

Santa Rosa Junior College

Program Resource Planning Process

Career Center and Student Employment 2024

1.1a Mission

Offer services that will increase workforce preparation, find jobs on and off campus through local and community partnerships, offer opportunities for engagement in students fields of study, and prepare students for successful workplace outcomes. Our staff is committed to developing creative partnerships that recognize the changing work environment. Our goal is to seek out employers who demonstrate a bold and intentional commitment to equity and living wage here in Sonoma County.

1.1b Mission Alignment

The Career Development and Student Employment divisions of SRJC offer a culturally aware environment where staff invite all students to explore career opportunities, engage with employment opportunities both on and off campus, and actively remove barriers for students.

1.1c Description

The following Career Development and Student Employment Services are provided for all current students (credit and noncredit) as well as alumni. The goals of these positions is to build retention, enrollment, and increase visibility for all students to employers, on and off campus, while creating positive outcomes in workplace environments.

2022-2023 saw a reduction of staff once again in this area. **The position of Career Advisor was eliminated** due to budget cuts when the previous staff member holding this position submitted their resignation from the district (a temporary STNC position was offered during the 2021-2023 year, but proved to be a challenging position to successfully fill long-term as an STNC and ultimately ended due to this). This position is integral and vital in assisting students with beginning their career exploration, choosing a career pathway, building and fine-tuning

resumes, interview preparation, and focus students toward establishing positive workforce outcomes. This position was often the beginning stop for students who were undecided on their educational goals and through advising and strategic goals, individuals began to see how their education at SRJC would lead to a career in their chosen field of study. The removal of this position creates a gap that cannot be filled by other staff in the area. Without this role students are not receiving the support needed to hurdle barriers, especially those students who are first generation, BIPOC, and inexperienced in navigating workforce systems. The Career Advisor spent multiple appointments with students who needed additional support and continued to meet with them throughout their times at SRJC.

In terms of Career Services the position of Coordinator, Workforce Development (WFD) 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. The position has worked to change old systems that created barriers for students who were not as connected on campus and continues to create ways for all students to know about positions on campus, ways to explore workforce opportunities both on and off campus, and strives to build relationships with departments to better understand their needs.

Quick List of Services Provided by Coordinator, WFD:

- 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 Jobspeakr, Formstacks and email
- Notifies student of progress throughout the paperwork portion of the hiring process via Jobspeakr
- 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 Jobspeakr 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.

Quick List of Services Provided by Job Developer:

- 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

The above positions offer services through the following ways to strengthen visibility and to achieve student outcomes in the workforce that are favorable:

- As a provider of workforce training programs it is vital that we offer students opportunities to connect their field of study to employers by engaging with industry partners through impactful career events; as well as offer introductory positions on campus where students can practice and grow these skillsets.
- Building, managing and sustaining relationships with district and community industry partners that will provide a barrier free environment where our graduates can grow, develop and engage in meaningful work is key in creating talent pipelines for local employers
- Improving our program quality through staff that address the needs of all students on our campus. Program enhancements would include outreach from a Career Ambassador as soon as a student enrolls. Partnerships with learning communities and welcome and connect center.
- Messaging often and with intention the services we provide utilizing our Handshake Platform to all students at various points in their time at SRJC. Targeting specific programs and working with faculty and staff to integrate the most comprehensive support services from day one for all students until they are alumni.

1.1d Hours of Office Operation and Service by Location

Career Development Services & Student Employment Hours of Operation:

- Santa Rosa Campus

Fall 2023 traditional schedule resumes:

Monday-Thursday 8am-5pm

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

-Petaluma Campus

Digital appointments are available for all services via Handshake, students can book their own appointments to meet with any of the services provided. For in-person necessary appointments (Student Employment) where a student cannot transport to the Santa Rosa Campus for any reason, the Coordinator, WFD will book an appointment on the Petaluma Campus for that student at a time that is convenient for both of them. Required onboarding appointments and workshops will be offered on the Petaluma and other campuses as needed.

Remote Services:

All services (that are possible) can be conducted remotely via zoom or other video appointment.

