



Short Summary of Findings

The Career Center offers a comprehensive career services tailored towards meeting the career needs of our students and responding to workforce trends within our neighboring community. The Career Center's primary mission is to assist students in gaining a clear understanding of their future career goals, career options and academic major or occupational selection that would assist them to transition into further academic training, occupational training programs, re-training or preparation into the workforce after gaining short comprehensive occupational training. The Center is designed to provide career services to all Skyline College students and services an average of over 2,500 students per year. Career counseling services encompass the greatest concentration of career services. The career counseling component encourages students to gain an understanding of the career development process by developing an individualized career plan that incorporates both short term and long term career planning. Students are encouraged to address their individual career needs within a supportive environment that encourages diversity and the exploration of careers which enhance their full human and economic potential.

Three Strengths of the Program

- A diverse, highly trained bilingual Career Development counseling faculty and staff committed to providing comprehensive career services to assist students in defining or redirecting their individual career objectives.
- The Career Center offers a series of extensive career courses and workshops to meet the needs of both the Skyline Student population and the Community at large, with special attention to changes in work force trends.
- Comprehensive resources are available online such as the Eureka Career Information System as well as an extensive Career Center Web page providing students, faculty and the community online career resources, assessments and labor market information.

Three Suggestions for Improvement

- Fill vacant Career Resources Counseling Aide position in the Career Center.
- Increase coordination time to participate in Presidents Council, advisory boards, and expansion of employer and industry partnerships.
- Expand employment services and internship possibilities by creating a new position of Job Placement Officer.

Full-Time Faculty Signatures

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Submitted on: October 3, 2005

Skyline College Career Center Program Review

Part A: Overview of Program

- 1. State the goals/focus of this program and how the program contributes to the mission and priorities of the College and District.**

The Career Center offers a wide variety of comprehensive career services that are tailored towards meeting the career and economic development needs of our students and community. The Career Center's main mission is to assist students in gaining a clear understanding of their future career goals, career options and major academic or vocational selection that assist them transition into further academic training, vocational training programs, re-training or preparation into the workforce after gaining short comprehensive occupational training.

The Center is designed to give services to all Skyline College students servicing over 2,500 students per year. Career counseling services encompass the greater concentration of career services. The Career Counseling component encourages students to gain an understanding of the career development process by developing an individualized career plan that incorporates both short term and long term career planning. Students are encouraged to address their individual career needs within a supportive environment that encourages diversity and the exploration of careers which enhance their full human and economic potential.

- 2. Discuss how this program coordinates, impacts, and/or interacts with other programs in the College.**

- The Career Center functions as a clearing house of career resources for the institution at large as well as for the surrounding community, offering print, video, computerized career information systems, labor market trends, current web-based information, on-line career assessments, focus groups, and workshops coupled with individual and group career counseling sessions.
- With the appointment of a new Career Center Coordinator in 1994, the Career Center underwent a revitalization resulting in the development of strong linkages with local bay area employers by providing two major job fairs per academic year. The Career Expo and the Holiday Job Fair have had excellent representation by more than seventy companies and one hundred and forty employment

representatives that offer current employment opportunities to Skyline students seeking part-time and full time employment.

- These events also serve as an excellent vehicle to educate our students by providing a forum to explore their networking, interview and resume skills prior to entering the work force. In many cases students are presented with direct on the spot interviewing where they can apply the skills acquired in career courses, workshops or through direct career counseling services. Direct exposure to employer representatives on campus provides students with a relaxed environment by which they can become more informed regarding available employment openings as well as networking opportunities that offer direct information on company culture, employer skills expectations, benefits, and advancement options.
- The Job Fairs also offer graduating students from Skyline's varied occupational programs an opportunity to canvas and explore available employment options prior to entering the work force. Employers also are afforded the opportunity to recruit from Skyline's diverse and highly trained student pool for their available employment openings. These events are also open to the community at large enhancing Skyline's collaborative efforts with business, industry, labor and public service agencies keeping in synch with the San Mateo Community College mission statement.
- For the past five years the Career Center has made extensive efforts to build strong partnerships with our instructional faculty by providing career services in the form of individualized career action orientation sessions, focus groups, and career assessment instruction and interpretations offered directly in the classroom. These efforts have strengthened the awareness and respect for available career services by both instructional faculty and their students. It has also enhanced our recruitment efforts by providing a forum for introducing career services to our freshman students enhancing continued usage of career services as they advance through our educational institution.
- The Career Center Coordinator participates in campus committees such as the Budget, SAIF, FTEF, Professional Development, SLOAC, MOT, Vision, Academic Senate, and Student Services Council to promote collegiality, service to broader campus events

and policies, as well as informing and promoting an awareness of career services and events.

