

# 2017-2018 Program Review

## Career Center

### WCC - Career Center Program Recommendations

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**Year of Review:** 2017-2018

**Type of Review:** Annual Update

**Program Description :** The Career Center is staffed by one counselor whose full-time assignment includes 60% General Counseling, 20% Career Center Coordination and 20% CWEE. The center uses a formal career exploration model with an emphasis on self-awareness. The center is open Mon-Wed, 9:00-6:00 and Thur-Fri from 9:00-6:00 and while it is not manned, students are welcome to utilize the center for any career or major related item. The center currently offer the following on-line career assessments (Eureka, Strong Campbell Interest Inventory, MBTI and Focus 2 in addition to other career related websites and resources. The center offers career and occupational related workshops three times a month, provides research and resource materials, campus-wide career information, exploration services and classroom presentations and employer job talks. Individual career appointments are also available. In the Spring, the Career/Transfer Center sponsors a career fair with Financial Aid "I Can Afford College" hosting area business and employers to provide students with employment and job opportunities. As of Spring 2018, the Career Center coordinator position is now vacant. The previous Coordinator has moved over the general counseling position.

**Executive Summary (Include a list of team members):** The Program Review process specifically provides a summary of the Career Center program's academic year's offerings and services, data and documentation of activities and workshops, definition of departmental short and long-term goals, and a chance to identify areas needed for improvement. Currently the program review is completed by the Career Counselor and submitted to the responsible area Dean. The six goals for this past academic year were to (1) continue the maintenance of the Career Center Website with updated workshops and events, (2) Increase the number of student utilizing the Career Center, (3) keep accurate documentation of the number of career counseling appointment using the SARS database, (4) increase the number of classroom visits to promote career services in instructional areas, (5) develop relationships with area business and employers and (6) create an Employer and Internship database and website link on the Career Center Webpage. The Career Center continues to offer monthly career workshops. For this past academic year, seventeen (17) workshops were offered (Fall 2016-8 and Spring 2017-9). The career counselor continues to maintain the development and upkeep of the WCC Career Center Website. All monthly Workshop Calendars are placed on the WCC Career Center Website, campus wide TV screens and the campus wide portal. The Career Counselor also provided a total of five (5) career classroom presentations. Students can schedule an appointment for one-on-one career counseling. For 2016-2017, the SARS appointment system reflects 188 individual career counseling appointments during the academic year. I believe this number to be understated and not an accurate representation of actual career counseling appointments. One explanations could be that students now have the ability to schedule their own counseling appointments via on-line and may not be aware of the distinction between scheduling a General or Career appointments. Secondly, counseling appointments can be made through Admission and Records or any programs that has access to the SARS grid. In other words, depending on which staff booked the appointment and their understanding of the Career/General designation, this may also affect how career counseling appointments are tracked and if they are accurate in SARS. The Career center provides on-line career assessments (Strong-Campbell, MBTI, Eureka and FOCUS 2). The Strong-Campbell and the MBTI were purchased using funds from the Perkins Grant. These career assessments cost the college \$9.00-\$14.00 per instrument. At present, we have exhausted the number of Strong Campbell assessments and have a remainder of 33 MBTI assessments. A majority of our students utilize the Eureka career assessments to research career and major options. The college pays an annual license fee of \$695.00 for up to 1,000 students. During this past academic year, there were a total of 886 (2016- 661 and 2017-225) total student users of the Eureka offerings. A successful Career/Financial Aid was held in Spring 2017. Students were given the opportunity to gain labor market and career/job search information. Twenty-five (25) area businesses and employers were in attendance to provide employment information and job opportunities. Total attendance for this event was approximately 127+ (not all students completed the survey) students as documented by student surveys collected at the event. Consistent data collection to determine the Career/Transfer Center usage continues to be a challenge in 16-17. There still continues to be as concern that we are not capturing all of our students contacts to meet SSSP mandates, whether it's from our current SARS appointment systems, lack of tracking student contact via on-line appointment scheduling, student attendance during class presentations , workshops and the annual career fair.

Input from Clearlake: There is no data on the number of students utilizing career services on the Lake Campus. The "career center" is also the "transfer center," the room for group orientations, on-line orientations, computer lab for EOP&S, lab utilized for placement testing, completion of the on-line application and the FAFSA. Career presentations and workshops are presented. For example, we will be hosting the Medical Career Pathways night and a Path to teaching this afternoon. Students are informed of career resources during orientations and are invited to the Career Center to access career programs. The materials in the "Career Center" are outdated. It is recommended that we build the Career Web Page and market the information and resources available on-line. The two counselors at Clearlake constantly perform career counseling within the advising appointments and while helping students choose career paths.

