



Assessment Record

Service

Assessment period:

Unit:

One Stop Career Center

2019-2020

Service Unit Mission:

The purpose of the One Stop Career Center is 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 their level of satisfaction with services.	A total of 1,917 individuals utilized the One Stop Career Center for career development services. A total of 382 of individuals served were students. An additional 390 individuals received career development services remotely during COVID-19 Campus Closures. The Career Center received 100% rating	A reminder regarding career development services is sent out each semester. The Career Center has revamped its remote offerings as a result of COVID-19 Campus closures. Career assessments can be proctored and reviewed remotely including the Strong Interest. The Career

			on customer satisfaction surveys.	Center website was revamped to be more interactive and user friendly. Career Center staff incorporated Zoom sessions so that career development serves continue to be available for those desiring some form of face to face interaction instead of electronic.
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.	Availability of Calendar of events and associated activities and the number of individuals that receive information about events and partake in events and activities.	A minimum of 200 students and community residents per semester will utilize the services and complete a survey indicating the value of the services.	A total of services were 2,711 services were provided in the Career Center. The One Stop Career Center's partnership with the Alabama Department of Labor yielded 19 WIOA referrals. The Career Center served an additional 75 candidates through the BACK TO WORK 50+Program. COVID-19 related Campus closures impacted the services and activities provided onsite.	The Career Center continued to work with current students, graduates, and candidates working on eligibility for enrollment in classes or programs through Jefferson State Community College, Alabama Department of Labor, CAPTE (formerly WIOA), Adult Education, Career Pathways, Back to Work 50+ and Workforce Education. The Career Center Coordinator began conducting Career Pathways Orientation including activities related to transitioning into college level courses. Career Center used Zoom for face to face interactions. Employers can still recruit onsite.
Plan submission date: August 3, 2020			Submitted by: Tamara Payne, Ph. D	

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