

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

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

Prepared by: Mark Hartley

Academic Year: 2016-2017

I. Student Services Area Overview

1. Mission Statement

The Norco College Career & Job Placement Center (CJPC) is dedicated to supporting students by providing resources, which encourages career exploration, self-development, and prospective employment options. *(Revised, Spring 2017)*

2. 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)*

3. 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)*

4. 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.

5. 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.

II.1.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	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

						careers, personality testing, and educational plans.	workshops.
--	--	--	--	--	--	---	------------

II.1.B. Program Modifications for 2015-2016 Data Assessment (“Closing the Loop”)

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
Students will learn the importance of a comprehensive student educational plan.	Although this goal was exceeded, we expect to continue this upward trend as long as the office has a dedicated counselor. With that said, this is a campus-wide goal. As a result, we will be looking at other outcomes in future years that can help our students secure part-time and full-time employment.
CJPC will collaborate with CTE to introduce industry specific career mini-conferences for Health Care, Entrepreneurs, STEM, & Gaming.	While we had hoped to continue this successful series, the fund was not available this year, so it did not happen. This will remain on our short list of to-do items once additional funding returns.
CJPC will increase the number of students seen by 10% from the last academic year.	The numbers continue to go up for CJPC, we want to put our efforts into the Completion Initiatives College to Career movement, by hosting more workshops and increasing our marketing efforts.

II.2.A. 2016-2017 Assessment Plan for Student Services Area: *Career & Job Placement Center*

Objectives:

- Students will increase their knowledge about the interview process.
- Students will produce quality resumes for future jobs and careers.
- Student will gain an understanding of their skill sets and how they align with different careers.

	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 increase their knowledge about the interview process.	SLO – Students who attend the Interview Skills workshop will be better prepared for an interview process.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	80% of students who attend this workshop will enhance their knowledge in the interview process.	Pre-Post Questionnaire. (ask questions about attire, preparation-resume, cover letter, communication, and how to articulate responses and how to anticipate questions)	May 2017 95% stated they enhanced their knowledge of the interview process.	Continue Host additional workshops and work on being strategic about inviting CTE students.
2.	Students will produce quality resumes for future jobs and careers.	SLO: Students who attend a resume workshop will produce a quality resume.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	80% of students will produce a resume including all of the components of a quality resume (objective; education; career history; skills; references)	Facilitator will review resumes completed at the end of the workshop for quality.	April and May 2017 100% of students created a quality resume.	Continue Promote this workshops as part of the Completion Initiative.
3.	Student will gain an understanding of their skill sets and how they align with different careers.	SLO: As a result of attending the Strong Inventory workshop, students will learn their career paths.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	80% of the students who attended this workshop will be able to identify a career path.	Completion of the Strong Interest Inventory assessment, as well as post survey.	April and May 2017 93% of attendees identified at least one career path.	Continue Must look for ways to partner with other programs and academic endeavors to attract more students to these workshops.

***Please see appendix for description.**

****More detailed description on the following page.**

II.2.B. 2016-2017 Assessment Plan Findings/Data Analysis

SLO #1: Students will increase their knowledge about the interview process. (Direct)

Findings/Data Analysis:

- 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%.

Improvement Recommendations:

- 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.

SLO #2: Students will produce quality resumes for future jobs and careers. (Direct)

Findings/Data Analysis:

- 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.

Improvement Recommendations:

- 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.

SLO #3: Student will gain an understanding of their skill sets and how they align with different careers. (Direct)

Findings/Data Analysis:

- 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 with was in alignment with their talents, skills, and educational interests.

Improvement Recommendations:

- 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.

III. Needs Assessment

1. Staffing Level:



2. Staffing Profile:

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017 - 2018	2018-2019
Administration	1.0	1.0	1.0	1.0	1.0	2.0	2.0
Classified Staff FT							
Classified Staff PT	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Confidential Staff FT							
Faculty FTE Full time	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Faculty FTE Part time							
Total Full Time Equivalent Permanent Staff	2.5	2.5	2.5	2.5	2.5	3.5	3.5
Short Term Staff							
Student Workers	1.0	1.0	1.0	1.5	2.0	2.0	2.0

3. Improvement Areas

Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.

The fall of 2017 will bring about a new era for the Career & Job Placement Center. The first major change will be to the name of the center. No longer will the department be known as the Career & Job Placement Center or CJPC, but rather after consultation with BFPC and ASNC, the name will simply be the Career Center. The website, signage, business cards and marketing material will all reflect the new name change.

The Career Center will be conducting a nationwide job search for a new position. The Director of the Career Center position will be advertised during summer 2017 with the anticipation that a new director will be in place close to the start of the fall semester.

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 2017-2018 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. None at this time. <u>Reason:</u></p>		
<p>2. <u>Reason:</u></p>		
<p>3. <u>Reason:</u></p>		
<p>4. <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.

Unit Name: _____ Career & Job Placement Center _____

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

List Equipment or Equipment Repair Needed for Academic Year 2017-2018 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. None at this time. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <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.

Unit Name: _____ Career & Job Placement Center _____

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	None at this time.									
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.

Unit Name: _____ Career & Job Placement Center _____

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

<p>List Facility Needs for Academic Year 2017-2018 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.</p>	<p>Total Cost of Request</p>
<p>1. It is already in process, but the a new office space needs to constructed for the new Director of the Career Center.</p> <p><u>Reason:</u></p>	<p>Unknown</p>
<p>2.</p> <p><u>Reason:</u></p>	
<p>3.</p> <p><u>Reason:</u></p>	
<p>4.</p> <p><u>Reason:</u></p>	
<p>5.</p> <p><u>Reason:</u></p>	
<p>6.</p> <p><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.

Unit Name: _____ Career & Job Placement Center _____

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

<p>List Professional Development Needs for Academic Year 2017-2018 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. None at this time. <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>			

*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

<p align="center">List Safety Needs for Academic Year 2017-2018 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. None at this time. <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>			

Unit Name: _____ Career & Job Placement Center _____

9. OTHER NEEDS not covered by current budget

<p align="center">List Other Needs for Academic Year 2017-2018 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. None at this time. <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>			

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.***

