

## Program Review Action Plans (Draft)

January 2016

- 1. Technology Purchases and Implementation.** We are committed to utilizing the most updated and student friendly technology possible. Our first priority is to be sure we are fully utilizing the CSO System (Career Connect) that we pay almost \$6,000 per year for presently. We hired Riley Painter as our Program Developer and Alexis Brown as our Career Connect Administrator to be sure we are taking advantage of all the features of our current system. Alexis, Ashley and Riley will be attending the next CSO user conference in May 2016 to learn more about our system and make recommendations for additional opportunities. In December our team had a demonstration of Career Tools and the Career fair mobile application that have been designed by Colorado State and we are comparing it with other systems. We have been offered a free use of the Career Fair App and hope to try it at the Career fair. We plan on making a decision in 2016 if either one or both systems meet our needs. Riley Painter will do a demo of TuaPath, Interview Stream, Going Global and Mounza during Spring semester. He will look at their use from his computer experience as well as a student prospective. We are committed to adding a new software system in 2016 and will continue to look at options for succeeding years. We will measure the number of students using each of our software systems and evaluate their value each year to determine their effectiveness before making the decision concerning annual contract renewal.
- 2. Peer Advisor/Mentor staff additions.** We have developed a position description for a Peer Mentor and have found the funds to provide a Peer Mentor for the five Career Counselors Employment Adviser in the career Center. We plan to have each one work 5 to 10 hours per week and make the positions work study or 50/50 funded. We have assigned Bryan Hamblin as the Peer Mentor Adviser and Trainer. The first Peer Mentor has been hired to work with Betty Simons since there is an immediate need for internship help in Arts and Humanities. Our plan is to have 4 more hired during Spring Semester 2016 and have them work with their college through Fall semester.
- 3. Strategic Plans for each college.** The Director has competed the Annual Deans Discussion about each College's needs and will include the recommendations in each Career Counselor and Employment Advisers PREP that will be completed by the first week of February 2016. Per the program review recommendation each PREP will have strategic goals included as part of the goal setting section. An effort will be made to quantify each goal and measurement criteria will be developed by each Career Counselor/Employment Adviser and approved by the director. Measurements will be kept by each Professional and will be part of their annual review and included in the Dean's report for each of their colleges.

### **Strategic Plan Goals and Objectives.**

- Each Employment adviser for each College will identify 10 to 15 priority employers per college in the 14 industry-areas that we have identified since the program review. They will rate their employers as engaged or somewhat engaged and will set goals to increase the engagement with each employer in each industry that hires the students
- The Career Services goal for Corporate Partners will be to add 3 partners per year while maintaining the current partners (5 as of December 2015) until we reach 12 total partners. This will generate \$36,000 per year for the Career Center funding.
- Employer interviews sponsored by Career Services held on and off campus will be increased by 10% per year from our current level of 27 companies and 38 interview schedules to 30 companies and 42 interviews in 2016 and 10% increase each year of the next five years. Efforts will be made to increase interviews across all colleges.
- Customer service and client satisfaction will be measured through a 14 question satisfaction survey that will be performed at the end of each week for those clients who received services from our professionals. We will offer an incentive of a \$100 bookstore gift card for each semester for students who respond to the survey. The survey questions have been developed since the program review.
- Career Services will establish three cohorts of students receiving direct professional services (i.e., career counseling, employment advising and the Career Development class) in order to assess impact on long-term retention and graduation rates. We will track the students receiving professional services and compare their retention and graduation rates to students who do not utilize our services. We will work with the Assessment Office in order to track these cohorts.
- There were 449 internship opportunities posted during 2015 out of a total of 9,247 total jobs posted on Career Connect. Through our internship outreach efforts we will increase the number of internships posted on our system by 10% a year starting in 2016 and each year thereafter for the program review period.
- A report will be created for each college about engagement of students and employers during each year of the program review and the results will be presented at the annual Dean's Survey to each Dean.