

**Palomar College – Program Review and Planning  
Non-Instructional Programs  
YEAR 1  
Academic Year 2012-13**

**Purpose of Program Review and Planning:** The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3.)

**Student Services: Career Center**

**9/1/12**

**Non-Instructional Discipline Reviewed (Each discipline is required to complete a Program Review)**

**STEP I. ANALYSIS (Note: Each Department Will Use Their Own Previous Analysis Data)**

	2008-2009	2009-2010	2010-2011	<<Prelim>> 2011-2012	← Preliminary Fall 2011 data are as of 1/31/2012 <b>Definitions</b>
<b>Student Counseling Contacts- SARS Data</b>	11,151	12,576	13,158	8,129	Face to face appointment and walk-in Counselor meetings with students: derived from SARS
<b>Educational Plans</b>					A sub-set of "Student Counselor Contacts" where an educational plan is created or updated
<b>Career Assessments</b>	659	1,464	888	842	Number of students assessed for career exploration and identification purposes: derived from PCC order purchase history.
<b>Career Center Student Orientations</b>	1,216	2,283	1,041	786	Number of students attending a Career Center Services Orientation: derived from excel monthly report.
<b>Career Workshops</b>	Not offered	145	193	372	Workshops Providing Information on Career Related Topics: derived from excel monthly report.
<b>Career Center Lab – Class Visits</b>	659	1,464	1,559	1,233	Number of students utilizing the Career Center Lab during class. *These students are enrolled in Counseling 165 courses, enrollment has been accounted for in Counseling Services Instructional Program Report.
<b>Full-time FTEF</b>	50%	50%	50%	50%	FTEF from Contract Counseling Faculty: derived from IRP/Staff data
<b>Part-time FTEF</b>	80%	80%	80%	60%	FTEF from Hourly Counseling Faculty: derived from dept. NOHE Excel totals
<b>Number of FT Staff</b>	2	2	2	2	Number of FT staff available to serve students: derived from IRP office
<b>e-Mail/phone contacts</b>					Number of phone calls and e-mails answered by staff and counselors: derived from SARS

**I. A. Reflect upon and provide an analysis of the four years of data above**

The Career Center student data for career counseling services was obtained from the SARS scheduling grid and the excel report that is compiled on a monthly basis. From 08-10, student contacts decreased by 1,425. From 2010-2011, Student contact increased by 582. From 2010-2012, student contact decreased by 5,029. In Fall 2011 Career Counseling was not provided at the Escondido Center; in Spring 2012, counseling hours were decreased at the San Marcos campus and decreased career counseling hours were offered at the E.C. In addition to less available career counseling hours, the Career Center prepared to move from SSC Building in Fall 2011 and completed the move to the new location SU-17 in early Spring 2012. It is important to note that we reduced the amount of computers brought to the new location from 35 to 25. In turn decreasing the class enrollment cap from 35 to 25. This contributed to a reduction in our student contacts. In addition, students had less access to the career center during the move. From mid May 2012, the Center has operated without one full-time employee, therefore, the center hours were reduced for this reason as well. However, in 2011-2012 student contact numbers reflect a more accurate number of students accessing the Career Center primarily for career services. In the previous location, students visited the lab for ALL college student services, not just career needs/questions. Although the number of students visiting our career center has recently decreased the most (2011-2012) in the 4 year span (due to reasons already explained), we have increased the number of contacts we have made via workshops by 277 student contacts from 2010-2011. We have increased the number of workshops offered in the lab, even though we have less counselor hours available. It's important to note that for career services to function as a full service center, staff and resources are needed during the times that the center is open to students and faculty members who use the center after office hours for class. Lastly, the Career Center historically, has not maintained a log of phone and email contacts. This is a practice that we will discuss, and implement a tracking method soon.

**I. B. Please summarize the findings of SAO assessments conducted.**

1. The Criterion has been met. Students understand the strategies needed to get a job with their degree. They understand the importance of networking and conducting informational interview. They have acquired knowledge on how to write a resume and a cover letter. Lastly, they have learned strategies successfully prepare for an interview. Career Workshop Series SAO.
2. The Criterion has been met. Students understand the strategies needed, the process involved; the steps needed to get on a Career Path. They also gained knowledge on resources to assist them in getting on track to get on a Career Path that will lead to a Career they find fulfilling/satisfying. Career Services Workshop SAO.

**I. B. Please summarize the findings of SAO assessments conducted.**

**3. Findings for Counseling 165 “Career Search” SLO**

Of the 67 students who returned the survey:

**91%** Agree or Strongly Agree that they have identified an occupation that fits their personality.

**87%** Agree or Strongly Agree that they have clarified their career interests.

**90%** Agree or Strongly Agree that they have assessed their skills/abilities.

**90%** Agree or Strongly Agree that they have an occupational field in mind that they would like to work in (for ex: business, medicine, performing arts).

**68%** Agree or Strongly Agree that they have decided on the occupation that they want to pursue (for ex: financial planner, physician assistant, movie director).

