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2020-2021 ANNUAL REVIEW

OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON-INSTRUCTIONAL PROGRAMS

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, program review and planning identifies program strengths as well as strategies necessary to improve the operation of your area. With that in mind, please answer the following questions.

The Annual Update is designed to help you track progress on your three-year plan. It allows for updates to your plan based on:

- 1) Updates to Service Area Outcomes assessment cycle or unit data;
- 2) new events, legislation, or processes that affect your unit's ability to meet your mission; and
- 3) a review of progress on your three-year plan's goals.

BASIC UNIT INFORMATION

Program/Unit Name
Career Center

Department Name
Counseling Department

Division Name
Student Services

Name of Person responsible for the Program/Unit
Rosie Antonecchia

Website address(es) for your program(s)/unit(s)

Webpage URL 1

Unit webpage

<https://www2.palomar.edu/pages/careercenter/>

Please list all participants and their respective titles in this Program Review

Participant	Title
Rosie Antonecchia	Career Center Director

STAFFING AND SERVICE UPDATES

Staffing

Use the link provided to help answer the staffing questions below.

Link: [Permanent Employees Staff Count](#)

This form requires a login and password to access. Please use your Palomar email and password to log in.

Full-Time Staff

Total Number of Full-time Staff

2.00

Number of Classified Staff

1.00

Number of CAST Staff

Number of Administrators

Number of Full-time Faculty

1.00

Part-Time Staff

Total Number of Permanent Part-time Staff

FTE of Part-time Staff (2x19 hr/wk=.95)

FTEF of Part-time Faculty

Describe additional temporary hourly or contract staff who support this unit and/or department. (Include FWS/District Student Worker/Veteran Student Worker)

Have you experienced any changes in staff this past year? If so, please describe how the changes have impacted your operations.
yes. Career Center Coordinator has been vacant since 1/1/2020.

Program/Unit Description

Have the services your unit performs change in any way over the past year?

The Career Coffee Hour (hiring companies) requests continue to increase since the career center coordinates employer visits free of charge to encourage companies to come and meet our students.

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PROGRAM/UNIT ASSESSMENT

SERVICE AREA OUTCOMES UPDATE

GOT SERVICE AREA OUTCOMES?

Outcomes are statements written in support of student learning to show direct support (instruction) or indirect support (services) provided on campus. Assessment is the way we measure how well we are achieving our outcomes.

For non-instructional areas, outcomes are called Service Area Outcomes (SAO).

So, what is an SAO?

A Service Area Outcome (SAO) is a statement about what a client will experience, receive, or know as a result of a given service. Clients can be students, faculty, staff, or community members.

As part of our three-year planning and review cycles, all non-instructional units are asked to:

- identify at least two SAOs,
- develop a plan and assess their SAOs,
- reflect on the results,
- and take action, as necessary.

Palomar has adopted Nuventive Improve (previously named TracDat) as our official repository for SLO and SAO Assessment information.

Review and/or define your SAOs and assessment plans and ensure they are entered in Nuventive Improve by:

1) Login to Nuventive Improve (previously TracDat) <https://www2.palomar.edu/pages/sloresources/2015/08/10/tracdat/>. Your Palomar username and password is your login.

2) Check your SAOs for **currency** and **sunset** any SAOs if you no longer plan to assess them.

3) Revise or edit your current SAOs by revising their wording and/or updating the assessment and assessment results.

NEED HELP?

Nuventive Improve:

1) If you need help with anything Nuventive Improve related such as login, unit identification, entering SAO info, contact Marti Snyder at msnyder2@palomar.edu.

2) Check out this video on how to enter SAOs in Nuventive Improve: <https://youtu.be/b1sRa68wm4c>

Defining and Assessing SAOs:

Not sure if your SAOs make the grade? Need some help writing an SAO? Not sure about how to assess your SAOs?

1) [Hartnell's SAO Guide](#) is a nice resource! Thank you Hartnell!

2) Contact Michelle Barton at mbarton@palomar.edu. We have a resource support team to help.

A template for entering SAOs can be found on the [IR&Ps Non-instructional Program Review and Planning website](#)

SERVICE AREA OUTCOMES TEMPLATE					
Date Identified or Last Reviewed	Description of SAO (What is your SAO?)	Assessment Method (How will/do you measure or assess it?)	Criterion (How will/do you know if you met the outcome?)	Date of Assessment	Date of Next Assessment
1)					
2)					
3)					
4)					

Are all of your unit's SAOs and assessment plans UPDATED and ENTERED in Nuventive Improve?

