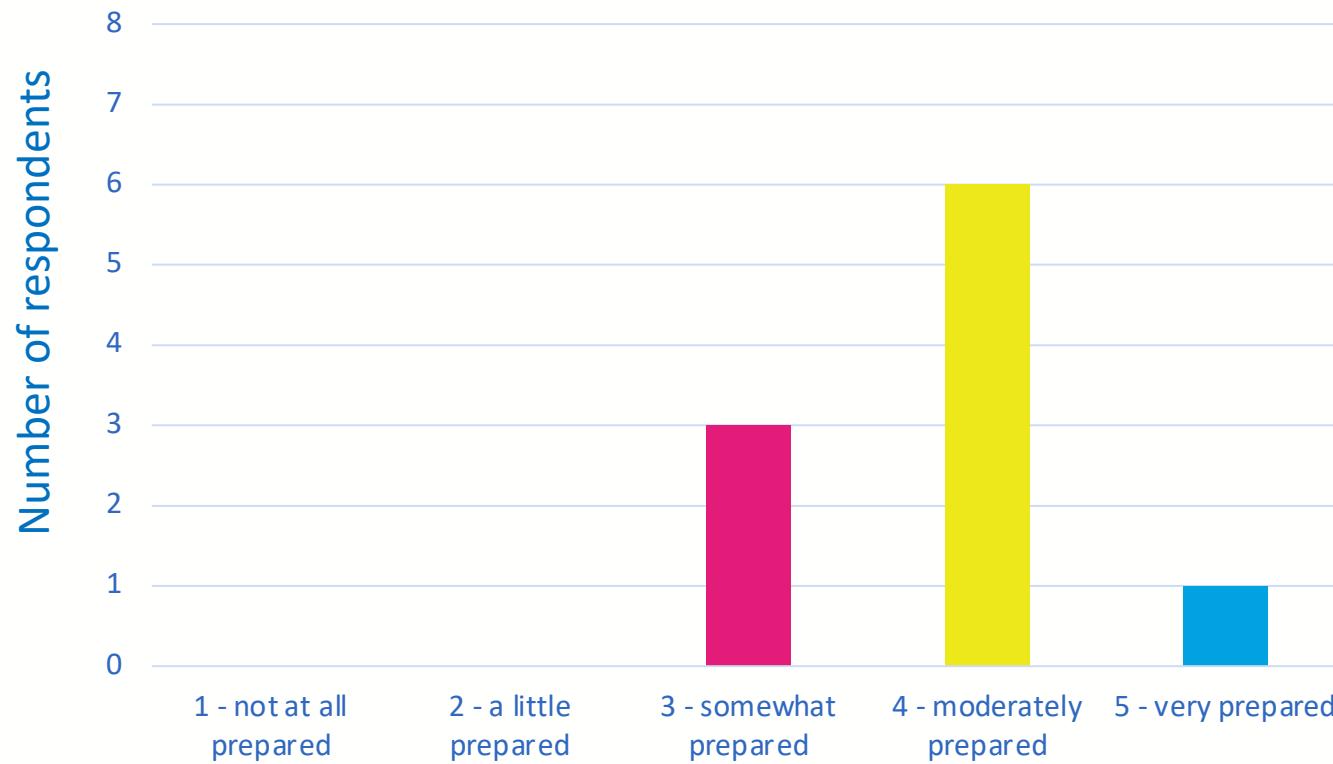
- What are some other strategies to prepare students for [Empathy](#)?
  - Enter comments in the chat!

# Creativity

---

~ ability to look beyond the present, question the status quo, imagine and develop future possibilities ~

- Preparedness: 3.8 (s.d. = 0.6)

