



Student Services Program Review

Program	: Career Planning Center
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Part 1. Program Mission Statement

Cypress College Mission

Cypress College transforms lives through lifelong learning with educational opportunities including transfer to four-year institutions, associate degrees, certificates, and a baccalaureate degree. We are dedicated to forging academic and career pathways to support the achievement of our students, enhancing their economic mobility, fostering equity, and enriching society.

A. Provide your program's mission statement.

The Cypress College Career Planning Center (CPC) serves students throughout and beyond their college experience by providing guidance, tools, and resources for each stage of the Career Development Process. Our services help students make informed decisions and formulate meaningful goals that motivate them as they successfully navigate through their educational choices, career options, life transitions, and the changing dynamics of the world of work.

Revised 2022

The Career Planning Center (CPC) at Cypress College strives to enhance students' academic and career experience by helping them succeed through the Career Development Process. We strive to foster diversity, equity, and inclusion in our methodologies while guiding our students and providing resources to help them make informed decisions, develop meaningful goals, and successfully navigate their educational and career journey during life transitions and the shifting dynamics of the world-of-work.

B. How does it align with Cypress College's mission?

The Career Planning Center (CPC) mission statement aligns with the college's mission by providing students with support and guidance as they navigate their educational journey through the career development process. In addition, Career pathways has been an added component to the college's mission, that is to meet with students upon stepping foot on campus, assessing their personalities, and discussing major/career pathways for a smoother transition into the world of work and industry.

Part 2. Program Overview

A. Briefly describe your program, including program components, function, and purpose.

The Cypress College Career Planning Center (CPC) offers services designed to help students make informed and considered college major and career decisions by providing counseling, classes, tools, and resources to assist with formulating meaningful goals, navigate life transitions, investigate career options, and delve into the dynamics of the work environment.

CPC helps students discover their interests, values, skills, strengths, and personality; explore college majors, career pathways and occupations; research education and training options, identify and enhance their transferrable skills; improve their online presence, personal brand, networking skills, and much more.

Services offered:

Navigation of the Career Development Process
Career Counseling Appointments - Virtual and In-Person
Career Assessments – valid and reliable assessments are interpreted by qualified career counselors
Career Classes (COUN 139C, COUN 144C, COUN 145C, and COUN 151C)
Online Career Information Databases and Licensed Career Programs
Career Resource Library and Computer Lab
Career and Student Success Workshops - Virtual and In-Person
Career Connections and Events
Online Job Board — Cypress College Career Connect

CPC staff consists of Career Center Coordinator, 2 Full Time Career Counselors, 2 Instructional Assistants, 4 Adjunct Career Counselors, 2 Title V Career Coaches, and 3 Work Study Student Assistants.

B. Describe how your program interacts or collaborates with other on- and off-campus programs.

The Career Planning Center (CPC) collaborates with various on- and off-campus programs and community partners. CPC has increased collaboration efforts with special population student groups such as, Disability Support Services, Legacy, Puente, STEM2, LIFE (formerly incarcerated & systems impacted students), Guardian Scholars, Grads2Be, and Veterans Resource Center by developing and facilitating workshops, sessions, and providing support through meetings, class presentations, and participating in events. CPC continues to participate and support outreach efforts through Dual Enrollment, Connect2Cypress featuring Majors2Careers, Charger Fridays, and Commit2Cypress. CPC faculty present and conduct the Interest Assessment Activity and CPC staff participate in the resource fair and presentations. The goal is to increase the participation of our affinity groups with the goal of having them understand the CPC resources to help gain employment and/or understand their interests, strengths, and college major better.

C. How is your program funded? Please include sources of funds such as categorical (e.g. SEA, EOPS, DSS), general, or grant.

The Career Planning Center is funded through general funds for staff, FT faculty/counselors, and operating. CPC Adjunct Career Counseling Hours, Career Assessments, and Student or Hourly Support Staff (summer) are funded through SEA.

Part 3. Student Satisfaction with Services

A. Summarize the survey results from the SSPR Survey (see Appendix A). Please focus on trends and address student feedback/comments.

The Career Planning Center (CPC) conducted 2 separate surveys (for all students and for students that utilized CPC services).
Overall Student Survey (N=149)
 62 Students have used CPC Services, 87 Students have NOT used CPC Services - Top Reasons: 11 Didn't know about CPC, 7 Didn't need CPC services, 6 Don't have time, 4 Plan to use it at a later time, 3 Difficult to make appointment or difficult to get in touch

80% (50 out of the 62) students that used CPC services Strongly Agree/Agree that CPC helped achieve their educational goals. 46% learned about service through CPC website. 45.2 % are seeking both in-person and virtual services.

Services that have been most helpful to students: career development workshops, resources, information on various careers, resume and interview development, in-person meetings, assistance selecting a major and reaching goals. However, there are students that are unaware of CPC services.

