



Program Review

Summary and Reflections with Unit Goals, Action Plans,
and Updates

Student Services - Employment/Career Center

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.

Successes:

Since our last comprehensive review for 2018-2019, the Career Center (CC) has continued to be forward-thinking, innovative, creative and hardworking. This past year, the Transfer, Evaluations and Career (TCE) created this TCE Bubble Map to characterize who we are.

Our success includes adding and hiring new faculty and staff positions to support Career services, focusing on equity, and inclusion, offering both in-person and remote career services and opportunities, collaborating with several departments and programs on campus, planning the first-ever district-wide Career Fair utilizing our districtwide job board, Handshake, creating a Career Services Canvas Shell and purchasing several online career resources that students can access 24/7.

In addition, we continue to collect career-related data, market well to our campus community and infuse career wherever we go in an engaging way.

Below is a list of our specific successes:

Infographics - 2019-2022

Call to Action: Transfer, Career and Evaluation Departments Antiracism, Diversity, Equity, and Inclusion Plan

Career Peer Ambassador Program (CAP)

Two Career Co-Coordinator (.5 each) - added KristyCarson in summer 2019

2020 Mesa Spring Convocation - Career Fest Video Presentation

Provided various career-related workshops/presentations both remotely and in-person. From fall 2020 to current (March 2023) we presented to 1,414 people within the campus community, this included students, faculty, staff and administrators.

2020 Student Needs Survey and Results

Career Data Dashboard

Career Fair

-2019 & 2020 In-Person Career Fair

-Spring 2021 and 2022 Virtual Career Fairs

-Fall 2022 - In-Person Career Fair (500 students and 84 employers)

Handshake Job/Internship Board - Launched Spring 2022

-Career Fair Marketing

-Career Counseling Appts - Launching Summer 2023

-CAP Appts - Launching Spring 2023

Fall 2022/Spring 2023: More in student appointments/ access to students

Remote Career Services, spring 2020 - current

Back on campus (in-person services) summer or fall 2021.

NEW Career Center Services & Resources

-Career Canvas Shell - Launched Spring 2022

-Updated the Career Center Website

-Career Ready Guide - 2023 Renewal

305 Mesa students/users registered to utilize the Career Ready Guide (CRG) in 2022. We purchased 300 users this past year and we ran out of accounts in mid to late November. This was significant because it shows the increasing popularity and need for this career tool.

We obtained quantitative and qualitative data from Career Spots (the company that owns the CRG) and they collected data from our Mesa students regarding the tool from December 16, 2021, to September 22, 2022.

Overall the student responses were very positive.

See Summary of San Diego Mesa College Student Survey Responses Report

Big Interview - Launched Spring 2022

CAP Resume & Cover Letter Handbook - Fall 2022

CAP Internship Handbook - Spring 2023

CAP 2021 Spring Workshop Series

4/22/2025

Generated by Nuventive Improvement Platform

Page 49

Summary and Reflection

CAP 2022 Spring Workshop Series
YouTube and Instagram presence
CAP Jumpstart Video - Spring 2023

Career Counseling Chats - spring 2020 to spring 2022

Veteran Career Chats/Career Counseling - Fall 2022/Spring 2023

Career Services continues to thrive in collaborative environments. Below is a list of collaborative efforts when it comes to career workshops, presentations, and tabling with the following departments and programs:

- Work-Based Learning (WBL)
- KAPWA cohort
- UMOJA cohort
- Black Studies Dept
- Chicano Studies Dept
- EOPS: Next Up, Rising Scholars, Borderless Scholars
- Veterans Success Center/Veteran Services
- Peer Navigators
- Outreach Ambassadors
- College Success (Perg 120)
- Promise Students
- Careers in Psychology (Psyc 201)
- Mesa College Career Fest
- Mesa College Welcome Week
- 2023 PRIDE Center Grand Opening
- Spring 2022 Catalyst Conference
- Black Student Success Week

It is important to note that our Career Team is well represented in various committees and takes advantage of professional development opportunities both on and off campus.

Below are some specific career-related committee involvement:

- District Handshake Implementation Committee
- Mesa Strong Workforce Committee
- Strong Workforce Employer Engagement & Internships Subcommittee
- Guided Pathways Onboarding and Exploration Workgroup
- Counselor Institute Planning Committee
- Various Career Planning and Events Committees

Our Career Ambassador Program (CAP) continues to thrive and be central to our career successes. See the below list.

-Accessibility to reach all students. By offering zoom, in-person, and phone call appointments the peers have been able to work with a higher number of students.

-NEW Career Center Services & Resources

Career Canvas Shell - Launched Spring 2022

CAP Resume & Cover Letter Handbook - Fall 2022

CAP Internship Handbook - In- Progress Spring 2023

-Pre & Post Survey

By having students fill out a pre and post-survey we are able to record how the program is helping students. We can see what is going well, what needs improvement, and the benefits overall.

-Presentations/Workshops

The peers are having the opportunity to present in classrooms and for different departments.

Challenges:

While it is important to celebrate and acknowledge our successes it is equally as important to identify the challenges we faced the past 4 years.