**I. C. Reflect upon the SAO assessment findings in Box B above. Discuss overall observations and any areas of concern or noteworthy trends.**

1. Method of assessment was effective. Students provided comments that demonstrate that their confidence level in job readiness has significantly increased. Workshop Series was Highly Successful! No changes will be made to the method of assessment. List of attendants will be monitored more closely to have “Job Readiness” Certificates of Completion ready for students on the same day that they finish the workshop series.
2. Method of assessment was effective. Students provided comments that demonstrate that their confidence level in getting on a Career Path has significantly increased. Workshop was Highly Successful! No changes will be made to the method of assessment. Students expressed interest in having a workshop of this nature repeated in the future.
3. Method of assessment was effective and will be repeated in Fall 2012 and Spring 2013 in Counseling 165. The area that is noteworthy discussing in the findings from the SLO surveys is that students are not ready to commit to a career after taking this class, which is not unexpected. Students are somewhat skeptical about a career that fits them based on information from their career assessment results because they might feel it is a great commitment to make after taking this course. A follow-up question for this area of measurement could be included in the survey in the future to gather more concrete data as to what is preventing them from deciding on pursuing an occupation that fits them (based on the assessment information reflected from their answers).

**STEP II. PLANNING**

Reflecting on the 4-year trend data, the SAO assessment results, and the college’s [Strategic Plan 2013](#), describe/discuss the discipline planning related to the following:

**II. A. Programs changes and improvements (consider changes due to growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)**

*At the curriculum level, some aspect of career exploration and preparation should be implemented across all disciplines. The Career Center Director would like to work with all staff to develop faculty syllabi to address job market trends in all disciplines and what specific careers can be pursued with specific majors. The Statewide Student Success Task Force recommends that students complete a degree in a timely manner. Therefore, it is imperative that career identification assessments are provided to students across the disciplines to explore interests and select a career. In turn, students are better prepared and informed to select a major, plan courses via an Educational Plan and register for courses required/articulated supporting the major and career goal.*

**II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)**

*State budget reduction has resulted in a reduced budget apportionment for Palomar College. This has negatively impacted class sections and services offered to students. Unemployment remains high and displaced workers are seeking retraining opportunities but have less access to our college services due to the national and state financial climate. More than ever before, it is imperative that we implement a formal and permanent **job placement service and an internship program** to meet the demands of our students and the displaced job seekers in the workforce. **Employment opportunities is one of the most frequently asked questions Career Center visitors inquire about. The center provides job announcement and internship information, what students receive is assistance in preparing for job interviews, but ultimately, what they need is getting a job.***

**STEP III. RESOURCE REQUESTS FOR DISCIPLINE:**

**III. A. Describe the resources necessary to successfully implement the planning described above. Provide a detailed rationale for each request by referring to the analyses of data and SAO assessment results in Step I and/or to any other evidence not apparent in the data or SAO Assessment results.**

**a. Equipment (per unit cost is >\$500) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
a1.							
a2.							
a3.							
a4.							
a5.							

**b. Technology (computers, data projectors, document readers, etc.) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource <a href="#">(Link)</a>	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
b1.	26 computers. 25 for students and 1 computer for career center staff use.	1	6.1	Computers in the Career Center are under warranty until May 2013. The Center cannot operate without the computers which are used for student career and job searches, Counseling 165 in class assignments and to assist class visits from different disciplines on campus. The staff computer is needed for the instructors to teach Counseling 165 and do Career Center Presentations.	\$44,850 <b>(1,725x26)</b>	One time	no
b2.	A computer to utilize in the matriculation office attached to Career Center to increase Career Counseling Services. Currently there is only one computer and office utilized by Director and PT counselor.	2	6.1	Currently, Career Center Director's office is utilized for student counseling appointments provided by CCD and PT Counselor. This limits the amount of counseling hours and in turn, the number of students that can have private counseling appointments.	\$1,725	One time	no
b4.							
b5.							

c. Budget for 4000s (per unit cost is <\$500 supplies) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
c1.	Perkins Grant Funding	1	2.6	<i>The Career Center Director will continue working with the Perkins grant to provide additional services and obtaining needed adjunct faculty and staff. The funds were significantly reduced therefore less counseling hours were made available to students.</i>			
c2.	MBTI Facilitator:	2	2.7	Provide a Training Workshop for counselors to gain an understanding of how personality preferences impact a teacher's teaching style and students learning style. Counselors teaching courses will be able to incorporate the knowledge and practical methods into their curriculum to increase student engagement and in turn higher retention.	\$ 800 facilitator fee	One Time	No
c3.							
c4	Student Career Materials Folders: Counseling 165 Class	1	2.3	Multiple handouts are provided to students in class, including the career interest and personality preference assessment reports. It would help students to organize all of their materials in one folder to refer to the in-class assignments in the future and	\$ 3,000 \$1 per folder. 3,000 folders would last us 7 years	One time	No

**c. Budget for 4000s (per unit cost is <\$500 supplies) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
				to re-visit the research resources they learn about during this course to utilize outside of class.			
c5.							

