

Comprehensive Program Review Report



Program Review - Transfer/Career Center

Program Summary

2023-2024

Prepared by: Mai Her - Transfer and Career Counseling; Elise Garcia - Student Services Dean; Jonna Schengel - Career Services Dean

What are the strengths of your area?:

Prepared by: Mai Her - Transfer & Career Counselor; Jonna Schengel - Dean of CTE/Workforce Development

What are the strengths of your area?: The Transfer & Career Center is a unit under the General Counseling Department. The Transfer & Career Center has been relocated to a more accessible and student friendly location in Sequoia 1 - room 9. This location is in close proximity to the Counseling Department and many other student services. The center serve as the point of contact for students who are needing career counseling exploration, career/job placement services, and transfer related services. The Transfer & Career Center is designed and equipped to accommodate individual counseling, small group activities, and meetings with its smart tv panel, and computers/ipads. The Transfer & Career Center has 2 full-time counselors whose duties are primarily focused on transfer and career related services. This area also houses the Articulation Officer/Counselor. The counselors duties extend beyond overseeing day-to-day functions at the centers along with internal and external committees and organizations. Admin duties previously provided by Sr.Secretary and now assigned to student ambassadors with oversight by Roselia Rodriquez, the Career Center Coordinator.

The Transfer Center aligns with the college’s institutional commitment in providing opportunities for student success, specifically increasing the transfer rate for students who are historically underrepresented. Historically underrepresented students include African-American, Latino, American Indian, Pacific Islander, disabled, veteran, foster youth and low-income students. The institutional priority is also well supported in the COS SSSP, Student Equity Plan, and District Strategic Plan goals to increase the transfer rate among disproportionately impacted groups: low-income, African-American, and Latino students. The Transfer Center is also a requirement of the California Education Code, Title 5, Section 51027.

Associate Degrees for Transfer (ADT) Awarded:

- 2017-2018: 474
- 2018-2019: 538
- 2019-2020: 886
- 2020-2021: 920
- 2021-2022: 869
- 2022-2023: 806
- 2023-2024: In-Progress

Transfer Rates Data for Enrolled Students:

CSU Campuses	UC Campuses	In-State-Private/Out of State
2015-16: 439 students	2015-16: 45 students	2015-16: 368 students
2016-17: 666 students	2016-17: 34 students	2016-17: 337 students
2017-18: 508 students	2017-18: 37 students	2017-18: 314 students
2018-19: 610 students	2018-19: 56 students	2018-19: 316 students
2019-20: 519 students	2019-20: 58 students	2019-20: 282 students
2020-21: 588 students	2020-21: 40 students	2020-21: 281 students
2021-22: 561 students	2021-22: 35 students	2021-22: 241 students
2022-23: 552 students	2022-23: 30 students	2022-23: Data Not available

2023-24: Not available 2023-2024: Not available 2023-24: Not available

Students Served through Individual Counseling Appointments & Group sessions:

AY 2016-2017: 466
AY 2017-2018: 609 (full-time counselor being on maternity leave)
AY 2018-2019: 1190
AY 2019-2020: 1489 (COVID-19, campus went remote March 2020)
AY 2020-2021: 1634 (COVID-19, campus 100% remote)
AY 2021-2022: 1665
AY 2022-2023: 1394
AY 2023-2024: Not available

Students who visited the Transfer & Career Center tracked through SARS Track:

Fall 2018: 1,818 Spring 2019: 1,436
Fall 2019: 2,542 Spring 2020: 780 (COVID-19, campus went remote March 2020)
2020-2021: 780 (COVID-19, campus 100% remote)
2021-2022: 1383
2022-2023: 2446
2023-2024: Data not available

Career Center:

The Career Center assists students with developing the decision-making and research abilities related to career. To this end, career exploration in the form of interest testing is provided through computerized assessments, (e.g., Career Coach, MBTI, True Colors, Eureka and Strong). Furthermore, individualized counseling sessions are provided as a follow-up to these assessments and often serve as a base for further research on careers. A new focus has been on workshops in order to serve more students. Once a student has attended a workshop, the student can be referred to individual appointments.

During the 2022-2023, the center supported and facilitated 21 MBTI sessions and 597 students and 19 career/major workshops. The Career Counseling also provided career counseling appointments to students. Each MBTI report cost about \$16 so the estimated amount spent was around \$7,000. This The Career Counseling also provided career counseling appointments to students. This is primarily assigned to Amanda Thomas.