"I enjoy attending the workshops provided by the CPC, and I also think the resources for different colleges and careers are extremely helpful for future career planning." "the career workshops the most helpful was soft skills and communication and collaboration the people helped me and I learn a few things that I never knew before." "The Career Planning Center has provided counseling and informative meetings that help answer questions I have and share valuable wisdom that help further clarify exactly what my goal is, providing the resources that will help me get there, and help reduce my anxiety." "Not applicable as I'm unfamiliar with the specific services."

Student feedback on how to improve: assistance with networking, communication especially updating website, more information on Cypress College programs and tailored information regarding career goals.

"Help to establish connections in fields that are being looked into." "Work on scheduling or communication on your website, I couldn't navigate it at all." "Greater focus and explanation of programs, because many students have special circumstances and need direction to get started." "Staff/counselors need to actually listen to students and what their career goals are before giving "cookie-cutter" information. Not all career goals are the same, nor are many careers under the same category."

CPC will implement more workshops and events on networking, work with the communication department to do a full update on website, career counselor and support staff will provide more tailored information and follow-up with students.

Continue on additional page

B. Compare these survey results with results from previous program review.

Survey #1 - not done in previous program reviews (comparison to 2019 point-of-services survey) - Overall Student Survey (N=149)

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in Last Review	% Difference from 2019 to 2022
Hours of operation	32.3%	38.7%	71%	88.9%	-17.9%
Timeliness of response	32.3%	38.7%	71%	89.5%	-18.5%
Clarity of procedures	38.7%	45.2%	83.9%	86.2%	-2.3%
Quality of materials and resources	48.4%	32.3%	80.7%	97.7%	-17%
Staff helpfulness	64.5%	25.8%	91.0%	91.9%	-7.4%
Staff knowledge	66.7%	20%	91.0%	91.9%	-5.2%
Overall quality of service	58.8%	32.3%	91.1%	94.3%	-3.2%

- CPC surveyed all students to capture those that have not used CPC services.
- CPC will improve on connecting with current students who have not used services by collaborating with student clubs, participating in division and program activities, utilizing the Cypress College app, and providing the workshops they are requesting (resume, networking, etc...)

Survey #2 - Point-of-Services Survey (N=62) 67% less than in 2019

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in Last Review	% Difference from 2019 to 2022
Hours of operation	66.1%	22.6%	88.7%	88.9%	-0.2%
Timeliness of response	66.1%	21%	87.1%	89.5%	-2.4%
Clarity of procedures	75.8%	21%	96.8%	86.2%	10.6%
Quality of materials and resources	80.3%	18%	98.3%	97.7%	0.6%
Staff helpfulness	85.3%	13.1%	98.4%	91.9%	6.5%
Staff knowledge	90.2%	8.2%	98.4%	91.9%	6.5%
Overall quality of service	86.9%	11.5%	98.4%	94.3%	4.1%

***Continue from Part 3. Student Satisfaction with Services**

A. Summarize the survey results from the SSPR Survey (see Appendix A). Please focus on trends and address student feedback/comments.

Point-of-Services Survey (N=62)

100% of the students that used CPC services Strongly Agree/Agree that CPC helped achieve their educational goals. 32.9% learned about service through CPC website and 41.7% learned about CPC services from instructors or campus department/program. 40.3% prefer online/virtual services and 37.1% are seeking both in-person and virtual services.

Services that have been most helpful for students: assistance with resume development, career counseling, and LinkedIn workshops, career development workshops and informational sessions.

- Resume Help (20x)
- Counseling (8x)
- LinkedIn Workshop (7x)
- Workshops and Information Sessions (6x)

Student Feedback on how to improve: follow-up, resume workshops, assistance with course selection, job search techniques, tailored workshops for specific majors, social events to connect with recruiters or other students, provide internship and research opportunities, mock interviews, marketing, and more in-person meetings.

- Check ins
- More resume presentations
- Help me plan my classes moving forward
- More meeting in person
- Helping me with any classes and my resume
- Job-searching techniques
- I think to have more workshops for students
- Helping out with my resume.
- Basically, keep in touch with me from time to time.
- Provide Workshops for STEM students specifically
- Mock interviews can help
- Advertise the workshops
- The Career Planning Center could provide social events to help students to connect with recruiters and other students.
- Promote more internships and research opportunities to students
- Host interview practice

CPC will begin to develop a process on following up with students. A database or system will be need for student notes. CPC will continue to add more Resume workhops and mock interview sessions.

With the possibility of inheriting Workforce, CPC plans to implement networking opportunities and other career prep workshops for students with employers and organizations.

Part 4. Program Analysis and Planning

A. Describe the population you serve and analyze the trends in enrollment, success, retention, etc. Consider the following questions. How many students are enrolled in your program? How do your students compare to the overall student population at Cypress College? Include other qualitative or quantitative information about your population. If necessary, contact the Office of Institutional Research and Planning to obtain data.

