Entry #: 59 - ---Career Center   **Status:** Submitted   **Submitted:** 5/1/2024 4:53 PM

2023-2024 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 and strategies necessary to improve the operation of your area. With that in mind, please answer the following questions.

BASIC UNIT INFORMATION

Are you completing a Comprehensive or Annual PRP?

Annual

Division Name	**Department Name**
Student Services	SS Student Success, Equity, and Counseling

Program/Unit Name	**Name of Person responsible for the Program/Unit**
---Career Center	Dean Leslie Salas

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

Webpage URL 1

Unit webpage

https://www.palomar.edu/careercenter/

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

Participant	Title
Cynthia Cordova	Associate Professor, Career Center Co-Coordinator
Tina Barlolong	Associate Professor, Career Center Co-Coordinator

PROGRAM/UNIT DESCRIPTION

Staffing

In this section, you will identify how many faculty and staff support your program. This information is considered when you request permanent staff and faculty hires. It is also useful as you evaluate your program and the human resources and talent you have to support our students.

To help you answer questions in this section, you will need the link shown in red below. This form required a login and password to access. Please use your Palomar email and password to log in.

Link: Permanent Faculty and Staff Count

Full-Time Staff   **Part-Time Staff**

Total Number of Full-time Staff   **Total Number of Permanent Part-time Staff**
1.00   0.00

Number of Classified Staff   **FTE of Part-time Staff (2x19 hr/wk=.95)**
1.00   0.00

Number of CAST Staff   **FTEF of Part-time Faculty**
0.00   0.00

Number of Administrators
0.00

Number of Full-time Faculty
0.50

Describe additional temporary hourly or contract staff who support this unit and/or department. (Include FWS/District Student Workers/Veteran Student Workers)
None.

Program/Unit Description

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

Yes, there have been staff and faculty changes in the last few years. As of July 1st 2023, the Career Center Coordinator position has been newly filled by two co-coordinators. The position continues to be composed of 50% reassigned time, now split by two counselors. The Career Center Classified Coordinator has been vacant since 1/1/2020. The duties of the Career Center Coordinator have been absorbed by the Career Center Faculty Co-Coordinators. The absence of the Career Center Classified Coordinator role has been a significant loss for the career center. Services had to be reduced due to a reduction of a 40 hour week position. For example, the annual Job Expo is coordinated by the Coordinator. Switching the focus to the day to day operations limits the expansion of services and is not sustainable in the long-term when career development plays a key role in retention and is at the forefront of the career services as they relate to providing services to all students, including initiatives driven by Guided Pathways and Career Technical Education.

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PROGRAM/UNIT ASSESSMENT

SERVICE AREA OUTCOME ASSESSMENT

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 uses Nuventive Improve 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 doing the following:

> 1) Login to Nuventive Improve through the Palomar College Single Sign-on.

> 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 method and/or assessment results, if appropriate.

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

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

Yes

SAOs SUMMARIES AND REFLECTIONS

Each of your program/unit SAOs should be assessed at least once every three years. 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

Student Lingo Online Workshops

Assessment Status

Assessed

SAO Summary and Reflection

There were a total of 4,146 learners that visited the Student Lingo tool and completed 2,855 workshops between August 1, 2023 to April 30, 2024. The StudentLingo system launched listening Podcasts this academic year as another type of activity that students could choose from. The average time spent in this learning environment was 99.13 minutes.

The top 10 accessed workshops were the following: 10 Tips for Success in Your Online Course, Exploring Careers and Choosing a Major, Study Tips & Note-Taking Strategies, Time Management: Strategies for Success, How to Develop your Cross-Cultural Skills, Mental Health & Suicide: Helping Yourself & Others, Online Courses: Staying Motivated and Disciplined, 10 Habits of Mind for College Success, Financial Literacy: Smart Money Skills for College & Beyond, Taking Tests Online: Strategies for Success

SAO 2

SAO Title	Assessment Status
Career Workshops	Assessed

SAO Summary and Reflection

In the Spring 2024, the Career Center collaborated with the Palomar Promise program in establishing six (6) in person career workshops (N=30) to promote career services and introduce career exploration resources. Also participated in the Major/Transfer fair in a workshop and classroom visits. Collaborated with other departments to increase career services visibility and accessibility to students.

OTHER ASSESSMENT DATA

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below. Completed comprehensive reviews can be found on the IRP website - "Completed PRPs".

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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!

