



**Student Services
Program Review 2009-2012**

Section 1 is due by October 6, 2009

PROGRAM AREA: Career and Employment

Program Philosophy: The Career, Transfer and Employment Programs & Services, although separate and distinct programs, are closely integrated in aiding Las Positas College students to reach their goals in higher education and beyond.

The Career Program exposes students to the challenges of the ever changing job market, employment and global trends, as well as assisting them in determining their personal aspirations.

The Employment Program assists students with job search/employment leads for both on-campus and off-campus opportunities and develops linkages to local employers in the Bay Area, specifically in the Tri-Valley.

Progress on Goals, Objectives (2005-2009):

Please list each goal from goal's matrix and describe progress on each.

1. Develop a career/employment advisory group to address the needs of our students and to build connections to our vocational and special needs populations.

Progress- Advisory group met twice per semester. Advocated for new Student Services building that will better serve our growing diverse population.

2. Look at appropriate ways to use the Employment Co-Curricular budget to enhance career and employment activities on campus.
3. Choose a technology program that makes job posting on the web more accessible for employers, registration for employment fair and campus wide emails to students for improved dissemination of information.

Progress- A job posting form was created by the webmaster which can be submitted directly to the Career Center Coordinator.

Our web page is not secure yet, for recruiters to make online payments for our annual employment fair.

Program Information

Staffing: *(Number of permanent staff and position titles)*

A full-time Classified Staff Member –
Career/Transfer & Employment Center Coordinator.

Location: Building 900

Monday to Friday 8:00 a.m. - 5:00 p.m.

Services: Assists students in researching employment opportunities and requirements, provides current job announcement opportunities within the greater community, assist with resume preparation, interviewing skills, writing newsletters; facilitate college representative visits, coordinating events such as Transfer Day, Employment Fairs, and Job Shadowing events. Maintain Career/Educational library and technology to assist students in various research projects.

Supports the career classes (Psych Counseling), academic programs, ESL, DSPS Workability, Financial Aid/CalWorks, Internships, Community Education, Tri-Valley employers and the Tri-Valley One Stop Career Center. Computer and Biology faculty send students to the center to research college majors and employment qualifications.

Program Components:

	2007-2008	2008-2009	2009-2010
Number of Students Services:	606	694	785

	2007-2008	2008-2009	2009-2010
Budget:			

1. What is the program’s connection/dialogue to other programs?

Through the Employment Center program we increase dialog and build support that connects employment to groups of students such as athletes, international students, CalWorks, vocational, Federal Work Study student assistants and students with special needs.

Within the Career program we connect directly with the Tri-Valley One Stop Career Center. Together we collaborate on events such as employment fairs and partnership meetings. The Career Center works closely providing classroom presentations for faculty and students from various populations which include ESL, the International Student program and PSCN 10 classes. This program also works in connection with the counseling department and student services division meetings.

2. Identify and describe the status of your Student Learning Outcomes. Include an analysis of your assessed SLO's.

Attach Elumen Matric of SLO's in Appendix.

1. **Résumé Assistance/Workshop-** Students will learn the process to create an effective resume. This assistance will include exploring proper format, content and structure.

It is important that students understand what type of content should be included within the resume. This allows the student to display their professional qualifications and accomplishments to demonstrate their fitness for a specific job. The result of proper content makes the student's experiences/skills more marketable and competitive in the employment sector.

Learning proper format and structure within a resume is important as well. This is the building block to professionally feature an individual's best assets and allow information to flow smoothly within the body of the resume. Students should learn which formats to correctly use based on their prior skills and experience.

Plans to measure SLO #1- It is my plan to target a cohort of students who have utilized the resume assistance service provided by the Career/Transfer & Employment Center. Within the duration of a specific month of the school semester, students will complete a self evaluation of the material learned to create a resume.

Planned Assessment for SLO #1- The student's understanding of resume writing will be assessed by analyzing their completed resume. The document will be assessed based on the display of correct format, structure and content.

2. **Classroom Presentations-** At the request of instructors, I visit classes throughout the school year promoting awareness to students about the resources and services offered in the Career/Transfer & Employment Center.

The importance of the classroom visit is to instruct students on how to use our "Eureka" program. (The California Career Information System). Students will learn how to access information on requirements needed to pursue occupations, and educational endeavors.

During these class visits students will learn about Transfer programs, TAG agreements, employment opportunities, resume/ interview assistance as well as events such as; Transfer Day, The Employment Fair, Job Shadowing and college representative visits.

Plans to measure SLO #2- I will request that students complete a questionnaire after the classroom visit, which will demonstrate how much they understood how to navigate through the Eureka program.

Planned Assessment- After reviewing the completed student questionnaires, I will be able to assess the level of knowledge received on the resources/services offered, and the understanding of how to use the Eureka program.

Assessment

Assessments will begin Spring Semester 2011

3. **Provide a summary of current and future programmatic challenges.**

The Career/Transfer & Employment Center faces some challenges in its program due to staffing issues. Currently, there is one Coordinator employed in the center. That person is responsible for servicing students, staff, faculty and members of the community. This employee is also responsible for coordinating major school events.

