#6

COMPLETE

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Page 1: I. Service Area Overview and Update

Q1

I.1 Department(s) Reviewed:

Career Center

Q2

1.2 Lead Author:

Lena Heckbert

Q3

I.3 Collaborator(s):

George Dowden

Q4

Dean/Manager(s):

Nicole Jones

Q5

I.4. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the Spring 2021 program reviews on the program review webpage.

The main goal from the 2020 Comprehensive Program Review was to increase the number of students who seek career advising and career counseling by expanding services and access to a comprehensive Career Center. A career counselor was hired full time since the last program review and will focus on increasing access to career advising and career counseling services.

Page 2: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success

Q6

II.1. Student services and administrative areas collect data in many different ways. Please discuss the access, success and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include student achievement data from comparison reports, service utilization data from SARS or another database, demographic information on the students your area serves, student or employee survey results, reports prepared by external organizations, or other data collected by your service area. Please include information on the implications for practice (e.g., on how your service area used the data for improvement).

Hispanic/ Latinx and Male students are both underrepresented in receiving Career services when compared with the population at Cuyamaca College. This year's goal to incorporate career counseling services into the classroom and special programs to increase access for all students.

Q7

II.2. What did your service area learn from the transition to remote operations over the past year? How can this be used to improve the student experience in the future?

At the outset of the Covid shutdown the career services staff transitioned quickly to remote operations. Career Counseling utilized a virtual appointment system scheduled through SARS and Job Placement did likewise. The Job Placement Case Manager also scheduled industry panel interviews remotely, recorded workshops for students, and posted the recordings online which generated a wider audience. This allowed for continual remote viewing of Job Placement and Career workshops and panels by students. This wider reach resulted in making remote recordings and posting them online the default mode even as students return to campus. There will still be need for in person industry panels for students to have networking and personal interaction opportunities, but those appearances will be recorded and posted online as well.
The Work-Based Learning (WBL) Coordinator initiated an asynchronous online WBL certification course for faculty in Canvas. She was able to complete three cohorts of faculty while the college was in remote operations, and this certification course will continue when normal campus operations resume.
In addition to his normal responsibilities, the Career Education Program Coordinator has helped manage Career Center Operations in the absence of a Career Center Supervisor including staffing, managing hours and facilities, and supporting student services personnel. This has been manageable in the remote operation status, but as students return to campus and more Career Center activities resume, the Career Center Supervisor will be a necessary hire to allow for full capacity performance of the Career Center.

Q8

II.3. In light of the goals set in your program review, what are your plans to improve equitable student access and outcomes (enrollment, matriculation, success, retention, persistence, graduation, etc.) in the coming year?

The Career Counselor will participate and engage in professional development opportunities hosted by the college in order to understand informed practices and ensure programs, services, and events are inclusive and accessible to all students.
The Career Center will partner with Career Education programs and faculty members to ensure Career Development is not only extracurricular, but reaching students as a key component of their course studies. There is also the opportunity to partner with special programs within the Student Services department in order to bring events and work-based learning to life in a way that supports student validation and engagement.
The Career Center will enhance communication and marketing of its services in order to provide students with the tools to take ownership of their own career development. Services should be marketed in a way which allows students to understand and articulate the role the Career Center has in their educational journey.

Q9

OPTIONAL UPLOAD 1: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Career Center Demographics Report.pdf (48.1KB)

Q10

OPTIONAL UPLOAD 2: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Respondent skipped this question

Page 3: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success continued

Q11

II.3. Are the SLOs and/or SAOs an accurate reflection of the department's major priorities?

Yes

Q12

II.4. Does your service area have an SLO/SAO assessment plan on file with the SLO Coordinator (or the Outcome Assessment Committee)?

No, please describe your plan:
Will work on developing an appropriate assessment in order to measure the effectiveness and success of services being provided.

Q13

II.5. What are your key assessment findings over the past year and what have you changed (or will you change over the next year) as a result?

This past year current SLO's and SAO's were not assessed.

Page 4: III. Previous Goals: Update

Q14

1. Previous Goal 1:

To increase the number of students who seek career advising and career counseling by expanding services and access to a comprehensive career center.

Q15

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Guided Student Pathways

Q16

3. Goal Status

In Progress - will carry this goal forward into next year

Page 5: III. Previous Goals: Update continued

Q17

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q18

Do you have another goal to update?

Respondent skipped this question

Page 6: III. Previous Goals: Update continued

Q19

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Requesting 119.99 annual subscription to Canva Pro (https://www.canva.com/q/pro-signup/) in order to create promotional materials for workshops and services.

