

# 1. Assessment Plan - Three Column



## PIE - Student Services: Career Services Unit

### 2. Where We Are Now: Year at a Glance

*2020-21*

**Contact Person:** Francisco Dorame,

**Email/Extension:** fdorame@mtsac.edu

**Summary of Notable Achievements:** To Foster an Atmosphere of Cooperation and Collaboration: 1. A total of ## students logged in to use the Mountie CareerSource system during this past year. Of those students ## submitted job applications on-line and ## resumes were uploaded to the system. A total of ## students met virtually with a Career Specialist for career development sessions with a total of ## students participated in virtual workshops during the campus closure.

The Career Center continues to support the professional development of students through the Student Support for Education and Employment Development (SSEED) Program. The program goals remain the same with providing the target population with job readiness skills, soft skill training and on-campus employment (pending return to campus). SSEED program continues to collaborate with the Counseling Department as well as Academic Support & Achievement Center (ASAC) to develop workshops to enhance job readiness skills. SSEED students were placed in various department on campus before and during the campus closure. In addition to their work assignments, students are required to attend various meetings and workshops to enhance their work performance and their soft skills development. SSEED participants are placed with specific departments relevant to their major/career goal. Workshop Participation: 98% of SSEED Students attended workshops each month. The SSEED Student Average GPA: Overall average is 2.0-3.0 (GPA range declined due to pandemic). The SSEED Program had 15 students successfully transfer. Six SSEED students were hired on to their assigned department budgets.

The Career Center will be hosting our 1st Spring Virtual Employment & Career Readiness Seminar on April 21, 2021. This event will be completely FREE and an interactive platform for all participants. This event will be set up via ZOOM break-out sessions allowing students and faculty to virtually move from room to room. Employers control their individual Zoom sessions. During each session, employers will be able to provide information to individuals attending their session. All variable access will be initially setup, in order to allow hosts complete control over the virtual environment. Employers are expected to offer students a comprehensive insight into their specific organization, industry standards and trends. As they continue to pursue their education, an opportunity to collaborate with industry professionals will allow them to follow through with a clear prospective on professional development and any job openings full-time, part-time, internships, or volunteer opportunities. Faculty participation will be encouraged in order to bridge any barrier of communication that may exist amongst either local or regional employers. This interaction will allow students to build both professional confidence and networking skills necessary to develop their individual professional portfolio.

**Program Planning for Retention and Success:** The Career Center held the 1st Annual Equity & Employability Symposium. This 2-day event provided students and alumni with relevant skills and knowledge necessary to navigate through the workforce industry of their choice. Presenters provided an in-depth professional analysis on the effects of equity within the workplace, as well as within everyday social settings. Presenters also discussed key attributes of employability and how to sustain proper professional development techniques within any industry. Participation in this symposium provided participants with both informational knowledge and general certification. The event was held on October 27, and October 28, 2020. Students and alumni received a certificate for their direct involvement and participation with the symposium. 1 Day = (1 Workshop) Certificate of Participation (12 participants received this type of certification). 2 Days = (2 Workshops > Both Topics) Certificate of Recognition (17 participants

received this type of certification).

**External and Internal Conditions Analysis:** Due to the unforeseen circumstances and restrictions of the Covid-19 pandemic, the Career Center was forced to move all services to a virtual platform using Zoom for workshops and by enlisting the use of eSARS, our campus online appointment system to conduct student appointments by phone. One benefit of the Covid-19 pandemic was that the department was able to achieve our goal of going paperless and collect data measures in digital formats. The responsibility of collection and processing of this data remains with our department Administrative Specialist. With the reduced awarding of Student Equity funds for student employment a limited number students participated in Career Center events and activities.

**Critical Decisions Made by Unit:** The Career Center faced a critical mid-year crisis in March 2020 when the Governor of the State of California announce a State of Emergency due to the Covid-19 Pandemic. This caused the Career Center to close and staff to telecommute immediately. With the campus closure the department was forces move all services online to a virtual format for student appointment, workshops and Career Fairs.

