

**One-Stop Career Center**

**Program Review**

**Reporting Period: 2018-2019, 2019-2020, 2020-2021**

**Part 1: Review of Past 3 Years**

**1. Service Unit Outcomes Assessment**

The One Stop Career Center provided career development resources and services to college students and community residents. A partnership with the State Department of Labor expanded the services of the unit. Overall, the unit was effective in providing a range of services with minimal staff. Specific outcomes were as follows:

<b>Outcomes</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-2021</b>
Provided career development services	3,219	3,213	4,694
Community Served	427	623	294
Additional students served	205	318	135
Employers Served	192	117	113
WIOA Referrals	34	24	182
Utilization of Resource Room (Career Center Lab)	6,035	5,461	6,262

- A. Data related to types of services, number of clients served, and number of contacts is reported to the One-Stop Career Center State of Alabama in the form of a monthly report.
- B. The Career Center Coordinator has additional touch points with students not included in this report including an onsite Ready to Work MAPS, hybrid Ready to Work MAPS, and remote Ready to Work MAPS class which began in 2021.
- C. The Career Center Coordinator has also been trained to administer and review WorkKeys Assessments and Northstar Digital Literacy Assessments, as well as TABE assessments for job placement and/or WIOA referral purposes.

**2. Analysis (as it relates to progress in achieving unit goals)**

- A. External conditions that impacted the program related to requirements for being a part of the One-Stop Career network. The unit was required to make services available to community residents to participate in this network. Enforcement of college policies and procedures with an audience that was broader than students proved to be difficult at times. No specific actions were required beyond ensuring that all staff members were trained to handle situations with tact and diplomacy.
- B. Internal conditions that impacted the unit related to outdated printers and fax machines in the unit. The purchase of new equipment was requested and approved to remedy this issue, including new computers, updated wiring for computers, a new telephone with more advanced capabilities for holding and forwarding calls, and a new all-in-one printer.
- C. The Career Center Coordinator continues to work with the College’s Communications Team, Web Designer, and Office of Institutional Effectiveness on communications with college students, graduates, and community members
- D. Signs and brochures were distributed, mass emails were sent to students informing them of the available services, and presentations to various groups were made.

- E. A dedicated phone line continues to be utilized by One-Stop Career Center patrons for career-related purposes.

**3. Primary Functions/Primary Purpose/Unit Mission**

- A. No changes in the unit's primary services occurred since the beginning of the review cycle.
- B. No changes in the unit's primary services occurred in the past three years.

**4. Goal Progress**

- A. The mission of the unit was to provide career development resources and services to 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. Goals were identified that supported this mission. Services were accessed by a significant number of students and community residents. Utilization exceeded projected numbers so the unit met its goals. Specific achievements for the reporting period were:
  - One employee from the Alabama State One-Stop Career Center continued to be housed in LWH 216.
  - The Career Center Coordinator administered career assessments, WorkKeys assessments, TABE assessments (for WIOA referrals), and provides instruction for Ready to Work MAPS seated (Jefferson), hybrid (Jefferson), and remote classes.
  - The Career Center used mass e-mail services and Full Measure messaging to notify students of services and advantages to connecting with the Career Center. The Career Center Coordinator also worked with JSCC Communications Team for social media posts and graphically appealing pamphlets to market Career Center services.
  - The Career Center worked with JSCC web development to enhance the unit's website and make it more user-friendly, as well as take flyers to appropriate student areas.
- B. The JSCC Coordinator and ALDOL onsite employee coordinated services to host remote and onsite Career Fairs to continue meeting student and community needs for accessible and flexible employment services.
- C. The Career Center Coordinator connected with CTE Program Coordinators and Workforce Education for specific dates and times to conduct mock interviews and cover letters and resume workshops.
- D. Administrative support for the unit was evident based on the availability of adequate staff, equipment, and supplies needed to provide the services.

**Part 2: Implications of Program Review for Developing 3 Year Plan**

**1. Vision and Direction of Unit**

- A. Evaluation of the existing unit resulted in a realization that the unit needs to make a shift to improve communications with students and graduates. The Coordinator of the Career Center began working with the Coordinator of Communications to use technology to broadcast career information to students and graduates. In addition, Career Center staff regularly communicate with Program Coordinators and Instructors to identify services their students need to obtain employment.
- B. The Career Center Coordinator will be trained on facets of WIOA Case Management as this will be a new area in the Career & Learning Services Department. The coordinator will work with the WIOA Coordinator to ensure effective case management services.
- C. Career Center staff began attending community and high school fairs in conjunction with Workforce Education, Adult Education, and JSCC Admissions to highlight JSCC programs, services, and scholarship opportunities, as well as JSCC employment opportunities.

- D. The Career Center Coordinator has been granted administrative access to the Alabama Works, the updated Alabama Department of Labor employment database, providing improved accessibility to local employers for employer connections for students, graduates, and community members.
- E. The multi-campus nature of Jefferson State creates challenges for a unit with minimal staff. Personnel are not available to deliver consistent services at four locations. The unit has incorporated Zoom and Microsoft Teams to connect with students, community members, and employers. The unit continued to utilize a short infomercial highlighting the Career Center and services. All information sent out highlights the availability of in person and remote services.
- F. Unit staff will expand the number and nature of collaborative relationships to effectively deliver services.
- G. The Unit has developed an effective working relationship with the JSCC Admissions, Program Coordinators, Deans, Jeff Coaches, Adult Education, and Workforce Education Department to ensure career services are available to all JSCC students. The Career Center will continue to work on strengthening these and other relationships related to workforce development.
- H. The coordinator will establish and/or continue open lines of communication internally and externally. Information will be shared in person, via email, and through social media.

**Part 3: Evidence of Staff Participation in Program Review**

1. The coordinator met with staff regularly to discuss the daily operations of the unit and to identify any challenges. These meetings allowed staff to discuss key components of this review. The Program review is shared with Career Center staff and administrator each fall for feedback.
2. This unit does not have an advisory committee but relationships are in place with units that have a shared mission.
3. List the names and titles of all participants in this program review.

<b>Unit Staff</b>		
Tracy Campbell	Vacant	Ken King (ALDOL)
Donna Ali	Mattie Robinson	
<b>Faculty &amp; Staff Who Utilize the Unit</b>		
Tierra Wright	Jacqueline Gerald	Adrienne Rowland
Adult Education	Workforce Education	ALDOL
Mike Payne	Leah Bigbee	Brittany McClung
Academic Advisors	Admissions	JSCC Program Coordinators/Instructors