

1. Assessment Plan - Four Column



PIE - Student Services: Career & Transfer Services Unit

Where We Are: Analysis and Summary

2017-18

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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 Services 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 2016-2017 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 1,264 transfers reported during the last available reporting period of 2015-2016.

2. A total of 117 students attended our first annual Transfer 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 104 students successfully completed the six-month training program a 16% 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.

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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>
<p>Employer Connection - Continue to further increase communication and collaboration with employers to determine employment trends, and identify/facilitate student</p>	<p>Full Funding Requested - Mountie CareerSource yearly licensing agreement</p> <p>Describe Plans & Activities Supported: Mountie CareerSource yearly licensing agreement</p>	

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<p>employment opportunities. Status: Active Goal Year(s): 2016-17 Goal Entered: 09/01/2016</p>	<p>Lead: Ivan Pena On-Going Funding Requested (if applicable): 4000 Type of Request: Non-Instructional Supplies Planning Unit Priority: High What would success look like and how would you measure it?: Mt. SAC students using Mountie CareerSource will increase by 5% per year.</p>	
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<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 Goal Entered: 09/01/2016</p>	<p>Full Funding Requested - Marketing Material Lead: Ivan Pena One-Time Funding Requested (if applicable): 5000 Type of Request: Non-Instructional Supplies Planning Unit Priority: High</p>	
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<p>Workforce Readiness - Through one-on-one appointments and workshops with Career Specialist, students will develop professional employment acquisition skills including resume building, interviewing skills, and/or connections with employers. Status: Active Goal Year(s): 2016-17 Goal Entered: 09/01/2016</p>	<p>Full Funding Requested - SSEED Short-Term Nonacad Salary Lead: Ivan Pena On-Going Funding Requested (if applicable): 28000 Planning Unit Priority: Medium</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 improve services to further assist</p>		
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students in their employment and transfer needs.
Status: Active
Goal Year(s): 2016-17
Goal Entered: 09/01/2016



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
Goal Entered: 09/01/2016



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.
Status: Active
Goal Year(s): 2016-17
Goal Entered: 07/01/2017

Full Funding Requested - Staff Professional Development and Capacity Building
Lead: Ivan Pena
One-Time Funding Requested (if applicable): 5000
Type of Request: Professional Development
Planning Unit Priority: Medium



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

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

goal.

Status: Active

Goal Year(s): 2016-17

Goal Entered: 09/01/2016