**Program Mission Statement:** Core mission of the Career Center is to assist students in understanding the career development process as it relates to self and experiential exploration, occupational research, decision making, goal setting and job search. These services include marketing and outreach to area high schools and businesses and the community. The new SSSP supports the mission of the Career Center as student now have to have an education plan (selected a major) after they have earned 15 units.

**Industry Trends and Program Data Analysis :** The New SSSP mandates require that all students have a education plan dictating a specific major or focus. This mandate will require more defined career exploration services to insure that students are able select a career path and are taking courses that are consistent with their required education plan. Clerical support will be needed to comply with the new mandates.

**SLO Assessment Summary:** Spring 2016-Communication: All student participant at the Spring 2016 Career and Financial Aid Fair were asked to complete a survey. Out of the 123 survey's collected, 113 answer YES- Student received current occupational, employment and labor market information to assist with their career/major selection.

**Future Goals and Program Direction:** Short-term:

Develop Career Center Brochures

Develop a system for tracking and accountability for all Career appointments/activities/workshop

Continue to solicit CTE and all WCC Faculty members for participation in their classrooms and programs to promote Career Center mission

Long Term Goals:

Employer Portal Link to WCC Career Website

Develop an a student friendly career center orientation/tour

Continued accountability and tracking of career center use through SARS

**Feedback (Validation Team Use ONLY) :** e

**Are you ready to submit your final program review?:** No

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## Recommendation: Hire a Full time Secretary for all Counseling units (General/Transfer/Career)

Hire a full-time secretary to maintain our current SARS appointment system for all counseling units (Gen/Career/Transfer). This position will allow for the accurate tracking of career appointments. This tracking will be useful for collecting data for program reviews and SLO's reporting. With the new SSSP mandates requiring all students to have an education plan and the present limited counseling appointment availability, a full-time secretary will be able to maximize (reminder calls to decrease the number of no-shows) all counseling appointments and streamline student request for counseling to the appropriate unit whether it be Gen/Transfer or Career.

**Recommendation Priority:** 2. Medium Priority

**Year(s) Requested:** 2014-2015, 2015-2016, 2016-2017

**Request Date:** 12/19/2011

**Supporting Evidence :** With the new SSSP mandates and the need for all students to have education plan, all counseling time should be directed to meeting with students. Currently this is not the case because there is no clerical support to direct the flow of students to the appropriate counseling units, place reminder calls to decrease no-show appointments that other waiting students can use. In addition, this position would provide the data/usage of our services for program reviews and SLO purposes

**Evaluation Plan:** The full-time secretary will be able to produce actual data/numbers of how many students have actual education plans, have taken career assessment or attended a career or transfer appointments through the use of SARS.

# WCC - Career Center Program Recommendations

**Staffing - Faculty** - Meet with the Vice President to develop a job description (Active)

**Budgetary Impact:** \$\$\$\$ 30,000 plus benefits

**Timeline/Responsible Party:** Estelita Spears and Dr. Konuwa

**Location:** Woodland Community College - All

## Status

**Reporting Year:** 2015-2016

12/19/2011

**Recommendation Progress:** Recommendation Addressed/Satisfactory Progress

A full time counseling secretary was hired.

## Feedback

**Feedback:** Must be directed through the staffing process in place for the College. (02/21/2012)

**Approval Status:** Approved - Pending Funding

**Follow-Up:** Full time secretary has been hired (10/14/2014)

**Staffing - Technical/Clerical** - In progress (Active)

**Budgetary Impact:** Approximately \$20,000

**Timeline/Responsible Party:** Counseling staff/Vice President

**Location:** Woodland Community College - All

## Status

**Reporting Year:** 2015-2016

10/14/2016

**Recommendation Progress:** Recommendation Addressed/Satisfactory Progress

Full time secretary hired

**Reporting Year:** 2014-2015

09/30/2015

**Recommendation Progress:** Recommendation Needs Improvement/Attention

Full time secretary was hired. SARS accountability definitely improved but not perfect since other departments/staff can schedule appointments into SARS. Need department wide training on SARS codes to make sure all Career appointment are well documented.

**Reporting Year:** 2013-2014

10/15/2014

**Recommendation Progress:** Recommendation Addressed/Satisfactory Progress

This position has been filled

## Related Goals

College - WCC ACCJC

**Standard I B** - Standard I B: Improving Institutional Effectiveness

**Standard II B** - Standard II B: Student Support Services

## Recommendation: Hire a .5 Career/Transfer Technician to staff the Career/Transfer Center to provide clerical support for Career and Transfer Activities

A .5 clerical position is needed to staff the Career/Transfer Center and provide clerical support to all Career/Transfer Activities. This person will assist students with introductory career/transfer information, help students navigate career/major websites, organize career and transfer fairs, maintain career/transfer websites, provide documentation for career/transfer center use, assist in the creation of an area business internships list so that that students can solicit internship from area employers and thus support academic learning and increase work skills to include on the student's resume.

