GLENDALE COMMUNITY COLLEGE

Annual Program Review 2011-2012 – STUDENT SERVICES

Division - Program
STUDENT EMPLOYMENT

Authorization
After the document is complete, it must be reviewed and submitted to the Program Review Committee by the appropriate area manager or Dean.

Author/Manager: Andra Verstraete
Dean: Dr. Jewel Price
Date Received by Program Review: January 5, 2012

Overview of the Program
All degrees and certificates are considered programs. In addition, divisions may further delineate and define programs based on their assessment needs (developmental sequences, career track, etc).

Statement of Purpose – briefly describe in 1-3 sentences.

> To provide assistance to all GCC students and alumni in seeking part-time student employment on campus and or part-time/full-time employment off campus. Employers can post jobs for free online through the Job Placement Center website.

Please list the **most significant achievement** accomplished since your last program review.

> We were able to run a comprehensive on-campus student employment program with limited resources (budget that was reduced close to $200,000). We still employed approximately 500 students on campus and close to 5,000 students used the services of the Job Placement Center. In addition, we held a successful job fair with over 60 employers in attendance and had fifty-two (52) job recruiters with booths, information, applications and in some cases conducted interviews on campus throughout the year.

List the current major strengths of your program

1. Students are able to to utilize their Federal Work-Study Funds work on campus in jobs related to their major;
2. Students are able to use the lab in the center to create resumes, cover letters, contact employers, apply for jobs off campus, etc…
3. Each year we have a very successful job/career fair, with over 30 employers hiring full-time, part-time and seasonal employees (used to be 60 – downtown in the economy produced much less).

1

List the current weaknesses of your program

1. Reduced budget for student work; many students are turned away
2. No budget for trainings/conferences/professional development for staff
3. Not enough staff for outreach and visits to employers

1.0. Trend Analysis

For each program within the division, use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

Service/ Function	Academic Year	Service Contacts	Trends
On Campus Employment	2007-2008	1096	
	2008-2009	790	
	2009-2010	816	
	2010-2011	492	On campus student workers
Off Campus Employment	2007-2008	5000	
	2008-2009	7000	
	2009-2010	8000	
	2010-2011	8000	Roughly the same as the previous year
Job Placement Lab Services	2007-2008	5000	
	2008-2009	5000	
	2009-2010	7000	
	2010-2011	5,881	We have no tracking system and therefore use the number of students that visit the Career Center, since we are in the same area and most of those students also receive services from the Job Placement Center

STAFFING	FTEF	Mgmt.	Classified	Hourly	Student Workers Hrs.
2007-2008		1	2	0	30 per week
2008-2009		1	2	0	30 per week
2009-2010		1	2	0	30 per week
2010-2011		1	2	0	22 per week

1.1. Describe how these trends have affected student achievement and/or student learning:

The decrease in student workers is directly related to both the Federal Work Study budget and the College Employment Budget being reduced. Due to the downturn in the economy, and rising fees ($36.00 per unit, now going to $46.00 per unit) the need for the students to be working, especially on campus, has increased. 2010-2011 had far fewer student workers (down from 1096 in 07/08 to 476 in 10/11). 2011-2012, has remained about the same with the last count being 472 students working on campus. Studies have shown that students who are engaged on campus are more likely to persist. Students have reported that they have had to drop classes or not pass classes due to job responsibilities off campus. Many students are forced to choose between a job or a full-time load of courses.

1.2. Is there other relevant quantitative/qualitative information that affects the evaluation of your program?

> We still do not have a system to check in students by student ID number, and therefore, we rely on the contact hours/numbers from the career center for tracking students who search for jobs and use our lab services. Many of the students utilizing career center services also use the job placement center. Challenges not identified in assessment data would be the student payroll system (OTL-Online Time and Labor). This system was added later as part of the Oracle HR system and, while we are working out the bugs, still presents challenges.

2.0. Student Service Learning and Program Outcomes

Please provide the following information for each SLO/SAO within this area (add rows as needed).

Program Service/Function	SLO / SAO	Have program outcomes been assessed? Yes or No	Has the assessment data been analyzed? Yes or No	Has the data been used for program improvement?
On-Campus Student Employment	SLO	Yes	Yes	In progress

2.1. Please comment on your answers above.

> We have written the SLO for on-campus student employment. The students were given a survey to complete with twelve questions. The data was assessed and analyzed and we have now gone through two assessment cycles. Improvements/enhancements to the student employment program could be made based on some of the outcomes. For example, 28% of students indicated that this was their first job ever; 48% indicated that the experience clarified or changed their career and/or educational goals; 66% gained a greater appreciation of diverse populations as a result of their job on campus. Workshops/trainings could be designed around some of these outcomes.

2.2. If available, please provide a *link** to any program assessment reports/timelines here. This link could be to your program/department website, eLumen, etc.

> See Hard copy attachment

2.3   Does the evidence from assessments show that students are achieving the desired outcomes?

> Yes

2.4   Briefly summarize any elements of your program/services that have been changed or will be changed as a result of assessments.

> Based the assessment results, we may add trainings/workshops.

2.5 Based on the program assessment timeline and/or evidence you have gathered, please comment briefly on how far along your department/program is in the assessment process.

> We've completed the assessment process for on-campus student employment.

3.0. Reflection and Action Plans

3.1 What recent activities, dialogues, discussions, etc. have occurred to promote student service outcomes or improved program/division processes?

> The Student Employment Services Office coordinates, implements, and sustains employment opportunities on campus that promote diversity, critical thinking, personal/professional responsibility, and communication skills for all students." The Student Learning Outcomes are then based on this general statement and collect data through student surveys and analyze the results. *The piece that may be missing would be the employer side of the survey. Next assessment cycle it may be revealing and helpful in our analysis to also ask similar questions of the departments employing student workers.*

3.2 Using the weaknesses, trends and assessment outcomes listed on the previous pages as a basis for your comments, please briefly describe your plans and/or modifications for program improvements.

Plans or Modifications	Anticipated Improvements
Reduced budget for student work; many students are turned away	With the elimination of winter session and no students working on campus, this may free up a little bit of money so that more students may be able to be employed during the spring semester.
No budget for trainings/ conferences/professional development for staff	This continues to be on ongoing problem. The office only has two classified employees, neither possess a Bachelor's Degree or have had an opportunity to have any further training in their jobs or job related areas or community college policy/issues for many, many years. I'm not going to make a resource request at this time, due the dismal state budget. However, in the future this would be something to consider.

Format Rev. 9.19.11