As of July 2023, new Career Center Faculty Co-Coordinators transitioned into this leadership position and have been collaborating with various areas on campus. The Career Center has been consistently meeting with Cooperative Education, Service Learning, and Employer Relations faculty/staff to assess the campus' career services by actively participating in the National Association of Colleges and Employers (NACE) assessment. The Career Center Counselors/Co-Coordinators have been working alongside other areas of campus to share career opportunities for students. The Career Center has also created student workshops to promote career and major exploration, as well as career planning. The workshops have increased visibility of career counseling services and participation in Promise skill shops. The Career Center has also developed a career services newsletter to highlight services available on campus, community events, and strengthening building relationships with career faculty/staff. The Career Center Co-Coordinators are also participating in the Student Success Teams group to establish customized supports for the Black Student population within the Guided Pathways framework. The Career Services team will also be moving forward to relocate all services into one centralized career services space and promote career awareness and development for a strengthen career culture on campus.

Describe any 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?

AB 928 may emphasize the need to provide more direct services to support students in confirming their major choice. There is a need to strategize how to support students earlier in their academic journey to align program of study to major and career choices.

Title II, Americans with Disabilities Act has established specific requirements, including the specific technical standards, for making accessible the services, programs and activities offered through the web and mobile applications. We will need to confirm that the materials shared from the career center are in compliance with the updated law.

Handshake Employment Tool: There are functions that may need to be updated ("Schedule time to meet with experts and build your career"). Will need to discuss with career services to determine how to update this information or create a flow within new co-located space (Career Center Counselors, Job Developer, Service Learning and/or Work Experience coordinator)

Pending changes to local General Education (AS) and CSU general education pattern removing Area E (Lifelong Learning & Self Development), impacts to COUN 115 (Career/Life Planning) course.

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

Since Career services is going to be moving to a new co-located space including Career Counselors/Co-Coordinators, Job Developer, Cooperative Education & Service learning, it would be helpful to create a cohesive workflow so that the campus community can understand the services offered within this ecosystem.

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PROGRESS ON PRIOR PRP 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.

Click here for previous PRPs with goal information.

Prior PRP Goals

Goal 1

Brief Description

TypeFocus Assessment
A) Provide a comprehensive assessment to Palomar College students and
B) Certify counselors to use TypeFocus with students.

Choice

Completed

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

-Piloted integration of TypeFocus into COUN 165 in Fall 2023
-Create step-by-step guide on how to use TypeFocus for students
-In the 2023/2024 academic year, 956 students completed the TypeFocus assessment. Data indicates that 199 students have chosen a major, and 101 students have yet to confirm their major choice after taking the assessment.

Goal 2

Brief Description

Handshake Job e-board
A) Centralize experiential learning opportunities (jobs, internships, volunteer/service learning) to offer students easy access to all openings with a single sign-on.
B) Demo Handshake to students, faculty, and staff to successfully familiarize them to new job board.

Choice

Ongoing

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

There are currently 1,961 students who have completed registration through Palomar College to access Handshake website and/or mobile application. Palomar College recently hired a Job Developer (April 2024) that will be able to support the management components of this software.

Goal 3

Brief Description

Centralize Career Services

Choice

Ongoing

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

Centralize career services offered in different areas of the college, such as career counseling, internships and work experience, service learning, as well as employment resources into one physical location on campus. Currently individual career services are housed in separate areas on campus creating added challenges to obtain career resources. Incorporating these career components will improve the student experience in their career development journeys.

Presently, individual representatives of each career service area have been meeting to share ideas, resources, and improve communication regarding opportunities for students. Career counseling, Internships and work experience, and service learning areas will be co-locating to a new space (anticipated) Fall 2024.

The Vision Plan 2035 includes the College's Educational Vision Plan. Review the goals and objectives in the plan and identify 1-3 objectives that your unit supports. Describe how your unit helps to support those objectives.

The Career Center currently has ongoing efforts to meet the following goals and objectives:
Goal 1. Reimagine and redesign instruction and student services to increase student success. Objectives: 1-3 and 10
Goal 2. Invest in our people and processes. Objectives 4 and 5.
Goal 4. Strengthen external partnerships and community relationships. Objective 3.

Career Center services are being revamped to bolster awareness and relevancy to our student population's needs. All career services are undergoing a comprehensive evaluation to establish the needs of students and current services available (Goal 1: Objectives 2 and 5, Goal 2: Objective 4). During the next two years, Career Center Counseling Services along with other Career Services (Cooperative Education, Service Learning, Workforce Development) will be creating streamlined strategies and processes to support all students in conjunction with the college's vision and mission (Goal 2: Objective 4). A major part of this endeavor is to reimagine career services centralizing into one location and promoting a career development culture across campus for students and employees (Goal 1: Objectives 1, 3, 10). Presently, the Career Center and Workforce Teams have collaborated to ensure students receive information regarding experiential and employment opportunities through ongoing communication and by collaborating on mini-career fair and industry panels events (Goal 4: Objective 3).