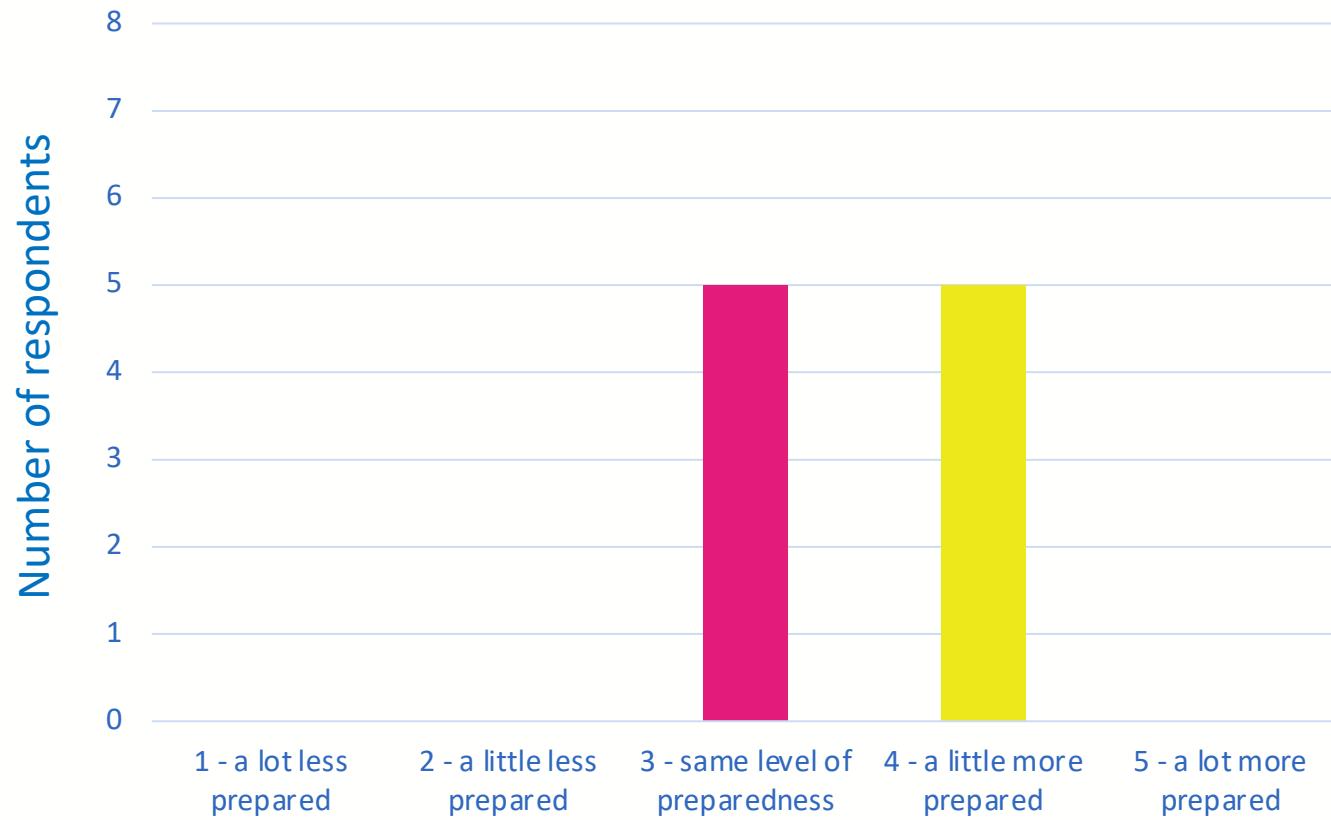


# Creativity

---

~ ability to look beyond the present, question the status quo, imagine and develop future possibilities ~

- Comparison to peers: 3.5 (s.d. = 0.5)



# Creativity: CSD strengths

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*CSD for sure helped prepare me in creativity. We were always discussing different answers for different topics and learning new ways to combat issues. I have been on a few projects where creative thinking helped save the day on an issue that was really bringing us down.*

*We did quite a few creative activities throughout classes and it really helped visually learn topics better. It also helped relieve stress from multiple exams. I used this outside of class when it came to working with little kids or even with groups that I was training for my job.*

# Creativity: how we can prepare students

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- CSD Classes
  - Model creative ways to address topics
  - Incorporate activities that help students think outside the box
  - Involve students in planning clinical sessions that will be challenging, engaging, & efficient
- Outside of class
  - Encourage students to try new experiences that might help them challenge the status quo

# Creativity: how we can prepare students

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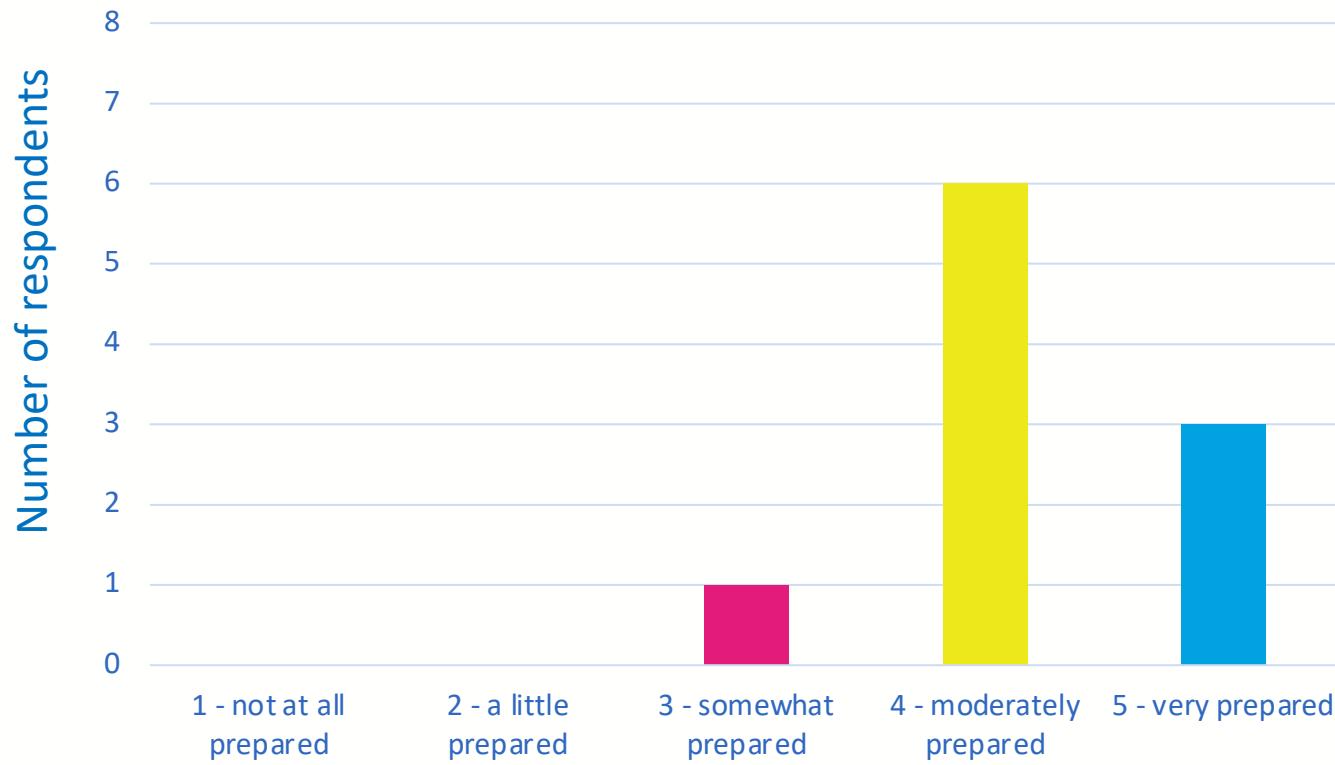
- What are some other strategies to prepare students for **Creativity**?
  - Enter comments in the chat!

