Student and Academic Support Services

Address all fields in the template with an equity lens. If needed, you may provide a link to support your submission. Complete the following fields and provide concise information where applicable. Please do not insert full data sets but summarize the data to completely answer the questions. Concise tables displaying these data may be attached. The review will be sent back if any of the below fields are left empty or inadequate information is provided.

College Name:	Shawnee Community College
Academic Years Reviewed:	2018-2022
Review Area:	Career and Placement Services
Review Team Please identify the names and titles of staff and faculty who were major participants in the review of this program/service and their role or engagement in this process.	Blake Goforth- (January 2022-Current) Career Services Coordinator
Mission How does the program/service contribute to the mission of the college?	The Career Services and Placement Services program at Shawnee Community College contributes to the mission of the college in several ways. Firstly, the program helps to ensure that students are well-prepared to enter the workforce and pursue successful careers, which aligns with the college's mission of providing high-quality educational opportunities that promote student success. By providing individualized career coaching, job search assistance, and professional development resources, the program helps students to identify their strengths and interests, explore career options, and develop the skills and knowledge needed to succeed in the workforce. Secondly, the program's strong partnerships with employers in the local community align with the college's mission of promoting economic development and serving the needs of the community. By working closely with employers to identify job opportunities and provide career information and resources, the program helps to ensure that the local workforce is skilled and well-prepared to meet the needs of employers. Finally, the program's focus on innovation and technology aligns with the college's mission of providing access to cutting-edge educational opportunities. By leveraging technology such as Light Cast Career Coach, the program provides students with 24/7 access to career coaching and resources, ensuring that all students can benefit from the program's services and support.

| **Advancement of Equity**
 How does the program/service help advance equity? | The Career Services and Placement Services program at Shawnee Community College helps to advance equity in several ways.

 Firstly, the program provides individualized support and resources to all students, regardless of their background or identity. By offering career coaching, job search assistance, and professional development resources to all students, the program helps to ensure that all students have the tools and resources they need to pursue successful careers.

 Additionally, the program is committed to promoting diversity, equity, and inclusion in the workforce. By working closely with employers to identify job opportunities and promote diversity in hiring, the program helps to ensure that all students, regardless of their background or identity, have access to a wide range of job opportunities.

 Furthermore, the program's focus on innovation and technology helps to promote equity by providing students with 24/7 access to career coaching and resources. This ensures that all students, regardless of their schedule or location, have access to the same high-quality career services and support.

 Overall, the Career Services and Placement Services program at Shawnee Community College helps to advance equity by providing individualized support and resources to all students, promoting diversity and inclusion in the workforce, and leveraging technology to ensure that all students have access to high-quality career services and support. |

Service Objectives Please provide a brief overview of the program or service being evaluated. What are the overarching goals/ objectives of the program/service?	The Career Services and Placement Services program at Shawnee Community College aims to provide comprehensive career development resources and job search assistance to all students and alumni. The overarching goals and objectives of the program are as follows: 1) Increase the percentage of graduates who secure employment or continue their education within six months of graduation. 2) Increase the percentage of students who complete a career assessment and develop a career plan while enrolled at Shawnee Community College. 3) Increase employer satisfaction with Shawnee Community College graduates. 4) Promote diversity, equity, and inclusion in the workforce by working closely with employers to identify job opportunities and promote diversity in hiring. 5) Provide students with access to 24/7 career coaching and resources through innovative technology. 6) Develop and maintain strong partnerships with local employers and community organizations to ensure students have access to various job opportunities. 7) Provide individualized support and resources to all students, regardless of their background or identity, to help ensure that they have the tools and resources they need to pursue successful careers. 8) Conduct ongoing assessment and evaluation of the program to ensure that it is meeting the needs of students and employers, and making continuous improvements to enhance the effectiveness and sustainability of the program.

