



2020
COMPREHENSIVE PROGRAM REVIEW

Career Center



UNIVERSITY of HAWAII®
KAUA'I
COMMUNITY COLLEGE

Kaua`i Community College

Five Year Comprehensive Program Review (CPR)

At a minimum, each program or unit CPR shall include measures described in [UHCCP 5.202](#). Additional measures may also be used for program or unit assessment.

Program Name: Career Center

Assessment Period: (e.g., 2016-2021): July 1, 2019 -June 30, 2020

Program or Unit Mission Statement (UHCCP 5.202): The Career Center at Kauai Community College prepares student for acadmic and career success by helping individuals learn about themselves, explore career options for degree

College Mission Statement (UHCCP 5.202): Kauai Community College is a kahua that inspires, engages, and empower learners and educators to enrich our community and our world.

Part I. Executive Summary of Program Status

Summary of previous CPR and/or Annual Program Review (APRU) recommendations by Cabinet, College Council, the Division/Unit Chair, Advisory Board, or other reviewing entity.

None

Describe program or unit changes made as a result of these recommendations.

Part II. Program Description (UHCCP 5.202)

Number of Faculty and Staff	Faculty (FT): 1
	Faculty (Lecturers):0
	Staff: 0
Date Website Last Reviewed/Updated	11/12/2020
Brief History of Program	The Career Center opened on February 1, 20014, under different leadership and Career Counselor. The center was temporarily closed for seven months from January 2018 until August 2018 due to the Career Counselor vacancy. During the seven months, two Academic Counselors provided minimal services to students, faculty, and employers. The Career Center re-opened with a new

	Career Counselor on August 6, 2018. There was limited data before 2018, and the Career Counselor revamped the program and created new measurements for the last two years.
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For Instructional Programs ONLY

Graduate Occupation or Transfer Options	
Special Admission Requirements	
Credentials Offered	
Current Program Articulation Agreements (Institution and Expiration Date)	Institution:
	Expiration Date:
	Institution:
	Expiration Date:
Distance Education Courses Offered	
Early College Courses offered (total number of sections/high school)	Course Alpha and Number – # sections – High School
Distance Education Programs offered	
Current Advisory Board Members/Employer and last meeting date	Member Name:
	Employer:
	Last Meeting Date:
Employer Internships	

For Non-Instructional Programs ONLY

Community Partnerships, Advisory Committees, etc.	Department of Education <ul style="list-style-type: none"> • Kauai High School • Waimea High School • Kapaa High School • Kauai Charters School P20 Hawaii Junior Achievement USA Waipa Foundation Kupu-Kauai Office Workwise Kauai/American Job Center Kauai Workforce Development Board Kauai Economic Development Board Vocational Rehabilitation Alu Like, Inc Hawaii Community Foundation
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	300+ Employers (see Master Employer list)
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Part III. Analysis of Quantitative Indicators

Include the five years of Annual Review of Program Data (ARPD; all [Instructional programs](#) and [Academic Support](#) programs - Library, Technology Resources, Testing Center, Tutoring, and Financial Aid), program-developed metrics (Institutional Effectiveness programs, Office of Continuing Education and Training, campus committees), or metrics required by [UHCCP 5.202](#) that are not provided as ARPD ([Administrative Service](#) programs and some Student Support [programs](#)) under review in table format below (EP 5.202 and UHCCP 5.202).

The Overall Program Health is n/a

Describe and discuss demand, efficiency, effectiveness, and overall health categories. For example, what trends have emerged over the past five years? What factors (internal or external) may have contributed to the program or unit health categories? For Career and Technical Education (CTE) programs, provide a discussion on any unmet Perkins Core Indicator that includes contributing factors (UHCCP 5.202).

Based on this analysis, what are the program’s strengths and areas to improve regarding demand, efficiency, and effectiveness (UHCCP 5.202)?