**Contributors to the Report:** Rosa Asencio, Zelda Bolden, Colin Brooks

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Employer Connection</b> - Continue to further increase communication and collaboration with employers to determine employment trends, and identify/facilitate student employment opportunities. Facilitate on campus recruitment to foster networking opportunities for students and employers.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 07/15/2020</p> <p><b>Date Goal Archived/Inactivated:</b> 07/15/2022</p>	<p><b>Request - Full Funding Requested -</b> Funds needed to purchase print materials/soft ware programs to be used for marketing the department services to local employers.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Will be utilizing these funds to support marketing materials such as flyers, brochures, posters, social media (infographics) and other outreach efforts. Increase employer awareness of services provided by the Career Center to assist them meet their recruitment needs by hiring Mt. SAC students for their company.</p> <p><b>Lead:</b> Zelda Bolden &amp; Colin Brooks</p> <p><b>What would success look like and how would you measure it?:</b> Increase employer awareness of services provided by the Career Center to assist them meet their recruitment needs by hiring Mt. SAC students for their company.</p> <p><b>Type of Request:</b> MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information,</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

communication and social media.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 6000  
**Total Funding Requested:** 6000

**Program Awareness -** Ensure student, faculty, and staff awareness of our Career Center activities and events.  
**Status:** Active  
**Goal Year(s):** 2019-20, 2020-21  
**Goal Entered:** 07/15/2020  
**Date Goal Archived/Inactivated:** 07/15/2022

**Request - Full Funding Requested -** Marketing materials for student outreach  
**Describe Plans & Activities Supported (Justification of Need):** Funds will be utilized to support and purchase marketing materials such as flyers, brochures, posters, social media (infographics) and other outreach efforts to increase student awareness of Career Center services.  
**Lead:** Rosa Asencio & Zelda Bolden  
**What would success look like and how would you measure it?:** Increase student use of Career Center services throughout the campus i.e. staff, faculty.  
**Type of Request:** MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 6000  
**Total Funding Requested:** 6000

**Incorporate New Technology -** Explore new technology and continue to effectively utilize existing technology such as Mountie CareerSource, Student Portal, Campus Listservs, Mobile Apps, Social Media and program website to

**Request - Full Funding Requested -** Mountie CareerSource yearly licensing agreement.  
**Describe Plans & Activities Supported (Justification of Need):** Online Career Management System database for students to be able to

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p>improve services to further assist students in their employment needs.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2019-20, 2020-21  <b>Goal Entered:</b> 07/15/2020  <b>Date Goal Archived/Inactivated:</b> 07/15/2022</p>	<p>locate employment/internship opportunities full and part time.  <b>Lead:</b> Rosa Asencio  <b>What would success look like and how would you measure it?:</b> Mt. SAC students using Mountie CareerSource will increase by 5% per year.  <b>Type of Request:</b> IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.  <b>Planning Unit Priority:</b> High  <b>On-Going Funding Requested (if applicable):</b> 4500  <b>Total Funding Requested:</b> 4500</p>	
---	---	--

