

1. Assessment Plan - Four Column



PIE - Student Services: Career & Transfer Services Unit

Where We Are Now: Analysis and Summary

2018-19

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External Conditions, Trends, or Impacts (Student Services): In order to increase efficiency and take advantage of emerging technologies in the work study placement and training process, Career Services continues to partner with CalWorks and Financial Aid to streamline the job placement process for work study students. The transition allows students to apply for work study jobs directly from Mountie CareerSource (online job search database), thereby, streamlining the application process that previously required students to visit multiple departments in person during their job placement process.

A limited number of Associate Degree for Transfers (ADT's) is being attributed to a slight decline in the number of students who were admitted to California State Universities (CSU) during the 2015-2016 admission cycle. Despite this, Mt. SAC is still ranked among the top ten California Community Colleges for transfers to the CSU system with a total of 1,264 transfers reported during the last available reporting period of 2015-2016, that is a 11% decrease from the previous year.

Internal Conditions, Trends, or Impacts (Student Services): With the awarding of Student Equity funds, Career and Transfer Services has picked up additional projects, thereby, requiring the tracking of additional data. A large amount of time is expended and additional workload in maintaining paper records. We are still working with the Institutional Research office to narrow down the data that we collect in order to reduce the number of forms. The goal is to go paperless and include many of these data collection measures on a digital format. Our department has shifted the responsibility of collection and processing of this data collection to our Administrative Secretary.

The allocated funding through Student Equity of the Student Support For Employment and Educational Development (SSEED) project has resulted in increased student traffic to the Career Services office. Front counter office staff are instrumental in helping collect forms from SSEED students or to provide assistance with scheduling appointments and workshops. The front counter staff also help ensure that all Mt. SAC students receive great and timely customer service. By increasing the number of front counter office staff and adding a Program Specialist we will be able to continue to ensure that students' are able to meet with Career Specialist who assist students in their job preparedness and placement needs.

Critical Decisions Made by Unit: The Transfer Achievement Celebration location was relocated from the Hilmer Lodge Stadium to the Design Technology Center for the 2017-2018 academic year. The event was limited to students only due to capacity. While the event was successful, we will have to re-examine the approach we take and whether or not the event will continue to be a student only event until the Hilmer Lodge Stadium is available again.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: 1. Mt. SAC is ranked fifth among all California community colleges for transfers to the CSU system with a total of 1,354 transfers reported during the last available reporting period of 2017-2018.

2. A total of 117 students attended our first annual Transfer Conference 2016-2017. A total of 412 attended the second annual 2017-2017 Conference. The conference targeted first year underrepresented students and had a goal of providing early exposure to the transfer process.

Notable Achievements for Theme B: To Support Student Access and Success: 1. Career Services continues to increase the number of students placed through the Student

Support for Employment and Educational Support (SSEED) program aimed at providing target population with job readiness, soft skill training, and on-campus employment. A total of 145 students successfully completed the six-month training program a 40% increase from the previous academic year.

2. Continued use of Mountie CareerSource (on-line job board) to provide both students and employers electronic access for employment opportunities. A total of 411 additional new employers registered with Mountie CareerSource are actively providing employment opportunities to our students.

3. A total of 1,998 students met with a Career Specialist for job development sessions.

4. We facilitated work study orientations for 305 new students during the 2016-2017 academic school year.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. Career Services partnered with CalWorks/CARE to host the Work Preparedness Conference aimed at developing students' job readiness skills to specialized target populations named in the Student Equity Plan. A total of 210 students attended the Summer conference and 182 attend the Winter conference for a total of 392 students attending during the academic year.

2. Coordinated monthly Transfer Collaborative meetings with several Student Services departments (ACES, ARISE, ASPIRE, Bridge, Dream, DSP&S, and REACH) that provide services to specialized target populations named in the Student Equity Plan (Aspire, Arise, Bridge, Low Income, Basic skills students, single parents). The goal of the collaborative was to increase our partnership in university tours, workshops, and other transfer related events, with the goal of minimizing the duplication of services and maximizing our joint resources.

3. Transfer Services partnered with ACES for the Summer Transfer Bridge Program where 60 students will participate in a series of 10 workshops that are designed to help prepare students for the transfer process.

4. Our University Representatives conducted 950 individual appointments to discuss transfer related questions or support on transfer applications. That is an overall increase by 13% from the 2015-2016 academic school year.

5. During the 2016-2017 school year, 7,348 students used Mountie CareerSource to upload resumes and search for jobs. Additionally, a total of 1,981 new students created accounts this year. Mountie CareerSource has made it easier for off campus employers to connect with students and alumni who are searching for jobs.

