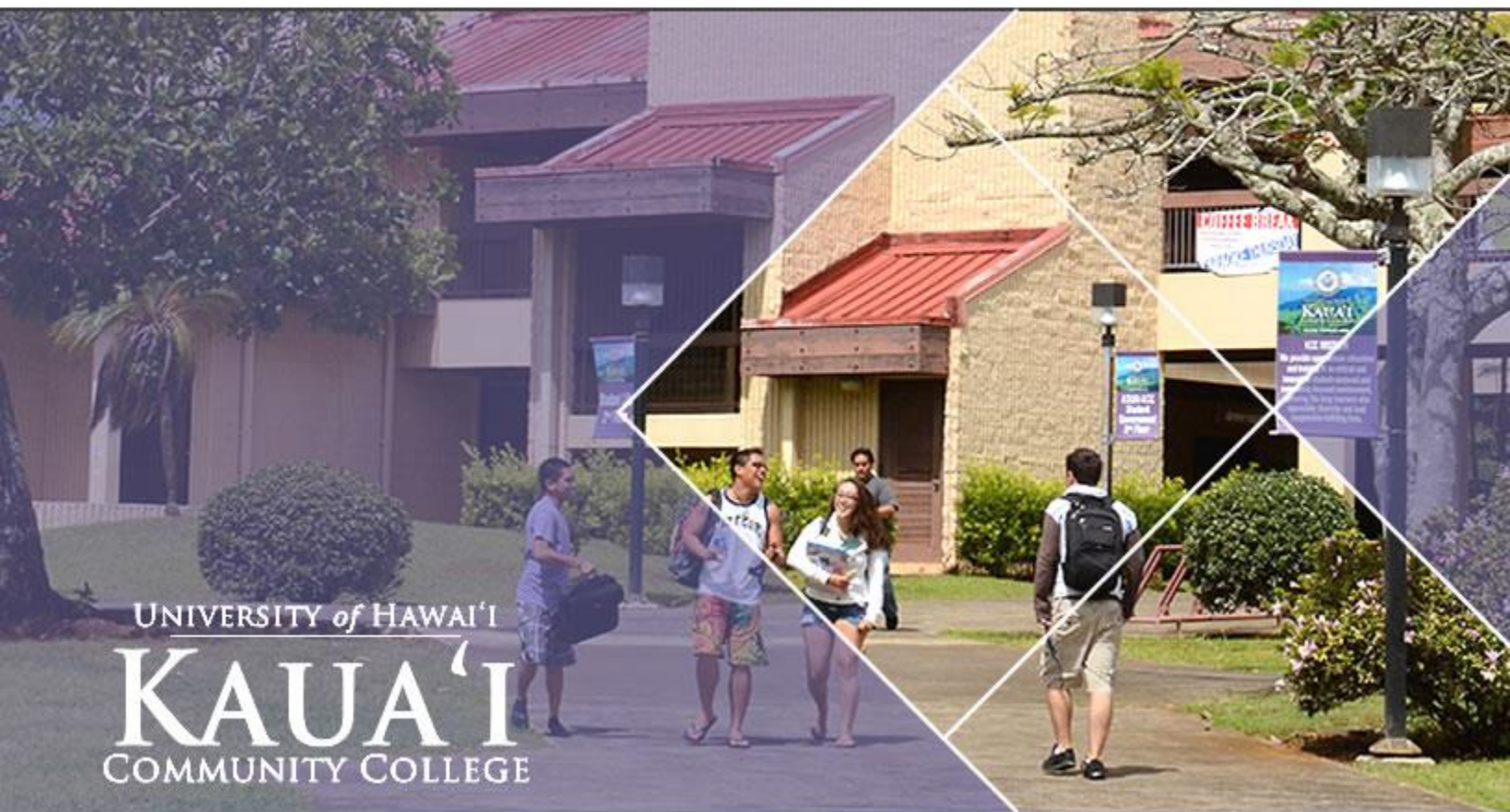


ANNUAL
REPORT OF PROGRAM DATA
2023

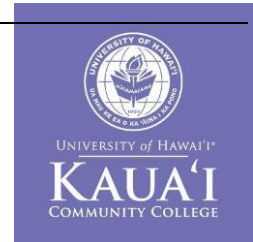


UNIVERSITY of HAWAI'I
KAUA'I
COMMUNITY COLLEGE

Kauai Community College Career Center

2023 Annual Report of Program Data

Career Center



1. Program or Unit Mission

The Career Center at Kauai Community College (KCC) prepares students for academic and career success by helping individuals learn about themselves, explore career options for degrees, make career choices, and carry out education and career plans. The program serves all students (prospective, current, and alums), community organizations/agencies, employers, Department of Education students and staff, and University of Hawaii (KCC, UHCC, and UH) faculty and staff.