More specifically our challenges consisted of the following:

Summary and Reflection

- Adjusting to the Pandemic and Covid-19. The Career Center had to quickly pivot to think outside of the box to serve our students remotely and in an effective way. Even though our adjustment efforts went well, it was still a stressful time to learn, adapt and implement. It was a whirlwind.
- Many of our Mesa students are still remote and how do we make sure they are aware of our Career Services
- BIPOC students still low #s
- Less Career Coordinating hours for Raquel and Kristy. They have 5 hours each per week and sometimes this is very hard to keep up with all the career demands and coordination with limited coordination hours even when slash time is used.
- Enrollment and on-campus student numbers are still low which decreases access to students and outreach opportunities. Many students are also still taking a large number of classes online since the course offerings are still predominantly online.
- Low staffing and hours for Career Counselors/Coordinators so we are not able to do very much outreach activities on campus.
- Many SDCCD Jobs/on-campus jobs are still not on Handshake.
- The district employment website does not show the exact college location of each job on the webpage and this makes it hard to help students find on-campus or SDCCD campus-specific jobs.
- Career needs to come from the whole campus just from the Career Center. It is imperative to change the culture where career and major exploration is a campus priority.

In summary, adjusting to the pandemic, reaching our BIPOC students, and having staff vacancies for years are by far the biggest challenges we faced.

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.

Since our last comprehensive review, the impact of the 2020 Covid-19 pandemic required our campus and department to change and evolve in numerous ways. Starting in Spring 2020, the Career Center Team acted quickly to revise the way we provided career services to our students and our campus community in a virtual environment which produced a variety of remote and virtual services that allowed us to reach students in all ways we were prior. This continued through the Spring/Summer of 2022 when we started our transition back to campus. We then began to gradually offer in-person services to students once again. As a department, we have continued to try our best to remain flexible to change but most importantly student-centered in how we have restructured our services to meet the new normal of our campus and community environment.

Here is a list of some the new services, programs, resources and events we've developed and provided since the last comprehensive program review:

- Phone and Virtual (Zoom) Appts
- Virtual Career Workshops
- Spring 2021 Virtual Career Fair
- Spring 2022 Virtual Career Fair
- Fall 2022 (In-Person) Career Fair
- (500 students and 84 employers)
- Handshake Job/Internship Board
- Career Peer Appts - Launching Spring 2023
- Career Counseling Appts - Launching Summer 2023

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.

Within the last 4 years, we had several employees move on to other employment opportunities so we were understaffed for years and are slowly rebuilding our team. The Career Center is very fortunate to have had these new hires in the last year plus.

New hires:

- Olivia Picolla, Supervisor of TCE
- Sadie Wager, Senior Student Services Assistant
- Ayana Woods, Project Assistant split between TCE

New CAP hires: LaraSin Napasa, Jocelyn Dorantes, Jose Ortega, Kanika Lee, Ashley Welch

Summary and Reflection

2-3 new CAP members - Coming Summer 2023!

In addition to new employees, we have been fortunate to purchase and/or create the following online resources:

- Candid Career Videos (OCE Pathways Funding)
- Handshake
- Career Ready Guide (OCE and Mesa Pathways Funding)
- Career Services Canvas Shell (OCE Pathways Funding)
- Big Interview (Mesa Pathways Funding)
- Resume Handbook
- Internship Handbook

It is important to note that the Career Center's internal budget was not able to financially support many of these valuable resources so we had to seek out other funding support systems. For example, we gratefully obtained funding from OCE Pathways Funding and Mesa Pathways Funding. It is our hope to obtain more consistent funding in the future so we do not have to seek outside funding support. Our campus community has found these career resources to be valuable.

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Reviewed & Accurate

Related Documents for Charts and Graphs

Executive Summary Complete

Yes

Data Reflection

Trends observed in program/service area's data.

The following data is a representation of our student career counseling appointment offering types and numbers over the last four years, starting from Fall 2019 to present.

of Total appointments: 1,864

of In-person appointments: 548

of Online/zoom appointments: 1,156

In response to the Outcomes and Assessment report and the pandemic, the Career Counselors/Co-Coordinator created 1) our own in-house Student Needs Survey, 2) a Career Student Services Outcome (SSO) Survey and 3) and a Career Data Dashboard.

The SSO Survey and Dashboard were created in partnership with our campus research team, specifically Kyung Ae and Leah Tsao.

We have tried to be more mindful and intentional with the data pulled.

Student Needs Survey Results

Career SSO Survey Results

32021-2022 Career Data Dashboard Analysis

Based on the data, here are the take-a-ways/trends:

1) Student Needs Survey (Career Center, 2020)

Many of our students want support in career and major exploration, internship assistance, resume review and job assistance

Students want various ways to receive remote support (i.e. video chat, phone, email, online resources and videos).

Students want career resources on disability, transgender, and the STEM field.

Students would like to see more paid internships, remote jobs, career videos, drop-in hours and virtual career events

Summary and Reflection

2) Career SSO Survey Trends:

A total of 36 students completed the survey, and the response rate was much higher for female students (79%). Latinx (41%) and Asian (21%) also had a higher representation in the survey. The absolute majority of respondents (n=35) reported that the virtual counseling appointment met their needs (4.66).

In addition, students' responses to other career-related questions are favorable

3) Career Data Dashboard Trends:

In 2021-2022, Career Exploration, Career Advising, Transfer and Job Search were the top 4 career counseling topics.