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

Beginning in April of 2022, SRJC entered into a three year contract with Handshake to facilitate the use of the platform for recruitment purposes (both on and off campus), appointment setting for Career Hub staff & faculty, and networking for all current students and alumni. The contract was paid for using Strong Workforce Funds and will end on June 30, 2025 (with an annual amount of \$8500 at the time). As the platform has proven to be effective (with a reported 2105 students activating their account in 2023-2024 and 1686 students using the platform to set appointments, sign-up for events & fairs, and submit applications to on & off campus positions during the same time period), we feel this should now move to being supported by the district with a new contract beginning in July of 2025 to continue utilizing this platform without the uncertainty of relying on categorical funding to support.

As mentioned in the adequacy of staffing section, we are currently operating without a Career Advisor. During a survey period, 150 students visiting the Career Hub between February and April, the following data was compiled which indicates that our students are quite interested in receiving services offered by a Career Advisor. Our previous advisor left in 2021, we were able to have an STNC for a short window of time and then were told the position would not be filled due to budget constraints. In the other adequacy of staffing, there are more details about why this data reflects our need for this position (or a variation of it) to be reimplemented.

Appointment Type	Amount
Handshake Orientation	82
On Campus Employment	101
Interview Prep	67
Job Search	131
Resume/Cover Letter Help	121
Career Development	114
Career Counseling	136
LinkedIn Profile Review	55
Work Experience Course	61
Internship Assistance/Course	97
Community Involvement (Volunteer Course)	50
Learning-Aligned Employment Program	33

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0001	ALL	02	02	\$10,000.00	Continuation of Handshake to continue offering employment opportunities for our students on & off campus, be informed of upcoming events & workshops, networking and more. Funding would move from SWP to District supported. This will be an ongoing annual cost.

2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Administrative Assistant II, Workforce Development	10.00	10.00	Under the direction of Dean, Workforce Development, the AA II, Workforce Development assists all members of the Career Hub, Work Experience, Workforce Development, and the Strong Workforce Program Director 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, etc. This position oversees the front desk student employees. This position spends between 5-10 hours a week supporting the Career Development Services & Student Employment portions of Workforce and is 80% district funded (10 months), with the other funds being paid for by Strong Workforce Program, bringing the position to 12.
Coordinator, Workforce Development	40.00	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. This position is lead worker to the AA II for Workforce Development, oversees department STNCs and some of the student employees. This position during "non-peak" onboarding times, spends 20-30 hours a week on Student Employment and the remainder of the time on ISA and APED work. This position is 100% district funded.
Job Developer (x2)	40.00	12.00	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. These positions (x2) are 100% funded by Strong Workforce Program funds.

2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Dean, Workforce Development	40.00	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 programs, Career Development Services and Student Employment and Business Department; represent student interests in career and workforce development and student employment; direct communications, educational planning activities, courses, curriculum and other information to meet District and student needs and enhance the educational effectiveness of assigned instructional subject areas; develop and maintain Career and Technical Education (CTE) partnerships and implement initiatives with educational partners and external organizations; promote the District's CTE educational offerings in the community; plan, organize, and oversee the District's apprenticeship programs and Special Education Instructional Service Agreements (ISA) with non-profit agencies; oversee program budget development and monitoring; train, supervise and evaluate the performance of assigned faculty and staff.</p>

2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Student Employees	75.00	12.00	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 on Handshake, and provide customer service to all who enter our department. Individuals in this area also support with outreach via tabling, building social media posts, digital & physical outreach materials, provide valuable insight to our students & staff.
STNC, Student Success	25.00	12.00	Workforce Development Outreach/Referral Development, Updating Tracking Systems

2.2d Adequacy and Effectiveness of Staffing

Career Development Services & Student Employment has remained in a staffing drought for many years (as indicated in the 2022-2023 PRPP).

Beginning in spring of 2024 we began to survey students coming for Student Employment or Career related appointments to determine what services they felt they needed to move forward in their own career development. Over the months of February to April, approximately 150 students completed the questionnaire and the following were the results:

	A	B	C
	Appointment Type <input type="text"/>	Amount <input type="text"/>	Percent of Surveys <input type="text"/>
1	Handshake Orientation	82	55%
2	On Campus Employment	101	67%
3	Interview Prep	67	45%
4	Job Search	131	87%
5	Resume/Cover Letter Help	121	81%
6	Career Development	114	76%
7	Career Counseling	136	91%
8	LinkedIn Profile Review	55	37%
9	Work Experience Course	61	41%
10	Internship Assistance/Course	97	65%
11	Community Involvement (Volunteer Course)	50	33%
12	Learning-Aligned Employment Program	33	22%

