**Palomar College – Program 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 **UPDATED 10/11/11**

**\_\_\_\_\_CAREER CENTER \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Department~~/~~Discipline Reviewed 2010-2012**

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

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| --- | --- | --- | --- | --- |
|  | **2007-08** | **2008-09** | **2009-10** | **Definitions** |
| **Student Coun. Contacts-SARS Data** | **15,438** | **11,151** | **12,576** | Face to face appointment and walk-in Counselor meetings with students: derived from SARS |
| **Educational Plans** |  |  |  | A sub-set of “Student Counselor Contacts” where an educational plan is created or updated |
| **Career Assessments** | **838** | **659** | **1,464** | Number of students assessed for career exploration and identification purposes |
| **Career Center Student Orientations** | **1,771** | **1,216** | **2,283** | Number of students attending a Career Center Services Orientation. |
| **Career Workshops** |  |  | **145** | Workshops Providing Information on Career Related Topics |
| **Career Center Lab - Class Visits** | **838** | **659** | **1,464** | Number of students utilizing the Career Center Lab during class. \*These students are enrolled in Counseling 170 and/or 165 courses, enrollment has been accounted for in Counseling Services Instructional Program Report. |
| **Full-time FTEF** | **50%** | **50%** | **50%** | FTEF from Contract Counseling Faculty: derived from IRP/Staff data |
| **Part-time FTEF** |  | **80%** | **80%** | FTEF from Hourly Counseling Faculty: derived from dept. NOHE Excel totals |
| **Overload FTEF** |  |  |  | FTEF from Contract Counseling Faculty Overload: derived from dept. NOHE Excel totals |
| **Full-time/Part-time %** |  |  |  | Percent of Total Counseling hours filled by PT Counselors: ratio of data above |
| **FTEF/Headcount Ratio** |  |  |  | Ratio of possible credit students needing service to FTEF available to provide services: IRP |
| **Number of FT Staff** | **2** | **2** | **2** | Number of FT staff available to serve students: derived from IRP office |
| **e-Mail/phone contacts** |  |  |  | Number of phonecalls and e-mails answered by staff and counselors: derived from SARS |
| **Staff/Student Ratio** |  |  |  | Ratio of possible credit students needing service to total Staff available to provide services |
| **Prog. Persistence Rate** |  |  |  | % of Students from one semester who enroll in the subsequent semester: IRP Office |
| **Prog. Retention Rates** |  |  |  | % of Students with Non-W grades in a semester divided by all grades: IRP Office |
| **Prog. Completion Rates** |  |  |  | Total number of degrees, certificates and transfers from a given program: IRP Office |
| **CCSSE** |  |  |  |  |

1. **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 07-09, student contacts decreased by 2,862. From 07-09 there was an increase of 626 in career assessments processed and an increase of 512 in career center orientations and 145 career related workshops were offered in 09-10. Although the number of students visiting our career center has decreased, we have increased the number of contacts we have made via workshops, class presentations and orientations at the career center. 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 – 2010-2012** | **Assessment/Outcome – 2011-12** |
| 1. **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.)**   *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.* ***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.*** |  |
| 1. **Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)**   *Our enrollment at Palomar has increased this past* ***year*** *and it is expected that this growth will continue based on* ***current economy environment and*** *the labor market trends. It is imperative that we implement a* ***formal and permanent*** *internship program and a job placement service to meet the demands of our students and the workforce.* |  |

