

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Career Center

Prepared by: David Schlanger

Academic Year: 2018-2019

I. Student Services Area Overview

1. Mission Statement

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

2. Philosophy Statement

The Career Center is dedicated to helping students achieve their career goals by facilitating a process of career decision-making involving self-assessments, career exploration, and career planning. Our committed staff and resources provide guidance to help students decide what they want to do occupationally and what they need to do to get there. Through employment services and work experience education courses, the Career Center equips students with the employability skills needed to get a job and keep a job. (Revised, Spring 2019)

3. Summary

- The Career Center provides career planning assistance by administering career assessments (on topics such as values, interests, skills, abilities, and personality), interpreting assessment results, providing career guidance, and helping students develop a career preparation plan. Resources in the Career Center also include an employment lab with four dedicated computers, free printing for job and career-related purposes, and a library of books on a variety of career and employment topics.
- Employment services are provided in the form of workshops and one-on-one appointments on topics such as resume writing, interview skills, mock interviews, networking, job search strategies, and how to prepare for job fairs. The Career Center also maintains an online job board through NC Connect that is regularly updated with college work-study job postings and local job opportunities related to student majors.
- The Career Center assists local employers with designing recruitment strategies to hire current and former Norco College students. Employer recruitment services include free online job postings in NC Connect, on-campus tabling recruitments, and information sessions held in classroom environments.
- Through a combination of trained staff, onsite and online resources, and a multitude of career-related activities throughout the year, the Career Center helps Norco College students plan paths to their futures and achieve success.

4. Strengths

1. The Career Center operates an online job board, *NC Connect*, which serves hundreds of job-seeking students. In 2018-2019, nearly 1,000 students registered for the system to use it in their job search.
2. The Career Center offers career workshops and activities to help students explore career options and conduct a successful job search. In 2018-2019, the Career Center hosted 47 workshops attended by 456 students.
3. The Career Center provides an employment lab of four computers for students to use when working on career assessment/exploration and their job search, and provides back-up support to the ASNC computer area. In 2018-2019, students used the computers 1,536 times.
4. The Career Center works with local employers interested in hiring Norco College students to develop effective recruitment strategies. In 2018-2019, 515 jobs were posted in NC Connect and 73 new local employer contacts registered for the system.
5. The Career Center houses one full-time counselor who is assigned 8 hours per week to plan career development services and provide career counseling. In 2018-2019, the counselor provided 987 counseling services to students, including 89 career counseling appointments. The Career Center also houses a Strong Workforce Program job developer (the Career Center Director) who presented most of the workshops mentioned above and met one-on-one with 96 students to provide employment services.

5. Students Served

For the 2018-2019 year:

Student Service	Number of Student Participants
NC Connect (career services portal)	964
Employment Lab / Computer Lab	1,536
Career Workshops and Activities (includes career workshops on resume writing, interview skills, career exploration, preparing for job fairs, professional networking, and Career Center services, plus career activities such as employer information sessions and a professional clothing giveaway event.	456
Employment Services Appointments	96
Counseling and Career Counseling Appointments	987
	4,039

II. Assessing Outcomes

1.A. Report on 2018-2019 Assessment Plan and Objectives for Student Services Area: Career Center

Objectives: *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

-
-
-
-

	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	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.								
2.								
3.								
4.								

*Please see appendix for description.

II.1.B. Program Modifications for 2017-2018 Data Assessment (“Closing the Loop”)

Note: For 2017-2018 outcomes assessments you are continuing or modifying in your 2018-2019 Assessment plan, please provide a brief description on how your area used outcome data from last year to drive programmatic modifications to improve services to students.

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

II.2.A. 2018-2019 Assessment Plan for Student Services Area: _____ Career Center _____

Objectives: *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

-
-
-
-
-

	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.							
2.							
3.							
4.							
5.							

***Please see appendix for description.**

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

II.2.B. 2018-2019 Assessment Plan Findings/Data Analysis

SLO/SAO #1:

Findings/Data Analysis

Improvement Recommendations

SLO/SAO #2:

Findings/Data Analysis

Improvement Recommendations

SLO/SAO #3:

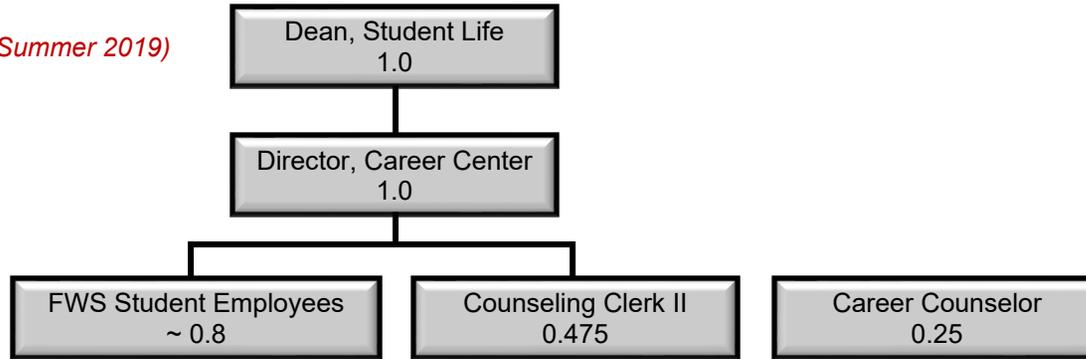
Findings/Data Analysis

Improvement Recommendations

III. Needs Assessment

1. Staffing Level

(Revised Summer 2019)



2. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019 - 2020	2020-2021
Administration	1.0	1.0	1.0	2.0	2.0	2.0	2.0
Classified Staff FT						1.0	1.0
Classified Staff PT	0.5	0.5	0.5	0.5	0.5		
Confidential Staff FT							
Faculty FTE Full time	1.0	1.0	1.0	0.25	0.25	1.0	1.0
Faculty FTE Part time							
Total Full Time Equivalent Permanent Staff	2.5	2.5	2.5	2.75	2.75	4.0	4.0
Short Term Staff						1.0	1.0
Student Workers	1.0	1.5	2.0	1.0	0.8	1.0	1.0

3. Improvement Areas

- **Staffing Issues**

Career Center services are available to both current students and alumni. As such, the need to constantly provide more services is directly proportionate to the college's growth and is driven by increases in both enrollment and completion.

Office Hours: During the past year, it has been difficult for the Career Center to match the efforts of other Student Services areas to expand office hours to 44 hours per week (M-T 8:00-6:00, W-Th 8:00-4:00, and F 8:00-4:00). The Career Center only has one PPT Counseling Clerk II assigned to the front desk who works 19 hours per week. The remaining hours are covered by FWS student employees, but the funding and hours for those positions is continually stretched thin as minimum wage rises annually and supplemental funding is not available. Also, FWS employment is generally inconsistent due to student issues with financial aid eligibility, satisfactory academic progress, and the need to work around student class schedules. The frequent need to replace and retrain front desk workers is inefficient and ultimately has a negative impact on our ability to provide superior service to students.

Expansion of Career Services: Career planning services are provided by the 0.25 Career Counselor and employment services are provided by the Career Center Director. As awareness and demand for these services rises, and as Guided Pathways efforts place a more intentional focus on providing these services to all students, additional support in these areas is needed to meet demand. The goal is to be able to provide career planning services immediately following the administration of career assessments and employment services on a drop-in basis, but the limit of existing staffing often results in students waiting two weeks or more for an appointment.

Access: In early 2018, the ability for student employees to access Colleague was removed throughout the district. This restriction has had a considerable impact on the Career Center's ability to offer quality services to students given that more than 50% of the office coverage is provided by student employees. Without access to Colleague, our student employees cannot fully perform functions needed at the front desk, including checking eligibility for the college work-study program (GPA, enrollment, and home college requirements), looking up enrollment data when assisting WKX students with booking appointments for their respective instructors, and updating SARS records when students who designate RCC or MVC as their home college attempt to receive services from Norco College.

- **Other Resource Issues**

Much of the Career Center's employment services operate through NC Connect, our career services portal. Using this software, we connect students to job and internship opportunities with local employers, manage job postings and on-campus recruiting with employer contacts, take signups for career workshops, post local job fairs, and provide an electronic career resource library for students. However, for the past four years, the funding for this software has been supported by grants which have since expired and additional funding is needed to support this service for students.

Unit Name: _____ Career Center _____

4. Staff Needs

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

<p align="center">List Staff Positions Needed for Academic Year 2018-2019 Please be as specific as possible when offering a justification. Place titles on list in order (rank) of 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. Career Center Director (<i>requesting replacement funding</i>) <u>Justification:</u> The Career Center has grown rapidly during the latest academic years by increasing career-related student services, launching a new online career services portal, enhancing employer services, taking over leadership of the Work Experience Education program, and becoming the front line support for the Student Employment Office. The Director position is needed to lead career development efforts in the Guided Pathways framework, develop the employability skills of students through training and work experience, and expand community partnerships toward the goal of increased job obtainment and career success. Temporary funding for this position through the Strong Workforce Program is currently set to expire sometime between June 2020 and October 2020.</p>	<p align="center">R</p>	<p align="center">\$151,108</p>
<p>2. Customer Service Clerk (<i>full-time or at least part-time</i>) <u>Justification:</u> The Career Center has grown rapidly over the past year as a result of offering more workshops, appointments, and online job postings, plus taking on support for the Student Employment Office and Work Experience Education program. Support is needed to stabilize the coverage of the Career Center front desk and employment lab. Current staffing is limited to a PPT Counseling Clerk II from the Counseling Department assigned to the Career Center who provides coverage for 19 of the Career Center's 36-44 hours of operation, with the remaining hours staffed by only FWS student employees. The addition of a FT or at least PT Customer Service Clerk would help to provide stable front desk coverage and add evening hours and/or Friday afternoon hours to align with much of the other Student Services areas. Duties would include assisting students with employment document support in the lab, scheduling appointments for career counseling and employment services, administering career assessments, connecting with employers, and posting jobs in NC Connect.</p>	<p align="center">N</p>	<p align="center">\$86,414 for full-time OR \$19,532 for part-time</p>