The Career Center works closely with PUENTE, EOPS, Workability, Transfer, ASTEP, and Airport Project (WIA) Jump Start AND STAARS, to promote the delivery of direct career services expanding the scope of career availability to program participants.

3. If the program utilizes advisory boards and/or professional organizations, describe their roles.

At the present time there is no formal advisory board for the Career Center. The Career Center remains current by maintaining strong linkages with our industry and employer partners that are sympathetic to the role and mission of the Career Center. The Career Center Coordinator participates in on-going career training, workshops and conferences on a yearly basis to remain current in the field.

4. Explain how the program meets the needs of a diverse community.

- The Career Center is committed to serving Skyline student's rich cultural diversity by providing access to career services in both traditional and non-traditional formats that support student success. Individualized career modules have been developed to provide career instruction in both English and Spanish addressing specific needs of our ESOL Spanish speaking students.
- The Career 136, Career and Life Planning course, has been taught in a bilingual format to address the unique needs of Skyline's student population. Career assessment instruments including the Myers Briggs Type Indicator and the Self Directed Search are available in Spanish and can be administered and interpreted in both English and Spanish by both of the Career Centers counselors. Skyline's Career Center has taken the leadership as being the first among its sister colleges to provide career counseling, career assessments, and intervention in both Spanish and English. Our Career Center's diverse faculty and staff has contributed greatly toward providing these services in a unique format that enhances student's awareness of their individual cultural contributions as well as providing a strong mentoring component to our traditional career services.
- The Career Center has also provided uniquely tailored career instruction for our migrant high school student population in South San Francisco. The migrant educational career component has provided

high school juniors and seniors exposure and access to Skyline's career information, career assessments, admissions, EOPS and financial aide information prior to their enrollment at Skyline College and thus, easing their transition into the college.

- In partnership with the South San Francisco Community Center the Career Center has provided individualized career training modules and instruction for the Bilingual Aids Instructional Training Program. This partnership has been mutually beneficial by promoting Skyline's occupational and academic course offerings within our local community.

The Career Center has developed on-going partnerships with the underrepresented students enrolled in PUENTE, ASTEP, Jump Start, and STAARS by providing individualized career information, orientations, assessments, instruction, staff training and career counseling.

The Career Center in conjunction with the Workforce Development, WIA, United Airlines and Genentech participated in a nationally recognized **rapid response** program assisting displaced workers by providing them with on going individualized career counseling, career assessments, resume writing, interview preparation, and college information on occupational and academic programs that enhanced their ability to re-enter into the workforce. The Airport Project served over one hundred and eighty displaced workers and placed approximately eighty nine program participants in entry level Biotech, Pharmacy Technology and Business occupations within our community.

5. If the program has completed a previous self-study, evaluate the progress made toward previous goals.

Although this is the first formal comprehensive self-study for the Career Center, the Center participates directly in ongoing evaluations through the College's annual work plan. This has resulted in the development of a comprehensive web site which is currently being enhanced and updated through funding provided in collaboration with the Vice- President of Instruction and VATEA funds.

VATEA funding has also provided the opportunity for training for both faculty and staff to insure appropriate maintenance of our web site as well as insuring adequate and updated online information regarding the delivery of career information and services to our campus community as well as the community at large. The Career Center is committed to maintaining currency in its overall program services and incorporates a series of student and employer evaluations on an ongoing basis to assist the center with the on-going improvement and delivery of career services.

PART B: Curriculum

1. Describe how the courses offered in the program meet the needs of the discipline(s) and the students. (The may be answered through descriptive narrative evaluation or quantitative research).

The Career Center has offered numerous course offerings to respond to the economic changes brought about through the decline of the dot com industry such as a series of Career 665 courses for Career Changers, Deciding on a Major, CRER165 Career and Life Planning, and the CRER 690 Walt Disney College Internship. These courses were included in the Skyline College Program Review Executive summary for the Counseling Division provided to this committee last semester and for this reason will not be included in this section.

This semester a pilot career developmental course Career 665 "Careers on Track" is being piloted as the first in a three part series for first-semester undecided college students. This is a comprehensive series of courses that seeks to expose students early in their educational experience to the varied career service offerings available to them as they progress in their educational pursuits. Many of our students are unaware of our comprehensive career services and seek out career services their last semester prior to transferring. This causes much anxiety because students are unaware of the career development process and engage in self-defeating behaviors for the lack of having a major definitive goal as to their career and major focus. The "Careers on Track" program aims to assist students and empower them to select a course of action or at best, begin their career exploration early in their educational journey. The Career Center, in conjunction with the development of career information and research provided by the State Chancellor's Career Advisory Committee, has developed the "Careers on Track" pilot program to address this need.

