



Annual Update
Approved 9/2/08 Governing Council

This Annual update is due on March 25th of each year that your three year Program review and planning document is not due. Please email a copy of this to your Division dean, the VP of Instruction and the Academic Senate President.

1. What is the name of your Department and/or Division?

Career Services/Student Employment -- Student Services Division

2. List the names of everyone who participated in developing this annual update.

Eileen O'Brien

3. Based on the elements in your Annual Update Data Sheet (Provided by IRP to your dean) and goals stated in your most recent Program Review, please identify any key successes and challenges.

Successes:

1. **Furthered WIN (Work Intern Network) internship program.** In spring 2009, prepared internship packet and created list of employers for students to contact for possible internships in insurance, accounting, and media areas.
2. **Arranged for and marketed testing/info sessions for US Census Bureau** recruitment of census takers.
3. **Developed one section of CRER 127 (Job Search course) for individuals with employment barriers** (disabled, second language speakers, long absence from workforce, etc.)
4. **Applied for and received \$750 grant** from Trustees' Grant to use for career marketing materials.
5. With PR, **developed marketing career card** for use in classrooms and with students.
6. **Hired part-time program services coordinator for fall 2008 who provided temp support and implemented two job fairs.**
7. **Requested Jeanne Stalker transfer to career services program to provide FT permanent support** after temp coordinator was laid off.
8. **Began updating Career Services website with more timely and current info.**
9. **Presented Autumn Job Fair** (attended by 40 companies and 250 students) **and Accounting Job Fair** (attended by 5 companies and 75 students).
10. Participated in several **high school outreach events** regarding CSM career and internship programs.
11. Developed and presented **CRER 120 hybrid/online course** in FA 2008 attended by 28 students. Provided students with one of few career courses offered within the district and which provided students more flexible course offering.
12. **Serve on PeninsulaWorks Partners Committee** which provides opportunity to promote CSM programs and to offer our career services to partners' clients.

4. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reason.

Several of the goals stated in the Program Review from June 2008, were not accomplished due to reduction of dept. staff in Dec 2008 and lack of continuity of staff to assist in carrying out goals. Jeanne Stalker began providing support in Jan 2009. Goals for 2009-10 will be revised based upon current staffing levels (see goals below).

5. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.)

Goals for April 2009- April 2010:

1. Organize and hold **Get Linked Career Fair, Autumn Job Fair and Accounting/Tax Job Fair**. (ongoing)
2. In partnership with faculty, **offer 1-2 Career Information Days on particular careers** (e.g., green technology) by inviting employer panel to present info to campus community.
3. Apply for another **Trustees' Grant for 2010** for additional marketing materials.
4. Develop an **employer marketing brochure**.
5. Develop process for **tracking placements in two career programs for ACCJC** reporting.
6. Offer **CRER 126 course to County employees** through San Mateo County Professional Development program.
7. Improve interview portion of CRER 127 course by **providing simulated interview practice for students through Perfect Interview software program** which can be accessed by student at school or at home.
8. **Upgrade content on career website**.

6. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

To provide quality career counseling services, career counseling interns need private office space necessary to provide students with a confidential stress-free environment. Lack of privacy negatively impacts students' ability to freely express themselves. Will continue to advocate for adequate office space.

7. Student Learning Outcome and Assessment focus for this year:

- a. Academic areas:
- b. Student services areas: Identify at least one course SLO in on which to focus. Describe the assessment strategies you will use and your method of reflection and documentation for this cycle.

CRER 127 (job search) course SLO consists of comparing student's resume against rubric detailing characteristics of successful resume. To be considered effective, student must score 75%.

8. **SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS** (*Data resources: Educational Master Plan, GE-SLOs, SLOs; department records; Core Program and Student Success Indicators; previous Program Review and Planning reports*)

- c. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.* Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted. *Note: Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.

Full-Time Faculty Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Input text here.	Input text here.	Input text here.

Classified Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Input text here.	Input text here.	Input text here.

- d. For instructional resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used for instruction (such as computers, furniture for labs and centers) and all materials designed for use by students and instructors as a learning resource (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your division dean. Please list by priority.

Resources Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
<p>Item: The Perfect Interview Subscription (Tech-based materials) Number: Input text here. Vendor: The Perfect Interview, LLC Unit price: Yearly Subscription based upon CSM's annual FT enrollment (\$800 annual fee + \$400 set up cost) Total Cost: Approximately \$1200 or less in 1st year). Status*: New</p>	<p>This software subscription would provide students with a simulated interview experience in which:</p> <ul style="list-style-type: none"> ▪ they are asked a series of questions (with 3 difficulty levels) ▪ video responses sent to counselor for review and feedback with student ▪ alternate preferred responses are viewed by student for improvement. ▪ webcam can be added to student/career office PCs for total picture of student interview experience. <p>If not granted, student interview skill development will continue to be lacking. Students will not receive individual feedback about appropriate interview dress and body language, answers needing improvement (so critical to improvement) and will continue to make same interview mistakes thus not receiving job offers they seek.</p>	<p>Due to few career counseling staff and limited time during CRER 127 and individual career counseling sessions, there is little or no opportunity for student to practice and receive constructive feedback from knowledgeable counselor about their interviewing skills or to see their performance the way an interviewer would, which is critical to getting a job or internship. This program would allow the student to videotape themselves during simulated interview and to send their performance to counselor for feedback.</p> <p>Interviewing skills have not been assessed in SLO because individual interviewing skill development is generally lacking in course and individual sessions. Only exception is when student makes app't for mock interview. Program will assist students in upgrading interview skills, provide critical feedback, and help them secure job/internship. Student can use program repeatedly (with increased difficulty level) and also view alternate preferred answers to same questions for continued improvement.</p>

* Status = New, Upgrade, Replacement, Maintenance or Repair.

 Primary faculty contact

 Date

 Additional faculty

 Date

 Additional faculty

 Date