

## Palomar College – Institutional Review and Planning Non-Instructional Student Services Programs

### Purpose of Institutional Review:

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.) Qualitative

### **CAREER CENTER**

Department/Discipline Reviewed \_\_\_\_\_

2007-08

#### 1. 3-year trend of quantitative data

	2004-05	2005-06	2006-07	Definitions
<b>Student Coun. Contacts-SARS Data</b>	16,642	23,849	23,036	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>Assessments</b>				Number of students assessed and placed into courses: derived from MIS data
<b>Orientations</b>				Number of students satisfying Orientation requirement: derived from MIS data
<b>Follow-up contacts</b>				Early Alert Letters/Probation Letters and No Ed Plan Letters: derived from MIS data
<b>e-Mail/phone contacts</b>				Number of phone calls and e-mails answered by staff and counselors: derived from SARS
<b>Full-time FTEF</b>				FTEF from Contract Counseling Faculty: derived from IRP/Staff data
<b>Part-time FTEF</b>				FTEF from Hourly Counseling Faculty: derived from dept. NOHE Excel totals
<b>Overload FTEF</b>				FTEF from Contract Counseling Faculty Overload: derived from dept. NOHE Excel totals
<b>Full-time/Part-time %</b>				Percent of Total Counseling hours filled by PT Counselors: ratio of data above
<b>FTEF/Headcount Ratio</b>				Ratio of possible credit students needing service to FTEF available to provide services: IRP
<b>Number of FT Staff</b>				Number of FT staff available to serve students: derived from IRP office
<b>Number of Part-time Staff</b>				Number of Part-time staff available to serve students: derived from IRP Office
<b>Staff/Student Ratio</b>				Ratio of possible credit students needing service to total Staff available to provide services
<b>Prog. Persistence Rate</b>				% of Students from one semester who enroll in the subsequent semester: IRP Office
<b>Prog. Retention Rates</b>				% of Students with Non-W grades in a semester divided by all grades: IRP Office
<b>Prog. Completion Rates</b>				Total number of degrees, certificates and transfers from a given program: IRP Office
<b>CCSSE</b>				

#### 2. Reflect upon and analyze the above 3-year trend data. Briefly discuss overall observations and any areas of concern or noteworthy trends.

*The Career Center student data for career counseling services was obtained from the SARS scheduling grid. From 04-07, student contacts increased by 6,394. From 06-07 there was a decline in student contacts by 813 due to staff and department resource deficiencies. 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 presentations, etc.*

**3. Reflecting on the 3-year trend data, describe/discuss department/discipline planning related to the following:**

PLAN – 2007-08	Assessment/Outcome – 2008-09
<p><b>a. Programs changes/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.)</b></p> <p><i>At the curriculum level, some aspect of career 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.</i></p>	<p>Curriculum was reviewed and specialized career presentations were made based upon requests from faculty to address workplace trends in various disciplines. These presentations ranged from 15-60 minutes and included career decision making, job searching, resume/cover letter writing, interview strategies and labor market trends relative to their disciplines.</p>
<p><b>b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)</b></p> <p><i>Our enrollment at Palomar has increased this past spring and it is expected that this growth will continue based on the labor market trends. It is imperative that we implement an internship program and a job placement service to meet the demands of our students and the workforce.</i></p>	<p>On the Career Center Website, an Internship link and Hot Jobs link was established to assist students and address the demands of the workforce. Additionally, a monthly newsletter was created addressing current marketplace trends and specialized workshops developed and facilitated by professionals in the community.</p>

**4. To implement the planning described in question #3, discuss/identify the necessary resources requested to successfully implement:**

PLAN 2007-08	Assessment/Outcome – 2008-09
<p><b>a. Equipment/Technology - block grant funds, VTEA, other resources, etc.</b></p> <p><i>The Career Center Director is currently working with the VTEA grant to provide additional software and equipment for the center.</i></p>	<p>The center purchased “The Perfect Interview” software program which assists students with helpful tips on interviewing techniques. Additional software is under review for purchase.</p>
<p><b>b. Budget - budget development process, one-time funds, grants, etc.</b></p> <p><i>The Career Center Director is currently working with the VTEA grant to provide additional services and obtaining additionally needed adjunct faculty and staff.</i></p>	<p>Funding was established to hire part time Career Counselors at both the Escondido and San Marcos campuses.</p>
<p><b>c. Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.</b></p> <p><i>The center needs additional space to accommodate faculty, staff and student workers to provide resources to students based on the labor market trends.</i></p>	<p>Due to the current state budget crisis, funding for additional space has been pushed back to 2013.</p>
<p><b>d. Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula</b></p> <p><i>It is suggested that the center have 1 full time director to focus on administrative duties, 2-3 faculty members to provide career counseling, teach classes, work with faculty for classroom presentations, facilitate workshops, and create internship and job placement programs to meet</i></p>	<p>Due to the current state budget crisis, there is a hiring freeze.</p>

<i>the students needs and prepare them for the workforce.</i>	
<p><b>e. Staff position (s) - changes staffing needs due to program growth, new technology, etc.</b></p> <p><i>It is suggested that the center have 3-5 staff and student workers to assist students and faculty in career program and planning for the workforce.</i></p>	Due to current state budget constraints, there is a hiring freeze.
<b>f. Other</b>	

**5. Discuss one department/discipline goal linked to Palomar's Strategic Plan 2009 and how it will support the success of students.**

*Objective #3 Student Success: The career center staff and industry professionals will be providing classroom visitations, implementing a weekly career and resume critique hour, attending networking workforce roundtables and local conferences. Additional services will include: continuing to update and implement career assessments and exploration tools, creating and updating on a monthly basis a newsletter and implementing more career classes into the high schools to increase credibility and visibility on campus.*

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**6. Student Learning Outcome progress:**

**a. Describe a learning outcome at the program level and the assessment method used to measure student learning of that outcome.**

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*The Career Center staff will review the current counseling department SLO and will create one for the center. The staff will review information and address program needs for future planning.*

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**Describe a learning outcome that is difficult to assess.**

*The accessibility of accurate information to students as workforce demands and labor market trends change based on the economy.*

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**7. Describe a department accomplishment that you would like to share with the college community.**

*Career services were implemented at the Escondido center. Outreach, resume writing, job search, career assessment and interpretation services were provided to over 100 students on a weekly basis. Faculty and department partnerships were established at both San Marcos and Escondido centers which resulted in career presentations in the classroom and during assessment orientations. On site and email marketing was increased for various workshops and events for both centers and a job binder was created specifically for the Escondido center. We have a Coun 115 (Career and Life Planning) course at Rancho Buena Vista High school and we are looking forward to implementing more courses in our feeder schools.*

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**8. Are there other resources (including data) that you need to complete your department/discipline review and planning?**

*Research & Planning Office data is needed to acquire information that focuses on the success of students in the Coun 165 (Career Search) and Coun 115 (Career / Life Planning) courses. Tracking students' persistence and transfer rates compared to those who did not take career courses will highlight the importance of career exploration and planning. It would further solidify the importance of career centers in an educational system and their role in assisting students in acquiring and maintaining the skills needed to go out and get good paying jobs.*

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**For programs with an external accreditation/program review, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.**

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**9. Other comments, recommendations**

*The Career Center would like to request more staff, resources and a designated space to operate a full service career center for students, faculty, staff and the business community at large.*

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

*This report was written with the cooperation of Lisa Romain - Career Center Director, Christina Harrison - Escondido Career Counselor, Eddie Tubbs - Career Coordinator and Nicole Moreau - Counseling Support Specialist.*

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**Name/signature**

**Date**