Introduction to The Program Review Process for Student Services Programs

Program Review at Foothill College

Purpose
An effective program review supports continuous quality improvement to enhance student-learning outcomes and ultimately, increases student achievement rates. Program review aims to be a sustainable process that reviews, discusses, and analyzes current practices. The purpose is to encourage program reflection, and to ensure that program planning is related to goals at the institutional and course levels.

Process
Foothill College student service programs are reviewed annually using this template, with an in-depth review occurring on a three-year cycle. Faculty and staff in departments who contribute to these programs will participate in program review. Deans provide feedback upon completion of the template and will forward the program review on to the next stage of the process, including prioritization at the Vice Presidential level, and at OPC and PaRC.

Admissions & Records	Evaluations	Outreach & Retention
Assessment	Financial Aid	Pass the Torch
Career Center	Health Services	Psychological Services
Counseling	Judicial Affairs	Puente Program
Disability Resource Center	Learning Resource Center	Student Affairs
EOPS	Mfumo Program	Transfer Center

Annual program review addresses five core areas, with a final section for administrator comments and their reflections for the next steps:
1. Data and trend analysis
2. Outcomes assessment
3. Program goals and rationale
4. Program resources and support
5. Program strengths/opportunities for improvement
6. Administrator's comments/reflection/next steps

Foothill College Program Review Cycle:
2011-2012: All programs participate in an annual program review.
2012-2013: 1/3 of programs participate in a comprehensive review, remaining 2/3 of programs
 update their annual program review.

Contact: Office of Instruction and Institutional Research (650) 949-7240
Website: http://foothill.edu/staff/irs/programplans/index.php
Submission Deadline: All program review documents are due to Deans by December 16

Basic Program Information

Student Service Program Name: Career Center

Student Service Program Mission:

The mission of the Foothill College Career Center is to provide innovative programs and services that enable individuals to develop the skills needed to manage career and life decisions throughout the life span. By cultivating partnerships/networks, our faculty and staff are able to provide appropriate resources for students to explore diverse career opportunities.

Program Review Team:

Name	Department	Position
Willie Frieson	Counseling	Career Center Coordinator
Fatima Jinnah	Counseling	Career Center Director
Laureen Balducci	Counseling	Dean, Counseling Division

Section 1. Data and Trend Analysis

1.1. Program/Department Data

Dimension	2008-2009	2009-2010	2010-2011
Students Served	1437	2273	1735
Full-time FTEF	0	0	0
Part-time FTEF	.33	.33	.50
Full-time Staff	1.0	1.0	1.0
Part-time Staff	4	4	4

1.2 Using the data provided above, include a short narrative analysis of the following indicators. Please attach supporting studies or data to the final program review submitted to your Dean.

1. **Students served (How was this tracked? What is the trend?)**

   Student information is tracked by both SARS and the Program Coordinator. SARS tracks students who check into the Career Center. The Program Coordinator keeps track of students who attend workshops and meet one-on-one for resume writing and cover letter assistance, use of Eureka and use of the career library. For Winter 2011 and Spring 2011 there was a change in staffing which resulted in data not being collected. This reflects the low student numbers compared to the previous year.

   A continued trend not understood just by looking at the numbers is the large number of community members calling the Career Center seeking career advice. Many community members need help finding a job, updating their resume and seeking information about changing careers completely. As a result, they must apply to the college for a student identification number so they can come to the Career Center during drop-in career advising hours, make a 30-minute appointment with a Career Counselor, and/or register for CRLP-70. Additionally, despite a sluggish economy, more employers are contacting the Career Center to post jobs and ask for assistance finding college interns.

2. **Demographics analysis (is the ethnic breakdown of students you serve proportional to the general college ethnic distribution)**

   We do not collect specific demographics. The population that uses the Career Center seems to reflect the general Foothill College student population.

   International students do come in looking for on-campus jobs. On-campus jobs are found through Financial Aid office. The Career Center also educates students on the process of finding jobs on our online job board.