Career Planning Center (CPC) provides services to all students using the Career Development Process - Stage 1 Learn About Yourself, Stage 2 Explore Your Major & Career, Stage 3 Make Decisions & Set Your Goals, Stage 4 Plan Your Education, and Stage 5 Prepare for Your Career. CPC focuses on first year and/or undecided and exploratory students. CPC collaborates with campus partners to connect with various populations in the Puente, Legacy, LIFE, Guardian Scholar, DACA/Undocumented, and Veterans programs.

CPC offers career courses (COUN 139- Career Exploration, COUN 145- Job Readiness and Career Management, and COUN151- Career and Life Planning) each semester. Between Summer 2019-Fall 2021, CPC offered 88 courses ranging from online, in-person, remote (due to pandemic). 2838 enrolled and 82% successfully completed the courses during this timeframe. Due to budget cuts, CPC career courses were reduced significantly. 21 courses in fall 2019 and 8 in spring 2022.

Students by Ethnicity and Gender in Career Planning Courses compared to All Students (Summer 2019 through Fall 2021)

	Career Counseling Course Students		All Students	
	N	%	N	%
Asian	571	20.9%	7,211	19.5%
Black or African American	82	3.0%	1,492	4.0%
Filipino	88	3.2%	1,022	2.8%
Hispanic	1,315	48.2%	17,998	48.6%
Native American or Alaska Native	2	0.1%	57	0.2%
Pacific Islander	12	0.4%	134	0.4%
Two or More Races	263	9.6%	3,125	8.4%
White	293	10.7%	5,182	14.0%
Not Reported	103	3.8%	842	2.3%
Total	2,729	100.0%	37,063	100.0%

	Career Counseling Course Students		All Students	
	N	%	N	%
Female	1,551	56.8%	20,562	55.5%
Male	1,100	40.3%	15,280	41.2%
Not Reported	78	2.9%	1,221	3.3%
Total	2,729	100.0%	37,063	100.0%

- The student population enrolled in CPC Career Courses correlates with the overall student population at Cypress College when measured by Ethnicity and Gender.
- Hispanic (48.2%) and Asian (20.9%) lead in enrollment in career courses compared to other ethnicities.
- Over 50% of students identified as female and enrolled in career courses during this period.

Course Success & Retention by Ethnicity and Gender in Career Planning Courses compared to All Students (Summer 2019 - Fall 2021)

	Career Counseling Class Enrollments				All Enrollments					
	Total Enrolled	Course Success N	Course Success %	Course Retention N	Course Retention %	Total Enrolled	Course Success N	Course Success %	Course Retention N	Course Retention %
Asian	593	539	90.9%	350	92.7%	44,394	36,771	82.8%	39,409	88.8%
Black or African American	85	66	77.6%	72	84.7%	8,925	5,706	63.9%	6,984	78.3%
Filipino	90	82	91.1%	86	95.6%	8,593	6,838	79.6%	7,417	86.3%
Hispanic	1,375	1,073	78.0%	1,184	86.1%	107,259	73,337	68.4%	87,232	81.3%
Native American or Alaska Native	3	3	100.0%	3	100.0%	332	243	73.2%	276	83.1%
Pacific Islander	14	13	92.9%	13	92.9%	913	623	68.2%	744	81.5%
Two or More Races	271	228	84.1%	245	90.4%	17,419	13,082	75.1%	14,724	84.5%
White	301	237	78.7%	255	84.7%	31,324	23,684	75.6%	26,499	84.6%
Not Reported	106	86	81.1%	89	84.0%	4,387	3,079	70.2%	3,618	82.5%
Total	2,838	2,327	82.0%	2,497	88.0%	223,546	163,963	73.1%	186,903	83.6%

	Career Counseling Class Enrollments				All Enrollments					
	Total Enrolled	Course Success N	Course Success %	Course Retention N	Course Retention %	Total Enrolled	Course Success N	Course Success %	Course Retention N	Course Retention %
Female	1,615	1,346	83.5%	1,439	89.1%	125,632	92,830	73.9%	105,636	84.1%
Male	1,134	914	80.6%	990	87.3%	90,755	65,290	71.9%	75,337	83.0%
Not Reported	89	65	73.0%	68	76.4%	7,159	5,243	73.2%	5,930	82.8%
Total	2,838	2,327	82.0%	2,497	88.0%	223,546	163,363	73.1%	186,903	83.6%

- Students enrolled in career courses are 8.9% more successful in receiving a passing grade compared to all enrollments at Cypress College.
- Course retention in career courses are 4.4% higher than all enrollments at Cypress College.