Per this questionnaire, the top items requested are nearly all Career Development in nature and we currently do not have the proper individuals in place to assist our students with this need. 81% of students surveyed are looking for Resume and Cover Letter assistance. Currently the job developers and Career Counselors are filling this void, but this leaves less time for Career Counseling to work on other needs. Our current staffing has effectiveness gaps and is not able to offer an exhaustive list of services our students are asking for and needing. Career Counseling hours in the Career Hub are 10 hours a week and often these appointments are filling quickly with individuals booking out weeks in advance. Job Developers are meeting with students who are at the very beginning of their time at SRJC where a Career Advisor would have once been able to help with exploration, interest surveys and research. Looking forward to guided pathways the staffing feels even more inadequate. Board Policy 8.3.3 indicates, "It shall be the policy of the Sonoma County Junior College District to maintain, when feasible, a Career Development Service Center to serve the career and educational planning needs of students. The services and resources shall include: career counseling, interest testing, a comprehensive career library, career related workshops and seminars, job search resources, and other services as the College deems necessary." We are maintaining the space because all classified staff in the area have added duties to their workloads, but the effectiveness is waning quite a bit. We have been asking for the return of this position since before it was officially removed and we are told we will not be seeing it return. Given the above sample, this is a large disservice to our student population. Some of the current staffing has reported a sense of workloads being too large, not in alignment with job descriptions (due to a lack of Career Advisor and post-pandemic changes) and more. This has been shared with Dean, Workforce Development, Vice President of Academic Affairs and SEIU.

One issue we are currently experiencing is the department is missing direct leadership for career development professionals and other student facing services. It has been noted that as a department all classified staff report directly to Dean, Workforce Programs & Career Education, rather than working as a unit toward common goals under the leadership of a Director or manager. Due to their exhaustive schedule, the Dean, who oversees the Business Department, all Workforce Programs, the Strong Workforce Program, Work Experience, Career Hub and more is often not able to participate in meetings with the staff to focus on goals and plans for the department in general and unfortunately this leaves the day to day oversight to classified which has led to an non-cohesive experience with roadmapping, funding requests, planning and growth. Looking at other units across the district, we are one of the few student facing departments who do not have a director or a manager in place (with some having both). This has led to a lack of a clear vision and mapping for the department,

so we are again inputting a request for a Director, Workforce Development to oversee all non-academic aspects of the Career Hub in the Staffing Requests.

While we miss our Career Advisor Role, we have offered up and continue to do so, an alternative to this position. To offer better services for our students, we feel a Bilingual Career Services Specialist role (i.e. Student Success Specialist position) would better serve our student population and ideally, two would be extremelt effective. These individuals can offer direct support to students beginning their time here at SRJC and work with them to align their goals in academics with career development goals. As Guided Pathways comes onboard this will become more and more needed. This would set-up the students for success when they reach our Job Developers and are ready to launch in their Careers post certificate or AA degree completion. These individuals would be able to offer workshops, appointments and seminars on the above survey results we are lacking at the moment both in-house and out in classrooms, at all sites and in the community during outreach events.

2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
0001	ALL	02	03	NA	Student Success - Workforce Development	Classified
0001	ALL	02	04	NA	Student Success -Workforce Development	Classified
0001	ALL	04	07	NA	Director, Workforce Development	Management

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

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

The District utilizes Handshake software for posting all internal student employment jobs as well as external job opportunities for students and alumni (Job Board). Historically the District covered this cost when it was nominal (\$1000 and change). However, that software (College Central) was not current, no useful features, and barely any other college in the CA community college system used it anymore. In 2019 we moved to JobSpeaker--at \$10,000 a year. A huge cost increase. Having no room in the budget, we had to pivot and utilize Strong Wokforce Program (SWP) funding. In 2023 we moved to Handshake software--which is the most utilized Job Board software in the CA Community College and CSU.

On top of being a job board, it is also a scheduling system for booking appointments with our Student Employment Coordinator, Career Counselors, and Job Developers. It is also used for internships and externships.

SWP funded projects are meant to be temporary--all CA community colleges utilize a job board, so it's a District need and not just a Career Education need, which is what SWP should be primarily used for.