More counseling sessions were provided during the morning hours 8am-10am, 10-12pm and late afternoon hours after 4pm.

Students who received career counseling overall had a higher success course rate, higher average GPA, carried slightly more units and persisted slightly longer than the general campus who did not receive career counseling.

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g. race/ethnicity, gender, age, etc.)

In regards to equity gaps, these are the trends that we pulled from the data:

-In all 4 career counseling topics, more female, Latinx, non-first generation, and degree (Associate and Bachelor) seeking students had career counseling sessions.

-The proportion of students participating in career counseling was higher in female, Latinx, white, African American, and degree-seeking students.

-The first-generation status of career-counseled students are similarly aligned with the general Mesa student population

Related Documents for Charts and Graphs

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.

Kristy and Raquel (the Career Coordinators) reviewed the results for each assessment and report. The data was shared to the following people: the TCE Supervisor, Olivia Picolla, the Counseling Department Chair, Cynthia Rico and our Dean and Manager, Ailene Crakes.

After reviewing the data from Student Needs Survey, the Career Coordinators focused on efforts to provide more online career resources for our students and the campus community, to continue to offer both remote and in-person services and to reach out to DSPS and Workability III to be better equipped to work with students with disabilities and career needs.

As a result of the Career SSO Survey and Career Dashboard, the Career Coordinators made mindful collaboration efforts with programs and departments on campus that work traditionally with disproportionately impacted students.

As mentioned earlier in this program, below are the programs/departments we collaborated with:

- Work-Based Learning (WBL)
- KAPWA cohort
- UMOJA cohort
- Black Studies Dept
- Chicano Studies Dept
- EOPS: Next Up, Rising Scholars, Borderless Scholars
- Veterans Success Center/Veteran Services
- Peer Navigators
- Outreach Ambassadors
- College Success (Perg 120)
- Promise Students
- Careers in Psychology (Psyc 201)
- Mesa College Career Fest
- Mesa College Welcome Week
- 2023 PRIDE Center Grand Opening

Summary and Reflection

Spring 2022 Catalyst Conference
Black Student Success Week

Data Reflection Complete

Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.

The 2020-2021 Student Development divisional Call To Action that was implemented since the last program review cycle has significantly impacted our program department in a positive way. In response to this Call To Action our department developed a TCE Anti-Racism, Diversity, Equity and Inclusion Plan which became a core initiative for our three departments. We then made a very significant effort to outreach to Black and Latinx in very intentional ways through collaboration with many campus departments and programs including Black Studies, Chicana/o Studies, UMOJA, PUENTE, EOPS and more. While our efforts did not dramatically change our numbers of Black and Latinx student engagement yet, it has set a precedent and expectation that we will continue these efforts when creating programs and events in the future.

Moving forward, as a department, the Career Center plans to continue intentional and proactive equity efforts to expand our services to other disproportionately impacted student populations including but not limited to:

BIPOC students, Veteran students, students with disabilities, Promise Program students, EOPS students, undocumented students (Borderless Scholars), justice impacted students (Rising Scholars), Student-Athletes, and LGBTQ+ students.

What other factors (internal or external) might also impact the above data trends and equity gaps?

If the Career Center team had more staffing support and the counselors had more coordination time there would be a possibility of providing more programs and services to students and the campus community.

In particular having a designated person who could be the Career Web master/marketing person to help with all the marketing and website page needs.

Increasing the amount of campus support with career education, curriculum and programs/services both in student services and instruction would improve student awareness and access to Career Services.

Hiring a full-time internship coordinator would be a great way to increase the amount of student support in career readiness and preparation overall.

Incorporating more career services and career education into the mission, goals and values of the next Mesa College campus Roadmap.

Related Documents for Charts and Graphs

Practice Reflection Complete

Yes

Mid-Cycle Updates

YEAR 2 Updates (2023 - 2024)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.

Career Services Updates:

The Career Center website was not only redesigned but we joined forces with Work-Based Learning and now have a combined Career Services Webpage.

During the Fall 2023 semester, there has been a consistent trend of students not being able to schedule appointments when needed or waiting 30 days (about 3-4 weeks) before meeting with a Counselor due to limited appointment availability. Currently, we do not have enough Career Counselors or appointment slots available to accommodate this increase in student demand.

Summary and Reflection

As a result of the career counseling need the following actions will be implemented:

General Counseling will be submitting a Faculty Hiring Request to hire another counselor faculty member who can assist with career counseling appointments and services.

The Co-Coordinator will work with their Counseling Department Chair in 2024 to offer counseling faculty career counseling "refresher" training.

Career Counseling Appointment Changes:

Starting in January 2024, career counseling appointments will be scheduled out no more than 2 weeks out. This will align with Transfer Center appointments.

Starting in Spring 2024, Career Counseling appointments will be scheduled using our online job and internship board, Handshake. Students will now have e-access to scheduling their future career appointment.

Both Co-coordinators of Career Services, Kristy Carson and Raquel Sojourner Worlds have accepted career related leadership roles: Kristy is serving as the Counseling Project Lead for the Strong Workforce. Raquel is serving as the Career Center faculty co-lead for the 2023-2024 Regional Strong Workforce Career Navigation Project.