***New QI data was developed and tracked 2018-2019 due to a change of leadership.

DEMAND

Outreach Services	2018-2019	2019-2020
Total prospective students in HS class	277	273
Total students attended Outreach events	71	119
Total Walk-Ins	117	160
Career Center Website Hits (<i>Google Analytics</i>)	869	2390

Student Services		
# of Individual Student Appointments	143	258
# of Classroom Presentations/Workshops	14	18
# of Students in Classroom Presentations/Workshops	294	323
# of Students completed Focus 2 Career Assessment	134	164
Employer Services		
# of new employer contacts	193	124
# of times employers contact career center	384	290
# of employer posts on job posting	177	121
EFFICIENCY		
Outreach Services		
Outreach Register Rate	75%	71%
Outreach Attend Rate	72%	70%
Student Services		
Number of Staff	1	1
Average Attendees for Presentation/Workshops	21	18
Employer Services		
% of new employer contacts	100%	65%
EFFECTIVENESS		
Net Promoter Score for one on one	91	90

appointments		
Net Promoter Score for Focus 2 Career Workshops	15	52
Net Promoter Score for Outreach to Potential Students	32	15
Net Promoter Score Overall	45	50
Outreach Services		
Student Survey Response Data	88%	n/a (did not collect data)
Conversion Rate for Outreach Students	96%	70%
Student Services		
Student Survey Response Data	98%	99%
% Persistence or Graduated	63%	72%
Employer Services		
% of job postings	92%	100%

The Career Center is reporting quantitative indicators for the Annual Report of Program Data. 2018-2020 data served as the Career Center’s baseline to evaluate the demand, efficiency, and effectiveness. The Overall Program Health will be in the 2020-2021 report.

Strengths:

Program Marketing: Career Center site on the Kauai Community College Website that showcases the Center’s services. The site included counselor contact information, a brief introduction, and services. Multiple hyperlinks make the site user-friendly for staff and students during appointments and workshops. There is also a student appointment sign-in and feedback/survey link. This past year, I added more employment services resources to assist students during this time of need.

Appointments & Workshops: The Career Center conducted student appointments on campus, held targeted workshops, and completed classroom visits. The center’s outreach efforts included

not only college students but also high school students and working adults. The Career Center receives excellent reviews from students in satisfaction surveys and will use it as one of the leading heal call measures in next year's review.

Employment Services: Employers contact the Career Center to advertise their positions. Employers receive a standardized email response explaining they can post their open positions electronically through JCO (UH student employment sites), on the career site and clipboard, and create a flyer to post around campus on the bulletin boards. The Career Center maintains a spreadsheet of all employers that make contact with the Career Center. When students come in, it is one of the center's resources to help students get placed. The information gets passed along to department heads/chairs if it pertains to their division/department.

Student On-Campus Employment: The Career Center became the department for students to receive assistance in getting on-campus jobs. The Center created directions, flyers, and handouts for students. Current openings were emailed to campus leadership and counselors. Job openings are posted on bulletin boards around campus. Student workers are trained to assist students with searching for current job openings and applying for positions through the SECE (Student Employment online) website. An appeal process was created for students who do not meet the requirements to still be able to apply for on-campus employment. Student Employment is located on the KCC website under Career Center. This past year, the Career Center trained student workers on "Student Conversations" (opening the call, asking open-ended and closed-ended questions, summarizing, and left message) as well as "Steps to Enroll" (application, health clearance, placement options, etc.)

Integrated Student Success (ISS) Committee: The Center's Counselor participated on the ISS Committee. The Career Center leads the Onboarding Working Group. In 2018-2019 the center led the planning efforts for five campus tours and other onboarding events. The Career Center's Counselor is responsible for Kauai High School onboarding activities: assistance filling out applications, creating usernames, selecting majors and registering for courses. This past summer, the Career Center enrolled the highest high school students on Kauai by creating an outreach strategy and tracking system which required individual appointments for most students.