3. **Staffing structure (Does the staffing structure meet the program's or department's needs? If yes, please explain. If not, consider the following prompts in framing your answer)**

   The staffing structure does not meet the program's needs. Over the years, the front desk position has not been filled due to budget constraints. The challenge is that there is not a

point person to address student needs when the Program Coordinators are away from their desks. Currently, the Transfer Center and the Career Center share four part-time student employees. There is a high turnover rate is due to students transferring and graduating, thus causing the Career and Transfer center to be constantly recruiting new student employees. Recruiting, training, and managing students takes a significant portion of staff time. Employing a permanent person would decrease time spent recruiting and training new student workers. In addition, a permanent person would be expected to consistently deliver high quality customer service and help coordinate programs. The Career and Transfer center coordinators and directors have frequently requested a full time front desk employee to serve both the Transfer Center and the Career Center. The Career and Transfer Center consistently enhances services thus needing permanent help to ensure consistent and high quality programming.

Technology has made the time with students more efficient. We can explain to students how to use Eureka and DegreeWorks. Therefore, we will need to have funding to keep Eureka available to students. Plaska is a free job-posting program to assist students with job placement.

Section 2. Learning Outcomes Assessment Summary

2.1 The SA-SLOs were emailed separately.

Unit Assessment Report - Four Column
Foothill College
SA - Career Center

2.3 **Please provide observations and reflections below.**

The Career Center tracks students and asks for evaluations of all our programs and services. We use feedback from those evaluations to consistently improve programs and services. Our workshops received 95% satisfaction rates proving the value of information taught to the students.

2.3.a **Service Area Student Learning Outcomes**

2.3.b – **Does any of the data suggest that revisions might be necessary in order for students to successfully achieve the SA-SLOs?**

Our evaluations are positive which indicate we need to continue offering the similar services. The Career Center faculty and staff always look to provide new and better programs.

2.3.c **Do the SA-SLOs reflect the knowledge, skills and abilities students need from those services in order to succeed?**

Yes

2.4 **Annual Action Plan and Summary:** Using the information above, list the program's action steps, the related Core Mission objective, SLO assessment data and the expected impact on student success.

Action Step	Related SA-SLO assessment (Note applicable data)	Related ESMP Core Mission Goals (Basic Skills, Transfer, Work Force, Stewardship of Resources	How will this action improve student learning/success?
Continue to offer online webinars, career assessments, online tools and resources, and a job board to reach more students through a virtual Career Center that is accessible 24/7.	Both SA-SLOs are reflected in this action step.	Increasing career services and awareness for campus community helps with the transfer and workforce missions and helps on a related note with Basic Skils.	Students will have skills to write a resume interview for a job and choose a major that will fit their future plans, transfer to school of their choice, get a job that pays well.

Section 3: Program Goals and Rationale

Program goals should be broad and incorporate some sort of measurable action that connects to Foothill's core missions, Educational & Strategic Master Plan (ESMP), the division plan, and SLOs.

3.1 **Program relation to college mission/core missions.**

The Career Center supports all of the core missions, transfer workforce and basic skills.

3.2 **Previous program goals from last academic year**

Goal	Original Timeline	Actions Taken	Status/Modifications
Increase awareness of Career Services offered	Ongoing	Outreach to college through Facts n' Snacks Workshops on Wheels presentations to classrooms Use of Facebook Career Page	Savvy students who need help will find resources. For those students who are not savvy enough, we have to go to them, explain what we do, and incentivize them into doing what will ultimately help them.

3.3 New Goals: Goals can be multi-year

Goal	Timeline (long/short-term)	Supporting Action Steps from section 2.4 (if applicable)	How will this goal improve student success?
Continue Lunch and Learn, Workshops on Wheels, Career Focus, Career Drop in, Facts and Snacks	Ongoing	These workshops provide skill building opportunities for students not found in typical college curriculum (besides CRLP classes)	Research has shown that students with a clear goal do better. The Career Center programs and services help students reflect, research, and develop goals and action plans
Hire Front Desk	Fall 2012		This will help student success by giving students consistent, professional messaging to career and transfer questions.