The renewal options we have available are:

- 0% increase: Opt for a 3 or 5 year renewal at \$8,500 annually, for the duration of the contract.
- 5% increase: For a 1-year renewal at \$8,925

Since we will be using this software ongoing, the cheaper route is \$8500/year, which is what the request is.

2.4c Instructional Equipment Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	ALL	02	02	Handshake Software	1	\$8,500.00	\$25,500.00	Brad Davis	NA	Brad Davis

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
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)	\$5,000.00	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	\$5,000.00	Painting, walls are beginning to look dingty, 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	\$5,000.00	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).

2.5b Analysis of Existing Facilities

The Career Development Services Department, Student Employment, Work Experience Department, and Career Education now reside together on the 3rd Floor of Bertolini Student Services as the Career Hub (currently sharing space with Disability Resources). Plans have been made for an update creating an enclosed suite for the Career Hub which will include adding a small group space, updated equipment and furniture for our student staff AND students utilizing the services in the Hub space. The plan for this to begin is summer of 2025. Existing facilities will be good until then now, but the area does need some cleaning up (painting and cleaning up the walls/area). Our signage is terrible and needs to be replaced sooner than later. We have added some supplemental vinyls in windows recently because individuals cannot find us by coming into the first floor on their own, so we are trying to offer some guidance for folks - but we continuously are being told by students and community folks they are getting lost on their way to us.

3.1 Academic Quality

3.2 Student Success and Support

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 two Student Success Staff to be able to work with our students from their first day at SRJC until they graduate, transfer, or complete their certificate programs.
- 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 Responsiveness to Our Community

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 Campus Climate and Culture

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 Services and Student Employment team made the transition to Handshake during the 2022-2023 Academic Year. This, coupled with the return to campus for many students and staff, opened up some new possibilities for outreach, partnerships, and communication directly with students. Through this the following was possible with minimal staff.

In the last 365 days in use: 912 unique appointments were put into Handshake.

- Not all appointments were reported due to transitional phases amongst staff. Not all moved to Handshake immediately.

Of these appointments:

- 202 were for i9 verifications (new student hires required to meet in person for these).
- 191 were for Career Counseling
- 113 were for general student employment appointments
- 65 were for Career Services: Handshake Overview
- 48 were for Career Services: Resume Review
- 18 were for Job Search (non-student employment)
- 17 were for general Career Services questions
- 3 were for LinkedIn Reviews

The remaining appointments were for Work Experience, Internship, and Community Engagement Courses

In addition to these during the 2022-2023 Year the following were completed for Student Employment:

- 145 Request for Rehires were processed
- 112 Unique handshake recruitment requests were processed
- 220 Request for New Hires were processed
- 674 applications for eligibility were processed

Student Applications Processed on Handshake: 1668 (on and off campus total)

Number of Employers Posting Positions with Handshake: 2041 (on and off campus employers)

Number of Business Attending Job Fairs: 62

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0001	ALL	04	05	Conitnue to modernize the on campus hiring process	Eliminate the bulkiness of the hiring process. We have streamlined everything digitally, but it still feels heavy. Look into district options that can make the process smoother.	2023-2024	Personnel, time, professional development and eventually training/development in a new system
0002	ALL	03	04	Partnering with campus departments to identify students who will qualify for grant funded programs such as LAEP that provide funds for students to begin career pathways while they're completing educational goals	Reach targets of five students being placed in a setting where they can thrive, receive support and eventually be hired full-time	2023-2024	Community stakeholders, personnel, and students
0003	ALL	03	03	Begin a model of reaching out to students on day 1 to set career goals and pathways	Begin with a cohort of career education students to set pathways to workforce success	2023-2026	Personnel, more training in Handshake, community stakeholders
0004	ALL	02	05	Reimagine the Onboarding of New Hires	Create a seamless transition for new hire student employees through orientations for students and supervisors	2023-2024	Research time, profeessional development, and department partnerships. May need additional software for training purposes.

6.2b PRPP Editor Feedback - Optional

6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0001	ALL	04	05	Conitnue to modernize the on campus hiring process	Eliminate the bulkiness of the hiring process. We have streamlined everything digitally, but it still feels heavy. Look into district options that can make the process smoother.	2023-2024	Personnel, time, professional development and eventually training/development in a new system
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