Co-Coordinator implemented a new marketing and informational career tool in the fall of 2023 called the Career Readiness Resources. They sent out 4 email editions to the Mesa Student Services Division introducing career services and highlighting various major/career and job related career resources.

In summer 2023, Career Services hired 3 additional Career Peers. Unfortunately one of the new year peers left mid-fall due to a new job opportunity.

Our Career Peers continue to provide excellent and equitable services to students and our campus.

CAP Appointment Change: In late August 2023, students can now schedule appointments through our online job and internship board, Handshake to meet with a Career Peer.

Continued and new collaboration with the following programs and departments on and off campus: Work-Based Learning (WBL), EOPS: Next Up, Rising Scholars, Borderless Scholars, Veterans Success Center/Veteran Services, Peer Navigators, College Success (Perg 120), Mesa College Welcome, Black Leadership Fellows. These collaborations consist of events, workshops and tabling.

For Career Tools, we renewed the Career Ready Guide and the What Can I Do with This Major career resources. We did not renew Candid Career because it was outdated and not highly utilized by students and faculty/staff anymore.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.

From January 2023 to Present we have had a total of 720 student Career Counseling appointments. This total number reflects some duplication due to a number of appointments potentially having been coded for one or more of the following career counseling topics: Career, Career Exploration, Career Assessment Interpretation, Career Orientation, Job Search, or Resume.

During this time frame (January 2023 to Present) our Career Peer Ambassadors met with a total of 243 students in appointments covering the topics of Cover Letter Writing, Resume Writing, Job and Internship Searching, and Interview Preparation.

Attendance for Career Counselor led or collaborative events or workshops from January 2023 to present had a total of 669 attendees.

Career Event/Workshop Highlights:

- Fall 2023 TCE Open House - 450 attendees
- Summer 2023 EOPS Summer Readiness Program Workshop - 53 attendees
- Fall 2023 Veteran Career Panel - 33 attendees

Our TCE Open House event was a huge success and allowed us to outreach and share our TCE services with over 400 Mesa college students. Here are some student reflections from our event feedback survey that directly relate

Summary and Reflection

to Career Services information students received:

- "I think this event provided a wonderful event to combine the elements of meeting with other people and creating a fun and welcoming environment while also providing a broad and insightful range of information regarding the tools and resources of the transfer and career center department of Mesa College! :)"
- "Thank you for this event! I learned about resources that I did not know about such as Handshake. That will be helpful for my future plans. I like your theme too! Thank you again."
- "This was super helpful for learning which resources are available for students looking for a job."
- "Thank you guys for being so very helpful I appreciate the willingness to help us on our journey"
- "This was really fun and engaging. The theme was cute and the event was informational."

Attendance for Career Peer Ambassador led or collaborative events or workshops from January 2023 to present had a total of 110 attendees. Here are some direct student feedback quotes pulled from CAP's post- appointment student surveys:

- "I really liked my career ambassador, She is a really nice professional person that you can tell she knows what she is talking about."
- "Very good, informative, helpful, friendly, professional and was a pleasure to work with. She helped format and structure my resume in a detailed and professional way, I appreciate her detail and help! Thank you! Continue the good work!"
- "I gained new insight into tailoring a resume that will be valuable for future job searches."
- "Extremely clear and informational"

These comments show the meaningful impact our Career Peer appointments have on Mesa students' career education, development and growth.

Review Outcomes Report. Review the unit's outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.

During the 2022-2023 cycle, we were unable to meet and specifically address (due to time restraints and other work commitments) if all 5 of our 2022-2023 outcomes met our unit goals and action plans. Moving forward, we will do a better job of assessing our revised future outcomes to see if they are meeting our unit goals and action plans.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.

Over the last year, the Career Center has continued intentional and proactive equity efforts based on our 2020 - 2021 TCE Anti-Racism, Diversity, Equity and Inclusion Plan initiative to expand our services and programming to disproportionately impacted student populations. We have successfully partnered with the following Mesa College DI student focused programs to offer a variety of career counseling appointments, workshops, presentations and/or events: KAPWA, EOPS, Fast Center, CalWORKS, Veterans Success Center and Pride Center Scholars.

Due to the high demand of Career Counseling appointments and there not being enough appointment slots and career counselors to meet this need, the Career Services and General Counseling team have been proactive by brainstorming and implementing the following solutions into the 2024 year:

In the current program review cycle, General Counseling will be submitting a Faculty Hiring Request to hire another counselor faculty member who can assist with career counseling appointments and services.

The Co-Coordinator will work with their Counseling Department Chair in 2024 to offer counseling faculty career counseling "refresher" trainings. These professional development trainings seek to increase the confidence of counseling faculty when it comes to career counseling competencies. In practice, all counselors should be providing career counseling to our Mesa students.