Outreach Services: The past two years, the Career Center tried different outreach efforts to attract students to the career center. We added the Career Center brochure to admission packets, conducted class visit, hosted information tables, added a question, "Would you like to be contacted by the Career Center" on the student services intake form and Admission and Records Change of Major Form. The center created a tracking system and emailed, called, and texted students with engaging students, resulting in a student appointment.

Area of improvement:

Outreach Services: The Career Center has not developed a reliable tracking system for outreach to students. The center will need to make some adjustments to outreach services demands, efficiencies, and effectiveness.

Promote Career Center & Increase Student Pipeline: The Career Center is a supportive service, and it heavily relies on outreach and referrals to attract students. The center would like continued support from faculty and staff to assist with promoting the services offered. Currently, the Career Center supports students in IS 103 by helping students take Focus2Career personality assessments and complete major/career exploration. It would be ideal for all first-year students to take a personality assessment and explore occupations and program of study to better align with systematic integration First-Year Success and Career Milestones initiatives. These services directly impact increasing the number of graduates, transfer students, and overall student retention.

Building Student Job Placement Assistance Capacity: The campus does not have a systematic way to track job placement. Hawaii Innovation Initiative Goal 8 is to Increase Job Placement for KCC students is not developed. The Career Center has attempted to keep track of this data manually, which is time-consuming and challenging for the center. Removed Student Placement Rate and Job Placement Rate from Quantitative Indicators. Moving forward the center, will be tracking job preparation (resume, cover letter, interviewing, etc.) appointments.

Build Employer Repository: UH System uses SECE and Job Center to advertise employers' open positions. The Career Center created other visible ways for employers to post their jobs such as posting flyers around campus, adding open positions to clipboards outside the Career Center, fillable Google Forms for Employers to fill out and students to access on the Career Center's site, notify faculty and staff of job posting pertaining to their program of study.

Overall program health is to be determined in the 2021 Annual Report.

Part IV. Assessment Data (EP 5.202)

Assessment Results for Program Student Learning Outcomes (PSLOs; see ACCJC Standard I.B.2).

Develop a schedule for PSLO assessment over the next five years so that within the review period, all PSLOs will have been assessed (UHCCP 5.202).

1. List of the PSLOs, last date assessed, and next date to be assessed.
2. Assessment findings.
3. Changes that have been made as a result of the assessment findings.

PSLO	Date Last Assessed	Findings	Improvements Implemented	Next Assessment Date
<p>Assessment- Comprehend and use both formal and/or informal career development assessments</p>	<p>June 30, 2020</p>	<p>Student Comments: “Great online tool to support my career goals.” “Assessments were helpful and useful.” “I gain more options and useful tools to help make career decisions.” Survey Results: 82% found a degree, major or further education to pursue 95% found at least one occupation to pursue</p>	<p>Students received clear written directions and a worksheet for students to complete while taking their assessments.</p>	<p>2020-2021</p>
<p>Labor Market Information and Resources- Understand the labor market and occupational information and trends. Able to use current resources.</p>	<p>June 30, 2020</p>	<p>Student Comments: “Exploring different career was very helpful for me” “Extremely helpful resources such as bls.gov” “I got exposure to interesting career fields” “she helped me view the career paths I want to go into” Survey Results: 87%</p>	<p>Students received clear written directions and a worksheet for students to complete while researching occupations.</p>	<p>2020-2021</p>

		of the students felt more prepared to achieve their career goal		
<p>Goal Setting & Action Plan- Developing sound goals that are specific, measurable, achievable, results-focused, and time-bound.</p>	June 30, 2020	<p>Student Comments: “I learned more about my career choices and what paths options to take to help me achieve my goal” “A clearer understanding of the careers and what I need to do to get there” Survey Results: 86% of the students identify what their next steps would be.</p>	Students received clear written directions and a worksheet for students to complete their SMART goals.	2020-2021
<p>Job Seeking and Employability Skills-know job search strategies and placement techniques</p>		<p>Student Comments: “How to make my resume best to an employer” “I learned how to do my resume and how to edit it in the future” “Now I know there are websites that can help me find work” “I learned how to write a letter of intent”</p>	<p>Update Career Site to incorporate job-seeking resources. Career Counselor assisted more students with job searching, resume making, and interviewing skills over prior year.</p>	2020-2021