To what extent are these objectives being achieved? Please detail how achievement of program/service objectives is being measured or assessed?	Shawnee Community College is currently aligning its Career Services program with the institution's strategic plan in order to increase employment and education outcomes for graduates, encourage students to develop career plans, and improve employer satisfaction with graduates. The program is currently tracking its progress and identifying areas for improvement by establishing clear metrics for success, such as increasing the percentage of graduates who secure employment or continue their education within six months of graduation, and prioritizing career assessments and planning for students. Additionally, the program is focusing on establishing strong partnerships with employers and increasing opportunities for graduates by prioritizing employer satisfaction. To ensure that the program is effective, Shawnee Community College also monitors its Career Services through the assessment process by completing an annual Continuous Quality Improvement (CQI) review. This review allows the college to evaluate the program's strengths and weaknesses and identify areas for improvement. By using data and feedback from stakeholders, including students, alumni, and employers, the college is making informed decisions about how to enhance the program and better support student success.
Past Program Review Action What action was reported last time the program/service was reviewed? Were these actions completed? If not, what were the identified barriers to action?	N/A
Indicator: Need	

1.1. Is this program or service statutorily required? If yes, is the college meeting the required elements? How does the college ensure it meets all required elements?	Career Services and Placement Services at Shawnee Community College are not necessarily statutorily required by law, but they are essential components of the college's mission to support student success and workforce readiness. The college is committed to providing these services to students and ensuring that they are effective and meet the needs of students and employers.

To ensure that the Career Services and Placement Services at Shawnee Community College meet the required elements, the college utilizes a variety of methods for assessment and evaluation. The college regularly reviews data on job placement rates, employer feedback, and alumni satisfaction to ensure that the program is achieving its goals. Additionally, the college conducts surveys and focus groups with students, alumni, and employers to gather feedback and identify areas for improvement.

To ensure that all required elements are being met, Shawnee Community College also conducts regular reviews of its policies and procedures related to Career Services and Placement Services. The college reviews and updates its job placement policies, employer engagement strategies, and career development resources to ensure that they align with best practices and meet the needs of students and employers. |
| 1.2 What is the *need* for this program/service and how does the institution determine *need*? | The need for Career Services and Placement Services at Shawnee Community College is driven by the college's mission to support student success and prepare students for the workforce. These services help students to identify their career goals, develop job search skills, and connect with employers and job opportunities.

The institution determines the need for these services through a variety of methods. First, the college collects student enrollment and career aspirations data to identify which programs and career paths are most popular among students. This information helps the college to tailor its Career Services and Placement Services to meet the needs of students in high-demand fields.

Additionally, the college conducts surveys and focus groups with students and alumni to gather feedback on the effectiveness of its Career Services and Placement Services and identify areas for improvement. The college also engages with employers and industry partners to understand current and future workforce needs and develop partnerships that provide students with valuable internship and job opportunities. |

| 1.3 If applicable, what is the student usage for this program/service? | To determine student usage of the program, Shawnee Community College tracks the number of students who attend job fairs and career expos, participate in interviews and career interest inventories, and receive job placement assistance. This data is used to understand the demand for the program and identify any areas for improvement.

Additionally, the college is conducting surveys with students who have utilized the Career Services and Placement Services to gather feedback on the program's effectiveness, the services' quality, and any suggestions for improvement. This feedback is used to refine the program further and ensure that it meets students' needs.

Shawnee Community College continues to serve hundreds of individuals with Career Services and Placement Services through various initiatives, such as visiting high schools to conduct interviews and career interest inventories, hosting job fairs and career expos, and providing job placement assistance. The college remains committed to improving the program and meeting the needs of its students and the community.

Career Coach usage Mid-July 2022 to present:
1,281 Total visits
299 Career Coach Profiles created
397 Career Assessments completed – 444 started
168 Resumes downloaded – 176 started
24,780 Widget views
8,317 Widget clicks
54 Career Coach clicks from Widget
23 Employers Profiles created
39 Job Postings total
10 Job Postings live currently |

1.4 How does the student usage compare to assessed need of the program/service?	To assess the need for the program/service, Shawnee Community College is currently analyzing factors such as student enrollment numbers, industry demand for certain skills and occupations, and local employment trends. This data is used to identify areas where Career Services and Placement Services are most needed and tailor its services accordingly. The college regularly compares the assessed need of the program/service to the actual student usage by tracking the number of students who attend job fairs and career expos, participate in interviews and career interest inventories, and receive job placement assistance. By comparing the assessed need to actual student usage, the college can determine if it effectively reaches its target audience and meets its intended goals. Through ongoing assessment and analysis, Shawnee Community College strives to ensure that its Career Services and Placement Services program meets the needs of its students and the community.

