

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Career & Job Placement Center (CJPC)

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Academic Year: 2015-2016

I. Student Services Area Overview

1. Mission Statement

The Norco College Career & Job Placement Center (CJPC) is dedicated to supporting students by providing resources that encourages career exploration, self-development, and prospective employment options.

2. Philosophy Statement

The Career and Job Placement Center 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 what they need to do to get there. Students looking for a part-time or full-time job while pursuing their academic goals are encourage to stop by the center to receive help creating, or updating, their resume. *(Revised, Fall 2015)*

3. Summary

The Career & Job Placement Center (CJPC) is responsible for assisting Norco College students with understanding career exploration and preparation, and 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. The Center offers workstations to access the electronic resources, as well as a collection of printed materials students can peruse or take with them. Career development workshops and activities include resume writing tips, interview skill building, career exploration, and Career & Job Fair 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, Fall 2015)*

4. Strengths

1. Assists the general student population with a broad range of guidance, including career exploration, job leads, resume assistance, connection with CTE workshops, and student employment opportunities.
2. Collaborated with CTE to co-host Norco College's fall and spring Career & Job Fair, in which more than 50 employers attended each Fair.
3. Regularly updated the jobs directory both in hard copy and electronic format for students to research job availability in the local area. During the academic year, over 1,000 jobs were posted electronically.
4. Promoted Eureka, ONET, and Resume Builder software with students to encourage use of these resources at the Center.
5. 93% of students demonstrated an understanding of key job preparation skills.
6. 98% of students expressed satisfaction with the Eureka career exploration database tool.

5. Students Served

During the 2014-2015 Academic Year, Student Activities

- Based on the office sign-in tally, there were 777 student visits to the Career & Job Placement Center (CJPC) with students utilizing a variety of available resources.
- Approximately 32% of the students came to the CJPC to utilize the workstations to access WebAdvisor, apply to Norco College, and apply for FAFSA, and 53% sought the Center's online career exploration tools, searched for jobs on and off-campus, and participated in resume building and Career & Technical Education workshops.

II. Assessing Outcomes

1.A. Report on 2014-2015 Assessment Plan and Objectives for Student Services Area: *Career & Job Placement Center*

Objectives:

- Students will demonstrate understanding of key job preparation skills.
- Students will express satisfaction with the Eureka career exploration tool.
- The Career & Job Placement Center will provide timely and updated job announcements from local employers.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Completion (or anticipated completion)/ Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	Students will demonstrate an understanding of key job preparation skills.	SLO: Students who participate in career and job training workshops will be able to identify key job preparation skills.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	80% of students will be able to identify key job preparation skills.	Data will be gathered from surveys collected at the end of 3 workshops. Spring 2015.	Based on surveys administered after each workshop 93% of students stated they learned key information about job preparation skills. Achieved target and surpassed by 13%.	This year marked a noticeable increase in programs adding their workshops to the all college calendar. We will continue to add workshops which will increase students' career and life skills.	Moved to Strengths – Need to collect longitudinal data to make sure the office is consistently hitting this target. Perhaps move the goal to 90% in 2015-16.

2.	Students will express satisfaction with the Eureka career exploration tool.	SAO: Students who use the Eureka career exploration tool will be satisfied with the end-user experience.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	90% of students will respond satisfactorily or higher about their use of the career exploration tool.	Data will be gathered from an electronic survey.	Based on the survey, 98% of students were very satisfied or satisfied with Eureka. Met target goal and surpassed it by 8%.	The survey could be modified to add additional questions to evaluate what aspects were favorable and which were not. To increase participation rates of students completing survey, we should issue it once per month to Eureka users.	Moved to Strength – The Office will administer the survey more frequently. As well as explore other avenues to advertise this resource to more students.
3.	Provide timely and updated job announcements from local employers.	SAO: The Career & Job Placement Center will regularly update job openings and have them accessible electronically.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	The Career & Job Placement Center will advertise at least 1,000 job postings during the academic year.	Data will be gathered from annual job posting count.	Nearly 1,500 local jobs were posted on the CJPC workstations for student access based on sign in count. Goal achieved.	We will continue to promote posting jobs and seek new ways to increase awareness.	Discontinued – This will remain a priority for the office. However, due to limited staff to advertise these job postings, we are re-evaluating how to do this more efficiently.