Part 5. Program Accomplishments, Improvements, Challenges, and Obstacles

A. Document accomplishments and/or improvements since your last program review.

The Career Planning Center improved service access by providing students virtual career counseling appointments, workshops, events, and front desk assistance. CPC has increased their collaboration and partnerships with campus programs and departments such as, Business/CIS, STEM2, Legacy, Puente, LIFE, Guardian Scholars, and Veterans. CPC created and facilitated new events (Career and Social Justice Series, Haunted Open House, and Fall/Spring semester career development workshops) to increase student engagement. Improvements in marketing has also contributed to the success of these events and partnerships by utilizing social media platforms, Canvas, and Cypress College App to promote.

Career Planning Center Contacts and Services - includes front desk sign-ins, calls, emails, class presentations, career counseling appointments, outreach, workshops, and social media connections. The total services and contacts have decreased significantly within the last few years due to pandemic. However, in Spring 2022 the total services and contacts have increased by 56% since Spring 2021.

Fall 2019 - 19,744 Total Services/Contacts
Spring 2020 - 8,000 Total Services/Contacts (estimate, lost data)
Fall 2020 - 9,934 Total Services/Contacts
Spring 2021 - 7,077 Total Services/Contacts
Fall 2021 - 10,000 Total Services/Contacts (estimate, lost data)
Spring 2022 - 12,567 Total Services/Contacts

Additionally, a significant accomplishment in partnership with the Legacy Program, the Career Planning Center developed the Legacy Internship Program to prepare and place students into internships related to their major. The Legacy students attended a 7 week bootcamp program which included 1:1 Career Counseling and weekly career development workshops focusing on Soft Skills, Resume Development, Networking, Interview Skills, LinkedIn, Professional Etiquette, and Job Search. Following the prep workshops, students were placed to paid internships lead by campus partners in Communication, Disability Support Services, and Virtual Care.

B. Document program challenges and/or obstacles since your last program review.

The biggest challenges the Career Planning Center faced since the last program review were the loss of 4 adjunct career counselors, reduction of career classes (21 courses in fall 2019 and 8 in spring 2022), limited front desk assistance/student staff support, career assessment funding, team communication, loss of internal data due to SARS and department drive breach, and most significantly closure of on-campus services due to global pandemic.

With ongoing changes due to pandemic, staff turnover was high. Adjunct Career counselors left Cypress College for other opportunities and student support was very limited and lacked equipment for remote work. CPC team communication was challenging due to remote work and staff immediately needing to learn new technology (Canvas, Teams, and Zoom). Cypress College campus lost access to SARS, data, and important information/documents which was stored in the department drive. Additionally, SEA funding continues to decrease due to budget cuts which affects the purchase of career assessments and division budget for career courses also decreased.

Solutions for the challenges listed above:

Adjunct Career Counselors - hire and secure funding for qualified and certified Adjunct Career Counselors for year-long support.

Career Classes - provide additional career courses to meet the demand of Charger Experience and Exploratory Major students.

Front Desk/Admin Support - hire permanent FT classified Student Support Technician to increase consistency and reliability, decrease reliance on student staff, and meet the ever-expanding workload.

Career Assessments - seek long-term funding options to ensure students have access to these tools.

Team Communication - utilize Microsoft Teams more efficiently and continue to provide bi-weekly check-in meetings to help improve communication especially in this hybrid work schedule.

Data Collection - created new drive to save and secure data collection

On-Campus Services Closure - pivoted and provided virtual services for career counseling, career workshops/events, presentations, and front desk services.

Part 6. Ensuring Equity in Student Services

A. Describe how your program addresses the needs of underrepresented student populations and delivers equitable student services.

The Career Planning Center (CPC) implemented in Fall 2021 Special Population Career Liaisons which connected with Cypress College affinity groups such as, Puente, Legacy, Disability Support Services, Guardian Scholars/CalWORKS/EOPS, LIFE, Grads2Be, Veterans, and more. Our Special Populations Career Liaisons provided support, tailored career workshops, and a direct contact to CPC. This created strong partnerships and provided CPC the opportunity to meet students in their spaces. For example, CPC partnered with STEM2 and provided 1:1 resume and personal statement reviews for first generation Hispanic students applying to summer STEM research opportunities. CPC also collaborated with the Legacy Program to create the Internship Bootcamp Program which consisted of a series of career development workshops and 1:1 career counseling appointments to help students prepare for their first internship opportunity in the spring semester. CPC also developed tailored workshops for DSS, Guardian Scholars/EOPS and Veteran Students. CPC's FT faculty/career counselor oversees the LIFE program which provides direct support and career development tools and resources to formerly incarcerated students. Additionally, CPC expanded their services and resources to be available in both in-person and virtual formats to provide access to non traditional students.

B. How do you serve students regardless of service location or delivery method? (i.e. distance education, after hours)

In 2020, the Career Planning Center started offering virtual services for the first time. This included front desk services, career counseling appointments, workshops, and events. CPC has also developed prerecorded presentations to accommodate the evening classes. Currently, CPC offers both in-person and virtual services.

