



## Assessment Record

Program: One Stop Career Center

Assessment period: 2015-2016

**Program or Department Mission:**

The purposes of the One Stop Career Center are to provide career development resources and services to both college students and community residents, to provide job posting and matching services to employers, to implement programs and activities associated with state and federal workforce development legislation, and to be a community entry-point for youth and adults needing occupational preparation and skills.

### Service Unit Outcomes & Assessment Plan

| Intended Outcomes  | Means of Assessment  | Criteria for Success   | Summary & Analysis of Assessment Evidence  | Use of Results   |
|--|--|--|--|--|
| Providing appropriate career development services such as information, assessments, counseling, internships, job readiness seminars, job postings, and job searches. | Reviewing and auditing the availability of online and print resources, calendar of events and associated activities. | A minimum of 500 students and community residents per semester will utilize the services and complete a survey indicating the value of the services. | A total of 564 students were served with 370 (66%) students registering for in-depth Career Center Services. Job Tracking data was available for 35% (126) of the students registering for in-depth Career Center Services. The Strong Interest Career Inventory was administered to 22 students. A total of 2,003 faxes were processed on students and community members' behalf. | Based on the need for current technology, the College provided the One Stop Career Center with 12 updated computers allowing for improved accessibility for online assessments, job postings, job searches, resume and cover letter development and the online application completion process. |
|  |  |  |  |  |

|  |  |   |   |   |
|--|--|---|---|---|
| <p>Implementing programs and activities associated with state and federal workforce development legislation affecting transition into postsecondary education and jobs such as: Workforce Development Investment Act, Welfare to Work, Tech Prep, School to Work, and Youth Development.</p> | <p>Availability of Calendar of events and associated activities.</p> | <p>A minimum of 200 students and community residents per semester will utilize the services and complete a survey indicating the value of the services.</p> | <p>A total of 4,039 individuals utilized the Career Center. The Career Center received 100% satisfaction rating per the 29 Customer Satisfaction Surveys completed by students/community members. As a result of the Career Centers partnership with both the Department of Labor and WIOA, a total of 53 WIOA referrals were made.</p> | <p>The Career Center continued to utilize office space and meetings rooms for employer recruitment. This effort allowed more students and graduates to have access to employers and external resources. The Career Center continued utilizing the partnership with the Alabama Career Centers to develop relationships with local employers. The Career Center staff coordinated with the College's Web Manager to ensure a regular calendar of job fairs and available positions were posted on the virtual job board.</p> |
| <p><b>Plan submission date:</b> September 1, 2016</p>  |  |   | <p><b>Submitted by:</b> Tamara Payne, Ph. D</p>   |   |