



STUDENT SUCCESS CENTER

PROGRAM REVIEW FALL 2006

Student Development Committee

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STUDENT SUCCESS CENTER (SSC)

I. Program Description and Scope

The Student Success Center (SSC) is a new program (established in Fall 2006) designed to provide career resources for students to support the development of their career goals and job search competencies. SSC core services include the following:

Career Counseling: Counselors work individually with students (by appointment or drop-in) to assist them with their career exploration. Students work with counselors to explore specific majors and careers, and set goals regarding career choices.

Career Courses: Ohlone College offers courses designed to help students define, explore and gather information about careers while receiving academic credit. Career development courses include the following:

- ❖ PD-150 Career Planning
- ❖ PD-149 Career Testing Workshop (conducted at SSC)

Computerized Career Information Systems: Computers are available in SSC during office hours. These systems are loaded with comprehensive career exploration software: including Choices and Eureka programs. These programs offer self assessment tools, career and major information, job search resources, plus financial aid and scholarship information.

Resource Library: The library contains a variety of books encompassing career development, major, career and industry specific information, and occupational information reference books.

Job and Internship Listing: SSC offers students the opportunity to visit our center and read through the multiple listings we receive from private industry, state, federal and municipal government offices, and non-profit organizations.

Workshops: SSC is in partnership with the Newark One-stop Career Center to offer job search workshops for students. In Fall 2006, the following workshops were offered:

- How to Write a Job-winning Resume
- Interviewing Tips

On-line Career Resources: SSC websites provide on-line career and job search resources for students. The on-line resources are available for student and public access. Please refer to <http://www.ohlone.edu/org/ssc/> for detailed information.

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Population served

In Fall 2006, SSC has served over 300 students, services provided include:

- Career exploration
- Job search
- Career counseling
- Career assessment
- SSC orientation
- Resume and Interview workshops
- WEX information

Staff

- 1 Program Assistant (50%)
- 1 Faculty (30%)

II. Relationship to Ohlone College Mission and Goals

1. SSC services assist in promoting life long learning opportunities for students. Through career assessments and exploration, students have a higher tendency to develop career and educational goals, and to formulate plans to pursue their goals.
2. SSC offers on-line career and job search resources for students, including computerized information systems, internet links to employment outlook information, MonsterTRAK job search recourses, etc. Students are able to have access to the above resources at any time that is convenient to them.
3. In order to serve the diverse needs of our students, and to improve student success rates; the self-paced Career Assessment Workshop, PD 149, has been developed. The course is now offered in a traditional classroom setting and in a self-paced format.
4. SSC has been engaging in developing community partnership to promote students' learning experience:
 - SSC partnered with the Tri-Cities One Stop Career Center (Newark) and presented two job search workshops for students in Fall 2006
 - The career counselor has been actively involved in developing informational interview and internship opportunities for students in the following areas:
 - Biotechnology (industry)
 - Organic Farming (industry)
 - Violence Prevention Program (community)
5. SSC staff are encouraged to participate in professional development workshops and conferences, for example, SSC staff attended the workshop "Talking to Clients in Crisis", offered by the Family Resources Center, Fremont .

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III. Student Learning Outcomes

SSC has developed the following learning outcomes in alignment with the delivery of career services through drop in sessions, career counseling appointments, workshops and career development course. The following are the specific learning outcomes that students will gain upon participation and/or completion of SSC's services.

Students will be able to:

1. Utilize the career services and resources available to assist them in selecting a major, and developing educational and career goals.
2. Demonstrated increased awareness of their career interests, skills and values
3. Identify career options and goals related to their interests.
4. Develop research and analytical skills through the career exploration process.
5. Identify the necessary requirements to pursue their career goals.
6. Demonstrated increased knowledge in various job search strategies including job search techniques, resume writing, interviewing/communication skills.

IV. Assessment of Student Success in Reaching Student Learning Outcome

1. SLO # 1 & 4 – Providing easy access for students utilizing SSC career services, both at the Center and online, will enhance their ability to develop educational and career goals. Measured through collecting data on service access.
2. SLO # 2, 3, 4 & 5 – Measured through student participation in career courses / workshops, counseling sessions, and student assignments.

Assessment data included: PD 149 & 150 retention rate, assignment evaluation, and completion of Student Education Plan (SEP).