CPC will continue to expand their marketing efforts by utilizing social media to engage and connect with students. CPC is currently using Instagram, LinkedIn, and Facebook and has recently added TikTok to promote services and events.

C. Do you receive funding from Student Equity and Achievement (SEA)? If so, explain its usage and effects on your program. (SEA funding allocation should also be included in Part 2.C.)

The Career Planning Center requests and receives funding annually (Fall, Spring, and Summer).

SEA funding is used for Career Counseling hours (adjunct), Career Assessments, and front desk staff support (student or hourly staff).

Career Counselors provide the support necessary to effectively guide students through the career development process which aligns with the Pillars of Guided Pathways and advances the SEA Program Goals of boosting the achievement for all students. Career Counseling provides support to effectively prepare students for the workforce, and supports the process of making informed choices about college majors early on during their educational path, which leads to appropriate and focused Student Educational Plan decisions. The intention of this request is to hire Adjunct Career Counselors for career development counseling, defining the Exploratory Major for the success of our students, developing effective resources/workshops/activities, increasing the job readiness/employability skills of our Cypress College Students, and engagement and connection with at risk students.

Career Assessments provide qualified career counselors with information necessary to effectively guide students through the career development process, explore their options, and make informed choices about college majors early on their educational path which leads to appropriate and focused Student Educational Plan decisions. Students in the First and Second Stage of the Career Development Process (Self-Assessment & Exploration) utilize our individual counseling services and enroll in career classes. These students are exposed to the benefits of, and deeply involved in, the self-assessment tools and exploration activities. Career classes and career appointments when appropriate utilize career assessments to help them identify their interests, strengths, personality, and workplace environment, and workplace environment preference. These quality assessments come at a price. Funds are used to offset the cost of the career assessments and alleviate fiscal barriers for these tools as students move forward in their academic and career decision-making process.

Student or Hourly Support Staff is critical to the daily functions of the Career Planning Center. Support staff are necessary as we expand our services, resources, and goals of reaching out to at-risk populations, those in the first or second stages of the career development process, new students at Cypress College, and those who reached 15+ units to verify their declared major. Student or Hourly Support Staff are the front-line main contact for students and assist with questions and appointments, demonstrate use of the resources and technology, as well as provide support to career counselors and staff. Our Student or Hourly Support Staff have demonstrated the ability to be excellent employees, willing to meet the unique and diverse needs of the students who utilize our center with professionalism, enthusiasm, and skill. We currently hire student staff employed with Federal Work Study and/or Cal/WORKS funds. These fully-trained staff members help our students utilize the Career Planning Center, and its resources. The funding does not extend beyond the Spring semester, therefore this request is to have support services available in the summer months. The expected outcome is for our center to provide continuous services throughout the year and be proactive and respond effectively and efficiently to the ever-increasing need and scope of services for students to identify a clear educational and career path.

Part 7. Student Services Student Learning Outcomes (SSSLOs) and Assessment

A. Programs must assess SSSLOs annually. Provide your SSSLOs, assessment methods, results, and changes you will make based on your assessment results. (At least four SSSLOs should be listed.)

	SSSLO	Assessment Method	Assessment Result	Change
1	Students will receive appropriate guidance, tools, and resources to facilitate making informed decisions regarding college major and career exploration.	Student survey after attending the virtual Majors2Careers showcase. Survey included: what is your major, career goals, RIASEC theme, what academic session did you explore, most valuable thing you learned or experienced, next steps/follow up, which M2C activity attended, Career Development Stage, connect my interests to a major community, and college program, and/or career goal.	Low responses 8-11 students completed the survey. 75% had a major, career goals listed - lawyer, video game designer, and visual arts. Realistic (36.4%) & Social (27.3%) highest themes, information on computer science program & resume are a few valuable things learned, 42.8% will meet with a career counselor and use CPC tools, 45.5% students are on Stage 1.	To increase survey participation and obtain more results, include an incentive, announce at the beginning of presentation that survey will be conducted at the end of session, and provide QR code and/link for easy access.
2	Students will receive appropriate career guidance support for each stage of the career development process through a variety of materials, services, and programs.	Student evaluation for career development workshops offered each semester. Student to complete after attending each workshop. Workshops included: Soft Skills, Careers in SEM, CTE, Fine Arts, Kinesiology, Social Sciences, Health Science, and Language Arts, Resume, and Networking.	30% exploratory students, 4.81 average rating out of 5 found the workshop useful, 30% felt workshop was long, 34% felt workshop length was short, Workshop suggestions: "Maybe something that is more centered around certain majors" Gain or Learn: "I learned how to effectively utilize communication and collaboration skills, as well as applying emotional intelligence to my daily life." "Self Exploration.."	Offer major/career specific tailored workshops. Review each workshop presentation to see which timeframe could be reduced or increased.
3	Students will use technology to enhance the career development process.	Student evaluation for LinkedIn and LinkedIn Learning workshops. Student to complete after attending the workshop.	90 students participated in the LinkedIn or LinkedIn Learning virtual workshop. Gain or Learn: "I gained some pretty interesting information regarding LinkedIn Learning, which I had previously thought was the same as LinkedIn, was not. It's actually a really cool platform to learn skills from wherever you are." Most students are unaware of their school email address.	Inform and collect student school emails to gain access to LinkedIn Learning online platform before the workshop. Create a step by step sheet to help students locate their school email address.
4	Students will receive appropriate guidance, tools, and resources to facilitate making informed decisions regarding college major and career exploration.	Student online evaluation on Careers and Social Justice Series and Career Fair.	70 completed evaluation, 16% who attended are Exploratory, 34.3% attended career fair & 28.6% attended employer panel, 67% rated 5 stars for keynote speaker, 20% rated below average 2 stars for Community Wealth session, 30% felt participating in the career fair was most helpful & 63% felt they were able to explore how their interests relate to social justice and 33% are still exploring/unsure.	Offer more opportunities for students to connect with employers and organizations.