# Problem Solving

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~ ability to find gaps in knowledge/facts/data and solve problems, either independently or with a team ~

- Preparedness: 4.2 (s.d. = 0.6)

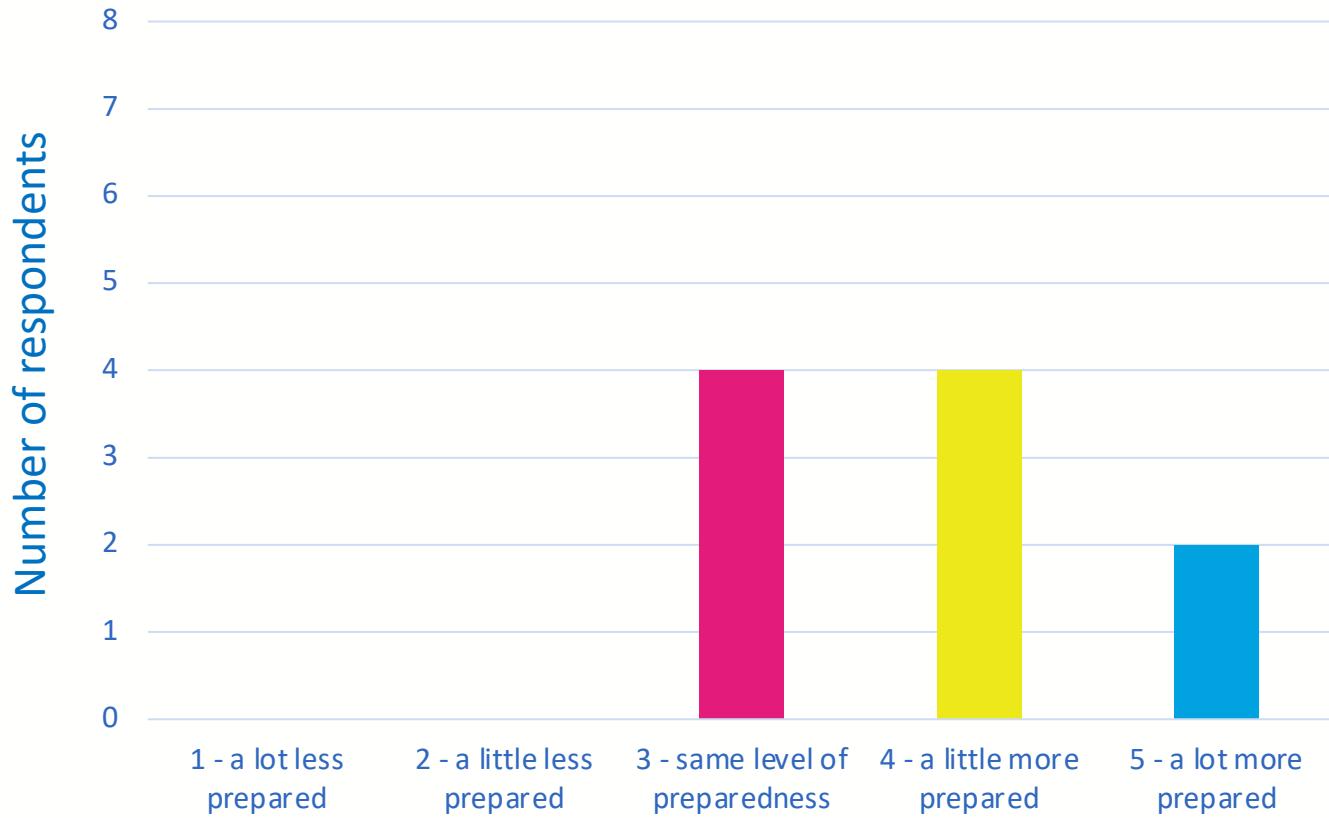


# Problem Solving

---

~ ability to find gaps in knowledge/facts/data and solve problems, either independently or with a team ~

