

**Palomar College – Program Review and Planning
Non-Instructional Programs
Year 2
Academic Year 2013-14**

Purpose of Program Review and Planning: 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.)

Student Services: Career Center

11/5/13

Non-Instructional Discipline Reviewed (Each discipline is required to complete a Program Review)

STEP I. ANALYSIS (Note: Each Department Will Use Their Own Previous Analysis Data)

	2008-2009	2009-2010	2010-2011	2011-2012	<<Prelim>> 2012-2013	← Preliminary Fall 2011 data are as of 1/31/2012 Definitions
Student Counseling Contacts- SARS Data	11,151	12,576	13,158	8,129	5,857	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	659	1,464	888	842	559	Number of students assessed for career exploration and identification purposes: derived from PCC order purchase history.
Career Center Student Orientations: Career Center + Classroom Visits	1,216	2,283	1,041	871	1,268	Number of students attending a Career Center Services Orientation: derived from excel monthly report.
Career Workshops- Student Contacts	Not offered	145	193	372	167	Workshops Providing Information on Career Related Topics: derived from excel monthly report.
Career Center Lab – Class Visits	659	1,464	1,559	1,233	819	Number of students utilizing the Career Center Lab during class. *These students are enrolled in Counseling 165 courses, enrollment has been accounted for in Counseling Services Instructional Program Report.
Full-time FTEF	50%	50%	50%	50%	50%	FTEF from Contract Counseling Faculty: derived from IRP/Staff data
Part-time FTEF	80%	80%	80%	60%	40%	FTEF from Hourly Counseling Faculty: derived from dept. NOHE Excel totals.
Number of FT Staff	2	2	2	2	2	Number of FT staff available to serve students: derived from IRP office
E-Mail/Phone contacts				Data not collected	934	Number of phone calls and e-mails answered by staff and counselors: derived from SARS

I. A. Reflect upon and provide an analysis of the four years of data above

The Career Center student data for career counseling services was obtained from the SARS scheduling grid and the excel report that is compiled on a monthly basis. From 2009 to 2011, Student contact increased by 582. From 2010 to 2012, student contact decreased by 5,029. **From 2011 to 2013, student contact decreased by 2,272.** In Fall 2011 Career Counseling was not provided at the Escondido Center; in Spring 2012, counseling hours were decreased at the San Marcos campus and decreased career counseling hours were offered at the E.C. In addition to less available career counseling hours, the Career Center prepared to move from SSC Building in Fall 2011 and completed the move to the new location SU-17 in early Spring 2012. It is important to note that we reduced the amount of computers brought to the new location from 35 to 25. In turn decreasing the class enrollment cap from 35 to 25. This contributed to a reduction in our student contacts. In addition, students had less access to the career center during the move. From mid May 2012, the Center has operated without one full-time employee, therefore, the center hours were reduced for this reason as well. However, in 2011-2012 student contact numbers reflect a more accurate number of students accessing the Career Center primarily for career services. In the previous location, students visited the lab for ALL college student services, not just career needs/questions. Although the number of students visiting our career center has recently decreased the most (2011-2012) in the 4 year span (due to reasons already explained), we have increased the number of contacts we have made via workshops by 277 student contacts from 2010-2011. We have increased the number of workshops offered in the lab, even though we have less counselor hours available. 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. Lastly, the Career Center historically, has not maintained a log of phone and email contacts. This is a practice that we will discuss, and implement a tracking method soon. **Update:** In 2012-2013 student phone calls and email contacts were tracked; 36 workshops were offered between Fall 2012 & Spring 2013. Student contacts continued to decrease: attributing factors- Counseling 165 cap from 35 to 25 spots eliminates 10 spots automatically; variation of workshop times each month to reach out to different students, didn't turn out advantageous in increasing student contact. Two counseling 165 classes were cancelled one in Summer 2012 and one in Fall 2012 due to not having 20 students show up to class on the first day- enrollment was at 100% capacity. Part-time counseling has decreased from 80% in 2009-10 to 60% in 2011-12 to 40% in 2012-13. Counseling 165 class offerings have been gradually decreased over the years, due to budget cuts. In **Fall 2008** we offered **13 Counseling 165** sections (including 1 intersession) this **Fall 2013** we are offering **6 sections**. In Addition, we started using the Career Center, SU-17 as a classroom in Fall 2012 for Career Search, therefore closing the lab during class time. The Months of August-November, in 2011 had the most volume of students in the C.C. due to registration and transfer application deadlines, a significant decline in numbers is reflected in Fall 2012, since we moved to the current location. However, in comparing visitors from January-June, 2011 (2,182) to 2012 (2,841), student contact increased. Which indicates a steady increase of Career Services accessed by students.