Part 8. Evaluation of Previous Goals

A. List your goals and objectives from your last program review. Did you meet your goals? If not, please explain.

Goals	Objectives	Accomplish Goals?	Explanation (If goal was not met, please explain.)
Rebrand our Program	<p>Develop Business Plan to Rebrand our Program</p> <p>Staff Retreat</p> <p>Menu of Services and Engagement</p> <p>Marketing and Visibility</p> <p>Evaluate Adult Re-entry Program</p> <p>To align and embed our services with the campus Guided Pathways initiative. To advance all stages of the Career Development Process and improve achievement on multiple levels for all students. To provide enhanced and pathway-focused preparation services to ensure our students are career and workplace ready when they transition from Cypress College.</p>	<p>Yes</p> <p><input checked="" type="checkbox"/></p> <p>No</p> <p><input type="checkbox"/></p>	<p>Career Planning Center met most of the objectives aligned with the 2019 goal "Rebrand our Program". The goals slightly shifted due to new management/coordinator and especially due to COVID-19 pandemic.</p> <p>Staff Retreats - Three staff retreats occurred during the 2020-2022. Two retreats took place virtually on Zoom and included FT Staff and Adjuncts. The third retreat was in person and included the Dean and FT Staff. All retreats provided the opportunity for staff to connect, build rapport, and plan for the upcoming academic year.</p> <p>Menu of services and engagement - Starting in Spring 2021, developed virtual workshop calendar.</p> <p>Marketing and Visibility - Increased usage of social media platforms and CC App, which engaged students.</p> <p>Evaluate Adult Re-entry Program is ongoing.</p>
Curriculum Development for Career Classes	<p>Connect Career Development courses with Specific Populations</p> <p>All classes available as Web Enhanced, Hybrid, and Online</p> <p>To provide students with a foundation in the career development process. To assist all students in developing an understanding and ability to articulate who they are at the early stages of college and emerge members of the workplace through assessment, exploration, and research activities. To provide students with tools and strategies for reflection, planning, and goal-setting. To enable Dual Enrollment students to begin their educational and career journey on the pathway that aligns with their interests, values, skills, and preferences. To decrease barriers for working adults by offering more online courses. To ensure students have the tools and strategies necessary to transition from a college student to an employee.</p>	<p>Yes</p> <p><input type="checkbox"/></p> <p>No</p> <p><input checked="" type="checkbox"/></p>	<p>Connecting Career Development courses with specific populations and developing the curriculum for these career courses is still in progress.</p> <p>Due to pandemic, all career classes were forced to be taught completely virtually which provided students with other commitments the flexibility to attend these courses. It also provided the opportunity for new and creative instruction activities. However, this was based on emergency basis. All classes are not completely available in Hybrid or Online.</p>