- Comparison to peers: 3.8 (s.d. = 0.8)



# Problem Solving: CSD strengths

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*CSD has really helped my problem solving skills. I am constantly coming across topics that I am not familiar with and will then seek out information to understand what it means. I had this happen a lot with CSD in each class because I just wanted to keep learning.*

*The department was very good at reminding us to always double check every thing we do. And this has really stuck with me since my time after too. I constantly double check every thing I do and make sure to have peers review anything that I am submitting.*

# **Problem Solving: how we can prepare students**

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- CSD Classes
  - Involve students in group projects
  - Incorporate assignments that necessitate finding problems and/or solutions to CSD issues, e.g., case studies in clinical courses
- Outside of class
  - Encourage students to participate in journal clubs (e.g., after reading this article, what do we still need to know about the topic?)

# Problem Solving: how we can prepare students

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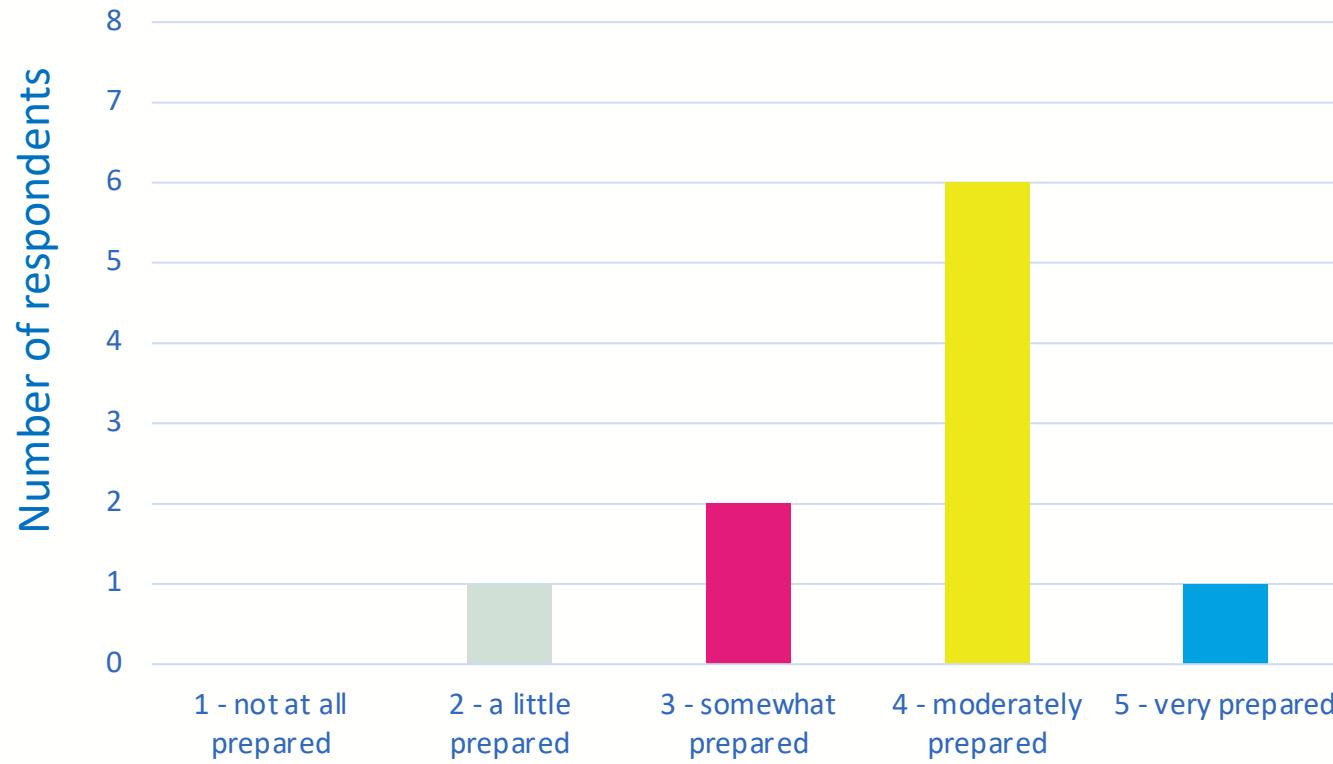
- What are some other strategies to prepare students for **Problem Solving**?
  - Enter comments in the chat!