Summary and Reflection

YEAR 3 Updates (2024 - 2025)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.
Regional Strong Workforce Program (SWP) Career Navigation RFA:

- Raquel served as Career Center faculty co-lead for the 2023-2024 Regional Strong Workforce Career Navigation Project which was aimed at creating a Mesa College Career Services Strategic plan to address the identified needs and enhance career services offerings.
- Between December 2023 – December 2024, Raquel accomplished the following:
 - Regularly attended Strategic Plan campus and regional project planning meetings with project co-leads (TCE Supervisor and CTE Associate Dean)
 - Co-facilitated working meetings & discussions with Mesa Career Center and Work-Based Learning departments to complete the NACE Professional Standards for College and University Career Services Assessment
 - Provided email updates, and correspondence between Mesa Career Center and Work-Based Learning departments about Strategic Plan development, progress and to receive feedback, edits and revisions
 - Provided monthly updates on Strategic Plan progress to Mesa College Student Development Dean and Counseling Department Chair
 - Collaborated with Career Navigation RFA team and Institutional Research to develop and finalize a Mesa Career Services Student Survey and Employee/Campus Survey which each were disseminated over the course of Spring 2024.
 - Co-presented Career Services Strategic Plan concept at Mesa Deans' Council, Mesa Administrators and Chair of Chairs, along with three separate pre and post briefing meetings with Mesa's Leadership (President, VPs and Deans)
 - Ongoing project planning meetings with co-leads to work on the final Mesa College Strategic Plan development, content writing and design.
 - Co-presented finalized Mesa Strategic Plan overview to the Regional Career Navigation Community of Practice, the General Counseling Dept Co-Chairs and Student Development, and the General Counseling Department along with Co-Coordinator (Kristy Carson).
 - Collaborated with TCE Supervisor on the writing and application of funds for the Career Navigation RFA Phase II (2025-2027) of Implementation

Regional Strong Workforce Program (SWP) Counselor Institute RFA:

- Kristy Carson was the Mesa College Counseling Project Lead for the Strong Workforce (SWF) Counselor Institute for 2023-2024 and attended the regional planning committee meetings.
- The Mesa Counseling Institute is comprised of 19 Counseling faculty members (18 were from General Counseling and 1 from DSPS). In addition, Kristy worked closely with the CTE Research Lead, Edson Cuellar Deciga.
- The learning outcomes: 1) foster understanding and awareness of CTE/CE, 2) learn how to use labor market information and career exploration in advising, 3) use evidence-based decision making to examine services provided to students, 4) support counseling faculty in collaborating with CTE/CE instructional faculty and institutional research, and 5) inspire counseling from a culturally inclusive perspective.
- Kristy led the team in 8 events/meetings.
- Two of those events were the Kickoff Event (October 2023) and Wrap-Up Event (May 2024).
- She led 6 on-campus meetings from November 2023 to April 2024 on the following topics: examining student data, exploring student interests and career aspirations, managing day-to-day workflows, developing cross-campus relationships, and helping the institute develop their final projects.
- Each institute participant received a \$2,000 stipend once they completed the institute and turned in their final project assignment in May 2024.
- Overall, the institute provided a safe space to reconnect, learn and reflect on our counseling profession.
- In turn, each counselor created an individualized action plan to implement in the year 2024-2025.

Handshake Appointments:

- This past year, all Career Counseling and CAP Appointments are scheduled through the job and internship board, Handshake. Students can only schedule out two weeks in advance. See information on how to do this here.

Summary and Reflection

- Students can see a counselor in-person or through the virtual conference feature through Handshake (similar to Zoom). All appointments scheduled through Handshake are also duplicated on SARS for access, data and transparency. Sadie Wager and the Career Services staff are in charge of this duplication.
- Students can see a Career Peer in-person or through the virtual conference feature via Handshake or if needed, via email.
- If students do not want to schedule through Handshake or activate their account, the Career staff will schedule the appointment for the student.

Counseling Refreshers:

- Kristy and Raquel developed and offered the Counseling Department a professional development series to Full-Time and Adjunct Counselors called Career Counseling Refreshers throughout Spring 2024.
- Each refresher covered a different topic which included the following:
 - Handshake (Counseling Dept Staff were invited to join this session),
 - Career Assessments
 - Major & Career Exploration Resources
 - Career Counseling Best Practices
 - Employer Acquisition Resources
- These refreshers were very well received and appreciated by both full-time and Adjunct Counseling Faculty.
- *Here is some of the Counselors Feedback:
 - "Thank you both so much for your presentation and for walking us through Handshake – I'm finding these refresher trainings to be helpful and really appreciate the time and effort put into getting us up to speed in an intentional and thoughtful way."
 - "Thank you for all the valuable training yesterday. I had an immediate need for it this morning and walked my student through Handshake. I showed them how to make the appointment for help with job search...I would not have been as prepared if it wasn't for the two of you."

Career Center Collaboration with Work-Based Learning (WBL):

- The Career Center and Work Based Learning teams united at a retreat in 2022 to create a shared vision for "Career Services" at Mesa College.
- Shared Mission/Vision: "Help students create a unique career & life vision by understanding their WHY. Support students in being intentional with their experiences inside & outside the classroom through exploration of interests, development of skills, and preparation for the workforce."
- Here is an overview of the ways that we have collaborated to create an impact on students at Mesa College over the last two years:
 - Cross-Departmental Student Referrals for Career Counseling and Internship Coaching / Mesa Impactship Program
 - Welcome Week Tabling
 - Districtwide Career Fairs
 - Career Ambassador Program Training
 - Employer Information Sessions & Panels
 - Classroom Presentations/Workshops
 - Providing students with Employment Preparation support through:
 - Handshake (Districtwide Job & Internship Board)
 - Employer Relations Liaison

Career Peer Ambassador (CAP) Program:

- The appointments offered to Mesa students through the Career Peer Ambassador Program have experienced an increase in booking volume over the past year. After each appointment is concluded, students are invited to share feedback on their experiences, some of which are included below:
 - "My experience was very insightful, resourceful and exactly what I needed. I was given concise and the right amount of information to achieve successful resume building skills. I was happy about how Ashley walked me through and gave great feedback. I am content about how my resume came out and felt that this

Summary and Reflection

experience/meeting was successful.”

