
Student Services Program Review Annual Update – Form

Allan Hancock College Program Review-Student Services Division 2020-21 Annual Update

Due to the COVID-19 Pandemic, traditional Program Review has been suspended in order to refocus faculty on Emergency Remote Teaching. Instead, this modified version of the Annual Update will be used—Comprehensive Program Reviews have been pushed to the next regular semester of instruction.

Please Refer to last year's Annual Update/Program Review and only make updates to the following fields if they have changed/justify a new program resource need.

Date:	April 14, 2021
Program and Department:	Career Center
Additional programs included in this review:	Jobspeaker
Date of last comprehensive review*:	Spring 2017
Submitted By:	Thomas J. Lamica
Attachments:	<input checked="" type="checkbox"/> Advisory Board Meeting Minutes/Recommendations <input type="checkbox"/> 6-year assessment plan <input type="checkbox"/> Other:

*Copies of the Comprehensive program reviews can be found in the Program Review matrix. These will list the date when they were submitted.

I. Program Mission/Goal

Explain how the program mission aligns with the [college mission](#).

No change.

II. Program Accomplishments

Please summarize your program accomplishments, successes, and highlights for the year, and describe how it supports the college's [strategic goals](#).

Despite the onset of COVID -19 and the restrictions preventing face to face interaction, the Career Center team designed innovative approaches to engage our internal and external stakeholders. The Career Center team remained connected to our students, K-12 and community partners primarily through virtual means. A few of our highlights are listed below:

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|---|--|
| ○ Jobspeaker Career Services Platform Integration | Goal: SLS2 (827 students, 826 employers, 316 Jobs) |
| ○ Skills USA CTE and Leadership Program | Goal: SLS6 (36 students, 8 advisors, 50 medals earned) |
| ○ Virtual CTE Showcases K-12 Partnership | Goal: SLS7 (5 showcases, over 200 participants) |
| ○ Virtual CTE Roundtables | Goal: SLS3 (3 roundtables, over 150 participants) |
| ○ Virtual Career Services | Goal: SLS5 (897 students assisted) |
| ○ Virtual Classroom Presentations | Goal: SLS7 (442 presentations) |

III. Program Challenges

Please summarize your program challenges for the year.

The Allan Hancock College Pandemic Plan transitioned faculty and staff to work in a remote setting, engaging students primarily, virtually through Zoom and Cranium Café. The Career Center, like many departments on campus, adjusted and adapted our services and outreach to support our students and partners.

Since nearly all face to face operations on campus and in the community shut down for the majority of our academic year, we were unable to host several of our in-person events that have proven to have a positive impact on our students and community. These events include:

- Annual Career Exploration Day
- CTE Career Carnivals for Middle Schools
- Career Readiness Academy
- High School Leadership Camp and All Hands on Deck
- CTE Junior Day
- College Signing Day

By moving to a mostly virtual space, Career Center staff were able to design several innovative responses to COVID:

- Career Center Zoom Now!
- Virtual Career Expo Asynchronous Event
- Virtual Skills USA Regional, State and National Championships
- Virtual College Signing Day
- Virtual CTE Showcases, Roundtables
- Virtual Classroom Presentations, CWE and College NOW! Orientations
- Virtual Monthly K-12 Collaboration meetings
- ScreenCastomatic Instructional video production and partnership

The Career Center lab has remained open, minimally staffed while the team works remote and in person. The Career Center team is currently preparing to transition back to campus following the Pandemic Plan, CDC and Public Health orders.

IV. Online Services & Service Locations:

List the services offered online and at other district locations.