Career Services:

- Get Help Selecting a Program of Study
- Create a Transfer Plan to a 4-year College
- Apply for Off and On-Campus Student Jobs
- Research Occupations and Careers
- Attend Career Workshops, Information Sessions, Presentations, Mixers, and Fairs
- Assistance with Job Search Strategies, Resume Writing, and Interviewing Skills

2. Program Student Learning Outcomes or Unit/Service Outcomes

Analysis of Quantitative Indicators:

Date Range: July 1, 2022-June 30, 2023	2021	2022	2023
# of Career Center Website Hits	2506	2180	1754
# of Individual Student Appointments from Star Balance Report (duplicate leads held in-person, virtual and phone)	270	280	294
# of Individual Students attended Presentations/Workshops from Star Balance Report (in person and virtual)	116	205	171
# of Times Employers Contact the Career Center by Phone, Email or in Person	70	160	292

# of Faculty	1	1	1
# of New First-Time Users of Focus 2 Career Assessment	200	155	89
# of New Employers Users on SECE site	n/a	78	60
# Off Campus Job Listing on SECE	n/a	139	191
Total Number of Job Openings on SECE	n/a	792	1080
EFFECTIVENESS			
Net Promoter Score (Individual Survey Question : How likely is it that you would recommend this service to a friend or colleague?)	97%	82%	91%
Total Percent Positive for Individual Appointments (% of Satisfied Students Score based on 8 questions. Calculation: Number of satisfied students (4 and 5)/number of survey responses x100=% of satisfied students)	97%	97%	97%

Demand-The Career Center promotes and provides career services to students, faculty, employers, and the community.

The Career Center puts great effort into creating awareness of career services to the community and our students. The center utilizes KCC’s website, social media, email blast, bulletin boards, Change of Major Form, Intake Survey Form, text message campaigns, high school onboarding activities, and upcoming graduate students list to promote services. In the last two years, the Career Center’s web views declined. It could be because Career Center contact information is in different places on the website, like the Home Page, Steps to Enroll, Counseling and Advising, and High School web pages. Also, since more students are on campus, the Career Center can connect with students in person during onboarding events, new student orientation, welcome back days, club days, and other events and activities.

The center provides services and curriculum to students through appointments, presentations, and workshops in person, by phone, or via Zoom. Appointments and workshops include career exploration, personality assessments, and job preparation services (job searching, resume making, and interviewing skills). Individual appointments give students 1:1 attention, and workshops are an excellent way for the center to scale services. Presentations are a quick way to give students an overview of services and they can choose to schedule an appointment, attend workshops or independently complete career activities on their own. The number of individual student appointments has steadily increased over the prior years. Workshops and presentations declined this past year. After analyzing the data, I realized the report was missing new student orientation students. Next year, to reflect accurate numbers, I will enter all career center presentations in STAR Balance.

Since 2018, 500+ businesses have contacted the career center to help with their hiring needs. The center provides employers with directions on posting jobs on SECE, physical job boards, and clipboards. In addition, the Career Center provides employers with ways to connect with faculty, staff, and students by being an industry partner for cooperative education courses, career fairs, information sessions, and employer and community job fairs. The center also emails graduating classes each semester, offering job preparation services and employment resources.

Efficiency-The Career Center is staffed with one career counselor. The Career Counselor's primary duty is to assist students with College/Career Exploration and Job Preparation.

Focus2 Career assessment has been the primary inventory that assists students with choosing majors, exploring occupations, and making informed career decisions. The career center provides workshops for early college courses, first-year courses, workshops, and individual appointments. Students can access and independently complete Focus2 from the career center page, bulletin boards, and Star GPS Workforce Tab. Unfortunately, there has been a decline in Focus 2 first-time users. There are fewer opportunities to provide the assessment to students. I plan to increase users by providing Focus2 flyers by text, email, and around campus and offering directions to more students during presentations, appointments, and workshops. Another opportunity to increase users would be to administer the assessment during a first-year course or per teacher request.