Yes

SAOs Summaries / Reflection

If you have completed any SAO assessments over the past year, summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments. If you have not completed SAO assessments, document why (e.g., SAO was assessed last year).

SAOs

SAO 1

SAO Title

Career Center Services and Resources

Assessment Status

Assessed

SAO Summary and Reflection

SAO has been assessed from inception date and results remained consistent exceeding the 60% benchmark with survey responses in the 80-90% until Fall 2019. Covid-19 and reduction in staff decreased orientation offerings in Spring 2020.

SAO 2

SAO Title

Student Lingo Workshops

Assessment Status

Assessed

SAO Summary and Reflection

Student Lingo (virtual) Workshops access and completion has continued to increase yearly. Palomar Promise and counseling course students are required/encourage to complete SL workshops by the program or the instructors. 90+% of students indicated that the information covered in the workshops helped them with skill improvement.

OTHER ASSESSMENT DATA

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below.

Student Lingo Workshop completers increased significantly since March 2020. Career Search class enrollment has increased Fa'19=100 & Fall'20=148 (same number of sections offered)

ACHIEVEMENTS AND OTHER RELEVANT INFORMATION

Describe your program's achievements this past year. Where possible, describe how these achievements are related to our students and their success!

Career Center hosted 55 employer campus visits for students to meet job recruiters (Fall'19 and Sp'20) - affords in person meetings and networking. The 2020 Job Expo was was on target to be offered without our career center coordinator to carry it out, we had 62 companies registered. Job Expo was cancelled and registration fees were reimbursed. Career Search courses had an 82% success & and 95% retention rate in Fall'19. A Career Retreat was offered and facilitated in collaboration with 2 other counselors, GP student ambassadors were invited to participate in the career exploration resource activity during the retreat with counselors and staff.

Provide an update on recent changes in legislation, policies, procedures, processes, and/or technology (software and hardware) that have impacted or will impact your program/unit? What effect will these changes have on your program/unit?

Guided Pathways

Strong Workforce

SW Navigation grant (Intake, Differentiated Orientation, career exploration before education)

In addition to (or in response to) the changes listed above, what board policies, procedures, and processes need to be updated, created, or deleted?

The GP effort to propel students to confirm a major, select a pathway with more confidence, and stay on the path is an opportunity for career exploration to be at the forefront of this process. It would be beneficial for a career exploration timeline to be defined to assess what opportunities can realistically be offered for students to validate the chosen career via experiential participation.

Adopting a job board (technology) would better help students access to job/ internship openings; expand options, and/or narrow down their career options by clarifying their interests and developing transferable skills.

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PROGRESS ON GOALS

Review the goals listed on your comprehensive review and summarize progress you have made on the strategies for implementation. If your unit has experienced challenges implementing the goals, describe those challenges.

Click on "+Add Goal" below for each additional goal.

Goals

Goal 1

Goal

Incorporate available career resources in syllabi to support student personal and career development.

Choice

In progress

Describe Progress

Roadtrip Nation was shared with all faculty to add/offer in their courses.

Describe Challenges

Not aware of any, faculty that chose to offer the resource in their courses self-reported the adoption.

Describe Outcomes (if any)

506 students signed up on Roadtrip Nation as a user.

Goal 2

Goal

Provide Employment engagement opportunities for students

Choice

In progress

Describe Progress

50 employer visits were coordinated and accommodated.

Describe Challenges

7 Employers scheduled to come on campus for the Career Coffee Hour were cancelled in March 2020 due to Covid as well as 69 companies registered for the Job Expo in Spring 2020.

Describe Outcomes (if any)

Registered companies were fully reimbursed their registration fees.

Goal 3

Goal

Job readiness preparation & completion

Choice

Not Started

Describe Progress

Career Ready Guide modules were offered to faculty to offer in their courses. The 21st Century Skills modules are being used in Career Search courses and will be available until December 2020.

Describe Challenges

Site technical issues were reported by students and resolved by the Career Ready Guide helpdesk.

Describe Outcomes (if any)

Students shared they liked learning about the 21st Century skills and earned a Certificate of Completion.

The Strategic Plan 2022 includes the College's Vision for Success (VfS) outcomes. Review the VfS goals and reflect on how your unit supports these outcomes. Identify one strategy your unit will implement to help the college meet these outcomes.