“Dorothy made me felt welcomed and I will be recommending anyone I know to her”

“Brooke is super encouraging and kind!! She gave me great advice!!”

“Ashley is an absolute joy to work with! She is very passionate about her work in helping others succeed in their career goals and life beyond. She is a keeper!!”

-Starting this summer/fall 2024, we welcomed two new Career Peers to the team; Ulpiana Naputi and Kendell Saragosa-Ayersman. We currently have 5 peers.

-CAP Trainings : Every year, Raquel and Kristy take turns creating and facilitating the following workshops for all and/or new peers: Resume, Cover Letter and LinkedIn Trainings. A total of 3 per semester.

Training and Support of SDICCA Interns and New Counselors:

-Raquel and Kristy continue to provide ongoing Career Services Overview training for new SDICCA Interns, Adjuncts and Full-Time Counselors

-This past year, Raquel and Kristy provided MBTI assessment interpretations for the Counseling Interns (Roberto, Lindsey and Alondra) to help familiarize them with the concepts of personality type and career decision-making.

-This year, Raquel and Kristy also provided additional career counseling professional development support to Roberto, since he was interested in building more Career Counseling knowledge and expertise. The opportunities we reached out to him about included helping out at the Spring 2025 Career Fest - Resume Tent to review student resumes as well as helping to support in variety of event support roles at the Spring 2025 Districtwide Career Fair.

Spring 2025 Districtwide Career Fair:

-This career fair took place on March 21, 2024. Although Mesa College Career Center led the main organization and planning of the event, it was an awesome collaboration that was executed through the efforts of all SDCCD campuses. It brought in 700+ Students, and 100 Employers.

-View SDCCD Career Fair Informational video here: <https://www.youtube.com/watch?v=magRYmEnn6k>

-View Spring 2024 Career Fair Recap Video: <https://youtu.be/Vrl-vrAKIDM?si=QOba5Vyi6W1GveFe>

-The Career Fair event was preceded by Spring 2024 Career Fest; a week of in-person and virtual workshops and activities aimed to support students in preparing themselves for the Career Fair.

Career Tools Updates:

As of November 2024, Kristy and Raquel plan to not renew with the Career Ready Guide for the following reasons:

-Our current Mesa and state budgets are tight and for 400 user accounts, it cost us \$4400 this past year. To renew it for 2025, the price would be about the same amount.

-The resource has great student reviews but currently we only have 221 accounts being used out of the 400 we purchased. The remaining accounts expire at the end of 2024.

-The data for the students who used the guide is great but the remaining accounts that are not being utilized are what worries us.

-The resource and its chapters take time and many students do not utilize this resource unless faculty make it mandatory and/or assign it as an extra credit assignment.

-Students are looking for quick and easy ways to learn about transferable skills and we are not sure the guide is the best platform anymore.

-When we have time this spring or summer 2025, we would like to research other possible cost-effective career tools.

*We made sure to make our Acting Dean, Acting Counseling Chairs, the TCE Supervisor and Career Classified Professional aware of this and requested any feedback before we finalized our decision in early November.

*As of November 14th, Career Spots was kind enough to let us use any unused accounts from 2024 till June 2025.

*Kristy and Raquel plan to intentionally market these unused accounts to certain student populations and will finalize this plan by January.

Workshop Collaborations:

4/22/2025

Generated by Nuventive Improvement Platform

Page 59

Summary and Reflection

Veterans
UMOJA
KAPWA
Cal Works
Star TRIO
Honors
Fast Scholars/Next Up
Borderless Scholars
PRIDE Center
International Center
Winter Cruise
EOPS Summer Bridge Program
Personal Growth
Exercise Science
Business Administration
Business Studies
Psychology
SDCCD Black Student Success Workgroup
Outreach
Peer Navigators

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.
FALL 2023 Event Details:

Event Tabling | Total = 12
Veterans Career Panel w/ Veteran Services @ Veterans Success Center

Career Presentation | Participants Total = 191

Career Services Overview w/ Personal Growth (Prof. Anthony Reuss)
MBTI Workshop @ Pride Center (w/ Raquel)
Finding Your Career Fit w/ CalWorks
Leadership Meeting (w/ Dean Ailene)
International Student Employment Workshop
BUSE 120 (Prof. Howard Eskew)
BUSE 101 (Prof. Howard Eskew)
HEIT 100 (Prof. Holly Jagielinski - In-Person)
HEIT 100 (Prof. Holly Jagielinski - Zoom)
Black Mental Health Meeting (Robyn Bolden)

Panel | Participants Total = 191
SDIC Counselors Conference – Career Peer Ambassador Panel

*Fall 2023 TOTAL STUDENTS REACHED = 251

SPRING 2024 Event Details:

Event Tabling | Participants Total = 40
UnDocu Welcome Day
Pride Center Event
Promise Program