		“I learned how to apply for on campus employment” “I touched up my resume which made me feel better about putting out to employers” “I practice interview questions to start preparing for interviews” “I learned how to prepare for an interview and learned how to do the PAR method”		
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Part V. Curriculum Revision and Review

Minimum of 20% of existing courses are to be reviewed each year so that within the timeframe of the CPR, all courses will be reviewed and revised as appropriate. Indicate when all courses within the program will be reviewed during the next five years.

Course Prefix and Number	Date Last Reviewed	Next Review Date
IS 105	June 30, 2020	June 30, 2021

Part VI. Survey Results

List results of surveys administered during the review timeframe [e.g., student satisfaction, occupational placement in jobs (for CTE programs), employer satisfaction (for CTE programs), CESSE, licensure pass rates, and graduate/leaver].

Survey Type	Date Administered	Date of Next Survey	Results
Student Satisfaction Surveys	July 1, 2019-June 30, 2020	July 1, 2020-June 30, 2020	-Overall, the Career Center received 95% positive results from students on a 5 point Likert scale (4 and 5 responses being positive). -95 students completed a 10 question survey after each appointment. -Since March (COVID 19) response rate slightly dropped due to the survey being emailed or provided in Zoom's chat room instead of in person. -Since March (COVID-19), high school onboarding activities were canceled. The center helped Kauai High School students' complete steps to enroll by Zoom, but they did not get surveyed.

Part VII. Financials

Provide your program or unit's budget for each year of this review.

Fiscal Year	Budget
2015-2016	4,933.45
2016-2017	79.95
2017-2018	215.83
2018-2019	2252.70
2019-2020	1959.40

*Budget part of student services Org name

Describe any changes that have occurred regarding services, functions, personnel, facilities, or stakeholders served.

Provide the program or unit's current resources.

Category	Current Resource(s)	What is needed?	Justification
PERSONNEL			
Positions (Faculty)	1		
Positions (Student Workers)	3 (Total hours for all three)		

	student workers are 20 per week)		
OPERATING			
Supplies	Office and Marketing Supplies		
Equipment	none		
Space/Facilities	One Stop Center Room 105A		
TECHNOLOGY			
Hardware	2 desktops, 1 laptop, 2 printers, and 4 chrome books		
Software	Personality Assessments (Focus2Career, MBTI, and Strong)		

Part VIII. Results of Prior Year Action Plans (UHCCP 5.202)

Action Plan	Anticipated Outcome	Actual Outcome
Develop Surveys for student feedback	Develop targeted surveys to be used at all points in the career development lifecycle	4 Surveys: 1) Appointment Feedback 2) Focus 2 Career Assessment 3) Student Workshops 4) New Student Orientation
Develop Curriculum	Develop Curriculum to be used at all points in the career development lifecycle	11 Materials: 1) Focus 2 Career Worksheet 2) Career Exploration Worksheet 3) SMART Goals Worksheet 4) 21 Century Skills Activity 5) Begin with the end in

		Mind Activity 6) Hidden Job Market Activity 7) Job Search Strategies 8) Resume Checklist 9) Interview Questions/Activity 10) Graduation Time by Program Degree and Type of School 11) KCC Website Activity
Build presentation repository	Develop Classroom and/or Workshop presentations to be used at all points in the career development lifecycle	5 Presentations: 1) Assessment 2) Career Exploration 3) Goal Setting 4) Job Preparation 5) KCC's Career Services Overview
Create brochures and other marketing collateral to promote department	Create brochures and other marketing collateral to promote department	5 Marketing Materials: 1) Career Site 2) Brochure 3) Student Employment Flyer 4) Focus 2 Career Flyer 5) Promotional merchandise such as pens, pencils and sunglasses.
Build Employer Repository	Network with Employers to promote school and students	Created a spreadsheet of employers who contact the center by phone, email, or walk-in
Build Student Pipeline	Promote and Engage Student Activities through individual appointments, classroom presentation and/or workshops	2018-2019 202 student appointments tracked in My Success. 294 of students that attend a workshop or presentation.
Build student job placement assistance capacity	Implement job placement services	2018-2019 68 students appointments for reason: cover letter/resume, Job Shadowing/ Internship, Off/On Campus Employment and