Beginning March 2020, the Career Center and the rest of Allan Hancock College transitioned to mostly remote and virtual services due to the COVID – 19 Pandemic. The Career Center Lab continues to operate the in person and through virtual services. These services include:

- **Career Counseling Services** – Refer to the General Counseling annual report for data
- **Career Services** – 897 Student Contacts
- **Skills USA** – 36 students competed in Regional and State competitions earning 50 medals. 14 virtual meetings were hosted with over 350 participants. At the time of this report, 15 students are scheduled to compete at Nationals, the most ever at AHC.
- **Cooperative Work Experience** – 366 Enrollments
- **Concurrent Enrollment** – 3,732 Enrollments, 148 Sections
- **College NOW! Zoom Webinars** – 632 Students, 14 Webinars, 10 Schools
- **Jobspeaker** – 827 Students, 826 Employers, 316 Active Jobs, 3,170 applications submitted
- **K-12 Collaboration** and Community Partnership virtual meetings – 160 Meetings Hosted, 1,145 Participants
- **ScreenCastomatic** – 13 Departments, 398 Instructional Videos created
- **Snacks for Students** – 10 Departments (provided baskets, signs and snacks for students beginning April)
- **CTE Showcases, Roundtables and Planning meetings** – 21 events, Avg. participants 40 (total 841)
- **Virtual Classroom Presentations** – 442 presentations to AHC classrooms

Compare the accessibility and effectiveness of these services and how they are equitable compared to the services offered at the primary campus.

Students with access to the internet and phone services were able to access Career Center programs, services and support. At the time of this report, the college plans are to continue remote services throughout spring and begin

preparing for a transition back to face to face instruction for Fall of 2021. Career Center staff will continue to explore innovative approaches to connect and engage students and other community stakeholders.

V. Learning Outcomes

A. Program Outcomes

Check here if any Program Learning Outcomes (PSLO) changes were approved by your department in 2016.

Please list any new or revised program outcomes (PSLO). Describe what changes were made by listing the new/modified program outcomes and the old program outcomes.

SLO 1: Students will develop career ready skills, soft skills, such as teamwork and networking.

- Career Readiness Academy Cohort #4 graduated 8 students
- Skills USA Leadership program graduated 31 students
- In May, many students are anticipated to participate in the virtual Career Expo that will be released

SLO 2: Students will be able to identify a major/career to develop a student education plan.

- 2 Career Counselors were assigned to General Counseling, please General Counseling data
- Career Center staff and student workers assisted with 897 Career Services contacts.
- 366 students enrolled in CWE in 2020/2021. This course helps to clarify/guide students on their career path.

SLO 3: Students will be able to develop a resume.

- Jobspeaker Students created 405 resumes.
- Skills USA Leadership Program, 31 students developed a resume.
- Career Center staff provided virtual resume support on Zoom NOW! averaging 3 student daily

SLO 4: Students will develop interviewing skills.

- Career Readiness Academy, 8 students participated in interview training
- Skills USA, 31 students participated in interview training.
- Career Center staff provided Mock Interviews to 25 students.
- Career Center Career Closet provided interview clothing for over 50 students.
- Continuous interview support is provided by Career Center staff on a daily basis during Zoom NOW.

While courses taught through Concurrent Enrollment don't directly address the Student Learning Objectives listed above, they do have a significant impact on successful transitions to post-secondary. Concurrent Enrollment data for 2020/2021 are below.

K - 12: Concurrent Enrollment 2020/2021

- Concurrent Enrollment Sections – 148
- Enrollments – 3,732
- Completion by the end of the year – TBA

B. Student/Service Learning Outcomes

Check here if any Student Learning Outcome (SLO) changes were approved by your department in 2016.

Please list any new or revised student learning outcomes (SLO). Describe what SLO changes were made by listing the new/modified SLO and the old SLO.

No change.

C. Mapping

Review current mapping and list any changes made on your SLO or PSLO. You may attach an elumen summary map report with marked changes or if mapping changes were already made please indicate when and how the changes were made.

N/A if no changes are needed.

No change.

VI. Assessment Data

A. eLumen Report Analysis

Summarize the student learning outcomes that has been assessed this past year (what were they, how were they assessed, and what were the notable results).