I. B. Please summarize the findings of SAO assessments conducted.

I. B. Please summarize the findings of SAO assessments conducted.

1. The Criterion has been met. Students understand the strategies needed to get a job with their degree. They understand the importance of networking and conducting informational interviews. They have acquired knowledge on how to write a resume and a cover letter. Lastly, they have learned strategies successfully prepare for an interview. Career Workshop Series SAO.
2. Students will understand the benefits of attending a Job Expo, learn the steps and strategies they need to prepare for the event; work on and improve their resume; become aware of the appropriate approach to take as they meet employer representatives and how to follow-up with vendors after the event. Job Expo Workshop Series Spring 2013 SAO.

3. Findings for Counseling 165 “Career Search” SLO Fall 2012 & Spring 2013

Of the 136 students who returned the survey:

85% Agree or Strongly Agree that they have identified an occupation that fits their personality.

79% Agree or Strongly Agree that they have clarified their career interests.

88% Agree or Strongly Agree that they have assessed their skills/abilities.

83% Agree or Strongly Agree that they have an occupational field in mind that they would like to work in (for ex: business, medicine, performing arts).

62% Agree or Strongly Agree that they have decided on the occupation that they want to pursue (for ex: financial planner, physician assistant, movie director).

I. C. Reflect upon the SAO assessment findings in Box B above. Discuss overall observations and any areas of concern or noteworthy trends.

1. Method of assessment was effective. Students provided comments that demonstrate that their confidence level in job readiness has significantly increased. Workshop Series was Highly Successful! No changes will be made to the method of assessment.
2. Method of assessment was effective. Students provided comments that demonstrate that they are able to distinguish the benefits of Job Expos with a 93% success rate. 100% of respondents now recognize appropriate strategies to prepare for a Job Expo as well as to how to follow-up after the job fair. When asked to identify behavioral do's and don'ts for the day of the expo, students responses indicate a 96% success rate. These results show that the student learning outcomes (SAO) have been achieved.
3. Method of assessment was effective and will be repeated in Fall 2013 and Spring 2014 in Counseling 165. The area that is noteworthy discussing in the findings from the SLO surveys is that students are not ready to commit to a career after taking this class, which is not unexpected. Students are somewhat skeptical about a career that fits them based on information from their career assessment results because they might feel it is a great commitment to make after taking this course. A follow-up question for this area of measurement could

I. C. Reflect upon the SAO assessment findings in Box B above. Discuss overall observations and any areas of concern or noteworthy trends.

be included in the survey in the future to gather more concrete data as to what is preventing them from deciding on pursuing an occupation that fits them (based on the assessment information reflected from their answers). Fall 2013, [Career Decision Questionnaire](#) has been updated to include the following questions: "I have identified my personal and work values" and "I understand that "Career Search" is the starting point of my Career Development Process". Values are identified in class, but had not been included in the questionnaire and students need to be assessed on the understanding that Career Development does not end with Career Search, but rather, it is the beginning of this lifelong journey.

STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's Strategic Plan 2016, describe/discuss the discipline planning related to the following:

II. A. Programs changes and 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 and what specific careers can be pursued with specific majors. 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.

II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)

*State budget reduction has resulted in a reduced budget apportionment for Palomar College. This has negatively impacted class sections and services offered to students. Unemployment remains high and displaced workers are seeking retraining opportunities but have less access to our college services due to the national and state financial climate. More than ever before, it is imperative that we implement a formal and permanent **job placement service and an internship program** to meet the demands of our students and the displaced job seekers in the workforce. [Employment opportunities is one of the most frequently asked question Career Center visitors inquire about. The center provides job announcement and internship information, what students receive is assistance in preparing for jobs searches and interviews, but ultimately, what they need is becoming gainfully employed.](#)*

STEP III. RESOURCE REQUESTS FOR DISCIPLINE:

III. A. Describe the resources necessary to successfully implement the planning described above. Provide a detailed rationale for each request by referring to the analyses of data and SAO assessment results in Step I and/or to any other evidence not apparent in the data or SAO Assessment results.