Section 4: Program Resources and Support

4.1 Use the tables below to summarize your program's resource requests.

Full Time Faculty and/or Staff

Position	$ Amount	Related Goal from Table in section 3.3	Possible funding sources (Lottery, Measure C, Basic Skills, Perkins, etc.)
Front Desk		Hire Front desk person	

B Budget Augmentation

B Budget FOAP	$ Amount	Related Goal from Table in section 3.3	Possible funding sources (Lottery, Measure C, Basic Skills, Perkins, etc.)
F 114000 O 132006 A 4000 P 483012	$6,000	To fund events such as Facts and Snacks, Lunch and Learn and Career Development Conference. Fund Eureka Career System and replace outdated career resources	Perkins or any other funding College fund

Facilities and Equipment

Facilities/Equipment Description	$ Amount	Related Goal from Table in section 3.3	Possible funding sources (Lottery, Measure C, Basic Skills, Perkins, etc.)
	None		

One-time/Other: (Release time, training, etc.)

Description	$ Amount	Related Goal from Table in section 3.3	Possible funding sources (Lottery, Measure C, Basic Skills, Perkins, etc.)
Professional Staff Development	$1000 to be used for travel and conference	Gain ongoing experience and knowledge.	

Section 5: Program Strengths/Opportunities for Improvement

5.1 Use the matrix provided below and reflecting on the program relative to students' needs, briefly analyze the program's strengths, and weaknesses and identify opportunities and challenges to the program. Consider external and internal factors, such as demographic, economic, educational, and societal trends. Some considerations may include current and future demand for the program, similar programs at other comparable institutions, and potential auxiliary funding.

	INTERNAL FACTORS	EXTERNAL FACTORS
Strengths	Program has become more visible on campus and in the community. Employers are posting jobs on our online job board, the center is very visible and accessible through the Foothill Fusion and the Career Centers website. The faculty and staff that run the center are strong and try to keep updated on the latest career information. Lots of college support because they recognize the valuable work that happens.	Community and webinar, pairing with community organizations would greatly help with locating job and internship programs.
Weaknesses	Lack of ability to market in a way that students respond to (ie, no posting flyers around campus)	
Opportunities	Expand workshops and services	The College Budget
Threats	Minimum financial resources.	The California State Budget

5.2 **Are there any <u>critical issues</u> you expect to face in the coming year? How will you address those challenges?**

Additional resources and staffing is critical. We will have to reduce services without them. The grave California budget threatens the expansion of many services the Career center provides so we will need to look for external grant funding.

5.3 **What <u>statements of concern</u> have been raised in the course of conducting the program review by faculty, administrators, students, or by any member of the program review team regarding overall program viability?**

None that we are aware of.

5.4 **Address the concerns or recommendations that were made in <u>prior program review cycles</u>.**

No concerns or recommendations were made in prior program review cycles.

Program: Updated:

5.5 After reviewing the data, what <u>strengths or positive trends</u> would you like to highlight about your program?

Due to the 95% satisfaction rate of workshops and programs, the Career Center will continue to offer exemplary services. The Career Conference was also a strong success.

Section 6: Feedback and Follow Up

This section is for the Dean to provide feedback.

6.1 Strengths and successes of the program as evidenced by the data and analysis:

Workshops, marketing career programs, Career Conference are all highly attended and well received.

6.2 Areas of concern, if any:

The need for staff to be updated on current career trends and trained on resume writing, cover letters, and interview skills is essential. Professional growth and development through going to career conferences and workshops is necessary.

6.3 Recommendations for improvement:

Hire additional staff at the front counter of the Career Center office. Staff should attend more professional growth events.

6.4 Recommended next steps:
__x_ proceed as planned on program review schedule.
___ Further review/Out of cycle in-depth review

Program: Updated: