

Santa Rosa Junior College

Program Resource Planning Process

Career Center and Student Employment 2022

1.1a Mission

Career Development Services, as a division of the Career Hub at Santa Rosa Junior College, recognizes career development is a life long process through various stages of one's unique career pathway. This is done with intentional guided support in conjunction through self-assessment, career exploration, job search assistance, on and off-campus employment opportunities. We will strive to complete this support by offering no cost career workshops and seminars, implementation of a individualized career action plan, access to online programs and activities to support enrolled students, alumni and community members. The department strives to help our campus community achieve economic stability through upward mobility via identifying meaningful careers which enables them to succeed in a rapidly changing world.

1.1b Mission Alignment

Career Development & Student Employment strives to meet students where they are. The department structures services in-person, online, and in formats such as Career Fairs, workshops, seminars, 1:1s, etc. Utilization of these multiple formats is designed to offer equitable access by eliminating barriers such as technology, transportation, and time constraints while balancing the multiple commitments beyond education such as families, jobs, and health. These have been designed by partnering with Learning Communities and other access groups on campus to identify current accessibility barriers. Our materials are expansive and cover information from entry level students to upskilling, retooling, and career changers. The department connects all students to high

impact opportunities to develop employability skills and move towards economic stability.

1.1c Description

The California Community College system has as its core mission to provide academic and vocational instruction at the lower division level. Ancillary to that is the primary mission to “Provide education, training, and services that help to continuously improve California’s workforce” according to the California Education code (**Section 66010.4(a)(2)**). Here at SRJC, that primary mission is delivered in part by the programs and services of Career Development Services and Student Employment Services.

The following Career Development and Student Employment Services are provided for all current students (credit and noncredit) as well as alumni.

Career Advisor

Our career advisor can provide you with information about how to choose a career, create a resume, dress for interviews, and answer common job interview questions.

Services Provided:

- "Undecided" Assistance
- Career Assessments
- Career Exploration/Research
- Career Interest Inventories
- Cover Letter
- Interview Practice/Tips
- Occupational Outlook
- Resume Development

Coordinator, Workforce Development

In terms of Career Services the position of Coordinator, Workforce Development is designed to assist both student employees and their on campus student employee supervisors navigate the recruitment, hiring, and onboarding of these unique positions across all departments in the district. This is done through a system of tailored workshops, helpful guides and videos, and an understanding that the process can seem daunting in the beginning; but with help, is manageable. The coordinator encourages looking through the website before beginning the process and always welcomes emails and digital appointments when a question needs further clarification.

Services Provided:

- Produces, routes, approves, and coordinates distribution for all portions of the hiring packet for On Campus Student Employees across district departments
- Assists international students with on campus employment steps including obtaining necessary documentation to remain eligible once hired by the district
- Approves all applicants for eligibility for all On Campus Student Employee Positions via Jobspeaker, Formstacks and email
- Notifies student of progress throughout the paperwork portion of the hiring process via Jobspeaker
- Verifies receipt of Federal Work Study (FWS) Funds for positions requiring FWS funding
- Creates and posts helpful "How to guides" and Workshops to help ease students into the hiring process should they need it
- Offers New Hire Orientations to Students to understand the district parts of being an on campus employee
- Available for questions via email or zoom regarding anything On Campus Student Employment related
- Trains supervisors on how to complete the paperwork portion of the hiring process effectively and efficiently
- Trains supervisors on how to utilize the Jobspeaker platform to recruit for open positions including but not limited to building a job posting, screening of applicants, and how to move forward with a rejection or hiring
- Approves all Job Postings for district On Campus Student Employee Positions
- Notifies supervisor of progress throughout the paperwork portion of the hiring process

- Produces, routes, and sends reminders to complete the 200 & 600 hour evaluations
- Verifies student applicant receipt of Federal Work Study Funds (FWS) for positions requiring FWS funding

Job Developer

Our Job Developer is here to provide extensive support with your job search , resume creation, interviewing preparation and networking skills based on your field of interest. In addition, they are here to help you build a robust LinkedIn profile, and enhance your online presence for your job search. Our Job Developer can connect you to business, employers, and recruiters in your industry. Appointments with our Job Developer can lead to more resources, clarity and confidence in your search and your career development.

Services Provided:

- Employers connection to the college
- Job Fair & Networking Events
- Employer Meet-up & Recruiting Events
- 1:1 Career Coaching & Interviewing Assistance
- Connection with employers and recruiters in your field
- SRJC Job Board
- Job Search and help with Jobspeaker
- Interview preparation and resume/cover letter review
- Help with building your LinkedIn Profile
- Assistance with navigating the employment process

1.1d Hours of Office Operation and Service by Location

Career Development Services & Student Employment Hours of Operation:

- Santa Rosa Campus

Fall 2022 traditional schedule resumes:

Monday-Thursday 8am-5pm

Friday 8am-12pm (and also by appointment).

-Petaluma Campus

Fall 2022

Individuals from the Career Hub will be able to answer questions and address needs of students residing on the Petaluma campus weekly or bi-weekly on a yet to be determined schedule.

Remote Services:

Fall 2022 traditional schedule resumes:

Monday-Thursday 8am-5pm

Friday 8am-12pm

By Appointment outside of the hours above.

Other district locations:

All Career Development and Student Employment Services will be available remotely (except for i9 verifications which are required by the district to be in-person) when possible. Career Development & Student Employment Staff is also available to travel to other locations (i.e. Shone Farm, Public Safety Training Center, Southwest Center, etc.) to directly work with students attending these locations by request.

1.2 Program/Unit Context and Environmental Scan

Describe any changes in the social, business, cultural, educational, technological or regulatory environment that could impact your program/unit over the next three years.

3 core areas:

Economic

- High Cost of Living
- High demand of housing (affordable)
- Healthcare

- Hiring difficulties (lack of education, relevant work experience, insufficient number of applications, unwillingness to step into an in-person setting)
- Insufficient Pay and Wage
- Lack of Benefits
- Supply change impacts
- Organizations recovering from pandemic (supply chain, staff turnover, etc).

Environmental

- Agriculture (decreased 600 from February 2021 to March 2022)
- Cannabis
- Manufacturing
- Climate Change
- Green Technology
- Employers slow to change to new landscape
- Construction Increase Need (impact on Vineyards, Hospitality, and other sectors).
- Lack of subject matter experts (SME) in many emerging fields

Social

- Remote/Hybrid Work Options
- Social Media Focus
- Gen Z - changes in workforce mentality and prioritizing
- Covid related traumas
- Roe v. Wade
- Mental Health
- Misinformation

Addressing these issues by offering courses in:

- Deliver courses on digital tools and technology, analytics, data, etc. to our students and other community
- Creating imbedded material for Canvas
- Navigating the community workforce
- Addressing our weaknesses as the "professionals" (Professional Development)
- Creating partnerships with organizations willing to reshape their workforce to address the needs of this incoming generation (i.e. by creating internship opportunities, work based learning, experiential learning, and other unique work experiences).

- Creating partnerships with community partners (such as with program coordinators)
- Create enhanced data tracking of where our clients are coming from and what types of outreach is working

2.1a Budget Needs

The budget for Career Development Services and Student Employment are minimal. Combined the two departments the discretionary funds (not including student employees) slated for 21_22 will be \$ 6,259.00. These funds are inadequate to provide a robust and educational program to all students of SRJC. The mission of the department, "THE CAREER HUB EMBRACES SRJC'S COMMITMENT TO DIVERSITY AND INCLUSIVE EXCELLENCE, AND PREPARES STUDENTS WITH THE PROFESSIONAL KNOWLEDGE, SKILLS, AND CONNECTIONS TO THRIVE AS THEY LAUNCH THEIR CAREER JOURNEYS" is a lofty one. Unfortunately, due to the strictest of budgets, there is a need to create a cookie cutter experience for all students embarking on their career exploration which in 2021 we know is not realistic or serving to those who may need additional assistance at any point along the way.

Staff are using antiquated programs or piecing together programs to make things work. For instance in order to successfully onboard student employees there are four programs being utilized; SIS, Jobspeaker, Adobe Forms, and Formstacks. None of these programs "talk to each other" but due to the budget constraints of the department (Student Employment has a discretionary budget of \$549 a year) the reality of purchasing a program that will do it all is minimal. In 2021, this portion of the department will also add in the use of Top Desk with IT - which will not eliminate any of these programs above, but will simply add onto it. This is just for onboarding and does not take into account the additional programs needed for evaluations, tracking, and terminations. The Coordinator who oversees this program has had to build everything from the ground up with absolutely no funds as the program that was inherited was a paper system that did not mimic the real world scenarios of hiring to help students become comfortable with this process and also due to going fully remote in 2020 had absolutely no way of working. This position moves paperwork between four departments (Student Employment, Human Resources, Payroll, and IT) with every new hire and keeps track of everything on an excel spreadsheet. This would be better suited in a program designed for this work to help streamline this process. Additionally due to the lack of funding previous experiences for student employees and their supervisors have been removed; these include awards for student employees and supervisor of the year along with a party thanking them for all of their amazing work done throughout the year.

In Career Development Services staff find it challenging to access to programs that are available on the market that can be used to help students improve skillsets such as interview techniques. Many of the assessment tools being used are free and again pieced together rather than using one large program that can do it all in one place, making the experience for the student more rewarding and allowing the professionals in the department to work with those who need additional assistance. Our Job Developer would like to see the District move toward an all-inclusive software that incorporates all aspects of this work in one, such as Handshake which we are proposing a move to in the near future after more in-depth discussions with the company and District. The Career Advisor would like to be able offer all services to anyone that asks including Career Assessments for all classes that inquire, but due to budget constraints is unable to keep a large amount of assessments on hand and has to pick and choose who can receive them or risk running out of them by the end of the year.

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0001	Santa Rosa	08	01	\$1,500.00	Update our Career Development library with current employment trends and issues in Career planning and preparation. These materials support students with transition from one career to another, as well as decided on their career choice.
0001	Santa Rosa	00	00	\$0.00	
0002	Santa Rosa	08	04	\$3,500.00	Membership and training opportunities with the National Career Development Association (NCDA) and other applicable training organizations for the career advisor to stay current in the career development field, update and design dynamic workshops for SRJC, and network with other advisors and employment specialists.

2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Career Advisor	40.00	10.00	Under the direction of the Dean, Workforce Development, the Career Advisor meets with students to assist them with career research, job trends in the area, interviewing, and other job-related activities. The advisor coordinates career seminars, makes presentations to classes relating to job search, career planning and Career Development Services. Markets job board and center services, plans and maintains resource library for the Career Center.
Administrative Assistant II, Workforce Development	17.00	10.00	Under the direction of Dean, Workforce Development, the AA II, Workforce Development assists all members of the Career Hub and Workforce Development in all aspects of administration including but not limited to supervising student employees of the Career Hub, maintaining databases, filing systems, district paperwork such as timesheets, PAFS, purchase orders,
Coordinator, Workforce Development	12.50	12.00	Under general direction, coordinates operations of on-campus Student Employment services; implements employment regulations and procedures; performs duties related to data gathering and auditing, budget monitoring and assisting with budget development, customer relations, or other specialized services; coordinates the District's apprenticeship programs; and coordinates the Special Education Instructional Service Agreements (ISA) with non-profit agencies.
Job Developer	40.00	12.00	(Not district funded, Strong Workforce Program Funded). Under limited direction, establishes and maintains relationships with employers and community organizations to develop job opportunities and support continued employment for students. Coordinates day-to-day activities such as soliciting employer interest and involvement in the employment of students and alumni, orienting students to the services provided, posting opportunities and tracking placement data; serves as a lead worker to other Classified staff.

2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Dean, Workforce Development	5.00	12.00	<p>Under the general direction of the Vice President, Academic Affairs</p> <p>plan, organize, and direct District-wide instructional operations, activities, and services of the Work Experience</p> <p>programs, Career Development Services and Student Employment; represent student interests in career and</p> <p>workforce development and student employment; direct communications, educational planning activities,</p> <p>courses, curriculum and other information to meet District and student needs and enhance the educational</p> <p>effectiveness of assigned instructional subject areas; develop and maintain Career and Technical Education</p> <p>(CTE) partnerships and implement initiatives with educational partners and external organizations; promote</p> <p>the District's CTE educational offerings in the community; plan, organize, and oversee the District's</p> <p>apprenticeship programs and Special Education Instructional Service Agreements (ISA) with non-profit</p> <p>agencies; oversee program budget development and monitoring; train, supervise and evaluate the</p> <p>performance of assigned faculty and staff.</p>

2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Student Employees	58.00	12.00	<p>Students provide administrative support to all administrators, administrative assistants, classified staff, and faculty. The student employees are the front line of the department as they answer the telephones, manage SARS calendars, book appointments, and provide customer service to all who enter our department.</p>

2.2d Adequacy and Effectiveness of Staffing

At this time the current staffing has been so far consolidated it is beginning to reach a level that is challenging to work with. Currently to serve the entire campus across all district location the following classified staff are responsible for all Career related activities ranging from direct meetings with students regarding career exploration, on campus employment, maintaining a job board, employer outreach, community and on campus outreach, job fairs both targeted and large, regional partnerships and so much more. The department is doing a lot of things well, but attempting to improve upon or further expand our reach has stalled due to a limited amount of time to concentrate on anything more than the immediate needs in front of us. Adequacy of staffing is enough to get the work done because of the dedicated staff members, but the reality it just isn't enough to be thriving.

- 1 10 month Career Advisor

- 1 12 month Coordinator, Workforce Development who splits time between equally Student Employment, Instructional Service Agreements, Apprenticeship Education, and Career Education.
- 1 12 month Job Developer - which is paid for by Strong Workforce Funds at this time. We would like to secure funding for this position so if SWP funding discipates this position will remain under district funding. Also, given the position has become an intergral part of the Career Development Services team we propose we move it off of grant funding to free up those funds for another new and innovative position or program needs.
- 1 10 month (district funded) and 2 month (SWP funded) Administrative Assistant who supports Workforce Development, Career Development Services, Student Employment, and Work Experience.

- 4 - 8 Student Employees in the Career Hub (This is reduced due to being in a remote environment and will increase up to about 80 hours a week when in person). These students will support Career Development Services and Work Experience.
- 2-3 Student Employees will reside in Workforce Development/Career Development Office to assist with administrative support for Career Ed & Workforce Development.

Inadequacy of departments:

- An important factor of our staffing that is inadequate is our lack of bilingual staff. At this time our student team is our only bilingual staff that we have. It would be ideal to add a team member that is fully fluent in Spanish to work with our students that are more comfortable in their native

language. We desire as a department to work more closely with our ESL and Adult Ed populations to prepare them for the workforce and right now we are feeling a major block due to a language barrier and often we need to bring in an outside translator volunteer from another department, which is not always possible or guaranteed. For this we propose a Full-time bilingual (Spanish-English) staff to assist with English language learner students, vulnerable populations, and adult education with preparing for employment, and to connect employers with potential job candidates.

- A second inadequacy of the department that has been identified is a lack of time to complete outreach, marketing to students, social media, event coordination for the department as a whole, and other support in being forward facing as a direct stakeholder educator. This role will serve

as a community liaison. We propose the addition of a role similar to the transfer center's Student Success Specialist I to assist with these duties.

- As the job developer role began to shape and shift we identified a need for someone to focus on employer relations with outside targeted industries to build a talent pipeline for our students. This position, titled as an Employment Specialist/Relationship Coordinator, would work very tightly with our learning communities, outreach to community stakeholders, engagement events to connect students and employers. The position will work to identify employers to connect our DEI initiatives and allow for all students to be connected to these positions. This will allow for our job developer to work directly with students on specific and targeted plans to enter the workforce and allow our campus

community to see progress across all Career Education departments. Currently we have identified that each department varies differently in each of their connections and contacts with external local and regional workforces.

As a department we have identified we are turning away opportunities in our community from interested businesses, campus community members, and regional partners due to many of our roles being multi-tiered. Many of the roles we have here in the Hub are both student facing and employer facing which leaves a deficit for our students. With the additions of these roles it will allow for current staffing to work more in alignment with the district's mission and alignment.

2.2e Classified, STNC, Management Staffing Requests

0001	ALL	03	07	NA	Job Developer (Bilingual)	Classified

2.3a Current Contract Faculty Positions

Position	Description
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2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
	0.0000	0.0000	0.0000	0.0000	

2.3c Faculty Within Retirement Range

N/A

2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

In the spring 2021 the Career Counselor (who is given three hours a week to spend with students to make education plans catered to career goals inside the Career Hub) booked out months in advance, showing we have a need for additional time spent for our student population. And while this position is funded through Strong Workforce as a Career Education counselor and not the district directly, it shows there is a need for more time being spent on these goals within the Career Development Department. Career Development Services has no faculty on staff.

2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
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2.4b Rationale for Instructional and Non-Instructional Equipment, Technology, and Software

All previous Instructional Equipment needs have been met. Currently there are no requests for Instructional Equipment.

2.4c Instructional Equipment Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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2.4d Non-Instructional Equipment and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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2.4f Instructional/Non-Instructional Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	ALL	08	01	Updated Job Board; Handshake as number one option	1	\$12,000.00	\$12,000.00	Career Hub Team		Brad Davis
0002	ALL	01	02	Interview Practice Software	1	\$2,000.00	\$2,000.00	Ann Mansfield		Ann Mansfield
0002	ALL	01	01	Linked-In Learning	1	\$5,000.00	\$5,000.00	Career Development Services		

2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0001	Santa Rosa	08	07	Urgent	Bertolini	4877 (area)	\$500.00	Signage really needs to be updated. Many shifts have occurred in the last two years with departments and personnel in the area, and the current signage does not reflect this (including call out signage on the first floor and second floor directing traffic flow to the services on the third floor)
0001	Santa Rosa	04	07	1 Year	Bertolini	All offices in 4877	\$1,500.00	Painting, walls are beginning to look dingy, signs have been moved - leaving holes, some tearing of paint from signage coming down, etc.
0001	Santa Rosa	04	06	1 Year	Bertolini	All Offices	\$1,500.00	Window coverings to make offices easier to use during peak sunshine times, current blinds make it difficult to see computer screens and hold conversations with students during certain times of the day. (Needs are for both internal and external windows).
0001	Santa Rosa	04	07	Urgent	Bertolini	4877	\$0.00	We have extra ethernet cords that need to be removed, there are what appears to be hundreds of feet hanging out in the Hub area under the student kiosk stations.
0001	Santa Rosa	04	07	Urgent	Bertolini	Open Spaces in 4877 and offices	\$10,000.00	Air purifiers as the lack of windows and recycled air is not ideal in a pandemic/post pandemic life.

2.5b Analysis of Existing Facilities

The Career Hub has recently been shrunken down in square footage due to a growth of need for our neighboring department, DRD which has expanded after the exit of the Transfer center in Summer of 2019. After plans to move to Garcia Hall were created and approved, they were revoked by the district due to other needs that were more in demand and immediate than our own. At this time, the Hub is making due with a new student centered service area complete with a library of Career Texts, kiosks for research, and direct access to our Advisors and Developers. The Career Hub front desk continues to serve as a check-in location for students hoping to get information on the following departments; Career Development Services, On Campus Student Employment, and Work Experience. The space is sufficient, but not ideal as the location on the 3rd floor is lacking signage directing students to the floor and it is hard to distinguish the department as separate from DRD. DRD has consolidated much of its services to the 3rd floor, which has increased their foot traffic drastically, which increases noise and decreases privacy and space for our students to work on resumes, cover letters, job applications, and the like.

3.1 Develop Financial Resources

In 2018/19 we applied for and received SWP funds to hire two new job developer positions within the department. These positions actively engage the local community and students to create a career pipeline that is targeted to services/skills needed and matched with students looking for work in the community.

3.2 Serve our Diverse Communities

At the present time, there are no faculty positions or classified staff openings. If we were to recruit faculty or classified staff, guidelines for outreach to a diverse population would be followed and would meet SRJC standards. Recruitment is coordinated through the Human Resources Department for all positions and includes recruitment outreach to bilingual publications.

In what other ways does the program/unit promote sensitivity to diversity?

- Students employed through the Student Employment program for all District locations reflect greater diversity than the general student population.
- The Career Hub has a history of hiring bilingual and bicultural, student employees from diverse socioeconomic backgrounds and countries.
- Our students and staff are trained to be sensitive to cultural differences.

- Our Job Developers have actively engaged and partnered with the Hispanic Chamber of Commerce.
- We have partnered with the Alumni Association to address the career needs of our past graduates at all levels
- We provide relevant career education seminars addressing the needs of employers and expectations of students entering the workforce

What we are looking to improve and grow:

- Increase outreach to serve all of our communities by going directly to them and expanding outreach in those areas (Veterans, Seniors, and historically disadvantaged populations).
- Create workshops that specifically target these populations--more specific and topical.
- Looking to hire an AA I (bilingual) to better serve our Spanish speaking population that is frequenting and requesting our services more.
- Work more closely with specific departments (Student Equity, Veteran's Affairs, ESL, etc.) to better serve and connect with historically at-risk populations.
- Although there is no "Reentry Dept" any longer, connecting with those students who come back to gain new skills/certificates to get back out to the workplace is key to the success of this population.

In this section, list anything that your program/unit has done in 2013-14 or 2014-15 in support of the following Strategic Plan Goal and strategic objectives:

Goal C: Serve our Diverse Communities

Serve our diverse communities and strengthen our connections through engagement, collaboration, partnerships, innovation, and leadership.

- Identify the educational needs of our changing demographics and develop appropriate and innovative programs and services with a focus on the increasing Latino/a population.
- Contribute the richness of our multicultural community by promoting cultural initiatives that complement academics and encourage the advancement and appreciation of the arts.
- Meet the lifelong educational and career needs of our communities (e.g. seniors, merging populations, veterans, re-entry students).

Provide relevant career and technical education that meets the needs of the region and sustains economic vitality.

3.3 Cultivate a Healthy Organization

Classified staff are encouraged to attend professional development workshops and enroll in courses to enhance their professional development. Release time is given in accordance with SEIU contract guidelines for taking classes. In addition, all staff goals will include staff development plans. This year as in years past all staff were able to attend PDA Day and enhance their skills in the areas of their choice. SEIU contract also allows for up to 3 hours per week of professional growth/health and wellness which many of our staff take advantage of.

Staff would benefit from joining professional organizations related to their fields. The National Career Development Association and National Student Employment Association offer pertinent guidance and continuing education pertinent to the work. The current budget does not have sufficient travel funds or other monies to support participation in these programs.

3.4 Safety and Emergency Preparedness

Emergency Preparedness

There is currently no safety area leader in our shared area on the 3rd floor of Bertolini Hall. The Career Hub and DRD are in shared talks about how to best prepare and plan as a group sharing the same space.

Safety

- Emergency preparedness information is discussed at staff meetings as needed.
- All staff members receive individualized work station assessments are requested.

3.5 Establish a Culture of Sustainability

Career Development Services and Student Employment (as part of the Career Hub) are committed to the following sustainable practices:

- 1) Using our job board (CCN) to have students post online resumes for review and critique. We have also eliminated all paper printouts for on-campus jobs that historically had been placed in binders at the front desk. Now all jobs (on or off campus) are on the job board online.
- 2) We are currently in the process of revamping the current student employment hiring packet to shorten the amount of sheets required for filling out by students and/or supervisors. A future goal is to explore programs which will facilitate online timesheets for student employees. Our hope is that one day this entire process will be online only, no paper sheets required.

4.1a Course Student Learning Outcomes Assessment

N/A

4.1b Program Student Learning Outcomes Assessment

This portion of the Career Hub (Career Development Services and Student Employment) does not have an degrees or certificates associated with our services provided.