3. SLO # 6 – Measured through survey conducted at the end of the job search workshop.
4. Service delivery assessment – Measured through evaluation of incoming request processing and respond time.

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V. Assessment of Services Offering in Light of Data Analysis

SSC is a relatively new program; it has been in full operation since Fall 2006. The Center currently does not have comprehensive assessment data on career services delivery. The following are initial data collected for future evaluation purposes:

1. Number of students served in Fall 2006

SSC has served over 300 students in Fall 2006. Students who have a valid student identification number, including alumni, will be able to access SSC services. Proper check-in procedure has been developed to sign in students. Information pertaining to the attendance record includes types of services requested/utilized. Program staff reviews the record periodically to ensure services delivered meet with the need of the students.

The following data reflects the types of services provided to the students:

Types of services	Percentage
Career research	8.8%
Job search	27.6%
Career counseling	18.8%
Career assessment	6.2%
Classroom presentation	26.3%
Resume and Interview workshops	8.8%
Other	3.5%

2. Online career resources

SSC provides comprehensive online career recourses through our web site <http://www.ohlone.edu/org/ssc/> for students and the community. SSC web site is being monitored on a regular basis to ensure effective online access.

SSC web site has been recently granted permission to incorporate Jobweb www.jobweb.com as one of our online career resources for student access. Jobweb offers career development advice for college students.

The following data reflect the types of career information being visited through SSC's website in Fall 2006 (September to December 2006):

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SSC online career information	Percentage of "hits"
Resume writing	31.9%
Interviewing skills	9.6%
Job search resources	8.5%
Career and major exploration	8.5%
On line career resources	8.3%
Employer services	17%
Job order form	10%
Others	6.2%

3. Career courses (PD 150 & 149)

Some of the data regarding PD courses is retrieved from the PD program review report.

a. Enrollment for Fall 2006

PD 150 – 17 students

PD 149 – 15 students

Specific data for individual courses was unavailable, however, overall assessment of PD curriculum and student learning outcomes done in the 2005-2006 academic years, indicated that PD courses have a positive correlation to student success. In addition, data from student survey conducted at the end of the courses were positive.

b. Retention rate

Specific data for individual courses was unavailable. The overall PD courses completion rate was 80% for Fall students.

c. Completion of SEP

All Students who enrolled in PD 150 are required to meet with a counselor and complete a SEP.

4. Job search workshops

A total of 27 students attended the resume writing and interviewing skills workshops. Evaluation forms collected at the end of the workshops revealed above average rating and positive feedback.

5. Service delivery and respond time

SSC staff is committed to provide timely response to students and employers requests. Phone calls and e-mail are responded within 48 hours during SSC open hours. Assessment data are collected based on incoming requests and responses record, over 90% of the requests are responded within the same day.



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IV. Assessment of program improvement since previous program review

Not applicable. SSC is a new program and this is the first review of the program.

V. Program Development Needs

SSC has been providing career services standard to other community colleges since Fall 2006. SSC services include assessment, counseling, job search, classroom presentations, workshops, and job fair (Spring 07). However, the program has been facing significant challenges due to limited resources specific to staffing.

According to the National Association of Colleges and Employees (NACE)'s Career Services Benchmark Survey for Two-Year Colleges, published in March 2006 (Executive Summary enclosed), the average staffing for a two-year college career center is stated as follow: "Respondents reported an average of 2.2 full time professional staff members and 2.1 part-time professional staff members. In terms of support staff, respondents reported an average of 1.4 full-time support staff and 2.5 part-time support staff."

The current staffing of SSC is 0.3 full time professional staff (Faculty) and 0.5 support staff. Compare with the above data, SSC is seriously under staffed for a college of over 10,000 students. It is critical to resolve the staffing situation to assure positive student leaning outcomes and student success.

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VI. Recommendations & Program Needs

1. Staffing

- ❖ One full time professional staff to coordinate career services to students and alumni.
- ❖ 1.5 full time support staff to maintain center operation.
- ❖ 0.5 faculty/counselor to provide career guidance and counseling services, both drop-in and by appointment.

2. Career Resources

- ❖ Career Reference Books
 - O'Net Dictionary of Occupational Titles (\$49.50)
 - Occupational Outlook Handbook (\$24.95)
 - Enhanced Occupational Outlook Handbook (\$49.95)
- ❖ Career Assessment tools
 - Myers Briggs Type Indicator (MBTI) Form M (on-line version with Career Reports).
- ❖ Job search resources
 - The Very Quick Job Search (\$17.95)
 - The Very Quick Job Search DVD (\$149.00)
 - Job Seeker's Goldmine (\$13.95)
 - Resume building template software (about \$100)
- ❖ Career services on-line management program
 - NACE Career Services Manager (\$ 1500/year)
- ❖ On-line Career Library
 - Vault (Full library \$3500, half library \$2800 no book library \$2000)/ year
- ❖ Office equipment
 - Copier (share with WorkAbility III)



NACE RESEARCH

Career Services Benchmark Survey for Two-Year Colleges Executive Summary

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Career Services Benchmark Survey for Two-Year Colleges
Executive Summary

About the Survey and Its Respondents

NACE’s inaugural *Career Services Benchmark Survey for Two-Year Colleges** was sent to 402 NACE two-year college members on September 23, 2005. A follow-up mailing was sent to nonrespondents on October 20, 2005, and a follow-up e-mail was sent on November 9, 2005. The survey was conducted as a paper-and-pencil survey, and data were collected through November 30, 2005. Responses were received from 125 schools, a response rate of 31.1 percent.

Figure 1 provides a breakdown of the number of respondents in each category. Figure 2 shows the structure of respondent offices.

Figure 1 Respondents by enrollment		
Size of Enrollment	# of Respondents	% of Respondents
< = 2,500 credit enrolled students	21/125	16.8%
2,501 – 5,000 credit enrolled students	28/125	22.4
5,001 – 10,000 credit enrolled students	26/125	20.8
> 10,000 credit enrolled students	29/125	23.2
Number not reporting enrollment size	21/125	16.8

Figure 2 Office Structure		
	# of Respondents	% of Respondents
Centralized	110/124	88.7%
Decentralized	14/124	11.3

Those schools that chose to be listed as survey respondents can be found on page 5.

Totals throughout the report may not equal 100 due to rounding.

** Prior to this survey, benchmarks for two-year colleges were collected along with those for four-year colleges and universities. To provide two-year schools with benchmarks that better reflect their needs, NACE undertook this separate benchmark survey for two-year schools.*

FULL SURVEY RESULTS

For information on how to purchase the full results of NACE’s *Career Services Benchmark Survey for Two-Year Colleges*, see www.naceweb.org/products/csbm_2yr.htm. (Note: Survey respondents received a complimentary copy of the full results.) The full report includes data provided as a whole and broken out by size of enrollment. Based on feedback from survey respondents, enrollment breakouts are based upon the number of credit enrolled students the school reported.



Career Services Benchmark Survey for Two-Year Colleges Executive Summary

OFFICE SPECIFICS

- More than one-quarter of respondents (28.2 percent) report to the dean of students.
- The most common office title is “career services.”
- On average, career services offices occupy 937 square feet, but responses on office size ranged from a low of 35 square feet to a high of 4,025 square feet.

SERVICES AND GRADUATING STUDENT ACTIVITY

- The most common service offered by respondents is classroom presentations, with nearly all respondents (117 out of 123, or 95.1 percent) indicating that they offer them, followed by career advising by appointment (92.6 percent); career outreach programs (e.g., one-time workshops on or off site such as resume writing) (88.7 percent); and career fairs (86.2 percent).
- Recruitment tables were also a popular offering for connecting students and employers. During the 2004-05 academic year, more than three in four respondents (78.7 percent) worked with employers that came on campus to set up recruitment tables. In fact, these tables were nearly twice as popular as formal on-campus recruiting programs, offered by just 39.8 percent of respondents.
- Nearly two-thirds of respondents (62.3 percent) said they provide services to more than one campus.
- On average, 69.8 percent of 2004 graduates of two-year colleges had a job at the time of graduation. Respondents reported that they conduct a follow-up survey an average of 6.1 months following graduation, and at the time of that survey, 80.8 percent of 2004 graduates had a job. The average response rate to the follow-up survey was 60.8 percent.
- Among respondents, 116 of 122 offices (95.1 percent) said they offer services to their alumni.



