

## 2019-20 Cooperative Education Annual Program Plan

### I.A. Program Profile: Purpose

Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College?

#### **Narrative**

Cooperative Work Experience Education (CWEE) is a process of education which combines work experience with regular college instruction as an integral part of the community college curriculum. It is called Cooperative Work Experience Education because it is dependent upon employers and educators cooperating to form a more complete educational program for the students. It is a unique plan of education designed to develop skills and knowledge and to improve self-understanding by integrating classroom study with planned, supervised work experience. Crucial to the integration of classroom study and supervised work experience is strong work experience is strong administrative support.

Skyline College's mission is to empower and transform a global community of learners. Students in Cooperative Education are already employed in the work place, they are getting the training they need to become empowered within the work place.

**I.B. Program Planning Team**

Annual program planning is intended to be a collaborative process which promotes dialogue and reflection. Please identify all individuals who contributed to or shaped the narrative. Include names and the title or role of each person.

**Narrative**

Christine Roumbanis - Dean, Business, Education and Professional Programs

Steve Cooney - Cooperative Education Coordinator/Faculty

## **II.A. Analysis: Progress on Prior Program Objectives (Goals) and Activities**

Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. New programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities.

### **Narrative**

Our program objective is to develop and implement a comprehensive Cooperative Work Experience program that will enhance/develop students professionally while assisting students with the clarification of major/career goals.

Students gain realistic work experience that is meaningful and related to the student's college study program. Acquire knowledge, skills and attitudes essential for successful employment. The student will demonstrate an increase in confidence and positive self-image through a worthwhile on-the job experience. Develop a professional network and clarify career goals.

The Cooperative Work Experience program supports students' experiential learning by providing detailed feedback and career options based on performance evaluations from employers and students. Thus, contributing to our students' success while straightening community connections.

COOP streamlined communication via technology to promote efficiency with the following updates:

- Updated the COOP website making it more navigable and user friendly
- Students Apply to Cooperative Education by submitting an online application

## II.B. Analysis: Program Environment

Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur.

### Narrative

The COOP Office Assistant II has been replaced as of January 2018 due to a retirement. Our new assistant keeps all the records required by the state greets students, directs them to the proper staff members and also enrolls them in the program.

General responsibilities:

- Organize and maintain files and contracts for the Manager and department personnel as directed.
  - Complete filing in a timely and accurate manner.
  - Prepare all correspondence for the Manager and designated department personnel.
  - Sort and distribute incoming mail; Accounts Payable invoices, etc.
- Answer and screen incoming calls and visitors. Respond to inquiries, resolve disputes, gather information and/or transfer calls/visitors to the appropriate person or area.
- Excel and Word
- Maintain adequate supply of office supplies for the department; monitor and maintain office equipment, i.e. copy machine, fax machine, etc. as directed.
- Prepare various reports and supporting documents for department personnel, create and maintain spreadsheets, budgetary tracking.
- Schedule meetings, take notes and distribute minutes after manager approval.
- Assist with preparation of various projects/reports.
- Produce and maintain departmental manuals and/or processes as directed.
- Promote program, set up tables and talk with students.

## II.C. Analysis: Student Learning Outcomes (SLOs and PSLOs)

- (1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.
- (2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable.

### Narrative

The COOP Department followed the 3-year assessment cycle for 2016-17. Both SLOs for COOP 670 were assessed and met the standards.

**SLO 1** - Identify three to five measurable learning outcomes in their job that relates to student's academic major to assist them in achieving their career goals. An Exit Survey was conducted. The criteria of 70% of students will score "Accomplished objective towards established job learning outcomes/objective. The criterion was met. 94% of students scored "Accomplished Objective".

**SLO 2** - Work with their immediate work supervisor and the Cooperative Education Supervisor to define and achieve work related objectives and apply skills to work related problems. An Exit Survey was conducted. The criteria of 70% of students will score "Accomplished objective towards established job learning outcomes/objective. The criterion was met. 84% of students scored "Accomplished Objective".

