

Student Affairs
Departmental Goals and Assessment Plans 2016 – 2017

Department Name: Career & Student Employment Services

Departmental Goals for 2016-2017(not all of these have to be assessed)

1. Work with Institutional Marketing to develop and implement a comprehensive marketing plan for Career & Student Employment Services to market services to students, employers, faculty, and staff. **Ongoing: CSES has been aggressively marketing services through class room presentations, college high school days, Job Fairs, and community events. CSES has presented to 1,600 documented students and community members for the reporting period.**
- 2 .Develop and implement a formal CSES customer service plan. **Ongoing: Career & Student Employment representative Lindsay Granger completed the train the trainer session in May 2017 and due to change in staffing will roll out the training when the change of Directors is completed and the vacant positions have been filled. Estimated time of training is early August 2017.**
3. Develop a staffing succession plan for CSES. **On hold for the new director to review and sign off on.**

Project (Assessment) Title: 2016-2017_ Internship / Cooperative Education Enrollment Trends

Note: List the year, 2016-2017, in front of each assessment title.

Strategic Goal: Increase student completion

Methodology (Plan/Timeline/Method): CSES will survey and facilitate focus groups of Students, Faculty and Staff and employers to determine current perceptions of the SLCC Internship / Cooperative Education Program and assess current practices in recruiting student, training program and employer participation.

Timeline: Develop surveys by October 31st, 2016 conduct surveys November 2016 through January 2017. Conduct focus group November 2016 through January 2017.

Results/Findings:

Results / Findings: Faculty and Administrators had a very positive perception of Cooperative Education. As is reflected in the survey below Faculty and Administrators who responded.

**SALT LAKE COMMUNITY COLLEGE
COOPERATIVE EDUCATION PROGRAM FOLLOW-UP SURVEY
SUMMER/FALL 2016**

Number of CO-OP Faculty 21 Completed Surveys 7

SA "strongly agree", A "agree", D "disagree", SD "strongly disagree", NR "no response"

- | | | |
|-----|---|-------------------|
| 1. | Cooperative Education enhanced the learning process by providing a link between the classroom and real world experience.
SD=0 | SA=4 A=3 D=0 |
| 2. | The CO-OP Program at SLCC is responsive to the needs of students and employers.
SD=0 | SA=3 A=4 D=0 |
| 3. | The CO-OP process utilizes resources, equipment and/or facilities from business to provide student training/education.
SD=0 | SA=3 A=4 D=0 |
| 4. | My contact with business and industry through CO-OP has been beneficial for students and for program growth/development.
SD=0 | SA=2 A=5 D=0 |
| 5. | Credit hours awarded through Cooperative Education are in line with work required.
SD=0 | SA=4 A=3 D=0 |
| 6. | Cooperative Education has helped to establish a relationship between our SLCC training programs and the business community.
NR=1 | SA=2 A=4 D=0 SD=0 |
| 7. | Development of individual learning objectives for each student is challenging and valuable.
SD=0 | SA=4 A=3 D=0 |
| 8. | The Cooperative Education office staff respond effectively and quickly to referrals and inquiries.
SD=0 | SA=5 A=2 D=0 |
| 9. | My overall experience with the Cooperative Education program at SLCC has been positive.
SD=0 | SA=7 A=0 D=0 |
| 10. | Were you oriented as to your responsibilities as CO-OP Faculty by a CO-OP Specialist assigned to your area? | YES=7 NO=0 |

Due to VP Office August 15th

Comments:

Actions Taken (Use of Results/Improvements) CSES will develop a plan to gather more response from participants

Other Notes

Project (Assessment) Title: 2016-2017: Assess the School of Applied Technology Employer Advisor Case Load referral, follow up, and, documentation processes

Strategic Goal: Align With and Respond to Workforce Needs

Methodology (Plan/Timeline/Method): CSES will review the current SAT Case Load process to determine if the present advisor intake, referral, follow up and documentation process can be improved to fill perceived gaps in student connection to Advisors, referral to employment opportunities, and follow up is in line with best practices to achieve optimal case load results.

Timeline: Review of current SAT Advisor practices and processes will be conducted during September through October of 2016. Best practices for case load management will be investigated September through November of 2016. Results of the review will be evaluated, and any needed modification to present practices will be initiated starting January 2017.

Note: If you are assessing a learning outcome, list the learning outcome.

Results/Findings: CSES initiated a case load, follow up and documentation process that adopted a beginning to end process. At the start of students training program CSES Advisor reached out to the student within the first twenty days to connect with the student and determine what immediate services the student might need. The student was again contacted before the midpoint of their training to maintain contact. The student completer was again contacted at the conclusion of their training program in order to help the student with employment. The employment rate for the reporting term was 71% with completer tracking success rate of 78%. The process is in its first year of implementation which will provide a baseline to determine if the process maintains a 78% success rate in tracking students.

Actions Taken (Use of Results/Improvements) Baseline has been established. The process will duplicated to determine the effectiveness.

Other Notes, Etc.

Project (Assessment) Title: 2016-2017: Student Learning Outcomes Job Skills workshops.

Note: List the year, 2016-2017, in front of each assessment title.

Strategic Goal: Align With and Respond to Workforce Needs

Methodology (Plan/Timeline/Method): CSES will develop and utilize a standard assessment tool to measure student learning. The assessment tool will be used at each presentation conducted by CSES Advisors. The results of the assessment will be shared among CSES presenters and used by the presenters to modify ensuing presentations.

Note: If you are assessing a learning outcome, list the learning outcome.

- 1: Develop cognitive thinking skills.
- 2: Acquire knowledge.
- 3: Display interpersonal development.

Results/Findings: CSES developed and utilize standard assessment tools to be used by Advisors conducting workshops. Eight standard workshop assessment tools were developed covering all of the standard workshops requested for CSES to conduct. Career Coach, Resume Writing, Interviewing, Job Search Strategies, LinkedIn, Social Media, and Job Fair Strategies. Each assessment tool measured Development of Cognitive thinking skills, Acquisition of Knowledge.

Actions Taken (Use of Results/Improvements) Assessment tools are developed and tested and will be used as the standard tools in workshop presentations

Other Notes, Etc.