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

Two changes to goals for the Career Center this year. The first goal is the streamlining of access and use of TypeFocus for all students and in the COUN 165: Career Search. The second goal is to centralize Career Services into one physical location and align efforts to meet campus community needs towards academic, major, career, experiential, and employment goals.

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 five parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology Needs

PART 4: Facilities Needs

PART 5: 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 Vision Plan 2035

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.

NOTE: All requests listed in the PRP will be reviewed by deans and supervisors, then forwarded to the appropriate review group for prioritization. A resource requests approved to move forward in the review process does NOT guarantee a position or funding.

PART 1: STAFFING NEEDS

This year, units are asked to identify <u>new positions only</u> as part of the PRP process. Vacant positions will be addressed outside of the PRP process.

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.

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

REQUEST FOR ADDITIONAL CLASSIFIED, CAST, AA

Staff, CAST, AA request 1

Title of position
Career Center Supervisor/Manager

Is the position request for AA, CAST, or Classified staff?	**Is this request for a full-time or part-time position?**
Classified	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 was a previously District-funded position, known as the Career Center Coordinator, which has been vacant since 2020. A Career Center Coordinator or newly formed position of Career Center Supervisor or Manager is essential in re-establishing coordinated career center services along with new supports at a larger-scale as the Career Services team is expanding and creating comprehensive career efforts for students.

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

Yes. Through the allocation of District funding for this type of position would ensure the establishment and continuity of aligned career services throughout the campus.

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.

The Career Center Supervisor/Manager would support the alignment of career counseling, work-based learning, and employment readiness.

Vision Plan 2035 Goals and Objectives

1:1	2:2	3:5	4:6
1:2	2:4	3:8	4:7
1:3	2:5	4:1	5:2
1:5	2:6	4:3	
1:10	2:7	4:4	
2:1	3:3	4:5	

If the position is not moved forward for prioritization, how will you address this need?

Continue to provide career services through individual collaborations and scattered efforts with limited support to reach larger-scale impacts.

PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2021, 2022, 2023. 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?

No

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PARTS 3, 4 and 5 – TECHNOLOGY, FACILITIES AND OTHER NEEDS

1. One-Time Fund Requests. Through the PRP process the college implements an approach for prioritizing ad allocating one-time needs/requests. Prioritization takes place through the appropriate groups, leadership, and the Budget Committee. The executive team and Resource Allocation Committee consider various sources for funding PRP requests. Resource requests also inform the larger planning process like Scheduled Maintenance Plans, Staffing Plans, and institutional strategic planning.

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

If you are a CTE program and think you may qualify for CTE funds for your PRP request(s), you are STRONGLY encouraged to answer the call for Perkins/Strong Workforce grant applications in February. Contact the Dean of CTEE for additional information.

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

1. Technology and Facilities Review. Requests for technology and facilities are assessed by the Deans and then, if appropriate forwarded to the proper institutional group (e.g., technology review committee, or facilities) for review and feedback.

PART 3: TECHNOLOGY NEEDS

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

No

PART 4: FACILITIES REQUESTS

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

No

PART 5: OTHER 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

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

Yes

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

cbarlolong@palomar.edu

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Page 5 will show for reviewers (VP and/or Planning Councils) upon submission of the form.

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 Immediate Supervisor.

Immediate supervisor who reviewed PRP: **Sign Date**

Leslie Salas   9/18/2024

FEEDBACK

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

The Career Center has been in a state of transition for the last year as we look to bring services into one location. The co-coordinators have done excellent work in providing career services to students.

Areas of Concern, if any:

I continue to be concerned with the lack of utilization of TypeFocus by students.

Recommendations for improvement:

Rebrand TypeFocus in the single sign-on so students know what the tool is.

Vice President (or President) Review

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

Considering the transition in the department, and the new staffing structure, the Career Center is doing the best it can under the circumstances. Once the program settles into its new space and can collaborate with other campus partners doing career related work, the program will begin to flourish.

Areas of concern, if any:

Recommendations for improvement:

Once the new space opens, a comprehensive marketing and communication plan must be developed and implemented.

VP Name: **Signature Date:**

Nick Mata   9/18/2024