Over the years, the center has used different job platforms to post open positions for students, making it difficult to get an accurate number of job postings and openings. SECE has been the only site on which employers have posted job openings for the last two years. It's been challenging to measure if students are using the SECE site and to keep up with workforce demands set by employers. The center aims to give employers access to students, ensure students know about jobs, and assist with job preparation.

Effectiveness-Overall, the Career Center provides an exceptionally positive experience for students based on appointment survey results.

The Career Center takes great pride in providing quality service to students. The Career Center uses net promote scores and satisfied scores to measure the quality of service. The survey results have been highly positive, indicating students are satisfied with career center services.

3. Analysis of the Program/Unit

The Career Center Program Student Learning Outcomes (PSLO) was created and established using the Career Counselor Job Description and the [National Career Development Association \(NCDA\) Career Development Competencies](#). PSLOs were assessed with individual and workshop surveys. The center [surveyed 55 students](#), 22 responding from individual appointments and 33 from workshops.

Program Student Learning Outcomes:

PSLO 1 Assessments: Comprehend and use formal or informal career development assessments.

PSLO 2 Labor Market Information and Resources: Understand the labor market, occupational information and trends. Able to use current resources.

PSLO 3 Job Seeking and Employability Skills: Know job search strategies and placement techniques.

Assessed Individual Appointment and Workshop Survey Results:

*100% of the student is satisfied with the material provided in student appointments and workshops based on two questions:

- How useful was the material?
- How helpful were the assignments or next steps to your understanding of the material?

*% of Satisfied Students -based on two questions above. Calculation: Number of satisfied students (4 and 5)/number of survey responses x100=% of satisfied students

4. Action Plan

The Career Center Program met all goals and benchmarks for the AY 23.

Goal 1: Promote the Career Center from onboarding to graduation to maintain the number of student appointments

Imperatives: Kuleana Native Hawaiians (K), Student Success (S) and Workforce Needs (W)

Benchmark: 200 individual student appointments per year

Desired Outcome: Meet with students individually to assist them with their education, employment, and career goals.

Unit of Measure: # of appointments

Year(s) Implemented: AY 21-25

Actual Outcome: AY 23-Exceeded: 294 student appointments

Goal 2: Provide Student Workshops on Career Center's PSLO

Imperatives: Kuleana Native Hawaiians (K), Student Success (S) and Workforce Needs (W)

Benchmark: 8 workshops per year

Desired Outcome: Provide career services to groups of students who might not have requested an appointment

Unit of Measure: # of workshops per year

Year(s) Implemented: AY 2021-2025

Actual Outcome: AY 23-Met: Provided eight total workshops to students

Goal 3: Provide Students with Off Campus Job Openings via SECE

Imperatives: Kuleana Native Hawaiians (K), Student Success (S) and Workforce Needs (W)

Benchmark: 500 openings per year

Desired Outcome: Employers can post job openings for students to view and apply on SECE

Unit of Measure: # of job openings per year

Year(s) Implemented: AY 2021-2025

Actual Outcome: AY 22-Exceeded: 1085 job openings

Goal 4: Provide Students with UHCC Career Stories Sessions

Imperatives: Kuleana Native Hawaiians (K), Student Success (S) and Workforce Needs (W)

Benchmark: 2 Sessions per year

Desired Outcome: Provide students access to learn about careers through professionals in the field

Unit of Measure: # of Sessions

Year(s) Implemented: AY 2022-2025

Actual Outcome: AY 22-Met: Provided two career sessions (recorded for future use)

5. Resource Implications

I am NOT requesting additional resources for my program/unit.

Resource Requested*	Outreach Materials and School Supplies
Reason	To promote the Career Center and its resources to high schoolers, community members, and potential, current, and alum students. The materials will be distributed or used during events, presentations, class visits and workshops at the college and in the community. In addition, the materials will create awareness and contribute to enrollment, retention and career readiness efforts.
Cost	\$2500
Vendor	4imprint
Person Responsible	Melissa Henry

Resource Requested*	Computer Desk Chairs (2)
Reason	Office desk chairs are old, worn down and uncomfortable.
Cost	\$500 including shipping
Vendor	Office Max
Person Responsible	Melissa Henry

Resource Requested*	Boards for the Career Center Office (2)
Reason	White Board and Bulletin Board for office and student use. Right now, the wall space is unfunctional.
Cost	\$600 including shipping
Vendor	Office Max
Person Responsible	Melissa Henry