Career Services Benchmark Survey for Two-Year Colleges Executive Summary


STAFFING

- On average, the director of the career services office has 13.6 years of experience and earns an annual salary of \$52,915.
- The master's degree was, by far, the most commonly held degree among professional career services staff members. Administrative staff are most likely to hold an associate degree.
- Respondents reported an average of 2.2 full-time professional staff members and 2.1 part-time professional staff members. In terms of support staff, respondents reported an average of 1.4 full-time support staff and 2.5 part-time support staff.

BUDGET

- Most respondents (79.8 percent) reported that their budget year runs July 1 through June 30.
- For the 2005-06 school year, respondents reported an average nonpersonnel operating budget of \$17,507, with the median falling at \$11,750.

TECHNOLOGY

- Although on-site systems have lost some ground since 2004, two-year schools continue to favor systems that they have developed on site. 



Career Services Benchmark Survey for Two-Year Colleges Executive Summary

SURVEY RESPONDENTS

Below is a list of schools that responded to NACE's *Career Services Benchmark Survey for Two-Year Schools*. (Please note: Although 125 schools responded, the list below includes 110 schools as 15 preferred not to be listed.)

Adirondack Community College - SUNY	International Academy of Design & Technology - Pittsburgh	Rasmussen College System, Inc.
AIB College of Business	Ivy Tech Community College - Gary	Raymond Walters Coll./U.Cincinnati
Alvin Community College	Ivy Tech Community College - Lafayette	Rhodes State College
Ancilla College	Jamestown Community College - Jamestown Campus	Richland Community College
Augusta Technical College-Augusta Campus	Joliet Junior College	Roane State Community College
Bergen Community College	Kansas City Kansas Community College	San Jacinto College - North
Bunker Hill Community College	Kaskaskia College	Schenectady County Community College
Butler Community College - El Dorado Campus	Kellogg Community College	Seminole Community College
Caldwell Community College & Technical Institute - Caldwell Campus	Kingwood College	Sierra College
Cape Cod Community College	Lake Land College	Sinclair Community College
Casper College	Lakeland Community College	South Mountain Community College
Central Community College - Columbus Campus	Lehigh Carbon Community College	Southern State Community College
Central Florida Community College - Ocala Campus	Lower Columbia College	Southwest Tennessee Community College
Central Piedmont Community College - Central Campus	Luna Community College	Spokane Community College
Cerritos Community College	Luzerne County Community College	St. Charles Community College
Chattahoochee Technical College	Macomb Community College - South Campus	St. Cloud Technical College
Clark State Community College	Mercer County Community College - West Windsor Campus	St. Louis Community College - Meramec Campus
Coastal Carolina Community College	Mesa Community College	Suffolk County Community College - Grant Campus
College of DuPage	Middlesex County College	Tarrant County College - Northwest Campus
College of Southern Maryland-La Plata	Midlands Technical College	Tarrant County College - Southeast Campus
Collin County Community College	Mid-South Community College	Texas State Technical College - West Texas
Columbia State Community College	Mineral Area College	Trident Technical College
Community College of Allegheny County - Boyce	MiraCosta College	Tyler Junior College
Community College of Philadelphia	Monroe College - Bronx Campus	University of New Mexico - Valencia
Cottey College	Moraine Valley Community College	Vincennes University
Delaware County Community College	Mount Aloysius College	Virginia College at Austin
Des Moines Area Community College	Murray State College	Virginia Highlands Community College
Eastfield College	National Park Community College	Wake Technical Community College
Flathead Valley Community College	New Hampshire Technical Institute	Washington State Community College
Florida Metropolitan University - Online	New Mexico Junior College	Washtenaw Community College
Guam Community College	North Hennepin Community College	Waukesha County Technical College
Hamilton Technical College	North Iowa Area Community College	Westchester Community College
Harper College	Northampton Community College	Western Dakota Technical Institute
Hutchinson Community College & AVS	Northeast Community College	Westwood College - Denver North Campus
International Academy of Design & Technology - Chicago	Northwest Arkansas Community College - Bentonville	York County Community College
	Northwest Iowa Community College	York Technical Institute, LLC
	Oakton Community College	Zane State College
	Pellissippi State Technical Community College	