SAN DIEGO MESA COLLEGE

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-Coordinators (.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

Summary and Reflection

CAP Internship Handbook - Spring 2023
CAP 2021 Spring Workshop Series
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:

Summary and Reflection

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:
-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.

Summary and Reflection

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
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-Coordinators 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)

Summary and Reflection

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
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

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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

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:

Summary and Reflection

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.

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-Coordinators 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-Coordinators 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

Summary and Reflection

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 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-Coordinators 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.

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 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.

Summary and Reflection

-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.
-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 Caree 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

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-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 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

Summary and Reflection

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:

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

Summary and Reflection

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)
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

Summary and Reflection

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

Fall 2024 Open House:
Total # or 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.

Summary and Reflection

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 Sucess 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).

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.

Summary and Reflection

YEAR 4 Updates (2025 - 2026)

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

CAREER CENTER SUCCESSES:

Counselor Institute Completion - June 2025
Updated the Post Career Counseling Student Survey to better align with our Career Center Program Goals and SSOs
General Counseling Career Appointments & Professional Development
Training of SDICC Interns/New Counselors
A total of 15 career services and counseling faculty/staff received a one-year NCDA Membership
Career Coordinators provided additional career resources to all Counseling Faculty
General Counseling now offers 1-hour Career Counseling (major and career exploration) appointments
Updated Career Services Workshops & Events Student Survey
Updated Career Presentation Request Form for Faculty and Staff class/program presentation and workshop requests

Campus-wide Collaborations:

Veterans Career Panel – November 12, 2025 (Veterans Success Week)
Collaboration with Veterans Success Center and Employment Relations Liaison
4 veteran panelists representing diverse industry sectors in San Diego

Career Sparks Sessions - January 23, 2025
Collaborated with EOPS/Equity Team/WBL to present career services and resources to EOPS students in job and internship preparation
Collaborating with Instructional Faculty for classroom presentation and Student Services programs that serve many of our disproportionately impacted student populations

Career Peer Ambassador Program Successes:

Career Peer Ambassadors have played a key role in expanding career readiness efforts across campus through a variety of innovative initiatives.
Collaborated with Instructional Faculty to create industry-specific résumé workshops, tailored to majors such as Fashion and Food Security/Sustainability, ensuring students receive guidance relevant to their career fields.
Partnered with Student Services programs and several affinity groups, including AANAPISI & KAPWA, Student Veterans, International Students, MIP, Study Abroad, Undocumented Students, and EOPS (Career Sparks), to share career readiness resources and connect students with Peer Navigators for further support.
Expanded outreach, by introducing Career Corners, where students can receive quick résumé reviews, ask career-related questions, schedule appointments, and learn about the wide range of Career Services.
These efforts complement larger campus events such as Spring Career Fest, Career Preparation workshops, and Career Boutique Fairs, which provide additional opportunities for professional development.
CAP has demonstrated a supportive team collaboration and communication style throughout the onboarding/training of new peers, within department meetings, career services projects, presentations, events and activities

List of Program Names/Workshop Collaborations:

EOPS Summer Bridge Program
Borderless Scholars
Rising Scholars
Student Affairs
Peer Navigators
ANNAPISI/AAPI

Summary and Reflection

Veterans
UMOJA
KAPWA
Latino/a/e Heritage Month
International Students & Center
SEEDS Scholars
Cal Works
Personal Growth
English Dept.
Math Dept.
New Classified Institute
Mesa Impactship Program

2022 -2027 Career Services Strategic Plan – Progress Updates:

Career Services Rebranding & Communication
Joint Career Services Monthly Meetings
Outreach: Career Services Website, Social Media, Brochure, Career Readiness Checklist, Career Toolkit, Internship Toolkit, Mesa Calendar, Tabling
In-Reach: Emails to DL, Resources for General Counseling, Classroom presentations
Collaborative Events
Fall 2024 Career Services Retreat
Spring 2025 Career Fest Workshops
Spring 2025 Districtwide Career Fair
MIP Internship Expo
TCE Open House
Boutique Career Fairs: Business Career Fair, Vet Tech Career Fair, and the Sports Career Fair
Handshake, Zoom, In-Person Appointments
Mesa College Career Services' impact has been recognized nationally, earning the Handshake Career Sparks Award—placing the institution in the top 2% of all Handshake partner schools for excellence in student career engagement.

CAREER CENTER CHALLENGES:

Counselor Staffing - Availability to provide more appointments, programming and outreach to campus (i.e. workshops, event planning/support, professional development etc.)

Career Services Strategic Plan Challenges:
Structural barriers to providing student-facing services between two separate departments
Needs for joint leadership and new staffing to facilitate oversight of the merging Career Center and Work-Based Learning teams.