<p>3. Career Success Coach (Short Term Staff) (Same level/position as <i>Matriculation & Educational Support Associate</i>) <u>Justification:</u> Career Center internship program for graduate students majoring in counseling and career development programs to provide Career Center lab support services and career workshops to students including career assessment administration and interpretation, job search assistance, resume/letter writing, and interviewing skills preparation.</p>	N	\$12,343 (\$18/hour, 15 hours/week, 44 weeks/year)
<p>4. Career Success Coach (Short Term Staff) (Same level/position as <i>Matriculation & Educational Support Associate</i>) <u>Justification:</u> Career Center internship program for graduate students majoring in counseling and career development programs to provide Career Center lab support services and career workshops to students including career assessment administration and interpretation, job search assistance, resume/letter writing, and interviewing skills preparation.</p>	N	\$12,343 (\$18/hour, 15 hours/week, 44 weeks/year)
<p>5. Counseling Clerk II (upgrade from 0.475 to 1.0) <u>Justification:</u> Provide front desk and general office support to the Career Center for all hours of operation. Currently, only 19 hours per week are support by a classified staff position and the remaining 21 office hours are supported only by FWS student employees.</p>	I	\$91,193 (\$21,409 already in budget)
<p>6. Counselor, Career Center (upgrade from 0.25 Career Center assignment to 1.0) <u>Justification:</u> Provide general and career counseling services to students for all Career Center hours of operation including drop-ins, appointments, and workshops. Provide general counseling services, but specialize in the certified interpretation of in-depth career assessments and working with students to identify career goals to the point of completing a comprehensive education plan.</p>	I	\$148,238 1.0 position already in budget, but split 8 hours for Career Center/ 24.5 hours for Counseling

* 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 Center _____

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

List Equipment or Equipment Repair Needed for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Place items on list in order (rank) of importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. <u>Justification:</u>			
2. <u>Justification:</u>			
3. <u>Justification:</u>			
4. <u>Justification:</u>			
5. <u>Justification:</u>			
6. <u>Justification:</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 Center _____

6. Technology++ Needs Not Covered by Current Budget

NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

Annual TCO*

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 ?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification										
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 Center _____

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

<p align="center">List Facility Needs for Academic Year 2018-2019 (Remodels, Renovations or added new facilities) Place items on list in order (rank) of importance.</p>	<p align="center">Total Cost of Request</p>
<p>1. Storage location for Career Closet donations <u>Justification:</u> The Career Center held its first annual “Dress for Success” professional clothing giveaway on May 14, 2018. The event was a great success with 117 student participants finding a “good fit” in the donations and receiving over 450 items to help them dress more professionally in the workplace and during job interviews. However, it was challenging to collect and sort through the hundreds of donations in the limited Career Center space, and we are unable to accept donations throughout the year due to lack of storage space. This request is to identify or procure a storage space so that professional clothing could be made available to students year around.</p>	<p align="center">Unknown</p>
<p>2. <u>Justification:</u></p>	
<p>3. <u>Justification:</u></p>	
<p>4. <u>Justification:</u></p>	
<p>5. <u>Justification:</u></p>	
<p>6. <u>Justification:</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 Center _____

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

<p align="center">List Professional Development Needs for Academic Year 2018-2019</p> <p>Reasons might include in response to assessment findings or the need to update skills. Please be as specific 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) of importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. <u>Justification:</u></p>			
<p>2. <u>Justification:</u></p>			
<p>3. <u>Justification:</u></p>			
<p>4. <u>Justification:</u></p>			
<p>5. <u>Justification:</u></p>			
<p>6. <u>Justification:</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 Center _____

9. SAFETY NEEDS not covered by current budget

List Safety Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific 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) of importance.			
	Cost per item	Number Requested	Total Cost of Request
1. <u>Justification:</u>			
2. <u>Justification:</u>			
3. <u>Justification:</u>			
4. <u>Justification:</u>			
5. <u>Justification:</u>			
6. <u>Justification:</u>			

Unit Name: _____ Career Center _____

9. OTHER NEEDS not covered by current budget

<p align="center">List Other Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific 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) of importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. NACELink Career Services Management software license (“NC Connect”) <u>Justification:</u> One-year funding for local Strong Workforce funds ends on June 30, 2019. This request is to fund the software through district funds going forward. The software is open to all students and includes an online job board (with job blast capability, automatic job notifications, one-click application functionality, and include college work-study recruitments through our Student Employment Office), electronic document storage database, digital career resource library, workshop/event calendar, career fair manager tool, employer relationship management, and employment outcome surveys.</p>	\$2,382.82	1	\$2,382.82
<p>2. NACELink Professional Networking software license (add on to “NC Connect”) <u>Justification:</u> The professional networking module facilitates connecting students with a network of people who can provide them with unique and valuable career information. Contacts/mentors in the system may include industry professionals, alumni, recent transfer students, peer mentors, faculty advisors, and other friends of the college who want to support Norco College students in their career pursuits.</p>	\$615	1	\$615
<p>3. <u>Justification:</u></p>			
<p>4. <u>Justification:</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.***