As a result of having one staff member in the Career/Transfer & Employment Center, student's needs sometimes go unmet. An assistant for the Coordinator would be a great asset to the center. The Coordinator has several mandatory meetings each month, daily personal appointments with students, and has to prepare for ongoing events during the year. An additional staff member in the center would provide the opportunity for more students to get the help they need, provide support with planning and executing campus events, and it would provide coverage for the center in the absence of the coordinator.

Section 2 is due by February 26, 2010

Point of Service Surveys:

Number of surveys gathered:

237

Date range of survey(s):

Fall 2009 – Spring 2010

Attach copy of survey in Appendix.

Program Strengths Identified (utilizing survey data):

1. Students expressed that the services received in the Career/Employment Center was helpful and responsive to their needs.
2. Students felt that the program staff answered their questions adequately and completely.
3. Students feel welcomed in the center. They feel that they can take their time to utilize the resources available.
4. Most students are satisfied with the overall quality of service in the Career Center.
5. As a result of using the Career Center students feel satisfied that they have gained the knowledge and skills needed to understand how to write an effective résumé.
6. Students have expressed that after using the resources and computers in the Career Center, they are more capable of researching and exploring available job opportunities and college majors. (i.e.; internet employment sites, posted job announcements and Eureka).
7. Through classroom presentations, students feel more knowledgeable about the resources the Career Center provides and the events or activities held on campus. (i.e.; campus employment, job announcements posted, résumé assistance, college rep visits, Transfer Day and the Employment Fair, Job Shadow).

Areas of Improvement Identified (utilizing survey data):

1. There is a strong need for a student assistant in the Career Center program. In the absence of the Coordinator, student's needs may go unmet due to the high volume of students who frequent the center.
2. Students believe that more information about private colleges should be provided for their use.
3. The Career Center would benefit by having more computers for students to use.

Section 3 – Goal Matrix completed by March 31, 2010

Assigned Assessment Area Details

Career & Employment

Co-curricular Type: Instruction Support

Status: Active

Owner: Student Services

Defined Activities:

[Add a new SLO](#)

Student Learning Outcomes Click here when all SLOs have been listed <input type="checkbox"/>					
	SLO Description	Rubric	Magnitude	Specific Expectations	Status
	1. Resume Assistance/Workshop-Students will learn the process to create an effective resume. This assistance will include exploring proper format, content and structure.				Not configured
	2. Classroom Presentations- At the request of instructors, I visit classes throughout the school year promoting awareness to students about the resources and services offered in the Career/Transfer & Employment Center.				Not configured

[Add New Assessment](#)

Student Activities to be Assessed		
General Assessments for this Service Area		
Add New Assessment , Edit , Delete , Clone , Adjust Sequence		
Action	Assessment Name	Linked Achievement Areas
1.	Resume Assistance/Workshop	
2.	Classroom Presentations	



Student Services Program Review Action Plan Template 2010-2011

I. Objective (Formerly Target):

Students learn to research career/employment opportunities which include job salaries, and qualifications needed to perform occupations.

II. Plan to Accomplish the Objective/Goal:

Plan: To assist students in researching career goals

Activity	Timeline	Responsibility
a. Provide listings of current employment opportunities	Ongoing	Career Center Coordinator
b. Assist students with electronic job search techniques	Ongoing	Career Center Coordinator
c. Coordinate annual employment fairs	Annual	Career Center Coordinator

III. How Will You Measure the Effectiveness of This Objective/Goal?

Student surveys will be conducted to analyze feedback from students on their experiences with these activities.

IV. How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?

Economic Development- Help students develop skills to become marketable for jobs within this economic challenging time.

Teaching and Learning- Providing services of the center to students

V. Estimated Resource Requirement

(Please indicate if resources are needed "one time" or if they are ongoing.)

Category	Description	Estimated Cost (if known)
Personnel		
Supplies	Ink cartridge, and paper for posting job listings, advertisements and registration forms for employment fair. Resources Needed-Ongoing	
Facilities	Use of the student center, gymnasium or another large area to host the Employment Fair. Resources Needed-Annually	
Other	Computers located in the center for researching careers.	



Student Services Program Review Action Plan Template 2010-2011

I. Objective (Formerly Target):

Increase awareness of resources available for use from Career/Transfer & Employment Center. These resources include computers for job search, a library of books on careers and school majors, employment and transfer hand outs in addition to college catalogs.

II. Plan to Accomplish the Objective/Goal:

Plan: To provide information of a variety of resources, which can be used to enhance employment and educational research.

Activity	Timeline	Responsibility
a. Center/Classroom Presentations	Ongoing	Coordinator of Career/Transfer Center and Classroom instructors
b. Assist students in using career library and computer software available	Ongoing	Coordinator of the Career/Transfer Center
c. Coordinate private colleges, and 4 year college representative visits to the campus	Ongoing	Coordinator of the Career/Transfer Center and Visiting college representatives

III. How Will You Measure the Effectiveness of This Objective/Goal?

1. Conduct student surveys
2. Examine responses resulting from student's experiences in the center

IV. How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?

Teaching and Learning- Providing services of the center to students
Institutional Indicators- Student Satisfaction: The satisfaction that students report about their experiences at Las Positas College.