Indicator: Cost

2.1 What are the current expenditures of the department?	Total Budget: $87,411
2.2 How is this program/service funded and what cost-effective strategies are in place to ensure sustainability?	Shawnee Community College funds its Career Services and Placement Services program through its institutional budget. The college uses a combination of state funding, tuition revenue, and grants to support the program and ensure its sustainability. To maximize the program's cost-effectiveness, the college has implemented several strategies to ensure sustainability. These include leveraging partnerships with employers to provide job opportunities for graduates, utilizing online resources and technology to minimize costs associated with print materials and in-person events, and regularly evaluating the program to identify any areas for improvement and cost-saving measures. Additionally, the college actively seeks grant opportunities to supplement its institutional budget and support the program. By exploring all available funding sources and implementing cost-effective strategies, Shawnee Community College is committed to ensuring the sustainability of its Career Services and Placement Services program.

Indicator: Quality	
3.1 If applicable, how does the college program/service measure against any quality benchmark and standards?	N/A- Because of the coordinator change, access to past data is unavailable. We will report new information as it is available.
3.2 How does the college ensure that all staff are qualified and appropriate to overseeing or providing the program/service?	The college ensures that all staff overseeing or providing the Career Services and Placement Services program are qualified and appropriate through several measures: 1) Minimum qualifications: The college sets minimum qualifications for all positions, including those involved in the program/service. These qualifications may include education, experience, certifications, and other relevant factors. 2) Job descriptions: The college creates job descriptions outlining the responsibilities, duties, and qualifications required for each position in the program/service. 3) Recruitment and selection: The college follows established recruitment and selection procedures to ensure that all staff hired for the program/service meet the minimum qualifications and job requirements. 4) Training and professional development: The college provides ongoing training and professional development opportunities to all staff involved in the program/service, to ensure they have the knowledge, skills, and resources needed to support students and meet program objectives effectively. 5) Professional organizations: The college encourages and supports staff involvement in professional organizations, such as the National Association of Colleges and Employers (NACE) and the International Career Counseling and Coaching Certification (IC3SP) Association, to stay up-to-date on best practices and trends in career services and placement.

3.3 What, if any, innovations have been implemented within this program/service that other colleges may want to learn about? How have these innovations had an impact on student success?	Shawnee Community College has implemented Light Cast Career Coach, an innovative platform that provides students with personalized career coaching and job search resources. The platform utilizes artificial intelligence and machine learning to analyze student data and provide customized recommendations for career paths, job opportunities, and professional development resources. This innovation has significantly impacted student success, providing students with a comprehensive and individualized approach to career development. By leveraging technology to deliver career coaching, students can access 24/7 support and guidance, regardless of location or schedule. Light Cast Career Coach has also helped increase student engagement with the Career Services and Placement Services program, as students are more likely to use online resources and tools. Other colleges may benefit from implementing Light Cast Career Coach to enhance their career services and placement programs. The use of technology to provide personalized career coaching has the potential to increase student engagement and improve student outcomes, ultimately contributing to a more successful student body. **Example Career Assessment:** This assists advisors, mentors, coaches, high schools, and the Career Placement Coordinator in making informed decisions regarding student placement. Assessment Results **Your Top Three Traits are: Enterprising, Artistic, Investigative** Download Full Results **Enterprising** Enterprising people are self-confident, outgoing, and optimistic. They like to organize, direct, and control the activities of groups. They are ambitious and like to be in positions of authority. They place a high value on status, power, money, and material possessions. They like to feel that they... Show More **Artistic** Artistic people are very creative, original, and individualistic. They like to be different and strive to stand out from the crowd. They like to express their personalities by creating new and different things with words; with music; with materials, through painting, carving, sculpturing, engraving... Show More **Investigative** Investigative people are naturally curious and inquisitive. They have a need to understand, explain, and predict the things that go on around them. They are scholarly and scientific in their attempts to understand things and tend to be pessimistic and critical when non-scientific, simplistic, or... Show More View Career Matches Retake Assessment

Examples of the highest ranked Career Clusters from the Example Trait Assessment:

Browse Careers

> **Education and Training**

Planning, managing and providing education and training services, and related learning support services.

100% Match

> **Human Services**

Preparing individuals for employment in career pathways that relate to families and human needs.