**d. Budget for 5000s (printing, maintenance agreements, software license etc.) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
d1.	Perfect Interview Software	1	2.3	It is a valuable resource for students to prepare, practice and view themselves answer interview questions as they prepare for an official job interview.	\$3,000.00 (for 1 year) Based on FTES	One Time Unless we want to renew	no
d2.	Student Lingo Software	2	2.3	Student Lingo is a great workshop resource to maximize Student Use and delivery inside and outside of the classroom. The software administrators oversee the use	\$1,775.00 3 workshops for one year	One-Time unless we want to renew product	no

d. Budget for 5000s (printing, maintenance agreements, software license etc.) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource <a href="#">(Link)</a>	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
				and compile student use reports for instructors review. In addition, it includes assignments to ensure students view the workshops			



d3.	<b>Marketing Funds</b>	<b>3</b>	<b>2.6</b>	<b>The Career Center was granted a \$2,000 fund for marketing purposes. From this fund a Career Center Brochure was designed/ created to market career services on campus. Other on campus advertisement materials have also been produced to promote career theme workshops with the funds allocated. This has been an extremely valuable fund for the Career Center.</b>	<b>\$ 2,000</b>	<b>One Time</b>	<b>No</b>
d4.							
d5.							

**e. Classified staff position (permanent/contract position requests unique to this discipline) Enter requests on lines below.**

<b>Resource</b>	<b>Describe Resource Requested</b>	<b>Prioritize these requests 1,2,3, etc.</b>	<b>Strategic Plan 2013 Goal/ Objective Addressed by This Resource <a href="#">(Link)</a></b>	<b>Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan</b>	<b>Estimated Amount of Funding Requested</b>	<b>Will this be one-time or on-going funding?</b>	<b>Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?</b>
e1.	45% Job Placement Coordinator	1	4.1	<i>It is necessary that the career center have a 45% Job Placement Coordinator position (Level 25 = \$60,000 salary) to assist job seekers with high demand employment needs. In addition, this position could also provide internship placement for our students to gain experience, skills and knowledge about industries of interest to follow an informed career decision making plan and select a college major that supports the career goal. It is also necessary to have 3-5 staff and student workers to</i>	\$60,000	On-going	no

**e. Classified staff position (permanent/contract position requests unique to this discipline) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource <a href="#">(Link)</a>	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
				<i>assist students and faculty with information on career services, orientations, program and planning for the workforce. Due to the relocation of the Career Center staffing is essential to be maintained and preferably increased. The Center was closed to students on various occasions due to a reduction in staff since May 2012. This confirmed the anticipated projection mentioned above, less staff results in less student access.</i>			
e2.							
e3.							
e4.							
e5.							

**f. Classified staff position (temporary and student workers position requests unique to this discipline) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource <a href="#">(Link)</a>	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
f1.	Student worker	1	4.1	Student workers have been essential to the Career Center when permanent staff is absent due to illness or vacation. The Center is able to remain open with the		n/a	Work Study

f. Classified staff position (temporary and student workers position requests unique to this discipline) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
				assistance of student workers.			
f2.							
f3.							
f4.							
f5.							

III. B. Are there other resources (including data) that you need to complete your discipline review and planning?

**STEP IV. SHARE YOUR ACCOMPLISHMENTS** Please include at least one discipline accomplishment that you'd like to share with the college community.

In Summer 2012 The Career Center Director recruited a Counseling Intern and a Webpage Designer Intern. The first ever Career Center Orientation presentation was created to provide information on Career Services to students in the Career Center and in the classrooms across campus. It has been an effective tool that has enabled us to share Career Center services and valuable career information to students and instructors. The Orientation has been uploaded to the Career Center website for students, faculty and staff to access and share our resources. The website was redesigned and continues to be updated with current information. An SLO for Counseling 165 was measured in Spring 2012 and the results were satisfying. The goal of the course is being met. Workshop SAO's have been assessed and measured, the results have been very satisfying.

**STEP V. ACCREDITATION** For programs with an external accreditation, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

**STEP VI. COMMENTS** Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)

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During the move to SU-17, the Career Center reduced the amount of student computers in the lab from 35 to 25 due to the reduced space area in the new location. In Fall 2012, we started reaching out to instruction faculty to invite the Career Center into their classrooms to conduct Career Center Services Presentations to their students and reach out to as many students and faculty as possible to increase the awareness on the valuable resources available in the Career Center at Palomar College.

Please identify faculty and staff who participated in the development of the plan for this department:

Rosie Antonecchia <i>Name</i>	<i>Name</i>	<i>Name</i>
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<i>Name</i>	<i>Name</i>	<i>Name</i>
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Department Chair/Designee Signature

Date

Division Dean Signature

Division Vice President Signature

Date

- Provide a hard copy to the Vice President Vernoy no later than **September 14, 2012**
- Email an electronic copy to [jpettit@palomar.edu](mailto:jpettit@palomar.edu) by **September 28, 2012**
- Email an electronic copy to [jdecker@palomar.edu](mailto:jdecker@palomar.edu) by **September 28, 2012**