Part I of the course series focuses on assisting students in **discovering** and exploring their interests, skills and values in order to learn about themselves and make informed career decisions. Part II in the series supports the student's ability to **explore** and conduct research on the numerous career options which will provide job shadowing opportunities with local employers. Part III in the series encourages students to **decide** on a career course of action from the available information they have gathered through the previous semesters. On going course evaluation and student surveys will be conducted at the end of each series to revise the courses and insure that the series meet the needs of our program participants.

2. State how the program has remained current in the discipline(s).

The Career Center counselor and coordinator remain current in their disciplines through attendance in the International Career Conference and attendance at EUREKA Training Seminars in addition to participating in CSU and UC statewide conferences.

The Career Center Coordinator has attended SFSU Seminar on Grant Writing and several training sessions offered through Counseling Psychologist Association offering certification in the Myers Briggs Type Indicator. The Coordinator also was selected to attend Leadership California, a statewide program to enhance leadership capabilities.

Currently the Career Coordinator is completing a second year at Argosy University (formerly known as The California School of Professional Psychology) pursuing a Doctoral program in Counseling Psychology.

The Career Resource Counseling Aide has attended several computer classes offered by CTL to enhance Banner usage and on going maintenance of the centers computer web pages. Additional training on the EUREKA Computer Information System has been provided along with training conducted by the Career Center Coordinator on maintenance and usage of the center's SKYLINEJOBS.COM website. This site is used for posting and retrieving current employment information.

3. If the student population has changed, state how the program is addressing these changes.

The Career Center is currently adapting and changing to meet the current needs of the student population and community. Our diverse ethnic and cultural student population dictates a flexible and non-traditional approach towards our continued delivery of services and course offerings. Part I #4 and B#1 clearly describes the varied approaches the Career Center has explored and developed to address the ever changing trends and needs of our existing student population. The Career Center's future delivery of services will continue to adapt and incorporate innovative approaches in trying to meet the current needs of our unique and diverse student population.

- 4. All courses in this program should be reviewed and, if appropriate, modified every six years. If this has not occurred, please list the courses and explain.**

All courses offered by the Career Center are reviewed on a regular basis by career counseling faculty as to their effectiveness of delivery of content and curriculum. Career Counseling faculty meet to discuss revisions to existing curriculum as well as brainstorm sessions to enhance or modify current course offerings in addition to the development of new programs that address the current needs of our students.

The only restriction in providing additional course offerings is primarily the result of budgetary constraints on the Counseling Division. We are currently operating with a skeletal budget and limited staff, while still striving to remain committed to delivering quality career services to our student and the community at large. This effort is extremely difficult when confronted with the stark reality of our current budgetary constraints and limited staff.

- 5. If external accreditation or certification is required, please state the certifying agency and status of the program.**

No external accreditation or certification is required.

- 6. Discuss future review and program modifications.**

Plans for new courses and program modifications were discussed in Part B1 of last semesters Counseling Division Executive summary as well as Part B1 of The Career Center Executive Summary including Part I #4. In addition future Career Center plans include the following:

- Continuation of the SKYLINEJOBS.COM website and increased student exposure to promote usage by Skyline College students and participating employer pool.
- Completion of our updated Career Center web page, including the development of an additional link highlighting Skyline College student career success stories.
- Development of a Career News link on the Career Center web page that provides current career information in news letter format.
- Finalization of new career brochure providing comprehensive resume and cover letter information.
- Expansion of recruitment efforts to our participating employer pool.

- Training of counselors, Career Center staff and students on the usage of our newly updated Career Center web page and the EUREKA Computerized Guidance Information System.
- Continued training provided to counseling faculty on the administration and interpretation of the MBTI, SDS and the Strong Interest Inventory.
- Explore the possibility of developing a one unit on-line Career Development course.