		Preparing for an Interview in My Success. 2019-2020
Promote the Career Center by providing Information Tables on campus	Engage Student by providing career center information and services	2019-2020 84 of students being seen at the information tables
Promote Career Services in Meetings	Engage and Network with faculty and staff to promote career center services	2019-2020 30 of faculty/staff being seen in meetings
Promote Career Services during Classroom Visits	Engage Student by providing career center services	2019-2020 178 of students being seen in their classroom
Maintain or Increase Employer Repository	Implement job placement services	Completed employment tool for students to access on the career center's site.
Maintain or Increase student job placement assistance capacity	Implement job placement services	2019-2020 97 of appointments for reason: cover letter/resume, Job Shadowing/ Internship, Off Campus Employment and On Campus Student Employment, and Preparing for an Interview in My Success.

Part IX. Analysis of Program

Based on findings in Parts I – VIII, develop a five-year action plan for your program or unit. This should include goals that align with the College Mission, measurable outcomes, benchmarks, and alignment to the College's Strategic Priorities, and/or Strategic Goals. Be sure to focus on weaknesses identified in ARPD data, PSLO outcomes, results of survey data, financial needs (with timelines), and other data used to assess your unit or program. This plan should guide your program and subsequent APRUs, but may be amended based on new initiatives, updated data, or unforeseen external factors.

Goal	Strategic Goal/Priority (List number)*	Benchmark	Desired Outcome	Unit of Measure	Year(s) Implemented
Create the Career Center Newsletter to communicate with students, faculty, and staff	1,2,3,4,7,8,9,12,16	2 newsletters per year	Engage students by providing career center information,	# of newsletters per year for five years	Year 1-5

for Fall and Spring Term.			services, and events by email, text, and posted around campus		
Promote the Career Center from onboarding to graduation to maintain the number of appointments	1,2,3,4,7,8,9,12,16	Average 150 appointments per year	Schedule appointments to assist students with their education, employment, and career goals.	# of appointments over the prior year for five years	Year 1-5
Co-Host UHCC Career Fair at least once a year	1,2,3,4,7,8,9,12,16	At least 1 Career Fair per year	Provide student an opportunity to connect with employers	# of career fairs per year for five years	Year 1-5
Conduct Workshops on Career Center SLO's (assessments, major/career exploration, job preparation)	1,2,3,4,7,8,9,12,16	At least 3 workshops per year	Provide Career Services to groups of students that might not have requested an appointment	# of workshops over prior year for five years	Year 1-5
Create a Career Counselor Podcast	1,2,3,4,7,8,9,12,16	Uploaded and ready to be viewed on Kauai Community College site by June 30, 2021	Engage students by providing career center information and services	Podcast on KCC's Website	Year 1 (2020-2021)
Add Career Services to Steps to Enroll page	1,2,3,4,7,8,9,12,16	Added and ready to be viewed on Kauai Community College site by June 30, 2021	Engage students during the enrollment process by providing career center	Add Career Services to Steps to Enroll page	Year 1 (2020-2021)

			information and services		
Promote Career Services when students awarded degree and certificate	1,2,3,4,7,8,9,12,16	Emailed students by June 30, 2021	Engage student when exiting KCC by providing career center information and services	Email students Career Services	Year 2 (2021-2022)

*All Strategic Goals and Priorities are Aligned to the College Mission.

Part X. Resource Request(s) for next year (Year 1 of the 5-year Plan for your unit or program).

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

***An approved ITAC Request Form must be attached for all technology requests**