# Leadership

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~ ability to empower and motivate others ~

- Preparedness: 3.7 (s.d. = 0.8)

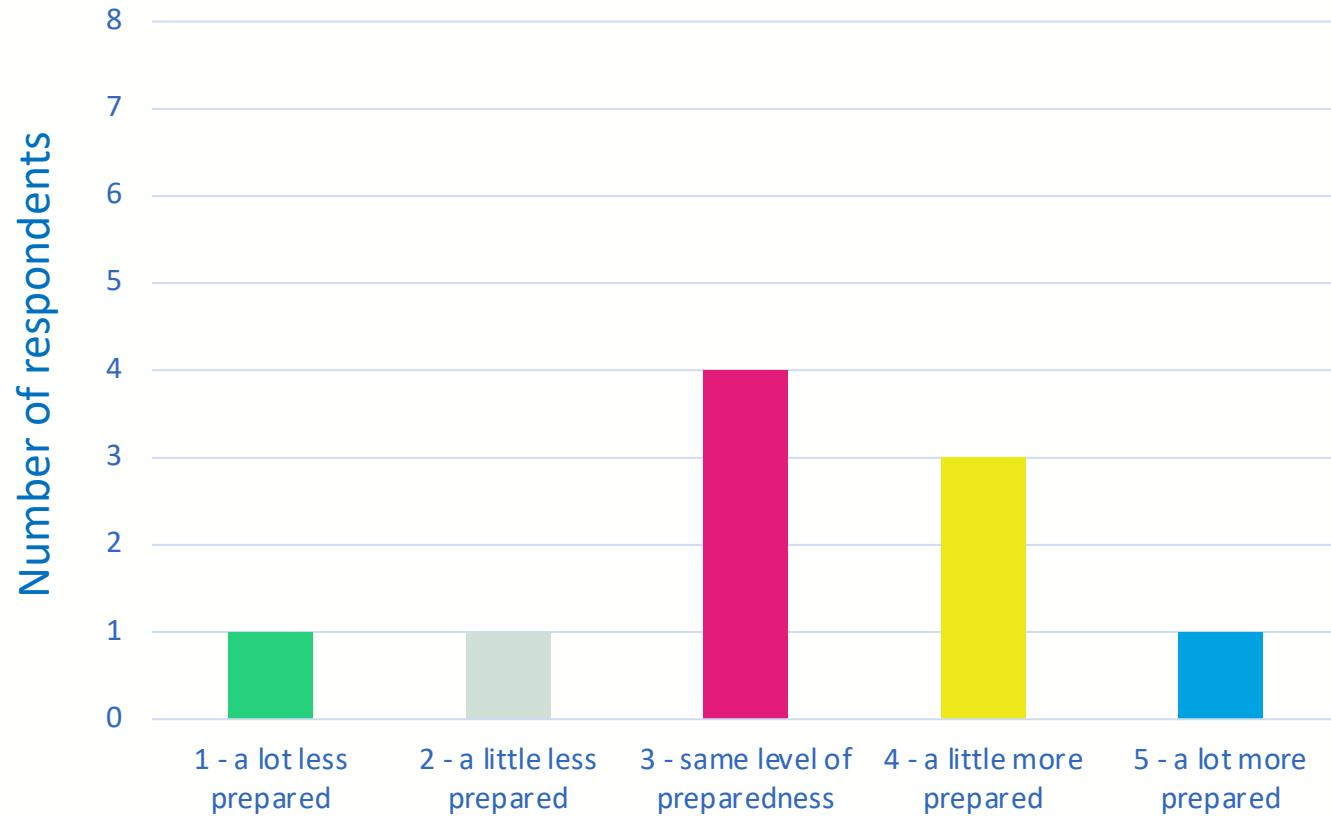


# Leadership

---

~ ability to empower and motivate others ~

- Comparison to peers: 3.2 (s.d. = 1.1)



# **Leadership: CSD strengths**

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*I did not have many leadership instances in CSD, but nonetheless, I still feel like it helped me to be able to be a leader. I was surrounded by powerful women who took the lead and helped show us what we are capable of. I have been a team lead on a few projects and I just tried to channel everything I have observed.*

*I'm not a natural leader but I think my experience in clinic/BAC/screening helped me become more confident when I'm working with students. I learned how to be more direct and specific with my instructions.*

# **Leadership: CSD could improve**

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*This is another skill I feel I learned more about outside of college.*

# **Leadership: how we can prepare students**

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- CSD Classes
  - Design group projects to have different roles that rotate throughout the semester
  - Point out examples of good leadership during class discussions or group presentations
- Outside of class
  - Offer workshops and/or readings on leadership