Career Peer Ambassador Program Challenges:

Limited CAP hours make team coordination, departmental support, presentation/workshop requests and project completion difficult
Need for additional professional development and training of new peers to keep up with Career Services and career education knowledge and expertise
Funding to continue the Peer Program and the need for funding to support the continuation of the Career Peer Ambassador Program in the future

CHANGES TO CAREER CENTER PROGRAMMING & SERVICES:

Summary and Reflection

Career Ready Guide Subscription - marketed to faculty to try to get the final accounts utilized
Big Interview Ended Subscription – data provided by the company helped to determine that the platform was not being utilized enough to determine the cost

Changes to Career Peer Ambassador Program:

RFA/Realignment - Instructional Programs/Job-sector focus: The 2025–2026 Career Peer Ambassador Program introduces a collaborative model that integrates career support into academic instruction through Faculty Liaisons. Ambassadors will receive targeted training to deliver career resources—such as major-to-career guides, resume help, and on-the-spot appointments—within campus buildings and classrooms. This approach ensures students receive proactive, embedded career guidance aligned with their academic paths.
New Peers – Jesus Cortez, Justing Macatangay, and Alessandra Consuegra Rodriguez
A total of 6 peers for the 25-26 cycle, however, one of our peers was recently hired to be an SST in Mesa General Counseling, so now, we have 5 Career Peers.

NEW/ONGOING RESOURCES:

New Career Readiness Resources for Counselors and Students:
Black/African American Career Resources
On-Campus Jobs Resource Guide
Career Readiness Checklist
Career Services Toolkit
Career Action Plan Worksheet
Major-to-Career Industry Connection Handouts for Academic Disciplines

Resource Tools we are moving forward with after receiving renewal funding:

What Can I Do With This Major - The What Can I Do With This Major website platform is one of our most frequently used resources in Career Counseling appointments when assisting students in exploring career paths connected to majors of interest. It is a wonderful tool to support students in their major and career exploration needs.

Myers-Briggs Company Platform & Career Assessments (Myers-Briggs Type Indicator & Strong Interest Inventory)- The Myers-Briggs Type Indicator (MBTI) and the Strong Interest Inventory (SII) assessments give students a well-rounded view of their career options. MBTI helps students understand how their personality influences career choices, while SII highlights interests that align with potential majors and occupations. Together, these tools support informed decision-making and personalized career planning.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.
DATA TIMEFRAME: November 2024 to November 2025 (we want to make sure we are capturing 1 year of data, November is our start and end month since Program Review is due in December)

CAREER COUNSELOR APPOINTMENT DATA: 492 student appointments

(NOTE: Raquel Sojourner Worlds was on Leave from March 17, 2025 to Juy 4, 2025)

CAP APPOINTMENT DATA: 195 student appointments

EVENT DATA: 717 students

Career Fairs (Business (120 participants), Vet Tech (115), and Sports Fair (45), District Wide Career Fair (600+)

STUDENT QUOTES FROM CAREER COUNSELING APPOINTMENTS:

These quotes were pulled from the Post Counseling Student Survey and emailed student responses:

Summary and Reflection

"Detailed feedback was helpful for me. I got more confident via a mock interview."

"I wanted to share the good news that I was offered the Child Development Instructional Assistant position at Miramar College and started working last week.
I truly appreciate your help with the mock interview. Your guidance was very helpful and gave me more confidence during the actual interview.
Thank you again for your kindness and encouragement."

"It was a pleasure meeting you as well. It was definitely very nice and comfortable talking to you, I felt understood and supported. It means a lot to me. Thank you for the links and the suggestions. I will do all the homework and will get back to you if I have any new updates or questions."

"I appreciate the time you spent with me today and am very thankful for your insights. I will look into these resources.
You've been extremely helpful, and thank you for taking the time to review everything with me and check in."

"Thank you so much! I appreciate the time you took to help me and I will definitely be looking into these."

"I wanted to Thank You so much for your time and attention with our phone call this week. I attended the career fair yesterday at Grossmont and was impressed. I appreciate the encouragement very much and also signed up for the additional course. I started looking at the links and will follow up. Thank you again and kind regards."

Regarding CAP and their appointments. Data from their CAP Appt Surveys:

"Relieving to have support and facilitation in answering any questions or doubts."

"I really like the feedback and recommendations. They were clear and easy to understand."

"I was able to get the assistance that I needed and any revisions for my resumé. I am grateful with the suggestions and the assistance from Ulpiana."

"Give Ashley a raise! She was excellent from beginning to end. Extremely knowledgeable, upbeat, and outgoing. I would strongly urge other students to utilize her services."