PART C: Faculty and Staff

- 1. List major developments activities completed by faculty and staff in this program in the last six years and state what development is needed or proposed by faculty in this program.**

The Career Center Faculty has implemented the following programs and service to meet the needs of our existing student population. The following are some examples of these initiatives:

- Development of a Computer data base of employers offering on-going employment services for Skyline students.
- Established an individualized website for Skyline College students called Skylinejobs.com that enables students to post resumes online as well as to explore and respond to possible employment options.
- Development of a comprehensive Career Center web page that enables students to take career assessments online.
- Created numerous brochures on resume, interview techniques, and informational interviews.
- Development and Implementation of Career Component for the Airport Project in conjunction with the Vice President of Instruction.
- Created Career Center newsletter.
- Developed a web based career assessment website enabling students to take the MBTI, Strong Interest Inventory and Self-Directed Search via the web.
- Implemented the Skillscan program on our web site enabling students to retrieve a comprehensive portfolio of skills set including transferable, knowledge based and personal skills.
- Developed and implemented career module for the Bilingual Instructional Teachers Aid program.
- Established and implemented a career program for the Migrant Education high school students in South San Francisco.

- Organized and presented a High School Counselor Career Conference in conjunction with Tech Prep.
- Selected from statewide participants to attend California Leadership Program representing Skyline College.
- Created brochures on career services, workshops and courses in both English and Spanish.
- Developed a career module for the Peninsula Works participants serving welfare to work clients with special learning needs.
- Established Walt Disney World Internship course for students participating in the Disney Internship Program.
- Obtained the following clinical credentials: Forensic Counselor, Clinical Domestic Violence as well as the Payne Learning Needs Assessment certificate.
- Created "Deciding on a Major" booklet for the Career 655 students enrolled in Deciding on a Major course.
- Presented a workshop on Future Career Trends for the Luster Foundation high school participants.
- Developed a pilot Career Development Program, "Careers on Track", for Freshman Skyline Students.
- Established Career Intern Program at Skyline College with SFSU career interns.

2. Describe the orientation process for new faculty and staff (include student workers such as tutors and aides.

Faculty: The Career Center Coordinator participates in training new counselors and current staff on the Eureka Computer Information Guidance System, Career Center web page information and career interpretations of the Myers Briggs Type Inventory, Strong Interest Inventory and the Self Directed Search.

Staff: Staff and student assistant meetings are conducted by the Career Center Coordinator on a regular basis. Training on career services, computerized programs, web links and resources are updated periodically throughout the year. Group and individual career Intern training sessions are conducted on a weekly basis.

- 3. If recruitment of new and/or diverse faculty is needed, suggest recruitment techniques.**

Presently our Career Resource Counseling Aide position is vacant. The Career Center services an average 2, 5000 students per academic year. This position is vital to front-line delivery of services to our student's as well as offering essential support services to our career counseling faculty. The Career Center presently is not able to offer the full range of employment services to our Skyline student population.

PART D: Facilities, Equipment, Materials and Maintenance

- 1. Discuss the effectiveness of the facilities, equipment maintenance, and materials for the program to meet its goals and focus. Include if the impact success and if they are accessible to all student.**

Facilities: The Career Center facilities have greatly improved since our new location in 2001 in the One Stop Student Services Center. Our current facilities house fourteen computers instead of three that were available in previous location in building one. The larger space has facilitated the expansion of our on line offerings such as our newly acquired online Vault Library of career resources. Student's presently have the capacity to download the entire text of over sixty books on career resource information along with career tips, company profiles and additional information pertinent to their job search including resume, interview and networking information. Skylinejobs.com and Monster Trak offer online employment services as well as a full range of online career exploration resources such as EUREKA, Skillscan, various web based career assessments and additional Career Action Orientation Workshops. The move in 2001 has facilitated greater visibility by sharing space with the Transfer Center in its central location within the One Stop Student Services Center.

Furniture/Equipment: Improved facilities: Our move to the One Stop Student Services Center has provided updated and newly acquired furniture and computer equipment. We currently house fourteen computers instead of three computers significantly increasing access of online services to our students.

Equipment Maintenance: The Career Center equipment was purchased in 2001. The equipment should be placed on inventory maintenance. A new systems printer with larger printing capacity for the entire Career Center is needed. We are in need of a scanner for the Career Resource Counseling Aide for the publication of flyers and brochures offered online. Additional online and hard copy materials would be useful providing we obtain the necessary funding.

Materials: The majority of our Career Center brochures, services, resources, assessments, job search information, workshops and course offerings are presently on our Career Center web page.

2. **List projected needs.** In order for the program to offer a complete and comprehensive array of services we would need a job placement component which would incorporate a strong internship element for Skyline students.

Describe the use of technology in the program and discuss if technology is current and comparable to other college and business or industry.

The Career Center is advanced in comparison to its sister colleges offering comprehensive online services. The support received from our Career Resource Counseling Aide has assisted the Career Center in insuring updated online and technological support of career services.