II.1.B. Program Modifications for 2014-2015 Data Assessment (“Closing the Loop”)

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
N/A	

II.2.A. 2015-2016 Assessment Plan for Student Services Area: *Career & Job Placement Center*

Objectives:

- Students will learn the importance of a comprehensive educational plan.
- CJPC will collaborate with CTE to introduce industry specific career mini-conferences for Health Care, Entrepreneurs, STEM, & Gaming.
- CJPC will increase the number of students seen by 10% from the last academic year.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	Students will learn the importance of a comprehensive student educational plan.	SLO – Each student will leave with an appointment after being encouraged to complete an educational plan.	Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	150 educational plans is this year's target.	Data will be gathered throughout the academic year.	Complete: CJPC completed 193 SEPs during 2015-16.	Although this goal was exceeded, we expect to continue this upward trend.
2.	CJPC will collaborate with CTE to introduce industry specific career mini-conferences for Health Care, Entrepreneurs, STEM, & Gaming.	SLO - Students will be given the tools to connect their educational goals with career goals through workshops and industry panel discussions.	Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	Completion of four career mini-conferences by June 1, 2016.	Data will be gathered from surveys collected in Spring 2016.	All but one mini-conference was completed. The Health Care conference had low registration, so the event was postponed. The other events were all very successful.	The programs should be continued with additional advertisement to on campus constituents. Gaining faculty support of these programs will be a top priority, if the conferences are going to grow.
3.	CJPC will increase the number of students seen by 10% from the last academic year.	SAO – CJPC will focus on reaching more students through advertisement and word of mouth.	Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	Overall appointments will be tracked. In 2014-15, 777 students were seen in the office. 855 students is this year's target.	Data will be gathered from surveys collected in Spring 2016.	CJPC saw 965 students in 2015-16. This was a 20% increase from last year. 383 students were specific to job placement, the others inquired about careers, personality testing, and educational plans.	Additional outreach needs to take place as we move forward. One idea is that cross training of all Student Life student assistants needs to take place so students in ASNC can talk about CJPC programs and workshops.

*Please see appendix for description.

**More detailed description on the following page.

II.2.B. 2015-2016 Assessment Plan Findings/Data Analysis

SLO #1: Students will learn the importance of a comprehensive student educational plan.

Findings/Data Analysis: The Career and Job Placement Center completed 193 comprehensive educational plans with students this year.

Improvement Recommendations: Although this goal was exceeded, we expect to continue this upward trend in future years. Also, an emphasis will be placed on completing the Norco Semester by Semester Guide with students to ensure they have a clear road map towards certificate obtainment and graduation.

SLO #2: CJPC will collaborate with CTE to introduce industry specific career mini-conferences for Health Care, Entrepreneurs, STEM, & Gaming.

Findings/Data Analysis: All but one mini-conference was completed. The Health Care conference had low registration, so the event was postponed until next year. The other events were all very successful. Both the Veteran's Entrepreneur Conference and the Gaming Conference had high attendance from both on and off campus individuals.

Improvement Recommendations: The programs should be continued with additional advertisement to on campus constituents. Gaining faculty support of these programs will be a top priority, if the conferences are going to grow. Finding faculty who will provide extra credit for attendance and/or incorporate the program into their syllabus will aide in the success of the program.

SAO #3: CJPC will increase the number of students seen by 10% from the last academic year.

Findings/Data Analysis: CJPC saw 965 students in 2015-16, this was a 20% increase from 2014-15. 383 were specific to job placement, the others inquired about careers, personality testing, and educational plans. With 172 of them being drop-in appointments specific to job placement. The others inquired about career possibilities, personality testing, and educational plans.

Improvement Recommendations: Additional outreach needs to take place as we move forward. One ideas is that cross training of all Student Life student assistants needs to take place so students in ASNC can talk about CJPC programs and workshops.

III. Needs Assessment

1. Staffing Level: *Provide a very brief description of your current staffing level or attach an organizational chart that includes positions only.*

Career & Job Placement Organizational Chart



2. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016 - 2017	2017-2018
Administration	0	0	0	0	1.0	1.0	1.0
Classified Staff FT	0	0	0	1.0	0	0	1.0
Classified Staff PT	0	0	0	0	.40	1.0	1.0
Confidential Staff FT							
Faculty FTE Full time	0	0	0	0	1.0	1.0	1.0
Faculty FTE Part time							
Total Full Time Equivalent Permanent Staff				1.0	2.4	3.0	4.0
Short Term Staff	0	0	0	0	0	0	0
Student Workers	4	3	4	4	3	3	3

3. Improvement Areas

1. The CJPC is positioned to be a major contributor to the success of students at Norco College, but requires the necessary staffing in order to be successful. For CJPC to function properly it is suggested that there be one designated administrator who provides oversight and direction. It was determined in November 2015, that the logical choice was the Dean of Student Life both in terms of proximity, as well as responsibility. However, the next step should be a conversation to explore hiring a coordinator for the area. The CJPC recently hired a qualified staff person, trained in career advisement and counseling. We were able to hire a full-time counselor in the CJPC area last year. He is providing career counseling. Finally, a third staff member, preferably full-time, is also needed to increase awareness to the student population of the resources available through the CJPC. This person would also assist the counselor by helping students to become familiar with online career exploration tools and in hosting workshops. The Student Employment Services specialist has been removed from any responsibility in assisting students in the CJPC other than those who are seeking help with regards to student employment off-campus.