"Dorothy was very helpful and kind to me while guiding me through how to create an excellent cover letter. I would definitely recommend other students visit her if they need assistance, as she could definitely be a huge help in getting a job. She goes above and beyond to give advice that would help me on my path to a career, and I was happy to have her help!"

"Brooke was amazing! Even though she was basically going over the points covered in the handbook, I thought she did an incredible and thorough job explaining the different points to the point where I am glad I spoke with her before accessing the handbook, tailoring our session based on information I provided her as we went along, and answered other questions I had regarding the pros/cons of making certain editing choices on my resume. She was also very friendly and easy to talk to."

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.
OUTCOME #1: Students attending a career workshop or event will show an increased awareness of career exploration and readiness tools.

In May 2025, we created a new student survey to assess our career events and workshops. As a result, we did not have much data to report during the June Outcomes Report. In the responses we did receive, most students stated "yes" that the workshop/event increased their awareness of career resources. As of Nov 2025, we have had 114 student survey responses and 95% of student who took the survey confirmed that the career event/workshop they attended increased their awareness of career resources.

Summary and Reflection

Goal Alignment Analysis: These positive student responses align with the unit goal to increase career services among Mesa students. Overall, we feel this goal ensures Career Services events and activities are effective and meaningful for students' increased awareness of career services as well as increased knowledge around career/industry pathways and preparation for the world of work through in-person and hands-on activities. Based on this analysis, we do not plan to change anything in our programming in regard to this goal.

2) OUTCOME #2: Students will show an increased understanding of Resume Writing, Cover Letter Writing or Job & Internship Searching Skills within a Career Services appointment.

Last outcome cycle, 100% of the students who responded stated that they had an increased understanding of resume writing, cover letter writing or job/internship searching skills within their career services appointment.

Goal Alignment Analysis: This aligns with the unit goal to increase the total number of career services utilized by Mesa students and increasing Career Peer Ambassador Program communication/networking through personal growth classes, utilizing Handshake, classroom presentations, and face to face general outreach. Overall, we feel this goal ensures our Career Peer Ambassador program is meeting the needs of students in the realm of increased employment preparation, skills for future job acquisition and long-term socioeconomic advancement. Based on this analysis, we hope to continue and maintain the Career Peer Ambassador program in order to extend this program's support to future generations of Mesa students.

3) OUTCOME #3: Students attending a Career Counseling appointment will be able to use exploration tools, resources and strategies to explore and clarify their major and/or career path.

In May 2025 we created a new post career counseling student survey to assess career counseling appointments. So, during the June 2025 Outcomes Report we did not have much to report. At that time, we only had 1 student response, but it was very positive.

As of today, we have a total of 9 responses and more than 90% of our students strongly agreed they were more confident in exploring potential majors and career paths after her appointment, understand which resources (e.g., online tools, campus offices) to use to research career options and the counselor provided effective strategies for clarifying their academic and career goals.

Goal Alignment Analysis: Our positive students result align with the unit goal to increase career services among Mesa students. Overall, we feel this goal helps ensure our Career Counseling appointments are effectively supporting Mesa students' capacity to be prepared and confident in both their academic and career pursuits within the world of academia and the world of work. Based on this analysis, we see an increased need for dedicated Career Counselors and hope to have more Career Counseling Faculty added to our team in the future.

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

Career Services continues to be intentional and proactive in our equity efforts to expand our services to other student populations that are disproportionately impacted. Continued collaborations with these student populations are illustrated through career-related workshops/presentations and tabling at various events.

A previous goal last year was to "incorporate more career services and career education into the mission, goals and values of the next Mesa College campus Roadmap." This year, we are reaching towards that goal by having our Senior SSA, Sadie Wager, participate in the Mesa2023 Taskforce workgroup to help contribute towards the dialogue around how to incorporate "equitable career and employment outcomes" into the foundational vision of goals surrounding student success at Mesa College.

As part of the ongoing work for the 2024–2027 Career Services Strategic Plan, we continue to strive toward greater visibility and accessibility for all students; especially those from disproportionately impacted populations who stand to benefit most from our services. Over the past year, the Career Services joint departments (Career Center and Work-Based Learning) have collaborated in numerous ways to enhance our collective branding and present a more cohesive and recognizable image to the campus community. We've made significant improvements to the usability and design of our joint website, and we are currently developing a shared social media page to better promote our

services, events, and activities across campus. Additionally, we are establishing more seamless protocols and communication pathways between our departments. These efforts will allow us to more effectively triage students and ensure they receive the career education and readiness support they need.

Despite this progress, we still have an ongoing goal of increasing the amount of Mesa College campus support with career education, curriculum and programs/services both in student services and instruction would improve student awareness and access to Career Services overall.