4.1c Student Learning Outcomes Reporting

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
Service/Program	Career Expo & Job Fair S.R.	Spring 2011	Spring 2011	N/A
Service/Program	Career Expo & Job Fair S.R.	Spring 2012	Spring 2012	N/A
Service/Program	Career Expo & Job Fair S.R.	Spring 2013	Spring 2013	N/A
Service/Program	Student Employment	Spring 2012	Spring 2012	N/A
Service/Program	Student Employment	Spring 2011	Spring 2011	N/A
Service/Program	Student Employment	Spring 2013	Spring 2013	Summer 2013
Service/Program	Student Employment	Fall 2010	Spring 2010	N/A
Service/Program	Career Center Orientation	Fall 2008	Fall 2010	Fall 2010
Service/Program	Career Expo	Spring 2016	Spring 2016	N/A
Service/Program	Great Careers with 2 years of	Fall 2009	Fall 2009	Spring 2010
Service/Program	Student Employment	Spring 2016	Spring 2016	N/A
Service/Program	Student Employment	Spring 2014	Spring 2015	Summer 2014
Service/Program	Writing a Cover Letter	Fall 2006	Spring 2007	Spring 2007
Service/Program	Career Expo & Job Fair S.R.	Spring 2014	Spring 2014	N/A
Service/Program	Careers in the Health Care	Fall 2007	Fall 2007	Spring 2010
Service/Program	Career Day - Petaluma	Fall 2009	Fall 2009	Spring 2010
Service/Program	Internet Job Search	Fall 2008	Fall 2008	Spring 2009
Service/Program	Resume Writing Seminar	Spring 2011	Spring 2011	Fall 2009
Service/Program	Career Expo & Job Fair SRJC	Spring 2010	Spring 2010	Spring 2010

4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
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4.2b Narrative (Optional)

This program/units does not offer certificates and/or majors.

5.0 Performance Measures

The Career Hub has seen a noticeable increase in student visitation and phone calls to the front desk. We also get many more phone calls from local employers calling and asking about accessing the Job Board and posting jobs for our students to access. We have also hired 2 new Job Developers who have helped facilitate access for all students and employers to the job board for ease of use. Because of the level of customer service and training we have provided our students, word has gotten out to the community that we (Career Development Services) are attentive and responsive, which has also resulted in increased calls and visits.

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0001	ALL	04	06	Finalize plans to remodel and move into Garcia Hall	To free up Bertolini Hall so DRD can have their own space and we have our own space to better serve Students.	By Fall of 2019	Measure H funds, input from Garcia Committee, and follow-through.
0002	ALL	05	06	To eventually have all forms the department uses (hiring packets, RA forms, roster sheets, applications, etc.) to be placed online.	Create timelines so we can help alleviate the massive amount of paper copies currently required from an old antiquated system we are actively pursuing to change. This should be achieved by the end of Spring 2020.	By the end of Spring 2020	Manpower and new software systems such as EVerify. Also requires job board update (changing to new system).
0003	ALL	08	06	At the end of Spring 2019 semester we have to evaluate the Student Employment services provided by this department and how they should be aligned moving forward. Currently the AA III to the Dean is working out of class to provide many of the services that used to be housed with the Coordinator, Student Employment, who retired mid-spring 2019. The 5% pay differential is not close to adequate to representing the true work required to provide the required services as is.	To provide the students the attention and services deserved.	By Fall 2019	Funding (the Coordinator, Student Employment was not replaced) from the district. Also re-alignment of some of the services to be housed in other areas (HR, Payroll, and Financial Aid for specific pieces).

6.2b PRPP Editor Feedback - Optional

Modern technology is a great thing, and this editor screams of Windows 3.1 or older platform from the 90's.

6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0001	ALL	04	06	Finalize plans to remodel and move into Garcia Hall	To free up Bertolini Hall so DRD can have their own space and we have our own space to better serve Students.	By Fall of 2019	Measure H funds, input from Garcia Committee, and follow-through.
0002	ALL	05	06	To eventually have all forms the department uses (hiring packets, RA forms, roster sheets, applications, etc.) to be placed online.	Create timelines so we can help alleviate the massive amount of paper copies currently required from an old antiquated system we are actively pursuing to change. This should be achieved by the end of Spring 2020.	By the end of Spring 2020	Manpower and new software systems such as EVerify. Also requires job board update (changing to new system).
0003	ALL	08	06	At the end of Spring 2019 semester we have to evaluate the Student Employment services provided by this department and how they should be aligned moving forward. Currently the AA III to the Dean is working out of class to provide many of the services that used to be housed with the Coordinator, Student Employment, who retired mid-spring 2019. The 5% pay differential is not close to adequate to representing the true work required to provide the required services as is.	To provide the students the attention and services deserved.	By Fall 2019	Funding (the Coordinator, Student Employment was not replaced) from the district. Also re-alignment of some of the services to be housed in other areas (HR, Payroll, and Financial Aid for specific pieces).