<p><b>Data Tracking</b> - Continue to improve tracking and reporting of Career Center services, student contacts, activities, &amp; events in order to measure and assess student use of service, satisfaction, and learning outcomes.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2019-20, 2020-21  <b>Goal Entered:</b> 07/15/2020  <b>Date Goal Archived/Inactivated:</b> 07/15/2022</p>	<p><b>Request - Partial Funding Requested</b>            - Research and Institutional Effectiveness assistance in developing surveys  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>            Develop surveys to assess effectiveness of services provided to students.  <b>Lead:</b> Zelda Bolden  <b>What would success look like and how would you measure it?:</b> Ability to measure effectiveness of services provided to students and staff across campus,  <b>Type of Request:</b> RESEARCH SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking).  <b>Planning Unit Priority:</b> High  <b>Total Funding Requested:</b> 000</p>	
--	---	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p><b>Increase Staffing Needs</b> - To hire support for an ongoing basis to keep enhancing the career and job placement services to students with additional career readiness and preparation programs and to assist in program planning, and evaluation of services.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 07/15/2020</p> <p><b>Date Goal Archived/Inactivated:</b> 07/15/2022</p>	<p><b>Request - Full Funding Requested -</b> (1) Career Specialist (A-88), (1) Student Services Project/Program Specialist I (A-71)</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Career Specialist - to provide career &amp; job placement services to students via guided pathways, career readiness &amp; preparation, and expand career workshops to equity based populations and high need students in Career Education Programs. Student Services Project/Program Specialist I - to assisting in the program planning, evaluation of services and communication to faculty and staff.</p> <p><b>Lead:</b> Dr. Francisco Dorame</p> <p><b>What would success look like and how would you measure it?:</b> Hire (1) Career Specialist and (1) Student Services Project/Program Specialist in the Fall 2021/Winter 2022</p> <p><b>Type of Request:</b> STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p><b>Planning Unit Priority:</b> Urgent</p> <p><b>On-Going Funding Requested (if applicable):</b> 140000</p> <p><b>Total Funding Requested:</b> 140000</p>	
---	---	--

<p><b>Staff Professional Development &amp; Training</b> - Career Center staff will be trained to provide up-to-date career related services. Professional development will result in innovative services and more engaging workshop presentations resulting in a 10% increase in student workshop</p>	<p><b>Request - Full Funding Requested -</b> Conference and Travel Funds</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> To continue to develop staff knowledge of career development</p> <p><b>Lead:</b> Zelda Bolden</p> <p><b>What would success look like and</b></p>	
---	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p>participation. Training will incorporate analysis and interpretation of additional assessments.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2019-20, 2020-21  <b>Goal Entered:</b> 07/15/2020  <b>Date Goal Archived/Inactivated:</b> 07/15/2022</p>	<p><b>how would you measure it?:</b>            Knowledgeable staff members will be better able to serve students  <b>Type of Request:</b> OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  <b>Planning Unit Priority:</b> High  <b>Total Funding Requested:</b> 5000</p>	
--	---	--

<p><b>Student Equity Employment</b> - With the support of Student Equity Funds, the Career Center continues to develop and support a comprehensive "Student Employment Training Program." Once participants receive soft skills and procedural training, they will be placed to work within specific campus departments which are relevant to their major/career goal.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2019-20, 2020-21  <b>Goal Entered:</b> 07/15/2020  <b>Date Goal Archived/Inactivated:</b> 07/15/2022</p>	<p><b>Request - Full Funding Requested -</b>            PT hourly support for SSEED program   <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>            Increase ability to document data, to intake, to calculate etc. Part-time staff member would be less 19 hours. Increase student and employer orientations across campus  <b>Lead:</b> Zelda Bolden  <b>What would success look like and how would you measure it?:</b> Able to dedicate additional time to employment development for students  <b>Type of Request:</b> STAFFING: Requests for permanent employee positions or temporary/hourly employees.  <b>Planning Unit Priority:</b> High  <b>One-Time Funding Requested (if applicable):</b> 25000  <b>Total Funding Requested:</b> 25000</p>	
--	---	--

<p><b>Industry Specific Field Trips for</b></p>	<p><b>Request - Full Funding Requested -</b></p>	
---	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Students** - Increase ability for students to research and become familiar with jobs available and employer’s worksites.  
**Status:** Active  
**Goal Year(s):** 2019-20, 2020-21  
**Goal Entered:** 07/15/2020  
**Date Goal Archived/Inactivated:** 07/15/2022

Transportation, meals and PPE for students and staff.  
**Describe Plans & Activities Supported (Justification of Need):**  
 Increase ability for students to research and become familiar with jobs available and employer's worksites  
**Lead:** Colin Brooks  
**What would success look like and how would you measure it?:**  
 Students will be able to engage in classroom discussions with peers and make informed career decisions  
**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 3000  
**Total Funding Requested:** 3000