Career Presentation | Participants Total = 388
Finding Your Career Fit w/ Winter Cruise
3 PERG Classes (Prof. Anthony Reuss)

Summary and Reflection

Career Services Overview for PSYC 201 (Jay Van Kirk)
4 CAP Hiring Info-session
ART 161A/161B (Prof. Alessandra Moctezuma)
International Student Employment Workshop
International Student Program Mixer
Career Fest Workshop - Handshake: Our Online Job Board
Career Fest Workshop - Elevator Pitch
Career Fest Workshop - Mock Interview
Outreach Department
BUSE 120 (Prof. Howard Eskew)
BUSE 101 (Prof. Howard Eskew)
Peer Navigator Exit Interview (Agustin)
Business Department (Prof. Howard Eskew)
EXSC 224A (Prof. Shannon Mazzarelle)
Physical Education in the Elementary (Travis Nichols)
Health 101 (Travis Nichols)
Handshake 101 w/ CalWORKS
Finding Your Career Fit w/ Star TRIO
Personality Types & Careers w/ Star TRIO

Panel | Participants Total = 12

International Student Orientation
Resume Tents | Participants Total = 7
3 during Career Fest

*Spring 2024 TOTAL STUDENTS REACHED = 447

SUMMER 2024 EVENT DETAILS:

Career Presentations/Workshops | Participants = 94

Finding Your Career Fit w/ Prof. Palacios
MBTI Workshop w/ Outreach
TCE Overview for Outreach Ambassadors
Navigating Handshake for Outreach Ambassadors
Career Services Overview + WBL with General Counseling

MIP Kickoff Event | Participants = 50
Peer-to-Peer Support for MIP Kickoff with WBL

*Summer 2024 TOTAL STUDENTS REACHED = 144

FALL 2024 EVENT DETAILS:

Career Presentation
Employment Workshop for International Students
Professor Reuss PERG 120 (Two separate days)
Professor Lira PERG 120
Black Professionals Conference @ City College
Event Tabling
Black Professionals Informational Fair @ City College

*Fall 2024 TOTAL STUDENTS REACHED = 248

Spring 2024 Districtwide Career Fair:
Total # of Spring 2024 Districtwide Career Fair attendees - About 600-700 students

Summary and Reflection

Total # of Spring 2024 District wide Career Fair employers - about 100 employers

Fall 2024 Open House:

Total # of TCE 2024 Open House attendees - 60 people/students

Career Counseling Appointments from December 2023 to November 6, 2024:

Total Career Counseling Appts Booked and Completed on SARS = 502

Total Career Counseling Appts Scheduled and Completed on Handshake = 333

Total CAP Appointments Booked on Handshake = 442

Total Career Appts (Counselors + CAP) = 944

Career Strategic Plan - Campus/Student Survey Data:

The Career Services Student Survey had a total of 833 responses.

"Thank you for helping people find their passion and reach their potential!" "Career services staff are great and they are there to help students further their educational goals."

"I am extremely satisfied with the career services tools that were offered to me." "I have only had positive experiences when coming to Career Services...those who worked there were incredibly helpful."

The Career Services Campus Survey had a total of 89 responses.

"There are many proven and effective programs at 4-year colleges where career planning is built into the academic expectations (similar to setting out an education plan with an academic adviser) without negatively impacting students' academic performance."

"There are a lot of hurdles to jump through to do this work. It's also confusing to know who to go to, Career Center or WBL, who does what, and when they are available."

"It is in the best interest of the college to adopt a career/student focused approach to everything that we do in order to maximize the great work being done by our Career Center and WBL team. If we are to be a bridge to the community, then we need to be fortify the bridge for students from college to career."

Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.

1) Increase the Number of Career Services Utilized.: Active

Unit Goal: To increase the total number of career services utilized by Mesa students following their first full academic year.

This goal was not met. We stayed about the same with a total of 1,632 contacts from 2023 and a total of 1,602 contacts for 2024.

2024:

Total number of students that received career services (Counselor & CAP Appointments and Career Presentations/Workshops/Tabling Events) from 2023 = 1182

Total number of students that received career services through the Career Center from 2024 = 1,602 (This comprised: 994 counselor and CAP appts, 161 Counselor led workshops and 447 CAP led workshops).

2) Collaborate with Other Mesa College Student Services: Active

Unit Goal: Career Services collaborate with at least 5 Mesa College Student Services programs/services or instructional departments by Spring 2024.

Yes, we met this – Over 2023-2024 academic year we have collaborated with the following Student Services programs and services: Veterans Services/Success Center, CalWORKs, Fast Scholars, KAPWA, SDCCD Black Student Success Workgroup (Black Professionals Day), Borderless Scholars/Rising Scholars, Mesa Impactship Program/Work-Based Learning, and the EOPS Summer Bridge program.

3) Career Peer Ambassador Program: Active

Unit Goal: To increase Career Peer Ambassador Program communication/networking through personal growth classes, utilizing Handshake, classroom presentations, and face to face general outreach.

Yes, we met this – from Fall 2023 to Fall 2024, the quantity of CAP-facilitated events and outreach increased from 12 to 20, reaching 251 and 447 students, respectively. Due to the outreach increase, student appointments also saw a positive outlook, increasing from an average of 17 appointments per CAP team member in Fall 2023 to an average of 43 appointments per CAP team member in Fall 2024. Handshake account activation increased from 2,163 to 3,639 since October 2023 (as of November 2024).