The Instructional restrictions/limitations brought on by COVID made it very difficult to offer the Career Readiness Academy in it's regular delivery modality. The CRA program is an intensive 12 weeks hands on program designed to challenge participants in team activities that force students to develop strong employability and interpersonal skills.

Without the ability to meet in person and because of zoom fatigue experienced by many of our students, CRA was drastically impacted. It was difficult to recruit and retain students as this program is neither mandatory or credit based. Furthermore, the virtual version of CRA evolved mostly into a roundtable format where facilitators led discussions on key employability topics.

Because of these factors, we were unable to successfully evaluate and collect data required through SLO's as we have in the past. In addition, our two Career Counselors were re assigned to General Counseling during this academic year. With new and expanding roles with Student Success Teams and the Promise Program, our Counselors were less available to participate in SLOs as in the past.

We are anticipating a return to campus this summer and with the return of our Career Counselors for 2021/2022, our SLO evaluation will be back on track for 2021/2022.

Provide examples about how the faculty/staff use or have used data to change or improve services and delivery method.

N/A

B. Service Quality and Institutional Effectiveness

Dissemination Plan (the process for sharing these assessment results):

No change.

Service Quality Plan (describe your program use of assessment data to improve services & student learning):

No change.

Six-Year Plan (brief update of your current 6 year plan progress):

No change.

VII. Internal/External Conditions

Quantitative and Qualitative Data

Summarize major trends and opportunities that have emerged in the program.

The roll out of our new virtual services and the Career Center Zoom NOW has given our team an opportunity to design new methods that we will adopt long term. When we return to primarily in person services, we will continue to blend in some of our new virtual formats, where efficiency and resource management is enhanced. For example, meetings with K-12 staff and Industry employers may now be done in a virtual setting, saving travel time and costs. We also plan to continue managing the Career Center Zoom NOW option, so any customer during our normal operating hours will be able to connect to the Career Center live without physically being on campus. These are just two of our new normal operations that will benefit our students and partners.

List all internal conditions that have influenced the program in the past year. You may also list any changes in technology, budget, staffing, resources, enrollment management, or facilities issues, etc.

The threat of COVID – 19 and the need to transition to remote/virtual services was the most significant influence on Career Center programs this past year. With the many limitations and restrictions established through COVID, connecting with students has proven to be very difficult, despite the many communication options and technologies at our disposal.

In addition, the re assignment of our two Career Counselors to General Counseling has created a slight disconnect with Career Center operations. We understand the need for the reassignment during COVID, but we look forward to their return as we prepare for 2021/2022.

VIII. Status of Final Plan of Action

Summarize the progress made on the recommendations from your last 6-year program review plan of action.

EXISTING Recommendations	STATUS
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No change.	No change.

List any new or modified recommendations below, including rationale for these in the table below.

ADDITIONAL Recommendations to Plan of Action	Rationale
[Fill in here if needed]	

MODIFIED Recommendations to Plan of Action	Rationale
[Fill in here if needed]	

IX. Request for Resources

Type	Item and Need	Justification	Strategic Goal and Educational Master Plan Alignment	Est. Cost	Requested Previously

Facility Needs	<u>Plexiglass guards</u>	<u>Mitigate infectious disease</u>	SLS3.	unknown	<input checked="" type="checkbox"/> Yes No <input type="checkbox"/>
Technology Needs					<input type="checkbox"/> Yes No <input type="checkbox"/>
Staffing Needs	<u>Contracted Temporary Staff</u>	<u>Assist w/Processing Concurrent Enrollment PWK</u>	<u>SLS2</u>	<u>\$20,000.00 annually</u>	<input checked="" type="checkbox"/> Yes No <input checked="" type="checkbox"/>
Equipment (non-technology)	<u>PPE Equipment for staff and students</u>	<u>Mitigate infectious disease</u>	<u>SLS3</u>	<u>unknown</u>	<input checked="" type="checkbox"/> Yes No <input checked="" type="checkbox"/>
Other Resources	<u>N/A</u>				<input type="checkbox"/> Yes No <input type="checkbox"/>