3. **If appropriate, describe the support the program receives from industry. If the support is not adequate, what is necessary to improve that support?**

Currently the Career Center receives a small amount of donations throughout the year from our industry partners. Our current staff resource limitations prevent further development of increased partnerships but if expansion was supported by current administration additional job placement and industry partnerships could be expanded benefiting our students. At present our staff consists of have a half time career coordinator, half time career counselor and a vacant fulltime career resource aide.

PART E: Budget Request

- 1. What resources (Staff, facilities, equipment and/or supplies) will be needed in the next six years?**

Requests for Personnel: Presently our Career Resource Counseling Aide Position is vacant. The Career Center does not offer a comprehensive job placement component. A full time position in job placement could enhance industry partnerships and internship resources to support our occupational programs as well as providing students opportunities to gain experience prior to entering the workforce.

Requests for Space: The development of job placement services would require the need of additional space.

Justification for Staffing Request: The Career Center services an average 2, 5000 students per academic year. The Career Resource Counseling Aide position is vital to the front-line delivery of services for our student's as well as offering essential support services to our career counseling faculty. Having the position filled will ensure that we have the necessary support to focus on providing direct counseling services to our students. This position is essential to the central operation of the Career Center. Additional job placement services would greatly enhance the current delivery of services providing a complete and comprehensive delivery of career services for our Skyline student population.

- 2. If appropriate, discuss methods the program could share resources with other programs in the College and District.**

The Career Center has provided regional workshops for career counselors on the usage of EUREKA Information Systems, district wide flex activities on the usage of the Career Center web page, and training for the administration and interpretation of career on line assessments.

- 3. Discuss how and to what extent has this program contributed to expanding access to students.**

PART F: Access

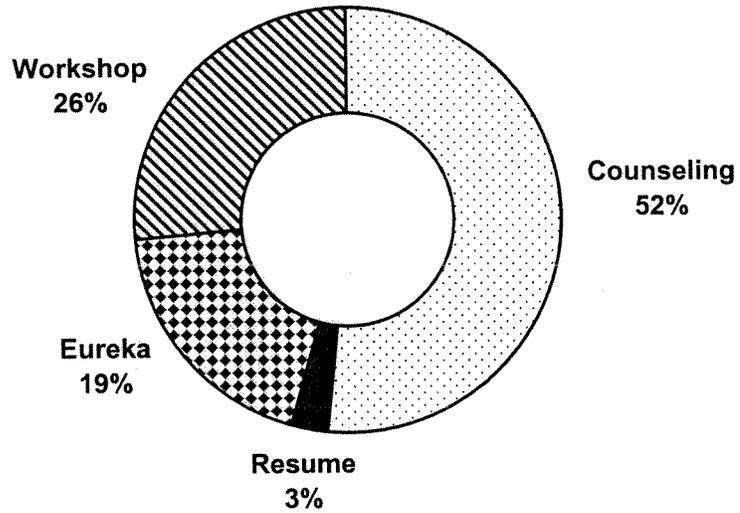
The Career Center has dramatically increased access and delivery of career services by moving to the One Stop Career Services Center in 2001. The following represent a list of these initiatives:

- Career Action Orientation Workshops in partnership with Skyline instructional Faculty
- Improved visibility in Student Services in One Stop Center
- Additional computers
- Online career assessments and resource library
- Skyline jobs and Monster Trak online employment services
- Classroom workshops and individualized career instruction
- As needed community training, orientations and workshops
- On-going instructional faculty, college programs and industry partnerships.

PART G: Student Satisfaction Survey

In the spring of 2004 the Career Center conducted a satisfaction survey of ninety seven student participants using a variety of our career services and reported an average of 98% satisfaction with the delivery of our numerous career services. A copy of the students representative comments are provided in this summary.

Career Center Services by Type Academic Year 2003-04 (N=2,929)



Representative Student Comments

- "Very informative, thank you for taking your time and thoroughly explaining everything, it helps a lot."
- "I frequently visit the Career Center. I always find a variety of vast informational resources and referral material."
- "Everyone here has been extremely supportive. I wish I would have come here sooner"
- "This tour was very beneficial and I am glad to know that there are resources like this available to me."
- "Great part of Skyline. Very useful and helpful in my career planning."
- "Great personal people who really care. Very positive influences in going forward with education."
- "Great Job, thanks for the candy."
- "Very nice people! Love the way they help. Thank You!"
- "The Eureka gave me a lot of information"
- "The Career Center presentation was very helpful and informative."