# Leadership: how we can prepare students

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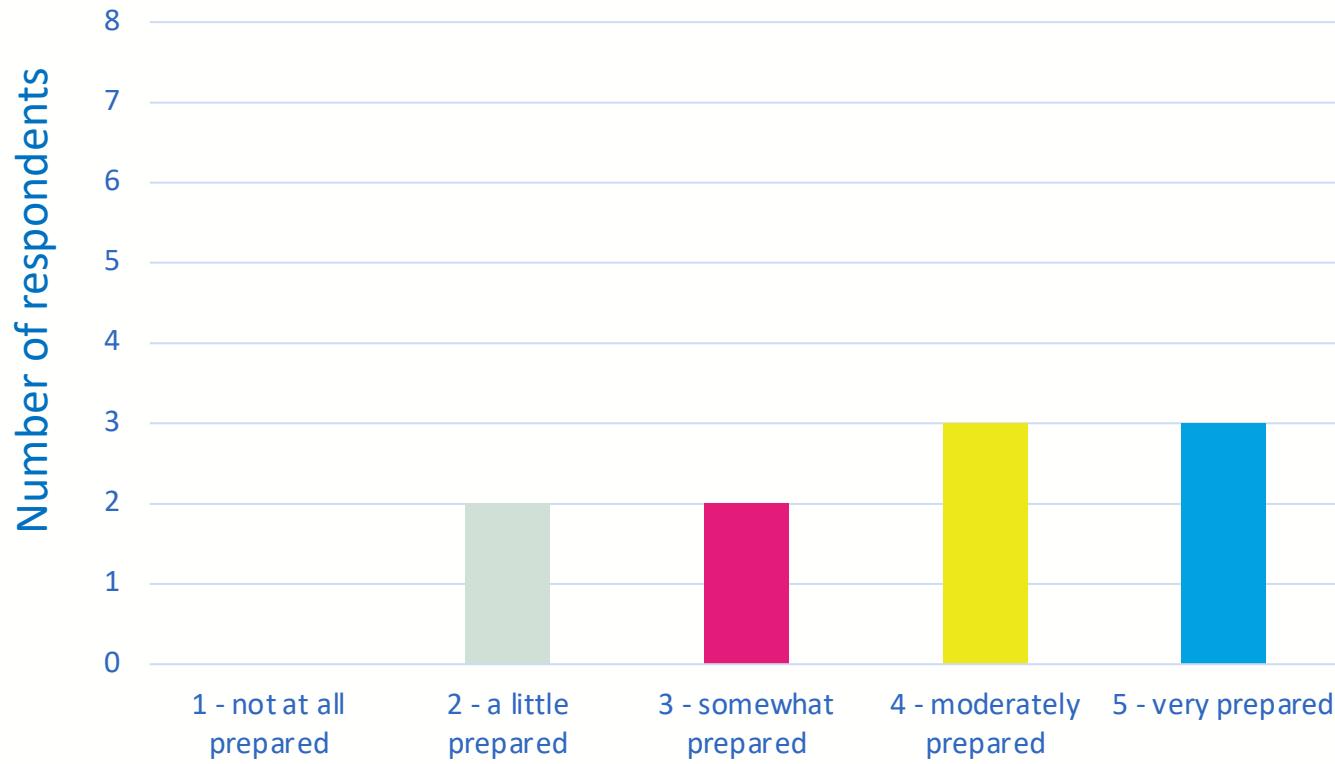
- What are some other strategies to prepare students for **Leadership**?
  - Enter comments in the chat!

# Negotiation

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~ ability to reach goals while building relationships ~

- Preparedness: 3.7 (s.d. = 1.1)

