

Santiago Canyon College
Student Services
Service Area Outcome Annual Report
Fall2016-Spring 2017

1. Program-Department Name

Career Services-Counseling

2. Program-Department Mission Statement

The Career Services staff and faculty educate and empower students to access career development tools, assessments and resources to help them discover their own uniqueness and find careers and majors that fit their talents and interests. (Created 2006, revised 2017)

3. Service Area Outcome(s)

Career Services will gain knowledge about:

1. The marketing efforts that bring students to the center

2. Level of satisfaction with services

4. Assessment Plan

a. Assessment method

i. Detail your methodology

The Career Guidance Coordinator is responsible for conducting a survey. She collaborates with the Counseling Department Dean to conduct a peer review of the survey.

A five question online survey (Survey Monkey) will assess:

1. How students learned about Career Services,
2. Which service used (career development or job preparation)
3. To what degree were students satisfied with the assistance received.

ii. Time Line

- August 2016, the instrument is reviewed and approved for uploading to Survey Monkey.
- August 23, 2016 – June 10th 2017, program is conducted for Fall 2016 and Spring 2017 when data collected.
- June 16, 2017, data organized, analyzed
- July 2017 report completed and disseminated to stakeholder

iii Targeted population

The information source for this evaluation is all students attending the Career Development and Job Preparation workshops

iv Targeted equity group

DSPS, EOPS, Veterans, CAMP, upward bound and basic skills

v. Other units assisting with assessment process

Office of Institutional Effectiveness

vi criteria for success

An equal or greater than mean score of 85% for the outcome to the question of “Were you satisfied with assistance received” indicates that the career workshop provided was successful.

vii. Criteria for success within equity group

Currently there does not exist a mechanism to perform the task of disaggregating the eight question pre-post survey per student in the equity groups.

b. Summary of Findings

i. Results

The following percentage is based on n= 191 students

The following are the results for the outcomes assessed

- i. Which Career Services function did you receive? Total & %**
- 1. Career Development 105 Total & 55 %
 - 2. Job Preparation 86 Total & 45 %

ii. How did you learn about Career Services

- 1. SCC Career Services website 33 Total & 16 %
- 2. Posters/flyers around campus 33 Total & 16 %
- 3. Recomm from counselor or instructor 84 Total & 44 %
- 4. Recommendation from student 13 Total & 7 %
- 5. Recommendation from other 26 Total & 13 %
- 6. Catalog 2 Total & 1 %
- 7. Class schedule 2 Total & 1 %
- 8. Job fair 0 Total & 0 %
- 9. Class presentation 13 Total & 6 %
- 10. Other 34 Total & 17 %

iii. The following pertain to interaction with Career Guidance Coordinator

	Strongly agree	Agree	Not agree	Strongly disagree
a. Career Services staff were courteous	179	10		2
b. Career Services staff met my needs in a timely manner	176	13		2
c. Career Services staff were knowledgeable	176	13		2

iv. Were you satisfied with assistance received?

- 1. 100% responded YES

What are the results of the outcome assessment?

- 1. The marketing efforts that bring students to the center
 - 44% Recommendation from counselor or instructor
 - 32% Career Services website and posters around campus
- 2. Level of satisfaction with services
 - 100% responded YES

Equity group disaggregated data

- CAMP
- DSPS
- EOPS

Guardian Scholars
TRIO
Veterans Services

ii To what degree was success met not met , met exceeded

c. Analysis of Findings

i. What implications do the results of the assessment have for Career Services?

1. The marketing efforts that bring students to the center:

The most effective method is recommendation from counselor or instructor
The second greatest effort is Career Services website and posters around campus

2. Level of satisfaction with services

100% of the students responded YES

ii. Is there disproportionate impact among the student equity group that were assessed

d. Recommendations

i. Recommendations based on findings

Continue to work with counselors and instructors. Continue to display posters around campus.

5. Operational Plan (if criteria for success was not met)

a. Based on recommendation what action must be taken

b. Detail your plan of action

i. Identify student groups the action will positively impact

c. Identify your plan of action time line

d. Identify who is responsible for implementing plan of action

e. Identify additional resources need for implementing plan of action

f. Estimated cost of the additional resources needed

g. what measures will be used to determine of plan of action was affective

Group	# of students	African American		American Indian/Alaskan		Asian		Filipino		Latino		Other		Pacific Islander		White		Multi Non latino	
sao POP	191	2	2%	6	4%	23	13%	6	4%	62	32%	17	9%	2	2%	48	26%	11	7%
SCC CAMPUS 2014-15	13579	231	1.7%	20	.01%	1094	8.1%	221	1.6%	6184	45.5%	389	2.9%	27	.2%	4783	35.2%	630	4.6%

Group	# of Students	African American	American Indian/Alaskan	Asian	Filipino	Latino	Other	Pacific lander	White	Multi non Latino
% diff from SAO pop and SCC campus	191 & 13579	+3%	+4%	+5%	+2.4%	-13%	+7%	+2%	-9%	+2%

GROUP	# of students	Low income		Veteran		DSPS		Foster Youth	
SAO Pop.	191	53	28%	4	2%	4	2%	4	2%
SCC Campus	13579	2068	15.2%	190	1.4%	737	5.4%	54	.4%
% DIF BETWEEN SLO POP. AND CAMPUS			=+13%		.06%		-3.4%		+1.6%