The COOP Department will conduct further assessments for data analysis. Also, COOP 671 will be assessed in the 2018-2019 assessment cycle.

COOP courses were mapped to ISLOs.

### **III.A. Reflection: Considering Key Findings**

Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness.

#### **Narrative**

Cooperative Education provides invaluable and measurable experiential learning opportunities with performance feedback for all enrolled students. COOP students are able to explore new opportunities such as internships through this program, and are able to explore new job functions through this program as well. COOP students have the opportunity to discuss with their employers areas of career discovery that they would like to experience while employed/enrolled in this program, and receive feedback and credit; in return, the student is able to demonstrate new areas of proficiency for employers that can be used for salary increases and permanent placement. Furthermore, the program when used in conjunction with internships/ employment opportunities assist students with declaring a major, and clarification of future career alternatives.

We have had planning meetings on concerning restructuring with focus on employers becoming an inherent part of our program and increasing internships where appropriate. Employers have responded positively. We hope that our data base will help students in the future to gain internships and jobs.

Finally, we plan on working to restructure our program with the help of Andrea Vizenor Director, Career & Workforce Program at Skyline College.

### III.B. Reflection: ISLOs

If your program participated in assessment of ISLOs this year:

- (1) What are the findings and/or conclusions drawn?
- (2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do.

#### **Narrative**

The COOP Department did not participate in ISLO's in 2017-2018.

Previous annual program plans for COOP did not include graded COOP course enhancements. However, these enhancements when implemented will allow students opportunities for career growth that will assist students professionally and support the new SSSP model created by the California Community Colleges Chancellor's Office. (More information in "Action Plan")

Ways that Cooperative Work Experience Program benefits students.

1. Gain valuable work skills before graduation.
2. Obtain enhanced understanding of classroom concepts and apply them to the workplace.
3. Provide increased value to employer by establishing effective goals.
4. Build an expanded resume.
5. Participate in networking skills.
6. Document their work experience on college transcripts.
7. Be awarded credit for hours worked without any class meetings.
8. Apply work experience units towards an AA degree and most certificate programs.
9. Transfer work experience units to the CSU system.
10. Receive individual career guidance from professionals in the field.
11. Improve employee/employer relationships
12. Earn job advancement/pay increase opportunities
13. Inform employer of career goals, educational progress, and desire for advancement.
14. Test career choices.

#### **IV.A. Strategy for Program Enhancement: Continuation/Modification**

Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.

Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item.

#### **Narrative**

Planned Changes to Cooperative Education Program:

- 1) Continue work with the COOP Planning Team to explore the restructuring of Cooperative Education practices.
- 2) Align COOP with Strong Workforce and with a priority of strong connections with employers and internships. This alignment is a strong focus of our District and Board priorities.
- 3) Work on Enhanced Web-Based Support
  - Create Canvas Core Shell for COOP
  - Design integrated short-training modules

Examples include:

- Career Conversations
  - Professionalism in the Workplace
  - Workplace Ethics
- 4) Comprehensive and Innovative On-boarding Experience
    - Develop a new Student Orientation Module using Canvas
  - 5) Increased Thoughtful & Engaging Pedagogy
    - Develop a reflection activity (Video/Written)
    - Develop engaging and timely discussion posts assignments
  - 6) Implement Additional High Quality Assessments
    - Employer tools evaluation of student performance on the job
    - Google Survey to administer with employers after participation
  - 7) Develop stronger connections with the Career Center
  - 8) Using these new measures, increase COOP enrollment in all sections across multiple disciplines.



#### **IV.B. Strategy for Program Enhancement: Action Plan and Resource Requests**

Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

- (1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.
- (2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. Institutional Goals. Need help? Contact the PRIE Office for further instructions.

#### **Narrative**

See Planning Module.