a. Equipment (per unit cost is >\$500) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
a1.	Table Cabinet with Storage (Although it is more than \$500 this is where this item fits, will move with advise from Dean/VPSS upon review)	1	1.1, 1.5	Currently the Career Center, SU-17 does not have any storage for supplies/materials. We have been conservative and strategic about the design of our center to maximize our space use and the equipment utilized to deliver our services to students. Currently 2 small tables hold the student printer and the student check-in computer. A cabinet that provides dual services to students and staff is needed.	\$2,059.56	One Time	No
a2.							
a3.							
a4.							
a5.							

b. Technology (computers, data projectors, document readers, etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
b1.	26 computers. 25 for students and 1 computer for career center staff use.	1	1.7	Computers in the Career Center are under warranty until May 2013. The Center cannot operate without the computers which are	\$44,850 (1,725x2)	One time	no

b. Technology (computers, data projectors, document readers, etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
				used for student career and job searches, Counseling 165 in class assignments and to assist class visits from different disciplines on campus. The staff computer is needed for the instructors to teach Counseling 165 and do Career Center Presentations.			
b2.	Desk-Copier Machine	2	1.7	Our desk copier machine broke down in Spring 2013 and needs to be replaced. This is used for unexpected copies that need to be made on a regular basis but on a low volume level for students and staff use. Repair estimate was sought out, the cost was almost as much as replacing the equipment.	\$753.00	One time	no

b4.							
b5.							

c. Budget for 4000s (per unit cost is <\$500 supplies) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
c1.	Perkins Grant Funding	1	1.7	Career Center Director will continue working with the Perkins			

c. Budget for 4000s (per unit cost is <\$500 supplies) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
				grant to provide additional services and obtaining needed adjunct faculty and staff. The funds were significantly reduced therefore less counseling hours were made available to students.			
c2.	Student Career Materials Folders: Counseling 165 class	1	1.6	Multiple handouts are provided to students in class, including the career interest and personality preference assessment reports. It would help students to organize all of their materials in one folder to refer to the in-class assignments in the future and to re-visit the research resources they learn about during this course to utilize outside of class. Students really like having this folder provided to them in class and would like to continue providing to them.	\$1,552.50 \$2.70 per folder. 574 folders (for classes in Spring 2014-Spring 2015) Number of folders is based on current sections offered and number of students per section.	One time, (will like to continue asking for funds)	No
c3.	6 ft. Unprinted Box Style Table Cover	2	1.1, 1.6	Table cloth is needed for outreach events. Currently don't have one to use when we participate on campus student activities.	\$100	One Time	No
c4	Feather Flag- Banner Job Expo (1) Career Fair (1)	3	1.1, 1.6	A banner to advertise our Job Expo is needed. Facilities have been contacted to ensure safety compliance and placing of banner to promote this yearly event.	\$550.24 (\$275.12 each)	One Time	No

d. Budget for 5000s (printing, maintenance agreements, software license etc.) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
d1.	Palomar College Internship Program	4	1.6	<ul style="list-style-type: none"> •Internship Website Creation •Student Database •Smartphone App •Management Team •Internship Liaison •Technical Support - Website Maintenance •Outreach to Business Community 	\$ 1,600 per month (19,200 year)	On going for a year	no
d2.	Student Lingo Software	5	1.3, 1.4	Student Lingo is a great workshop resource to maximize Student use and delivery inside and outside of the classroom. The software administrators oversee the use and compile student use reports for instructors review. In addition, it includes student activities to ensure students view the workshops and understand content	\$1,800.00 4 workshops for one year, one of these is offered in Spanish.	One-Time unless we want to renew product	no
d3.	MBTI and Group Dynamics Training Workshop	6	3.4	Provide training for counselors as a professional development opportunity to learn how group dynamics affect the work environment in the work setting and share this information with students for them to understand	\$1,7000	One time	no