Career Center: Specific hiring events have been utilized to connect students with employers from their field of study. This has been very successful in the increase of student employment in the CTE areas. Student Success Coordinators are now assigned to all CTE programs and are located on all 3 campuses; their daily work emphasis job readiness, academic coaching, career readiness, employer engagement.

Career Services Coordinator has been hired to maintain and engage usage on all Career Center platforms; a new program is being piloted this year to replace JobSpeaker at some point, due to the low usage of JobSpeaker by employers. Large events such as College and Career Day, Manufacturing Day, Foster Youth CTE Bus tour, Entree to Employment have returned to pre COVID levels of attendance.

Foot Traffic in the Career/Transfer Center - while in Glant Forest Building

VR Sets -

Virtual Career Services

Entree to Employment

College Night -

Workshops with resume, mock interviews, and then linking to GIANT Threads- with a specific process to follow. Will be tracking on a MS forms; Career Center Amassadors will help with the use of the new form. This allows us to track outcomes of students served in GIANT Threads.

Materials: In order to ensure the continued implementation of the MBTI assessment tool and interpretation for COUN 010 (100) and Career Counseling Appts., the Elevate site will need to be maintained and covered, along with the purchases of the MBTI Career Reports for COUN 010. The Elevate site is \$195 yearly and the MBTI Career Reports for COUN 010 are as follows: Faculty Club Rate (course rate only) \$15.96 each. Research has been conducted and paperwork submitted in curriculum for adding in a materials fee to the course with discussion on a potential process to help offset the cost. However, at this time, there is a commitment through 2023-2024 to support these costs through the COS T&CC, so it will be important to revisit this option late spring 2023 or early fall 2023 to see evaluate and consider any needed improvement/updates to be activated for fall 2024.

What improvements are needed?: We currently do not have an efficient tracking system. To improve our tracking system, we need to implement Accudemia. This will allow us to analyze the data, length of time, types of services provided to our students. Each MBTI report cost about \$16 so the estimated amount spent was around \$7,000/year. We need additional funding for the 2023-2024 school year for MBTI to ensure the continued implementation of the MBTI assessment tool and interpretation for COUN 010 (100) and Career Counseling Appts

In addition, counseling in the summer is essential, yet there are no summer counseling hours available in the Transfer & Career Center. We need Adjunct Counselors to cover the Transfer & Career Center as needed. The General Counseling department has requested an augmentation to the overload/adjunct budget so we are able to pre-plan for adjunct counseling coverage across the division.

Implementing a full usage of Virtual Career center services with training counselors, faculty, and career center staff is needed. In addition, we need to develop a streamlined process or flow chart for students looking for job as well as collaborating with Employment Connection to provide a full service for our students.

JobSpeaker - will track and work for on-campus employment.

Describe any external opportunities or challenges.: With the change in GE pathways and implementation of Cal-GetC, there's a possible change in COUN 010.

Labor Market Information - embedding EC/WIB resources/strengthening partnerships

Overall SAO Achievement: We've moved the Transfer and Career Center to a more visible/accessible location and our visits have increased.

Embedded CTE Student Success coordinator in various pathways - this has been the most successful in terms on tracking employment.

Changes Based on SAO Achievement: Track student usage better, not time in Sars

Outcome cycle evaluation: Yearly is good; have not identified specific SAO's to be evaluated.

Action: 2023-2024 Track specific Transfer and Career Services

Collect data on outcomes following services to students; the goal is to codify outcomes from our services. Utilize rosters to follow up with students via text or emails.

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Implementation Timeline: 2023 - 2024

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Identify related course/program outcomes: Collect and analyze data regarding specific visits

Person(s) Responsible (Name and Position): Mai Her, Hector Facunda, Transfer/Career Services team

Rationale (With supporting data):

Priority: Medium

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2021-2025

District Objective 2.2 - Increase the number of students who are transfer-ready by 15% and students who transfer to four-year institutions by 10% from 2021-2025.

District Objective 2.4 - Increase the percentage of CTE students who achieve their employment objectives by five percentage points (job closely related to field of study and attainment of a livable wage) and the number of CTE students who successfully complete 9+ CTE units in a single year by 10% from 2021-2025.

District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

Action: 2023-2024 Optimize space and implement GIS

Program Review - Transfer/Career Center

Optimize the use of new space and provide services to more students while tracking types of services needed. Comprehensive wrap around services.