**Recommendation Priority:** 2. Medium Priority

**Year(s) Requested:** 2014-2015, 2015-2016, 2016-2017, 2017-2018

**Request Date:** 08/15/2014

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**Supporting Evidence :** SSSP mandates that all student have an educational plan. Lack of direction or focus as to career/major possibilities will delay student progress. If students haven't explored or selected a career/major path, students will select courses that don't meet the requirements for transfer thus delay their movement on to the university.

**Evaluation Plan:** (1) Collection of tracking of Career Appointment from SARS

(2) SLO Documentation of Career/Transfer Center student use

## Plan of Action

**Staffing - Technical/Clerical** - Hire .5 staffing position, requested in a separate recommendation - one of the job duties of this staff position will be to network and engage with local businesses to develop a database of internships. The staff will manually enter in all the data and work with students to find appropriate matches. The position will also man the Career/Transfer center, providing clerical support with the planning and execution of the annual Career and Financial Aid Fair and the Transfer Fair, assist students with computer driven career assessment, develop and the posting of Career Workshop calendars and related flyers, and transfer and college applications related duties (Active)

**Budgetary Impact:** Cost of the .5 staff person.

**Timeline/Responsible Party:** Fall 2013/Dr. Konuwa and E. Spears.

**Location:** Woodland Community College - All

**Perkins Eligible:** No

### Status

**Reporting Year:** 2017-2018 04/02/2018

**Recommendation Progress:** Recommendation Needs Improvement/Attention  
Still waiting to hire a .5 Career/Transfer Tech

**Reporting Year:** 2016-2017 04/02/2018

**Recommendation Progress:** Recommendation Needs Improvement/Attention  
Still need to hire a .5 Career/Transfer Tech

**Reporting Year:** 2014-2015 09/30/2015

**Recommendation Progress:** Recommendation Addressed/Satisfactory Progress  
As of Oct 1, 2015, a part-time Career/Transfer specialist has been hired

**Reporting Year:** 2013-2014 10/15/2014

**Recommendation Progress:** Recommendation Needs Improvement/Attention  
No action has been taken on this item

**Reporting Year:** 2013-2014 09/17/2013

**Recommendation Progress:** Recommendation Needs Improvement/Attention  
Currently no action on this item. The department plans to meet with the Counseling department and submit a request for shared staff (.5 for career center and .5 for transfer center) by Spring 2014.

**Staffing - Technical/Clerical** - Pending. Will discuss with Counseling Staff (Active)

**Budgetary Impact:** .5 Career/Transfer Technician Salary

**Timeline/Responsible Party:** Counseling Staff/Vice President

**Location:** WCC Main Campus

### Status

**Reporting Year:** 2017-2018 04/02/2018

**Recommendation Progress:** Recommendation Needs Improvement/Attention  
Still pending

**Reporting Year:** 2016-2017 10/27/2017

**Recommendation Progress:** Recommendation Needs Improvement/Attention  
The career/tech staff position was temporary and never fully existed..

**Reporting Year:** 2016-2017 10/22/2013

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**Recommendation Progress:** Recommendation Needs Improvement/Attention  
Still Pending

## Related Goals

College - WCC ACCJC

**Standard I A** - Standard I A: Mission

**Standard II B** - Standard II B: Student Support Services

**Standard III A** - Standard III A: Human Resources

## Recommendation: Employer Portal Link

Work with IT to develop a portal link for employer to post current job announcement through the website.

**Recommendation Priority:** 2. Medium Priority

**Year(s) Requested:** 2017-2018

**Request Date:** 04/02/2018

**Supporting Evidence :** Currently all incoming job announcement are funneled through the Career Counselor who then directs them to specific instructional areas. If Employers had the ability to post their job announcement directly to the WCC Website, students will have access to updated information regarding job and internship opportunities. The Spring 2017 Career and Financial Aid Fair survey results indicated that our students were interested in informational regarding jobs and internship site.

**Evaluation Plan:** The Career center will create a database of Employers with matching jobs and internship opportunities. The database will also be use to increase the number of employers that we solicit to attend the annual Career and Financial Aid fair.

## Plan of Action

**Technology** - Meet with IT to determine the scope of the project (Active)

**Budgetary Impact:** Meet with IT

**Timeline/Responsible Party:** Complete by Fall 2018, Career Counselor

**Location:** WCC Main Campus