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

There is an overarching need for an increase in Career Center/Career Services positions (Career Counselors, Internship Coordinator, and more support staff) to meet the needs of our students and campus to expand services, activities, events, and online resources.

Increase Counselors' Coordination time: If we had more time and ability to do outreach with BIPOC students on campus, we would potentially reach more DI students on campus. We do not have a lot of capacity to do ongoing outreach and partnerships for these groups and therefore many of these are onetime events that don't create many strong bonds with students or faculty that might be the ones to refer students.

Additional Career Services Staffing: Having a designated person who could be the Career Web master/marketing person to help with all the marketing and website needs.
Internship Coordinator: Hiring a full-time internship coordinator would be a great way to increase the amount of student support in career readiness and preparation overall.

Continued Funding for the Career Peer Ambassador Program: We need consistent funding to regularly hire peers and maintain our Career Peer Ambassador Program. The Career Peer Ambassador Program exemplifies Mesa College's commitment to student success through equity, empowerment, and innovation. With sustained funding, the program will continue to cultivate career-ready graduates, expand outreach to underrepresented students through presentations/events, and strengthen Mesa College's reputation as a leader in student-centered career education.

YEAR 5 Updates (2026 - 2027)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 5.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 5.

Review Outcomes Report. Review the unit's outcomes assessment process for 2025 - 2026. 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 5.

Increase the Number of Career Services Utilized.

Unit Goal: To increase the total number of career services utilized by Mesa students.

Goal Status: Completed

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

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

Action Plans	Updates
Action Plan Status: Completed **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:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 10/27/2025 **Action Plan Update**: Completed: Total number of students that received career services (Counselor & CAP Appointments and Career Presentations/Workshops/Tabling Events) from 2025 = 1,404 Although we met this goal, it is important to note that a key factor that impacted our overall appointment numbers was the absence of one Career Counselor, who was on personal leave from March 17 to July 4, 2025. This significantly reduced the number of Career Counseling appointments we were able to offer during that period. Additionally, the reduction in funding for the Career Peer Ambassador Program and the resulting potential decrease in the number of Career Peers employed, limits our ability to expand CAP Appointments moving forward. Given these constraints, we plan to close out this goal for the current cycle and focus on developing a more realistic and sustainable objective for Career Services in the next Program Review cycle. **Update Year**: 2025 - 2026 **Action Plan Progress**: Completed

Unit Goals, Action Plans, and Updates

Action Plans	Updates
	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 expland 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.

Goal Status: Completed

Beginning Year: 2022 - 2023

Projected Completion Year: 2023 - 2024

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

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

Action Plans	Updates
Action Plan Status: Completed **Action Plan:** Career Service professionals will reach out to various programs and services regarding future collaboration. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 10/27/2025 **Action Plan Update**: Yes, we met this goal and collaborated with 19 different programs/services. In the 2025 academic year, we have collaborated with the following Student Services programs and services: In 2025, we have collaborated with the following Student Services programs and services: Student Services: Veterans Services/Success Center, CalWORKs, KAPWA, EOPS Summer Bridge Program, Borderless Scholars, Rising Scholars, Student Affairs, Peer Navigators, UMOJA, Latino/a/e Heritage Month, ANNAPISI/AAPI, International Students & Center, SEEDS Scholars, Exercise Science and Study Abroad. Instruction: Math, English, Personal Growth and Mesa Impactship Program/Work-Based Learning **Update Year**: 2025 - 2026 **Action Plan Progress**: Completed
	Submission Date: 11/25/2024 **Action Plan Update**: Yes, we met this goal and collborated 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 Sucess 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: Completed

Beginning Year: 2022 - 2023

Unit Goals, Action Plans, and Updates

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

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

Action Plans	Updates
Action Plan Status: Active **Action Plan:** Handshake as marketing tool Marketing on Social Media Directly email/reach out to Mesa's affinity groups on campus **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 11/06/2025 **Action Plan Update**: Yes, this goal was met. Yes this goal was met. The Career Ambassador Program (CAP) experienced growth in outreach and engagement over the 2025 year. The number of workshops and events increased to 34, allowing the program to reach a total of 548 students. Individual student engagement also rose, with a total of 195 CAP appointments completed by November 2025. In addition, Handshake activation among students demonstrated strong progress, increasing from to 4,882 as of November 2025. Career Peer Ambassadors are introducing Career Corners as part of an expanded outreach initiative. Students are encouraged to visit the table for quick résumé reviews, career-related questions, on-the-spot appointment scheduling, and to learn more about the comprehensive range of services offered by the Career Center. As of November 2025, a total of 28 students have participated in Career Corners across campus. **Update Year**: 2025 - 2026 **Action Plan Progress**: Completed
	Submission Date: 11/25/2024 **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