Contributors to the Report: Rosa Asencio, Career & Transfer Services

Zelda Bolden, Career & Transfer Services

Krystle Bybee, Career & Transfer Services

Guadalupe De La Cruz, Career & Transfer Services

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

Report directly on Goal

Reporting Year: 2018-19

% Completed: 50

Example (05/06/2019)

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networking opportunities for students and employers.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21
Goal Entered: 09/01/2016

<p>Program Awareness - Ensure student, faculty, and staff awareness of our Career and Transfer Services, activities, and events. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21 Goal Entered: 09/01/2016</p>	<p>Request - Full Funding Requested - Marketing Material Describe Plans & Activities Supported (Justification of Need): Will be utilizing these funds to support marketing materials such as flyers, brochures, posters, social media and other outreach efforts. Lead: Rosa Asencio, Zelda Bolden What would success look like and how would you measure it?: Increase of student use of career and transfer services as well as awareness of our services throughout the campus ie: staff, faculty etc. 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 Documentation Attached?: No One-Time Funding Requested (if applicable): 6000</p>	<p>Reporting Year: 2018-19 % Completed: 0 Funds not received, will be requesting it for next reporting year. (05/06/2019)</p>
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<p>Incorporate New Technology - Explore new technology and continue to effectively utilize existing technology such as Mountie CareerSource, Student Portal, Campus Listservs, Mobile Apps, MAP, UC Transfer Admissions Planner, Social Media and program website to</p>	<p>Request - Full Funding Requested - Mountie CareerSource yearly licensing agreement_copy Describe Plans & Activities Supported (Justification of Need): Database for students to be able to locate employment/ internship opportunities full time and part</p>	
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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<p>improve services to further assist students in their employment and transfer needs. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21 Goal Entered: 09/01/2016</p>	<p>time. Lead: Rosa Asencio What would success look like and how would you measure it?: Mt. SAC students using Mountie CareerSource will increase by 5% per year. Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies. Planning Unit Priority: High Documentation Attached?: Yes On-Going Funding Requested (if applicable): 4000</p>	
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<p>Data Tracking - Continue to improve tracking and reporting of Career and Transfer Services' student contacts, activities, & events in order to measure and assess student use of service, satisfaction, and learning outcomes. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21 Goal Entered: 09/01/2016</p>	<p>Request - No Funding Requested - Research Assistance for Surveys Lead: Zelda Bolden What would success look like and how would you measure it?: Ability to measure services provided to students and staff across campus. Type of Request: RESEARCH SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking). Planning Unit Priority: High Documentation Attached?: No</p>	
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<p>Increase Staffing Needs - To hire support for an ongoing basis to keep enhancing the careers/transfer services program to offer career assessments. Myers-Briggs etc. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21</p>	<p>Request - Full Funding Requested - Career Services Counselor Describe Plans & Activities Supported (Justification of Need): Certificated personnel to distribute and analyze the career assessments. Lead: Francisco Dorame What would success look like and</p>	
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<p>Goal Entered: 05/06/2019</p>	<p>how would you measure it?: Being able to provide this service in our department.</p> <p>Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p>Planning Unit Priority: High</p> <p>Documentation Attached?: No</p> <p>One-Time Funding Requested (if applicable): 100000</p> <p>Request - Full Funding Requested - Admin Support Front Counter</p> <p>Lead: Francisco Dorame</p> <p>Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p>Planning Unit Priority: High</p>	
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<p>Staff Professional Development & Training - Career and Transfer Services will be trained to provide up-to-date career and transfer related services. Professional development will result in innovative services and more engaging workshop presentations resulting in a 10% increase in student workshop participation.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p>Goal Entered: 07/01/2017</p>	<p>Request - Full Funding Requested - Conference and Travel</p> <p>Describe Plans & Activities Supported (Justification of Need): To continue to develop staff knowledge and career development.</p> <p>Lead: Zelda Bolden</p> <p>What would success look like and how would you measure it?: Knowledgeable staff members.</p> <p>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.</p> <p>Planning Unit Priority: High</p> <p>Documentation Attached?: No</p> <p>One-Time Funding Requested (if applicable): 5000</p>	
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Student Equity Employment - With the support of Student Equity Funds, Career Services will develop a comprehensive "Student Employment Training Program." Once participants receive soft skills and procedural training, they will be placed to work on specific campus departments that are relevant to their major/career goal.

Status: Active

Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21

Goal Entered: 09/01/2016

Request - Full Funding Requested -
PT Admin Support for SSEED

Describe Plans & Activities Supported (Justification of Need):
Increase ability to document data, to intake, to calculate etc. Part-Time staff member would be less than 29 hours. Increase student and employer orientations across campus.

Lead: Zelda Bolden

What would success look like and how would you measure it?: Able to dedicate additional time to employment development for students.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: Medium

Documentation Attached?: No

One-Time Funding Requested (if applicable): 30000