

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-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.

Summary and Reflection

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
- 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.

Summary and Reflection

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:

- 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

Summary and Reflection

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

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.

Summary and Reflection

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

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

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:

Summary and Reflection

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

Related Documents for Charts and Graphs

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

Summary and Reflection

College campus Roadmap.

Related Documents for Charts and Graphs

Practice Reflection Complete

Yes

Mid-Cycle Updates

Are there any edits or updates to the Executive Summary above?

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.

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.

Summary and Reflection

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.

Are there any edits or updates to the Data Reflection above?

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 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.

Are there any edits or updates to the Practice Reflection above?

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

Summary and Reflection

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

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: X
- Pathways and Partnerships - Objective 3: X
- Pathways and Partnerships - Objective 4: X

| Action Plans | Action Plan Update |
|---|--------------------|
| <p>Action Plan Status: Active</p> <p>Action Plan: Handshake as marketing tool Reaching out to specific student groups Market to PERG faculty Collaborate with Institutional Research for data</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p> | |

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: Active

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: X
- Pathways and Partnerships - Objective 3: X

| Action Plans | Action Plan Update |
|--|--------------------|
| <p>Action Plan Status: Active</p> <p>Action Plan: Career Service professionals will reach out to various programs and services regarding future collaboration.</p> | |

Summary and Reflection

| Action Plans | Action Plan Update |
|--|--------------------|
| Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026 | |

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: X
- Pathways and Partnerships - Objective 4: X

| Action Plans | Action Plan Update |
|---|--------------------|
| Action Plan Status: Active Action Plan: Handshake as marketing tool Marketing on Social Media Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026 | |