Career Exploration resources and a structured Career Search course supports the VfS goals and outcomes. Students with identified career goals persist and complete degrees with more efficiency and are informed about employment salary and growth to select a career path after researching and gathering information. Course content relevance motivates students to persist and complete.

21st Century Skills awareness, understanding, and preparedness equip students to articulate these skills learned in courses and work-based learning activities.

Describe any changes to your goals or three-year plan as a result of this annual update.

Changes to the career center goals is to leverage technology with a "high-touch" approach. Offer virtual services that students can use and learn in that format to scale student access; and deliver career counseling and services focused on student transformation to persist in education. Mindset shifting - break away from a belief of limitation to liberation and possibilities.

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RESOURCES

Congratulations! You are nearing completion. In this section, you will consider the resources you need to implement your three-year program review plan and/or address any findings from your assessment of your discipline.

The section is organized into the following four parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology and Facilities Needs

PART 4: One Time Request for Other Needs (NonTechnology Equipment, Supplies, Operating Expenses, Travel)

Reflect upon the three year plan you created above, your current operations, and any upcoming factors (retirements, changes in legislation, and changes in policies or procedures) that will impact your unit. How will you allocate resources to implement your plan? Describe additional resources needed to improve the effectiveness of your unit/program. All resource requests must be aligned with the College's Strategic Plan 2022.

Summarize any reallocation/re-organization of resources you are making based upon your three-year plan, your current operations, and any other factors (e.g., legislation). Describe the impact of the reallocation of resources to your unit.

PART 1: STAFFING NEEDS

Are you requesting new Classified, CAST, or AA positions?

Yes

If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section. Click "+Add Staff, CAST, AA request" below for each additional request.

When considering the funds required for a position, consult the HR website for position salary schedule and the [Benefits Worksheet](#) for additional costs related to benefits for the position.

REQUEST FOR ADDITIONAL CLASSIFIED, CAST, AA

Staff, CAST, AA request 1

Title of position

Career Center Coordinator

Is this request for a full-time or part-time position?

Full Time

How does the position fill a critical need for current, future, or critical operations? e.g. accreditation, health and safety, regulatory, legal mandates, institutional priorities, program trend analyses of growth/stability.

This position is a permanent position providing consistency in the career center throughout the year. The CCC is responsible for coordinating the spring semester Job Expo, in the future, this Job Expo could be expanded to be offered in the Fall semester as well. The career center lab requires equipment and computer maintenance, as well as assistance with services introduced or added to the existing services. The CCC is the front line contact for employers and instructors requesting campus or classroom career service presentations. Guided Pathways is an institutional and state priority, staff is needed to expand or bring back the level of services offered prior to the position becoming vacant.

Does the position assist in establishing more efficient District Operations through either of the following: reorganization/restructuring OR use of technology?

Yes, this position is a higher level than the Counseling Support Specialist I position, therefore the higher skillset of this role added tremendous value to the career center and support to the career center director.

Is there funding that can help support the position outside of general funds?

No

Describe how this position helps implement or support your three-year PRP plan.

When I stepped into this role I was able to expand and develop new career center services. Without this role the day to day operations supported by this position become the priority, at the expense of continued career services development/expansion and monthly/yearly events offered.

Strategic Plan 2022 Objective

1:1

1:2

1:3

If the position is not approved, what is your plan?

If there is a restructure/reorganization plan for the Career Center, I am not fully aware of what plan I can put in motion.

Due to our fiscal challenges, I absorbed most of the tasks in this position and delegated some to the Counseling Support Specialist I staff. I have already determined what I can realistically continue to do in my existing role until a staffing decision is made, and what I cannot realistically sustain long-term. I loved all the additional work I got to do to continue the delivery of our services but it is a bit much to fold into CCD role.

Plan if the position is not replaced:

* I have joined forces with our Job Developer, Cooperative Education Coordinator, and Service Learning Coordinator to lean on each other's expertise to continue serving students. Work in a team vs. in a silo.

* Leverage technology tools/resources to continue delivering services with a "high touch"

-Student Lingo is a workshop service with more topics offered than I can prepare and facilitate and student participation is higher with this delivery method and proven to be scalable.

-Big Interview is an effective resource that offers interview preparation simultaneously (more than one student has access to it at the same time).

- I plan to adopt a resume builder resource (artificial intelligence) to assist students with resume building.

By leveraging technology, valuable time can be spent in the career counseling appointments working on student transformation and mindset shifting to improve self-efficacy.

