

Program Review Comprehensive Report



Program Review - Student Services: Career Center

Area Overview

2017 - 2018

Mission: The Norco College Career Center serves students and alumni through career planning and employment services that connect them to tools, resources, people, and organizations which support their paths to success in the workforce. (Revised, Spring 2018)

Philosophy Statement: The Career and Job Placement Center (CJPC) is dedicated to helping students achieve their career aspiration and dreams by offering self-assessment tests to help determine which occupations are best suited for their skill sets. Our committed staff and resources provide guidance to help students decide not only what they want to be, but also what they need to do to get there. (Revised, Spring 2017)

Summary: The Career & Job Placement Center (CJPC) is responsible for assisting Norco College students with understanding career exploration and preparation, while assisting students with job placement with local employers. CJPC staff works with students to utilize electronic resources including Eureka and ONET for career exploration and related information to ensure students are on track with life after Norco College. CJPC offers workstations to access the electronic resources, as well as a collection of printed materials students can peruse or take with them. Students looking for a part-time or full-time job while pursuing their academic goals are encouraged to stop by the center to receive help creating, or updating, their resume. Career development workshops and activities include interview skill building, career exploration assessments, tips in updating their social media sites, and ongoing Job Fairs with college partners and local employers. Through a combination of trained staff, onsite and online resources, and a multitude of programs and activities, the CJPC helps Norco College Students map out their future. (Revised, Spring 2017)

Strengths:

1. Assisted the general student population with a broad range of guidance, including career exploration, job leads, resume assistance, connection with Career and Technical Education (CTE) workshops, and student employment opportunities.
2. Collaborated with the campus to host Norco College's fall and spring Job Fairs, in which more than 50 employers attended each semester.
3. Regularly updated the jobs directory both in hard copy and electronic format for students to research job availability in the local area. During this past academic year, more than 1,000 jobs were posted electronically.
4. Promoted Eureka, ONET, Mustang Career Connection, and Resume Builder software with students to encourage use of these resources at the CJPC.

Students Served: During the 2014-2015 Academic Year, Student Activities

Based on the office sign-in tally, more than 800 students visited the Career & Job Placement Center (CJPC) with most students seeking personality assessments to match their interests with future career options.

Attachments:

[2014-17_STUDENT_SERVICES_CAREER_JOB_PLACEMENT_ResourceRequests.xlsx](#)

SLO/SAO: Interview Skills Workshop

Students who attend the Interview Skills workshop will be better prepared for an interview process.

SLO/SAO Status: Completed

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/23/2018

Date Completed: 03/23/2018

SLO/SAO Type: SLO – Direct

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Direct - Pre-Post Questionnaire. Ask questions about attire, preparation (resume and cover letter), communication, and how to articulate responses and anticipate questions. (Active)

Criteria: 80% of students who attend this workshop will enhance their knowledge in the interview process.

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

Goal was set to have 80% of students who attended a workshop enhance their knowledge in the interview process. 63 students attended the three workshops hosted. Over 95% stated they enhanced their knowledge of the interview process. Achieved intended goal and surpassed it by 15%.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: Continue to host interview workshops during the Fall, Winter and Spring Semesters at Norco College. In an effort to continuously get better, we can seek out collaboration with CTE to strategically invite their students as well. (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

Goal 4 - Objective 4.4 - Increase institutional awareness of partnerships, internships, and job opportunities established with business and industry.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

3a. Provides foundational skills and pathways to transfer students

3b. Provides foundational skills and pathways to career and technical education students

3c. Provides foundational skills and pathways to certificate and degree students

SLO/SAO: Resume Workshop

Students who attend a resume workshop will produce a quality resume.

SLO/SAO Status: Completed

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/23/2018

Date Completed: 03/23/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Facilitator will review resumes completed at the end of the workshop for quality. (Active)

Criteria: 80% of students will produce a resume including all of the components of a quality resume (objective; education; career history; skills; references).

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

The goal was to have 80% of students produce a resume which included all of the components of a quality resume (objective; education; career history; skills; references). Three workshops were hosted on this topic and 77 student attended. All students (100%) created "quality" resumes which included having the career objective, their current education, career history, their additional skills, as well as three references with names, titles, email addresses, and work phone numbers.

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Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: We want to promote these workshops across all academic disciplines. We want to find a way to incorporate these workshops as part of the Completion Initiative. (03/23/2018)

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SLO/SAO: Strong Interest Inventory (Career Assessment)

As a result of attending the Strong Inventory workshop, students will learn about their career paths.

SLO/SAO Status: Completed

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/23/2018

Date Completed: 03/23/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Completion of the Strong Interest Inventory assessment, as well as post survey. (Active)

Criteria: 80% of the students who attended this workshop will be able to identify a career path.

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

The goal was to have 80% of the students who attended a CJPC workshop be able to identify a career path. More than 93% of the students who attended a CJPC workshop were able to identify at least one career path which they were going to research further, but was very interesting to them. While we will not know in the immediate future the direct impact these workshops had on helping students find their future career, we can say for certain that their impact gave students the self-confidence and the tools to continue pursuing a career which was in alignment with their talents, skills, and educational interests.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: CJPC want to find ways to get more students to attend these workshops. With the synergy being created from the Completion Initiative and the change of formatting for Summer Advantage, we hope to find a niche whereby students can get this information in a semi-mandatory setting. (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

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Goal 3 - Objective 3.1 - Increase percentage of students who declare an educational goal.

Goal 3 - Objective 3.2 - Increase percentage of new students who develop an educational plan.

Goal 3 - Objective 3.3 - Increase percentage of continuing students who develop an educational plan.

Mission

1a. Service to students, community, and workforce by providing educational opportunities