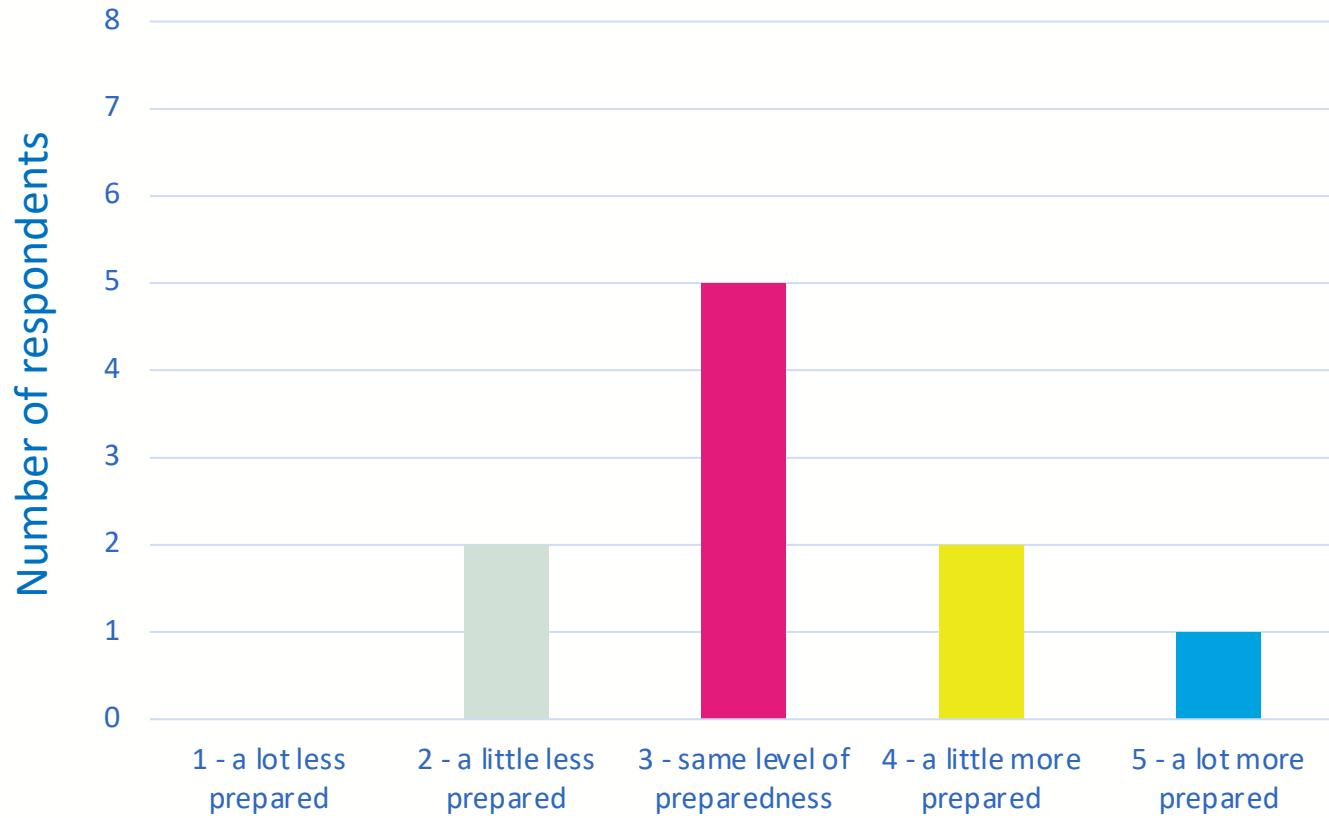


# Negotiation

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~ ability to reach goals while building relationships ~

- Comparison to peers: 3.2 (s.d. = 0.9)



# Negotiation: CSD strengths

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*CSD prepared me to negotiate by working with students closely so as to build better relationships with my peers who come from different backgrounds. It also allowed me to see how others achieve their goals and different routes that I could go to achieve my own as well.*

# Negotiation: CSD could improve

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*Similar to leadership, I did not really encounter many instances of needing to negotiate. But I have used it in my day-to-day life. I have been on projects and had to have conversations with people about which direction to go to save time and energy while they usually were leaning the other way.*

# **Negotiation: how we can prepare students**

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- CSD Classes
  - Assign different groups of students to discussions throughout the semester with an action item as a goal
  - Point out examples of negotiation during class discussions or group presentations
- Outside of class
  - Offer workshops and/or readings on negotiation skills that students might need in daily life or in CSD careers

# Negotiation: how we can prepare students

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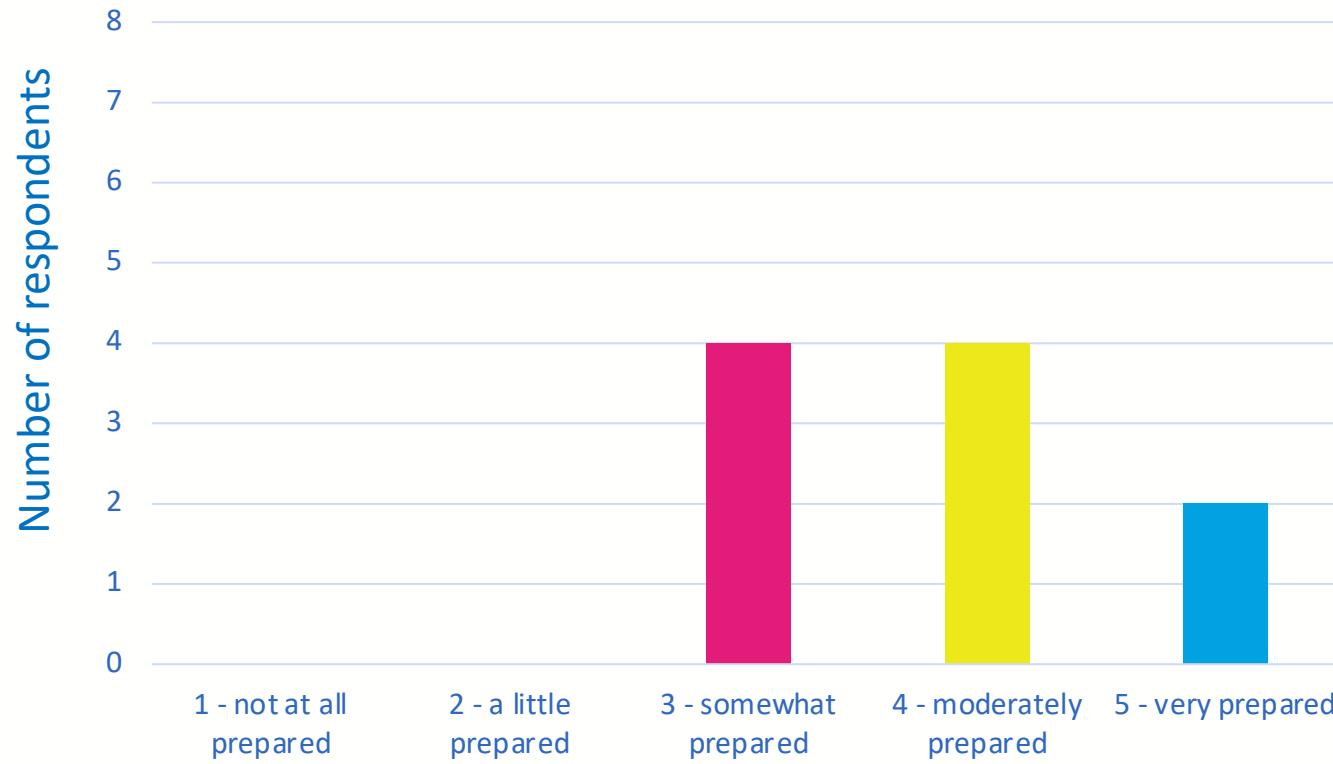
- What are some other strategies to prepare students for Negotiation?
  - Enter comments in the chat!