<p>Staff - career counselors</p>	<p>Hire Full-Time Career Counselors</p> <p>Hire Adjunct Career Counselors</p> <p>Justifications for New and Replacement Positions</p> <p>To provide qualified career counseling as an effective tool which allows students to realize their true potential and find work that aligns with their natural inclinations. To expose students to career development from the start of their educational path to completion and workplace readiness. To guide students through the stages of career development to identify educational paths that align with their values, strengths, and personal career goals, and to make relevant connections between their interests and possible career paths leading to informed and considered decisions. To assist campus divisions/departments/programs and their student populations with workshops and activities for job search preparation and workplace readiness skills.</p>	<p>Yes</p> <p><input checked="" type="checkbox"/></p> <p>No</p> <p><input type="checkbox"/></p>	<p>2020- Hired 1 Full-Time Career Counselor</p> <p>2020 - 2021 - Hired 1 new adjunct career counselor, 3 adjunct career counselors left Cypress College, 2 shifted positions to Title V Career Coaches. CPC has a total of 4 adjunct career coaches.</p>
<p>Technology</p>	<p>Website</p> <p>Online Workshops</p> <p>To provide one-stop-to-non-stop resources and services. To continue to enhance the achievements highlighted in the SLO report. To be included on the Cypress Connect app.</p>	<p>Yes</p> <p><input type="checkbox"/></p> <p>No</p> <p><input checked="" type="checkbox"/></p>	<p>The Cypress College website migrated to a new platform which shifted the layout on the Career Planning Center website. The website is completely managed by the Communications department which limits access and frequency of updates/changes.</p> <p>The Career Planning Center is working on updating the website in collaboration with the Communications office. The goal is to provide up to date and accessible information.</p> <p>Online Workshops - Due to the change of the website platform, this also enabled the 24/7 Online Workshops. CPC is currently working on moving the Online Workshops to Canvas and should be completed by summer 2022 and ready to use in the fall semester.</p>

<p>Data Driven Decisions</p>	<p>Data Collection and Analysis To make clear connections with quantitative data for the value of career development, and to utilize the mobile app and predictive analytics to improve our services and resource.</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>The Career Planning Center continues to collect data internally with evaluation surveys for workshops and events. Additionally, for the larger scale events CPC works with Institutional Research to collect specific data to help improve on services and incorporate feedback/suggestions. CPC also has used the Cypress College mobile app to promote these events.</p>
<p>Connections</p>	<p>Newsletter Student Populations/ Campus Populations Champions, Advocates, and Allies To enhance connections, share relevant information, and communicate trends with all populations on campus and within the community. To help break down silos and foster relevant career conversations between like-minded pathways</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Career Connections newsletter was developed at the start of the pandemic - March/April 2020. Currently utilizing CPC Canvas Hub for announcements. Coordinated and developed Special Populations Career Liaisons in Fall 2021. Direct connections with various student populations and provide specialized services such as workshops and resources. CPC staff continuously participate in ally trainings. Staff completed trainings on UndocuAlly, Veterans, Foster Friendly, Adult Mental Health First Aid, and Accessibility.</p>

Part 9. New Program Goals

A. List 2-4 program goals you want to accomplish during the next four years. Please connect each goal to at least one major campus initiative/plan.

	Goals	Objectives	Timeline Anticipated completion date	Campus Plans and Initiatives Checkmark plan/initiative to which your goal relates.
1	Career Closet	Provide a space where students can access free slightly used or new interview clothes. Connect, collaborate, and coordinate with campus and community partners to enhance Career Closet donations. Additionally provide career related workshops and resource materials to help students develop effective career development and interview skills.	2022-2023	<input type="checkbox"/> Educational Master Plan <input checked="" type="checkbox"/> SEA Plan <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Distance Education Plan <input type="checkbox"/> Technology Plan Guided <input type="checkbox"/> Pathways Promise/ <input type="checkbox"/> NOCCCD Pledge Strong <input checked="" type="checkbox"/> Workforce/Perkins <input type="checkbox"/> Other: _____
2	Job Club - Career Ambassadors	Create a student mentor group to engage new and continuing Cypress College students to the Career Planning Center. Students will have the opportunity to develop their career development skills, connect with peers, network with employers, and gain leadership skills.	2022-2023	<input checked="" type="checkbox"/> Educational Master Plan <input checked="" type="checkbox"/> SEA Plan <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Distance Education Plan <input type="checkbox"/> Technology Plan <input checked="" type="checkbox"/> Guided Pathways <input type="checkbox"/> Promise/NOCCCD Pledge <input checked="" type="checkbox"/> Strong Workforce/Perkins <input type="checkbox"/> Other: _____
3	Career Socials & Employer Site Visits	<p>Networking opportunities for students to connect with employers, organizations, and their peers. Additionally, establish a Career-Peer Mentor network with alumni to provide support (informational interviews), discussions, and Q&A Panels.</p> <p>Create opportunities for students to visit company sites to learn about their organization, internships/jobs, and connect with professionals in the field.</p>	2023-2024	<input type="checkbox"/> Educational Master Plan <input checked="" type="checkbox"/> SEA Plan <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Distance Education Plan <input type="checkbox"/> Technology Plan <input checked="" type="checkbox"/> Guided Pathways <input type="checkbox"/> Promise/NOCCCD Pledge <input checked="" type="checkbox"/> Strong Workforce/Perkins <input type="checkbox"/> Other: _____
4	Career Assessment Funding	<p>The funding for career assessments will create access for students to use these valuable tools as they move forward in their academic and career decision-making process.</p> <p>Submit budget request to secure funding for career assessments.</p>	2023-2024	<input type="checkbox"/> Educational Master Plan <input type="checkbox"/> SEA Plan <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Distance Education Plan <input type="checkbox"/> Technology Plan <input type="checkbox"/> Guided Pathways <input type="checkbox"/> Promise/NOCCCD Pledge <input type="checkbox"/> Strong Workforce/Perkins <input checked="" type="checkbox"/> Other: <u>Categorical Funding</u>

Part 10. Resources/Needs Assessment

A. Please link all requests to the goals above. Include the goal reference number in the "Justification" section below. Prioritize your requested resources. (Example: If you have three resources listed, then you will prioritize #1, #2, and #3, with #1 being the most important.)