Q20

Do you have another goal to update?

No

Page 7: III. Previous Goals: Update continued

Q21

1. Previous Goal 2:

Respondent skipped this question

Q22

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q23

3. Goal Status

Respondent skipped this question

Page 8: III. Previous Goals: Update continued

Q24

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q25

Do you have another goal to update?

Respondent skipped this question

Page 9: III. Previous Goals: Update continued

Q26

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Q27

Do you have another goal to update?

Respondent skipped this question

Page 10: III. Previous Goals: Update continued

Q28

1. Previous Goal 3:

Respondent skipped this question

Q29

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q30

3. Goal Status

Respondent skipped this question

Page 11: III. Previous Goals: Update continued

Q31

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q32

Do you have another goal to update?

Respondent skipped this question

Page 12: III. Previous Goals: Update continued

Q33

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Q34

Do you have another goal to update?

Respondent skipped this question

Page 13: III. Previous Goals: Update continued

Q35

1. Previous Goal 4:

Respondent skipped this question

Q36

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q37

3. Goal Status

Respondent skipped this question

Page 14: III. Previous Goals: Update continued

Q38

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Page 15: III. Previous Goals: Update continued

Q39

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Page 16: IV. New Goals

Q40   **Yes**

Would you like to propose any new goal(s)?

Page 17: IV. New Goals continued

Q41

1. New Goal 1:

Create early career counseling interventions targeted towards first year students

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Q42   **Guided Student Pathways**

2. Which College Strategic Goal does this department goal
most directly support? (Check only one)

Q43

3. Please describe how this goal advances the college strategic goal identified above.

Guided Student Pathways guides students through college to successful the successful completion of a credential and the transition
to a baccalaureate program or the labor market. The four pillars of guided pathways include: Clarify the Path, Enter the Path, Stay on
the Path, and Ensure Learning. Major exploration before Educational Planning leads to students to a clear path they can articulate and
enter. In addition, an overall understanding of career development early on in a college career supports students in retention.

Q44

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student
achievement data, or other data:

Attaching resources which have informed this goal, in addition to an overall trend in Career Services for early decision making.
https://wested.ent.box.com/s/37l7mxua7v15srx3q1zzzlkoliig1buj
https://vimeo.com/174407736

Q45   **Respondent skipped this question**

5. Action steps for this year:If you are requesting
resources in order to achieve this goal, please list them
below as action steps and specify the type of request (e.g.
submit technology request for new computer hardware).

Q46

6. How will this goal be evaluated?

At the end of the year students participating in student appointments, workshops, and other interventions will be disaggregated by
units completed. In addition workshops will be categorized by theme (such as career exploration/ early intervention)

Q47   **Yes**

Do you have another new goal?

Page 18: IV. New Goals continued

Q48

1. New Goal 2:

Implement consistent survey of students who utilize the career center to assess effectiveness.

Q49   **Guided Student Pathways**

2. Which College Strategic Goal does this department goal
most directly support? (Check only one)

Q50

3. Please describe how this goal advances the college strategic goal identified above.

This goal will be used to evaluate if services being utilized are effective in supporting Guided Student Pathways.

Q51

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student
achievement data, or other data:

There has not been consistent assessment of services and as the center grows the team also wants to ensure the growth is effective.

Q52   **Respondent skipped this question**

5. Action steps for this year:If you are requesting
resources in order to achieve this goal, please list them
below as action steps and specify the type of request (e.g.
submit technology request for new computer hardware).

Q53

6. How will this goal be evaluated?

Number of students participating in assessment will be counted in addition to students who participate in Career related services.

Q54   **No**

Do you have another new goal?

Page 19: IV. New Goals continued

Q55

1. New Goal 3:

Respondent skipped this question

Q56

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q57

3. Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q58

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Respondent skipped this question

Q59

5. Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q60

6. How will this goal be evaluated?

Respondent skipped this question

Q61

Do you have another new goal?

Respondent skipped this question

Page 20: IV. New Goals continued

Q62

1. New Goal 4:

Respondent skipped this question

Q63

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q64

3. Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q65

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Respondent skipped this question

Q66

5. Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q67

6. How will this goal be evaluated?

Respondent skipped this question

Page 21: Resources Needed to Achieve Goal(s)

Q68

What resources is your program requesting this year to achieve the program's goal(s)?

Classified Resource Needs,

Supplies/Equipment and Other Resource Needs

Page 23: Final Check

Q69

Are you ready to submit your program review?If you would like to go back and review a section, select a section a click "Next."

I am ready to submit my program review