# Technology

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~ ability to keep up with changes to technological tools ~

- Preparedness: 3.8 (s.d. = 0.8)

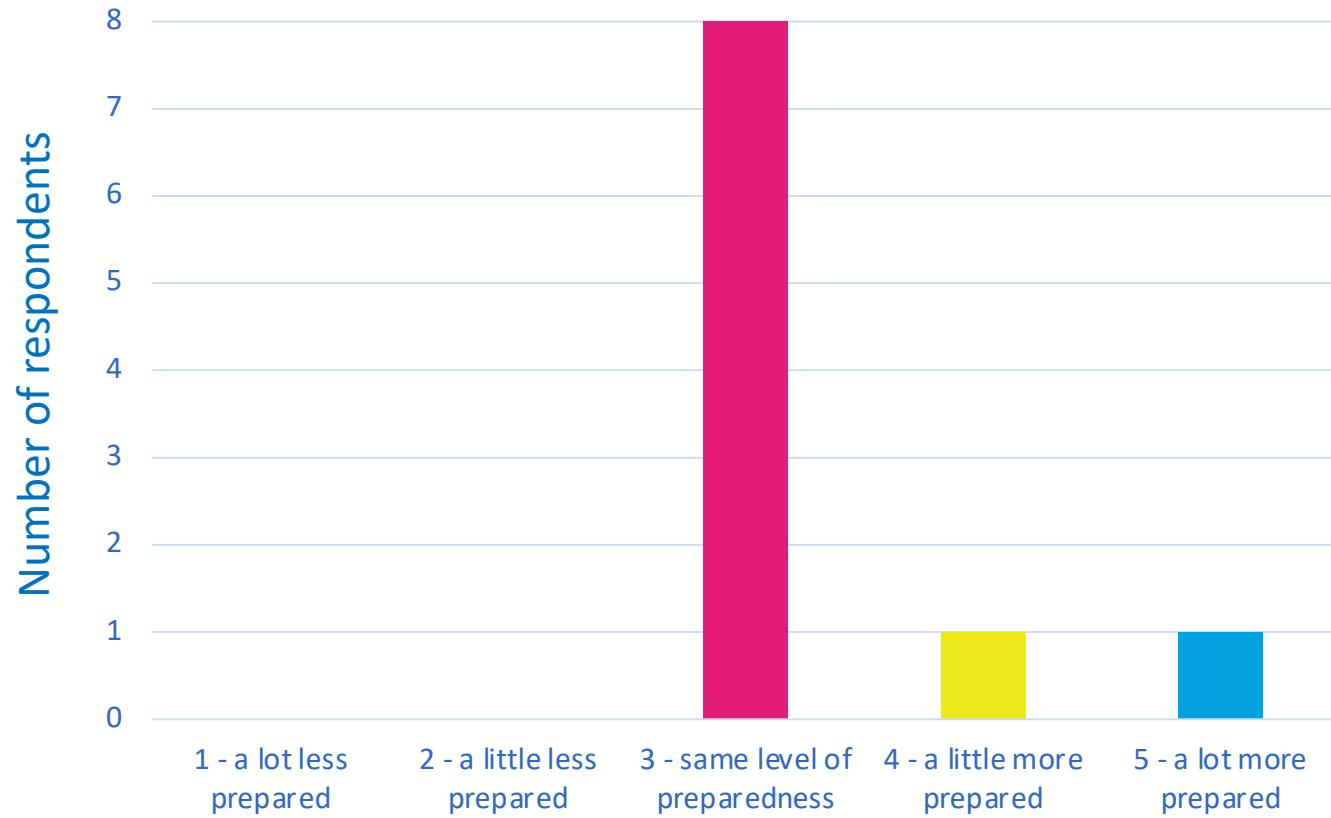


# Technology

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~ ability to keep up with changes to technological tools ~

- Comparison to peers: 3.3 (s.d. = 0.6)



# **Technology: CSD strengths**

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*CSD was always making sure we stayed up to date on technological changes and were aware that **what we thought we knew could change**. This is very apparent in my current career because there are always updates and new things to keep up with.*

# **Technology: CSD could improve**

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I don't feel like Butler/CSD helped much with this area.

# **Technology: how we can prepare students**

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- CSD Classes
  - Offer examples of various technologies used in CSD careers
  - Involve various technologies (e.g., computer applications, smartphone quizzes, social media, podcasts) in assignments
- Outside of class
  - Encourage students to attend courses in other departments that make use of various technologies

# Technology: how we can prepare students



- What are some other strategies to prepare students for **Technology**?
  - Enter comments in the chat!

## **Wrap up: Learning Objectives**

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- Identify marketable skills in undergraduate CSD programs.
- Develop/provide unique preparation to help students ‘stand out’ for non-CSD job and educational opportunities.
- Explore student characteristics valuable both to graduate CSD programs and to potential non-CSD employers.

The background image shows a large, multi-story stone building with intricate architectural details. It features several arched windows and a prominent central tower-like structure. The building is surrounded by trees, and the sky is clear.

# Thank you!

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