-Seek funding to pay counselors in the counseling dept. or career interns and delegate tasks: Job expo coordination, marketing, service coordination, website maintenance, employer engagement and continue to delegate tasks to the Counseling Support Specialist that are appropriate for that role.

-Adopt a Job board to alleviate the employee engagement and job posting or delegate this responsibility to the Job Developer funded out of Strong Workforce.

PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2018, 2019, 2020. Consider your three-year PRP plan.

Click on the link below to access directions to the *Available Budget Report* to complete this section.

[How to Request the Available Budget Report](#)

Reflecting on your three-year PRP plan, are there any budget considerations you would like your dean/supervisor to be aware of for the upcoming year?

Yes

What budget considerations would you like your dean/supervisor to be aware of or to consider? Please be as specific as possible. For example, if you need an increase in the 40000 account and a decrease in the 23000 account, describe what increase your department needs, how much, and a description of why the department needs the adjustment.

I would like my Dean to be aware that there are some changes/inconsistencies with my budget and past expenses that I have no access to view, neither did the career center coordinator when that role was managing the budget. Something is off with this budget and I would like to request assistance.

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NOTE: PARTS 3 and 4 – TECHNOLOGY, FACILITIES AND OTHER NEEDS

This year the College is implementing two new processes related to resource needs coming from the PRP process.

1. One-Time Fund Requests. The college is implementing a process for prioritizing and allocating funds for one-time needs/requests tied to Program Review and Planning. Prioritization will take place through participatory governance in planning councils and the Budget Committee. Then, a recommendation will be made to Exec for funding of request utilizing various funding sources.

For more information about funding sources available, see [IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES](#) (on the left menu of the web page).

Consider submitting one-time requests only if you have verified that you cannot fund the request using your general discretionary funds or other funds.

2. Technology and Facilities Review. From now on, ALL requests for technology will go through an institutional process. If you request technology here, you will see a description of the process below.

PART 3: TECHNOLOGY

Will you be requesting any technology (hardware/software) this upcoming year?

No

Note about technology requests:

All technology requests will now go through a review process before prioritization.

- *Your director will send you a Technology Request Checklist (aka Technology Proposal Analysis Checklist).*
 - *You must complete this checklist and return it to your director no later than 10/30/2020.*
 - *Once the director approves the form and the request, the director will send the document to the Technology Review Committee to determine IS resources needed, any integration issues, and/or potential overlap with existing technology.*
 - *The results of the review will be sent to the director with feedback.*
 - *The director will determine whether or not the request moves forward for prioritization and/or implementation.*
 - *Requests for one-time funding will move forward for prioritization.*
 - *Requests that use funding from your department budget may move forward for purchase.*

PART 3: FACILITIES NEEDS

Do you have resource needs that require physical space or modification to physical space?

No

PART 4: ONE TIME NEEDS

For more information about funding sources available, see [IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES](#) (on the left menu of the web page under "Instructional Funding Sources").

Do you have one-time requests for other items (e.g., Non-Technology Equipment, Supplies, Operating Expenses, Travel) that your budget or other funding sources will NOT cover?

No

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FEEDBACK AND FOLLOW-UP

Once your Program/Unit PRP is completed, your division or planning council should review and discuss based on your Vice President's planning process. This area is intended for summary feedback and recommendations from the divisional review.

Confirmation of Review by Division / Planning Council

Person/Group/Council who reviewed PRP:

Leslie Salas

Date Reviewed

11/6/2020

FEEDBACK

Strengths and successes of the program/unit as evidenced by the data, analysis, and assessments:

Positive outcomes with Student lingo look good.

Areas of Concern, if any:

Need to work on identifying technology that can support both quantitative and qualitative data to support goals. Concrete data through student utilization numbers and an assessment of student knowledge will support further development and funding in this area.

Recommendations for improvement:

Continue to collaborate across the campus with partners connected to career education. Identify assessment of completer students with student lingo with an assessment of knowledge potentially a pre and post questionnaire.

Enter your email address to receive a copy of the PRP to keep for your records.

lsalas@palomar.edu

I confirm that the Program Review is complete and ready to be submitted.

Yes

Vice President Review

Strengths and successes of of the discipline as evidenced by the data and analysis:

Great job on evaluating services, programs, and or workshops

Areas of concern, if any:

Agree with Dean Salas. Need to strengthen/expand on qualitative data.

Recommendations for improvement:

Need to find ways to integrate our work with GP Pillar 4 as well as some of the workforce development/internships work across campus

VP Name:

Vikash Lakhani

Signature Date:

12/15/2020