83% Match

> **Marketing, Sales and Service**

Planning, managing, and performing marketing activities to reach organizational objectives.

80% Match

Example of Career Assessment Results:

Career Assessment Results

Career Coach | Shawnee Community College

Assessment Length
Short

Top Traits

Enterprising 100% Artistic 75% Investigative 50%

Other Traits

Social 50% Realistic 25% Conventional 0%

Top 5 Job Categories
1. Education and Training
2. Human Services
3. Marketing, Sales and Service
4. Arts, Audio/Video Technology and Communications
5. Business Management and Administration

Top 10 Career Matches
1. Writer or Author
2. Public Relations Specialist
3. Chef or Head Cooks
4. Lawyer
5. Fashion Designer
6. Hairdresser, Hairstylist, or Cosmetologist
7. Art Director
8. Legislator
9. Law Teacher, Postsecondary
10. Training and Development Manager

| 3.4 What are the strengths of this program or service? | Shawnee Community College's Career Services and Placement Services program has several strengths that contribute to its effectiveness in supporting students and the community.

One key strength is its personalized approach to career development. The program offers individualized career coaching, job search assistance, and professional development resources tailored to each student's unique needs and interests. This approach helps to ensure that students are well-prepared to enter the workforce and pursue fulfilling careers.

Another strength of the program is its strong partnerships with employers in the local community. The program works closely with employers to identify job opportunities, provide career information and resources, and facilitate connections between students and potential employers. This partnership helps to ensure that students are connected with relevant job opportunities and that employers have access to a skilled and well-prepared workforce.

Additionally, the program's innovative technology, such as Light Cast Career Coach, helps provide students with 24/7 access to career coaching and resources, regardless of their location or schedule. This ensures all students benefit from the program's resources and support.

Overall, the personalized approach to career development, strong partnerships with employers, and innovative use of technology are key strengths of Shawnee Community College's Career Services and Placement Services program. |

3.5 What are the challenges or weaknesses of the program/service?	While the Career Services and Placement Services program at Shawnee Community College has many strengths, there are also some challenges and weaknesses the program faces. These include: 1) Limited resources: The program may need more financial and human resources, which can impact student support and services. 2) Limited employer partnerships: The program may face challenges in developing and maintaining relationships with employers and industry partners, which can impact job placement and employer satisfaction rates. 3) Limited student awareness and engagement: The program may need help reaching and engaging all students, particularly those who need to be aware of or utilize the available services and resources. 4) Limited data on outcomes: The program may need help tracking and reporting outcomes, such as job placement rates and student success, due to limited data collection and analysis systems.
3.6 What tools were utilized to determine program/service strengths and challenges? i.e., student surveys, focus groups, interviews, co-curricular assessment, etc.	These include key performance indicators (KPIs), student surveys, and continuous quality improvement (CQI) processes. Additionally, board monitoring reports are used to assess the effectiveness and impact of the program/service. These tools enable the collection of valuable data and feedback from various stakeholders, such as students, employers, and board members. This information is used to identify areas of strength and improvement and inform decision-making processes for program/service enhancements.
3.7 What, if any, continuous improvement processes are in place and utilized to evaluate data and implement solutions? .	N/A- The College did an organizational restructure in January 2022. Career Services is now a part of the Student Success Department. The current Career Services Coordinator does not have access to previous data. We have implemented new processes and programs to capture data, usage, and customer satisfaction with services.
3.8 What disaggregated data was collected, measured, and evaluated to assess program/service effectiveness?	N/A

3.9 Were there any identifiable equity gaps in the data? Please explain.	N/A
3.10 How is the college seeking opportunities to close the gap and provide equitable access to programs and services?	N/A
3.11 How does the program or service address inequities in instructional programs, if appropriate?	N/A

Review Results	
Intended Action Steps Please detail action steps to be completed in the future based on this review with a timeline and/or anticipated dates.	
To what extent are action steps being implemented to address equity gaps, including racial equity gaps?	The Career Services Coordinator is holding office hours at all of the Outreach centers and going to all available high schools to be available and meet with students and community members.
Rationale Provide a brief summary of the review findings and a rationale for any future modifications.	

Resources Needed	Higher In-State mileage reimbursement budget.
Responsibility Who is responsible for completing or implementing the modifications?	VP of Student Affairs Director of Student Success Career Services Coordinator