2. As indicated in earlier program reviews, the CJPC has limited connections to industry and employment partners in the community. Although CTE has actively pursued developing connections with these entities, their efforts have been limited to job announcements and emphasis has been on those jobs which are directly related to CTE programs. A dedicated part-time specialist whose responsibility includes developing relationships with area employers in all industries and trades would be a critical benefit to insuring increased job postings for a larger portion of the student body. This person would report to the Dean of Student Life and would coordinate his or her efforts with those being done by the CTE department.

3. Based on surveys conducted by the Associated Students of Norco College, students at Norco College who know about CJPC find the services extremely helpful. However, many still do not currently know of the CJPC and thus do not regard the office as a viable source of assistance and information with regards to career and/or job search data. Additional outreach will be conducted in 2016-17, with the goal of increasing awareness of the CJPC to students by way of the Associated Students and the Student Ambassadors. Promotional items will be used to incentives attendance at workshops and panel discussions. It should be noted that our counseling staff has been very instrumental in bringing awareness to students about the CJPC.

4. Because of the limited staff in the area, CJPC had significant times when it was unable to remain open during normal business hours. For the CJPC to be a recognized and reliable resource for students, dependable and trained staff must be available, and a wide variety of online career exploration tools must be offered. Properly trained personnel, as well as up-to-date computer hardware and software will improve students' desire to access CJPC workstations and provide them the ability to identify a career goal as well as learn skills important to the job market.

Unit Name: *Career & Job Placement Center*

4. Staff Needs

NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

<p align="center">List Staff Positions Needed for Academic Year 2016-2017 Please be as specific and as brief as possible when offering a reason. Place titles on list in order (rank) or importance.</p>	<p align="center">Indicate N = New R=Replacement I = Increase time</p>	<p align="center">Annual TCP* TCP for employee</p>
<p>1. N/A <u>Reason:</u></p>		
<p>2. <u>Reason:</u></p>		
<p>3. <u>Reason:</u></p>		

* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

5. Equipment (*Not* including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. Career & Job Placement Fair, Workshops and Panels <u>Reason:</u> In partnership with CTE, CJPC seeks to host educational workshops and panel discussions, which help students link college and careers.	\$500.00	4	\$500.00
2. <u>Reason:</u>			
3. <u>Reason:</u>			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates.
 If equipment needs are linked to a position please be sure to mention that linkage.

6. Technology++ Needs Not Covered by Current Budget

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C) ?	Location (i.e Office, Classroom , etc.)	Is there existing Infrastructure ?	How many users served?	Has it been repaired frequently?	Annual TCO*		
								Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	N/A									
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- TCO = “Total Cost of Ownership” for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

7. Facilities Needs Not Covered by Current Building or Remodeling Projects*

<p>List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.</p>	<p>Total Cost of Request</p>
<p>1. N/A <u>Reason:</u></p>	
<p>2. <u>Reason:</u></p>	
<p>3. <u>Reason:</u></p>	
<p>4. <u>Reason:</u></p>	
<p>5. <u>Reason:</u></p>	
<p>6. <u>Reason:</u></p>	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

8. Professional or Organizational Development Needs Not Covered by Current Budget*

<p>List Professional Development Needs for Academic Year 2016-2017 Reasons might include in response to assessment findings or the need to update skills. Please be as specific and as brief as possible. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. Professional Development Conference <u>Reason:</u> Staff will learn best practices and emerging technologies to better serve our students link college to career.</p>	\$2,800.00	1	\$2,800.00
<p>2. Annual Office Supplies <u>Reason:</u> Currently there is no funding in this department to cover expenses such as printer ink, paper, pens, etc.</p>	\$500.00	1	\$500.00
<p>3. <u>Reason:</u></p>			
<p>4. <u>Reason:</u></p>			
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

Unit Name: *Career & Job Placement Center*

9. SAFETY NEEDS not covered by current budget

List Safety Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.			
	Cost per item	Number Requested	Total Cost of Request
1. N/A <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

9. OTHER NEEDS not covered by current budget

<p align="center">List Other Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. Promotional products for on-campus outreach of services.</p> <p><u>Reason:</u> Promotional products can help raise awareness of the CJPC with current and prospective students as well as members of the community. CJPC student staff can pass out these products and also distribute them at the bi-annual Career & Job Fair. The products include: pens, note pads, water bottles, highlighters, and similar products.</p>	<p>Between \$1.00 to \$5.00 per item</p>	<p>Bundled</p>	<p>\$3,000.00</p>
<p>2. <u>Reason:</u></p>			
<p>3. <u>Reason:</u></p>			
<p>4. <u>Reason:</u></p>			
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

Appendix

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
 - a. By providing educational opportunities
 - b. By celebrating diversity
 - c. By promoting collaboration

2. Provides support and encouragement through
 - a. Innovative approach to learning
 - b. Application of emerging technologies

3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:

- ***SLO- Students will learn the services available through WebAdvisor.***
- ***How it is linked to the Mission Statement: 2b – Provides support and encouragement through application of emerging technologies.***