d. Budget for 5000s (printing, maintenance agreements, software license etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
				MBTI preferences and team dynamics in their employment setting			
d4.	"Get Job Ready" Workshop Series for students	7	1.6, 1.7, 1.8	Offered this workshop series for the first time, Fall 2013, the content is rich, relevant to student preparedness and employment. These are hands on, interactive student workshops	\$800	One Time	No
d5.	Career Fair Event	8	1.6	Would like to offer this event to current and/or HS students to promote/highlight Palomar College Programs. Program Dept. participation would be required in order to carry out this event.	\$5,000 to cover food, industry speakers, HR personnel to do speed interviews, marketing expenses, etc...	One Time	No
d6.	Booklets for students: -Workforce Development -Offender Re-entry Corrections -Military Life	9	1.3	These booklets offer tips and information to develop and grow our students with different needs. There is a variety of topics that have been previewed that would be given to students during workshops, career fair and career search class to continue to support their career, workforce and student development.	\$2,559.60 3,000 booklets @ .79 each= \$2,370 plus \$189.60 for shipping	One Time	No

e. Classified staff position (permanent/contract position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e1.	45% Job Placement Coordinator	1	3.1, 3.2	<p><i>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 on 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. This role supports and aligns with the Student Success Support Program. Bridging education to industry early on, to gain the experience companies require of students along with their college degree. This can be accomplished via part-time work or internships (paid/unpaid).</i></p>	\$60,000	On-going	no
e2.							
e3.							
e4.							

e. Classified staff position (permanent/contract position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e5.							

f. Classified staff position (temporary and student workers position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
f1.	Student worker	1	3.1	Student workers have been essential to the Career Center when permanent staff is absent due to illness or vacation. The Center is able to remain open with the assistance of student workers.		n/a	Work Study
f2.							
f3.							
f4.							
f5.							

III. B. Are there other resources (including data) that you need to complete your discipline review and planning?

STEP IV. SHARE YOUR ACCOMPLISHMENTS Please include at least one discipline accomplishment that you'd like to share with the college community.

In Summer 2012 The Career Center Director recruited a Counseling Intern and a Webpage Designer Intern. The first ever Career Center Orientation presentation was created to provide information on Career Services to students in the Career Center and in the classrooms across campus. It has been an effective tool that has enabled us to share Career Center services and valuable career

information to students and instructors. The Orientation has been uploaded to the Career Center website for students, faculty and staff to access and share our resources. The website was redesigned and continues to be updated with current information. An SLO for Counseling 165 was measured in Spring 2012 and the results were satisfying. The goal of the course is being met. Workshop SAO's have been assessed and measured, the results have been very satisfying. In Fall 2012 Career Center Director with collaboration from Career Center Coordinator developed/created the Career Center Mission Statement. It is currently posted on our website and our Career Center brochure. A Career Center Logo was created in Spring 2013, branding our center has been accomplished. SLO's and SAO's have been created and assessed for Career Search course, Career Workshops and for the first time a Job Expo SAO was assessed for Vendors and students attending the event in Spring 2013. The results for all events are very satisfying. Training Workshops were provided to Counseling Faculty in Spring 2012 & 2013.

STEP V. ACCREDITATION For programs with an external accreditation, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

--

STEP VI. COMMENTS Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)

During the move to SU-17, the Career Center reduced the amount of student computers in the lab from 35 to 25 due to the reduced space area in the new location. In Fall 2012, we started reaching out to instruction faculty to invite the Career Center into their classrooms to conduct Career Center Services Presentations to their students and reach out to as many students and faculty as possible to increase the awareness on the valuable resources available in the Career Center at Palomar College. The Career Center continues to reach out to faculty and provide classrooms presentations as well as continuing to accommodate instructors who bring classes into the career center. It has become an issue in accommodating classes with more than 25 students. We have been able to use the Assessment office to accommodate the student overflow. We presented career center orientations to 24 classes in the Career Center (473 students) and visited 6 classes (196 students) in 2012-2013. In the future, the Career Center needs a Computer Lab with a classroom adjacent to the Lab to maintain student access open during hours of operation as Career Search classes and/or class visits take place. Career Center Coordinator is participating in Student Events on campus to reach out to students and refer them to our services.

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

Rosie Antonecchia <i>Name</i>	<i>Name</i>	<i>Name</i>
----------------------------------	-------------	-------------

<i>Name</i>	<i>Name</i>	<i>Name</i>
-------------	-------------	-------------

Department Chair/Designee Signature

Date

Division Dean Signature

Division Vice President Signature

Date

- Provide a hard copy to the Vice President Gonzales no later than **October 16, 2013**
- Email an electronic copy to jpettit@palomar.edu by **October 16, 2013**
- Email an electronic copy to jdecker@palomar.edu by **October 16, 2013**