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Implementation Timeline: 2023 - 2024

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Identify related course/program outcomes: Measure and track specific services

Person(s) Responsible (Name and Position): Career/Transfer Services staff

Rationale (With supporting data): Will track specific services so we can better serve students

Priority: High

Safety Issue: No

External Mandate: Yes

Safety/Mandate Explanation: Students need career and transfer services to complete their education goals and this prevents poverty and other social injustices.

Link Actions to District Objectives

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Action: [On-going] 2020-2023 Increase accessibility of Career & Transfer services

Provide online access to transfer and career services so that more students and students with access barriers (transportation, disability, Covid-19 vulnerable) can access all transfer and career services.

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Implementation Timeline: 2020 - 2021, 2021 - 2022, 2022 - 2023

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Identify related course/program outcomes: District Objective 2.4 and 4.2

Person(s) Responsible (Name and Position): Mai Her-Counselor, Amanda Thomas-Counselor, Renee Church-Senior Secretary

Rationale (With supporting data): With the increased needs and accessibility of transfer and career services, we are needing office space for 2 adjuncts. Also, we need computer labs dedicated to transfer and career services. In the Fall 2019, when we hired the full-time Career Counselor we lost half of the computer space to assist students during transfer season. Currently, we are sharing computer labs with Student Activities to host our application Q&A for students. With sharing any space with other departments, schedule conflicts are a common issue, and priority is usually given to the original owner of the space. The last couple of years had not been an issue due to Counselors working remotely; however, with Counselors and services being back in-persons, there has been an increase in student needs. We want to ensure that there's a space for growth, personnel and computer labs, for years to come.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2023 - 2024

09/14/2023

Program Review - Transfer/Career Center

Status: Action Completed

Completed moving location and by implementing GIS Virtual Career Center. Now accessible and visible in new location.

Impact on District Objectives/Unit Outcomes (Not Required):

Link Actions to District Objectives

District Objectives: 2021-2025

District Objective 2.1 - Increase the number of students who earn an associate degree or certificate (CTE and non-CTE) by 5% from 2021-2025.

District Objective 2.2 - Increase the number of students who are transfer-ready by 15% and students who transfer to four-year institutions by 10% from 2021-2025.

Action: 2022-2023 Increase accessibility and visibility to Career Services

Identify a more appropriate location for the Career Center to increase exposure to drop in services, ongoing career exploration, as well as access to staff who can direct them to various on campus and off campus jobs. In order to fully implement the Guided Pathway strategy, GIANT Pathway, then the Career Center needs a more visible location.

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Implementation Timeline: 2022 - 2023

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Identify related course/program outcomes: All Career Center events/services are measured by the number of students who are able to persist from one semester to the next; as well as identify the GIANT Pathway they have chosen.

Person(s) Responsible (Name and Position): Jonna Schengel, Dean

Rationale (With supporting data): Currently the Career Center is located upstairs, tucked away in a low traffic area, not visible to students or staff. Due to lack of exposure, student interaction with these services could be expanded. Also, it is really not WC accessible; even though there is a elevator/lift, it is a cumbersome.

The implementation of the GIANT Pathway initiative would be better served if there was a place for students to explore the career options in each pathway; I would recommend a type of "exploration" area for each GIANT Pathway, so these pathways are visible to students on a daily basis on the ground level. This type of experience needs to be duplicated at the Tulare and Hanford campus

Priority: High

Safety Issue: No

External Mandate: Yes

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2023 - 2024

09/14/2023

Status: Action Completed

New location has meet this goal

Impact on District Objectives/Unit Outcomes (Not Required):

Resources Description

Facilities - Ground floor location for Career Services with an "exploration" area for each GIANT Pathway (Active)

Why is this resource required for this action?: The current location of the Career Center has poor visibility to students; lacks easy WC access. Out of sight, out of mind.

The Career Center is the place where students can gather information about current campus jobs as well as other work

Program Review - Transfer/Career Center

opportunities. Since many of our students need financial resources to complete their college degree, it is important that part time work options are more visible to students; a new location would also allow us to advertise upcoming Apprenticeship opportunities so that students don't have to choose between work or school.

Notes (optional): The costs of relocation and upgrades to facilities could be paid for with SW 6-7 Regional funds.

Cost of Request (Nothing will be funded over the amount listed.): 75000

Link Actions to District Objectives

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District Objective 3.1 - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.

District Objective 4.2 - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.