Summary and Reflection

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.

Career Services continues to be intentional and proactive in our equity efforts to expand our services to other disproportionately impacted student populations including but not limited to:

Veterans, UMOJA, KAPWA, Cal Works, Star TRIO, Honors, Fast Scholars/Next Up, Borderless Scholars, PRIDE Center, International Center, Winter Cruise, EOPS Summer Bridge Program, Personal Growth, Exercise Science, Bus Admin, Business Studies, Psychology, SDCCD Black Student Success Workgroup, Outreach, Peer Navigators. Continued collaborations with these student populations are illustrated through career-related workshops/presentations and tabling at various events.

To improve our equity efforts, the Career Center team still needs:

More staffing support and the counselors need more coordination time.

In particular having a designated person who could be the Career Web master/marketing person to help with all the marketing and website page needs.

Increasing the amount of campus support with career education, curriculum and programs/services both in student services and instruction would improve student awareness and access to Career Services.

Hiring a full-time internship coordinator would be a great way to increase the amount of student support in career readiness and preparation overall.

Incorporating more career services and career education into the mission, goals and values of the next Mesa College campus Roadmap.

It is also important to note that this work and needs have spilled into the creation of the Career Services Strategic Plan. This plan addresses equity concerns and 8 recommended goals to improve and reimagine career services.

YEAR 4 Updates (2025 - 2026)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.

Unit Goals, Action Plans, and Updates

Increase the Number of Career Services Utilized.

Unit Goal: To increase the total number of career services utilized by Mesa students following their first full academic year.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- **Completion - Objective 1:** Develop pathways that provide students with clarity about degree, certificate, and transfer requirements. (X)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (X)
- **Pathways and Partnerships - Objective 4:** Expand intersegmental pathways to create a seamless transition between Mesa and k-12, non-credit, Universities, and careers (X)

Action Plans	Action Plan Update
Action Plan Status: Active Action Plan: Handshake as marketing tool Reaching out to specific student groups Market to PERG faculty Collaborate with Institutional Research for data Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	Submission Date: 11/25/2024 Action Plan Update: No, this goal was not met. We stayed about the same with a total of 1,632 contacts from 2023 and a total of 1,602 contacts for 2024. 2024 Numbers: Total number of students that received career services (Counselor & CAP Appointments and Career Presentations/Workshops/Tabling Events) from 2023 = 1182 Total number of students that received career services through the Career Center from 2024 = 1,602 (This comprised: 994 counselor and CAP appts, 161 Counselor led workshops and 447 CAP led workshops). It is difficult to increase our career service numbers without more career counseling coordination time, adjunct counselors and/or additional staffing. We plan to work with the Counseling and WBL Departments to look at future staffing requests to expand career services and plan to reference to the newly drafted Career Services Strategic Plan. Update Year: 2024 - 2025 Action Plan Progress: Barriers Encountered

Collaborate with Other Mesa College Student Services

Unit Goal: Career Services collaborate with at least 5 Mesa College Student Services programs/services or instructional departments by Spring 2024.

Unit Goals, Action Plans, and Updates

Goal Status: Completed

Beginning Year: 2022 - 2023

Projected Completion Year: 2023 - 2024

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- **Completion - Objective 2:** Develop cross - functional teams that support student success and include integrated career and transfer counseling. (X)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (X)

Action Plans	Action Plan Update
Action Plan Status: Active Action Plan: Career Service professionals will reach out to various programs and services regarding future collaboration. Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	Submission Date: 11/25/2024 Action Plan Update: Yes, we met this goal and collaborated with 8 different programs/services. Over the 2023-2024 academic year we have collaborated with the following Student Services programs and services: Veterans Services/Success Center, CalWORKs, Fast Scholars, KAPWA, SDCCD Black Student Success Workgroup (Black Professionals Day), Borderless Scholars/Rising Scholars, Mesa Impactship Program/Work-Based Learning, and the EOPS Summer Bridge program. Update Year: 2024 - 2025 Action Plan Progress: Completed

Career Peer Ambassador Program

Unit Goal: To increase Career Peer Ambassador Program communication/networking through personal growth classes, utilizing Handshake, classroom presentations, and face to face general outreach.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (X)
- **Pathways and Partnerships - Objective 4:** Expand intersegmental pathways to create a seamless transition between Mesa and k-12, non-credit, Universities, and careers (X)

Action Plans	Action Plan Update
Action Plan Status: Active	Submission Date: 11/25/2024

Unit Goals, Action Plans, and Updates

Action Plans	Action Plan Update
Action Plan: Handshake as marketing tool Marketing on Social Media Directly email/reach out to Mesa's affinity groups on campus Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026	Action Plan Update: Yes, this goal was met. From Fall 2023 to Fall 2024, the quantity of CAP-facilitated events and outreach increased from 12 to 20, reaching 251 and 447 students, respectively. Due to the outreach increase, student appointments also saw a positive outlook, increasing from an average of 17 appointments per CAP team member in Fall 2023 to an average of 43 appointments per CAP team member in Fall 2024. Handshake account activation increased from 2,163 to 3,639 since October 2023 (as of November 2024). Update Year: 2024 - 2025 Action Plan Progress: Completed