Personnel			
Position	Justification and Impact on Goals	Cost	Priority #
Career Center Manager	Management to support and supervise classified staff and oversee the career center as well as workforce and employer relations. Goal 1-4	\$87,462-\$110,668	3
Student Support Technician	Classified staff to increase consistency and reliability, decrease reliance on student staff, and meet the ever-expanding workload. Specifically for front desk and career lab support. Goal 1-4	\$50,484-\$61,056	1
Student Support Coordinator and Student Support Special	Classified staff to increase consistency and reliability, specifically for internship and workforce services. Goal 2-3	\$64,092 - \$77,916	2
Professional Development			
Activity	Justification and Impact on Goals	Cost	Priority #
Certification for Support Staff	Provide training & facilitator certification for staff to increase knowledge with career assessments for presentations. Goal 1-4	TBD	3
Conferences	To gain resources, connections, and implement best practices. Goal 1-4	\$5000 (estimate)	2
Associations	To gain resources, connections, and implement best practices. Goal 1-4	\$2000 (estimate)	1
Facilities			
Repair or Modification	Justification and Impact on goals	Cost	Priority #
Space	As we expand and include workforce services, the need of dedicated student space and office space for all staff. Goal 1-3	TBD	1
Space - Furniture and Equipment	If granted new space, furniture will be needed to provide a student friendly space and access to resources. Goal 1-3	TBD	2
Space - Career Closet	Space and equipment to collect and distribute donated interview clothes for students to have for free. Goal 1	TBD	3
Technology/Equipment/Supplies			
Item	Justification and Impact on Goals	Cost	Priority #
Kiosk or iPad/tablet for sign-in	Digital sign-in kiosks to collect data and keep track of student usage of CPC services and resources. Goal 1-4	\$700 (estimate)	2
iPad or Tablets for Social Media	Technology to support the social media platforms for staff to post and engage students of career information and activities. Goal 1-3	\$600 (estimate)	3
Career Assessments	Career Assessments are valuable tools used to help students with their academic & career decision-making process. Goal 4	\$40,000 per yr (est)	1

Part 11. Program Review Involvement

A. List the names of faculty and staff who participated in the review process.

Angela Sardan, Career Center Coordinator II
Dr. Troy Davis, Counseling and Student Development Dean
Sarah Coburn, Career Counselor
Anne-Marie Beck, Career Counselor
Zola Aponte, Instructional Assistant
Belinda Allan, Instructional Assistant
Eileen Haddad, Senior Research and Planning Analyst

B. Describe the involvement of faculty and staff in the program review process.

Angela Sardan - Prepared, collected, and analyzed data and information. Developed Program Review draft and final draft.
Dr. Troy Davis - Review of Draft and Final Draft.
Sarah Coburn and Anne-Marie Beck - Provided feedback and reviewed.
Zola Aponte and Belinda Allan - Provided internal data and reviewed.
Eileen Haddad - Collected and provided data and results. Created 4.A. charts.

The Career Planning Center (CPC) staff developed the survey to distribute to students who participated in career counseling appointments and workshops (virtual and in-person). In addition, a separate evaluation was developed to survey all Cypress College Students to specifically collect information for those that have not utilized CPC services. These were submitted to the Institutional Research and Planning Office for distribution. Data was collected by the Institutional Research Office, and survey results were then provided to the Career Planning Center.

Career Center Coordinator II reviewed and analyzed the survey data; wrote the report; collected information from CPC team and submitted draft for review. Additionally, the draft and final draft are submitted to the Counseling and Student Development Dean for final review prior to sending to the Institutional Research and Planning Office. The Career Planning Center Team meets weekly to discuss goals, develop action plans, coordinate events, and address opportunities and challenges relevant to our services and resources.

Part 12. Evaluation and Approval from Division Dean

Comments

The world of work has changed post pandemic and it is important that we begin the process of being on the cutting edge of new ways that employment can be supported with work/life flexibility. To get this information, this means we need to travel or have others travel to us in providing new theories and approaches to the work industry. The CPC had a successful year, but as the world of work has shifted, and as work shifts, so does the CPC. Having full support of the college and Program Review team is essential.

Dean/Manager Signature: Dr. Troy Davis

Date Approved: 5/26/2022