V. Estimated Resource Requirement

(Please indicate if resources are needed "one time" or if they are ongoing.)

Category	Description	Estimated Cost (if known)
Personnel	A student assistant is needed to help students in the center with their individual needs. Resources Needed-Ongoing	\$3,570/yearly
Supplies	Updated books relating to current careers are needed. Resources Needed-Ongoing	
Facilities		
Other		



**Student Services Program Review
Action Plan Template
2010-2011**

I. Objective (Formerly Target):

Students gaining knowledge and skills to write an effective résumé

II. Plan to Accomplish the Objective/Goal:

Plan: To provide assistance with résumé writing

	Activity	Timeline	Responsibility
a.	Conduct résumé workshops	Ongoing	Career Center Coordinator
b.	Provide assistance to students and the community members with one-on-one résumé writing	Ongoing	Career Center Coordinator
c.			

III. How Will You Measure the Effectiveness of This Objective/Goal?

Conduct student and customer surveys to measure the understanding of the information that is being conveyed.

IV. How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?

Teaching and Learning- Services to students

Community Life- Provide greater access to the campus facilities including, no cost workshops for the community

V. Estimated Resource Requirement

(Please indicate if resources are needed "one time" or if they are ongoing.)

Category	Description	Estimated Cost (if known)
Personnel		
Supplies		
Facilities		
Other	Computers for résumé assistance	

Instructions: Using your self study and PROGRAM DEVELOPMENT forms, please complete the spreadsheet below. Each DEVELOPMENT form corresponds to one row so that each OBJECTIVE is on one line.

Institutional Strategic Goals (for exact wording please visit the next spreadsheet in this workbook)

1. Teaching and Learning
2. Institutional Advancement
3. Accountability
4. Economic Development
5. Resource Development and Allocation
6. Academic and Professional Excellence
7. Diversity and Pluralism
8. Communication and Infrastructure
9. Community Life
10. Sustainability

Please contact The Office of Institutional Research and Planning (X1027), your Dean or VP with questions or assistance completing this data base.

DO NOT MAKE CHANGES TO THE DATA BASE FORMAT.

Macros must be enabled.

Program Review Type	Discipline/Unit (ex. CHEM, Research, Library, A&R, AUTO)	Division (Instructional Program Review Only)	What do you want to accomplish? (Objective)	How do you plan to accomplish this?	What is/are your measurement criteria? (How will you measure and document effectiveness?)	Which College Strategic Goal(s) does this objective address? (all that apply 1-10)	Does this objective address an Accreditation Recommendation or Planning Agenda?	When do you plan to start?	What resources will this take? (all that apply)	What Institutional Process/Committee/Office will you need? (all that apply)	Specify if Other process	Prioritized
Instructional	Math	MSEPS	Improve student success and retention in Math X	Offer Math X in a hybrid mode in a state-of-the-art computer classroom. A number of new measures to support student learning will be incorporated in the existing mode, including increased student/teacher contact.	student and instructor satisfaction surveys; grade and retention data	1, 3, 5, 7	Not sure	Fall 2011	Financial, One time, Financial, Ongoing, Non-Financial, Ongoing	PBC Classified Request Process, Staff Development, Research/Evaluation		High Priority

Student Services	Career/Transfer center	Student Services	Students gaining knowledge and skills to write an effective resume	A. Conduct resume workshops. B. Provide assistance to students and the community members with one on one resume writing.	Conduct student and customer survey to measure the understanding of the information that is being conveyed.	1 Teaching and Learning, 9 Community Life	Not sure	Spring 2011	Computers for students to complete their resume, Non-Financial, Ongoing			Medium Priority
Student Services	Career/Transfer center	Student Services	Students learn to research career/employment opportunities which include job salaries, and qualifications needed to perform occupations.	A. Provide listings of current employment opportunities. B. Assist students with electronic job search techniques. C. Coordinate annual employment fairs	Student surveys will be conducted to analyze feedback from students on their experiences with these activities.	1 Teaching and Learning, 4 Economic Development	Not sure	Spring 2011	Supplies: Ink cartridge, and paper for posting job listing, advertisements and registration forms for employment fair., Non-Financial, Ongoing	Use of the student center, gymnasium or another large area to host the employment fair., C, Use of the student center, gymnasium or another large area to host the employment fair., Additional computers are needed in the career center for researching careers.		Medium Priority

Student Services	Career/Transfer center	Student Services	Increase awareness of resources available for use from the Career/Employment center. These resources include computers for job search, a library of books on careers and school majors, employment and transfer hand outs in addition to college catalogs.	A. Center classroom presentations. B. Assist students in using career library and computer software available. C. Coordinate private colleges, and 4 year college representative visits to the campus.	1. Conduct student surveys. 2. Examine responses resulting from student's experiences in the center.	1 Teaching and Learning	Not sure	Spring 2011	assistant is needed to help students in the center with their individual needs., Financial, One time, A student assistant is needed to help students in the center with their individual needs. Financial, One time, A student assistant is needed to help students in the center with their individual needs. Updated books			High Priority
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