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

|  |  |
| --- | --- |
| **PLAN 2010-2012** | **Assessment/Outcome – 2011-12** |
| 1. **Equipment/Technology - block grant funds, Perkins Grant, other resources, etc.**   ***The Career Center needs new flat screen computer monitors (current warranty will expire in 2012) to make it easier for students and staff to view the screen as staff provides assistance to students in the lab. We are continuously dealing with computers not working at all, and/or students not being able to print documents from the computers. The current computer furniture set up in the lab makes it difficult to see the icons due to the glare from the glass on the table and the computer being at an angle. This is a major function of the Career Center and a direct service to students during individual and class visits, career presentations, career assessments and career center website searches. Computer cost $1,725 x 27 = 46,575, one additional computer is needed for students to check into the Career Center upon arrival, total cost = 48,300. Currently, we track student use through the computer utilized in General Counseling. In the new location this is necessary to continue to monitor career student services. In Addition, a color printer ($1,400) is needed to print our marketing materials. Due to the upcoming move, we won’t have a color printer in the new Career Center location.*** |  |
| 1. **Budget - budget development process, one-time funds, grants, etc.**   *The Career Center Director will continue working with the Perkins grant to provide additional services and obtaining additionally needed adjunct faculty and staff.* ***A Career Decision Profile interpretation tool has been identified to utilize, administer and measure an SLO in Counseling 165 and 115 on career Decision Making beginning in Spring 2012. The cost is $1.00 per student. There are 7 Counseling 165 and 5 Counseling 115 courses scheduled for Spring 2012 a total of 12 courses with 35 student enrollment capacity = $420 as the total cost for the tool for one semester. The measurement tool would be administered for a total of 3 semesters (in a pre and post test format) in these courses to see which areas need to be addressed, modified and eventually changed to improve the course material goals. Grand Total Cost for 3 semesters = $1,260*** |  |
| 1. **Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.**   *The center needs to operate in a space that is visible to students and identified as the Career Center to continue to provide* ***Career services****, which accommodates faculty, staff and student workers to provide services and resources to students based on the* ***current employment economy*** *and labor market trends.* ***The relocation is currently in progress and projected to be completed by the end of Fall 2011.*** |  |
| 1. **Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula**   *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 to provide classroom presentations, facilitate workshops, and create internship and job placement programs to meet the students needs and prepare them for the workforce.* |  |
| 1. **Staff position (s) - changes staffing needs due to program growth, new technology, etc.**   *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 assist students and faculty* ***with information*** *in 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.*** |  |
| 1. **Other**   ***It is necessary for the Career Center to have $2,000 marketing budget to promote services and events such as Workshops, Job Fairs and Career Services in general. Currently the Career Center does not have funds to advertise our services and scheduled events.*** |  |

**5. Discuss one department/discipline goal linked to Palomar’s Strategic Plan 2012 and how it will support the success of students.**

**Goal: Strengthen programs and services in order to support our student’s educational goals.**

*In Support of this goal the career center staff and industry professionals will be providing workshops, classroom visitations, implementing a weekly career and resume critique hour, attending networking workforce roundtables and local conferences. Additional services will include: continuing to update information on our website and implement career assessments and exploration tools, creating and updating a newsletter on a monthly basis, developing* ***workshop flyers as events are scheduled each semester*** *and implementing more career classes into the high schools to increase* ***the importance of career exploration upon college entrance as well as*** *credibility and visibility on campus.*

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**6. Service Area Outcome progress:**

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

*Students will complete career assessments to help them identify their personality preferences, career interests, values, skills, motivators and conduct a career search assignment to identify which careers are best suited for them based on the results in their career assessment reports. Students will identify one career and research it to determine if the career of interest is one that they choose to pursue based on their findings.*

*Increase student job readiness by providing a job fair which includes a series of workshops related to career and job preparedness 2 days prior to the event taking place. A survey will be completed by students and the conclusion of the workshops and during the job fair to determine if the learning outcome was met. An informal survey was completed by the Career Center Director at the Job Fair in fall 2010 and found out that the Resume Critiquing service was significantly valuable in helping them increase their confidence to use their resume as a tool in obtaining a job interview. This service will be offered at the job fair in the future, 24 resumes were critiqued in 3 hours by 3 career counselors.*

**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.*

**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.*

*In Addition, workshops have been offered at the TLC on various topics pertaining to career and college success strategies. The Career Center hosted a Job Fair in fall 2010, the number of students and community members attending surpassed the expectations of the companies participating in this event. Participants are looking for employment and this was a well received service by those in need of a job. The resume critiquing service was the most popular component of this event. We had 3 career counselors and 24 resumes were reviewed in a 3 hour window.*

***Lastly, the Career Center is in the process of moving to SU-17. The new location is projected to be ready by the end of Fall 2011. This is a great achievement for the Career Center. We currently experience and deal with a high volume of noise and student traffic seeking assistance with other non-career related student services. The new location will be utilized to provide Career focused services, our orientations, class presentations, career assessment administration, career search activities and workshop facilitation will improve due to the more conducive environment. In addition, a location that can be identified as the Career Center will add more visibility and credibility to the importance a Career Center plays on a college environment.***

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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.* **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# 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.

**\_\_\_\_\_None applicable \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**9. Other comments, recommendations**

*The Career Center would like to* ***secure a marketing budget to advertise our services and make our services known and visible on campus. Career Planning is the most significant and most time consuming component to explore and master when making a career decision that provides employment satisfaction in a career. It is imperative that the Center receive full support from the administration, faculty and staff in funding and providing a Job Placement position as we had in the past. This is a high demand service that we do not currently have in place for our students and the 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 Rosie Atonecchia - Career Center Director, Lisa Romain, past Career Center Director, Eddie Tubbs - Career Coordinator and Nicole Moreau - Counseling Support Specialist.*

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**Rosie Antonecchia/ October 13, 2010**

**Name/signature Date**