



**KLAMATH**  
Community College

2022-23

Non-Instructional  
Department Review  
Career Services Center

Michelle Horne

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## 1. SUPPORT OF THE COLLEGE MISSION

### 1A. SUMMARIZE DEPARTMENT IN TERMS OF KEY FUNCTIONS AND RESPONSIBILITIES.

The KCC Career Services Center assists students with fine-tuning their job search skills, identifying and progressing toward their occupational goals, finding careers aligned with their program of study, identifying funding through scholarships, referring them to employers, augmenting networking skills, and connecting them with employers who are willing to provide a Cooperative Work Experience.

The Career Services Center (CSC) works closely with employers and community agencies by inviting them to participate on Advisory Committees, host career and resource fairs, and post current job opportunities by maintaining a job board focused on opportunities, both on and off campus. The CSC personnel work with employers in identifying employment needs and industry trends to develop work experience and potential career opportunities.

The CSC offers application, resume writing, and interviewing help to all staff, students, and community members.

**The Student Journey:** The Career Services Center works with students from  
The Beginning, Middle, and End of their journey.

**Beginning:** Assess students' interests to determine a career goal which, in turn, aligns them to a field of study at KCC. The Career Services Center personnel instruct and offer the CGS 112 Career Exploration class to give students who are undeclared, the chance to delve deeper into potential career paths and to help them gain the confidence needed in choosing a path (program, certificate, and/or pathway) that is right for them.

**Middle:** The Career Services Center understands that each student has a different story and we are here to assist them by helping them find resources both on and off campus alleviate some financial burdens that may arise. The CSC also provides training and one-on-one help with gaining employment either on campus as a student worker or with off-campus opportunities. To assist in gaining employment, the CSC provides one-on-one instruction with resume writing, completing applications, providing mock interviews, scholarship assistance, and offering workshops on these subjects.

To help students gain resources and employment skills and employment opportunities, the CSC co-hosts the Resource and Job Fair, attends Third Thursdays, and other events. This is an effort to bring in more students to Klamath Community College and to help current students focus on success, retention, and completion in their career and/or college choices. In Spring term, the Career Services Center hosts the Career Fair/Open House, and prepares our students by offering short workshops and one on one assistance with resumes and mock interviews. This helps prepare them for the Career Fair.

**End:** The CSC personnel instructs and places students into Cooperative Work Experiences (CWE) and/or TEX courses related to their field of study. The CWE courses that the CSC teaches are Intern/Externship opportunities with employers in the Klamath Falls community. Each employer is given an agreement with the Employability Rubric (APPENDIX A) to ensure students are meeting the needed skills for employment within their field of study or to gain feedback on needed improvements. The TEX 280 course focuses on employment outcomes, which in turn helps prepare student to enter the workforce with confidence, and the tools needed to retain employment, again, utilizing the Employability Rubric.

Even after graduation from Klamath Community College, the Career Services Center provides help and resources to all completers and other members of the local community.

## 1B. DESCRIBE HOW THE DEPARTMENT SUPPORTS THE OVERALL MISSION OF THE COLLEGE AS ADOPTED BY THE BOARD OF EDUCATION.

The KCC Career Services Center is proud of the fact that we are able to support KCC's mission by providing accessible and quality education and services to all.

We support student success in workforce training, academic transfer, foundational skills development, instruction, career services & exploration, advising, Cooperative Work Experience, and supporting community education.

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### EDUCATION:

*SUPPORTING ALL 5 KCC INITIATIVES: PROSPERITY, ACCESS, COMMUNITY, PLANNING, EXCELLENCE*

Three staff who work in the CSC teach the following academic courses in Fall, Winter, Spring, and Summer Terms:

**CGS 112:** Career Exploration

**GAG 200:** Exploration of Careers in Agriculture

**ADS 280:** Addiction Studies Cooperative Work Experience

**BUS 280.01:** Business Administration Cooperative Work Experience

**BUS 280.02:** Business Technology Cooperative Work Experience

**BUS 280.03:** Accounting Cooperative Work Experience

**CIS 280:** Cybersecurity & Networking Cooperative Work Experience

**GAG 280:** Agriculture

**MFG 280:** Manufacturing Cooperative Work Experience

**WLD 280:** Welding Cooperative Work Experience

**TEX 280.01:** Technical Extension – Cooperative Work Experience Seminar: preparing for the world of work

**TEX 280.01 DE:** Technical Extension – Cooperative Work Experience Seminar: preparing for the world of work – distance ed

The CSC staff also supports the Health Services, Early Childhood Education, and Criminal Justice advisors in aiding with start-up documentation and placing students with employers for HIM 180 & 280, ECE 280, and CJA 280.

The Career Advisor developed GAG 200 to offer Agriculture career opportunities to students.

The Career Counselor is working with the Director of KCET and the Director of CTL to build a canvas course intended to bridge KCET students to one of three paths to take based on intensive Career Exploration Canvas Course (APPENDIX B). The course will begin with a Career Exploration Module for KCET students who are nearing completion. Career exploration will be combined with individualized Career Counseling/Advising sessions for each student with professionals in the Career Services Center. Based on the outcome of Counseling/Advising session, KCET students will gain a clear understanding of which path is the best fit for them; making informed decisions toward successful outcomes a reality. Each student will then be granted access to one of three courses that align with their goals based on the advising session. The three courses will be: 1. Academic Program Track: Preparing for college. 2. Workforce Development/Apprenticeships, or 3. Instruction that will prepare a student for a Career.

Process to implement:

1. Gather resources needed for course work (near completion)
2. Meet with the Center for Teaching and Learning to put together a course shell in Canvas (2 visits complete)
3. Build Canvas Course
4. Review with Director of KCET
5. Launch Winter term 2023

SERVICES:

*SUPPORTING ACCESSIBILITY, COMMUNITY, PLANNING*

Staff in the CSC are available to meet with students, staff, faculty, employers, community agencies, and potential students in-person, over the phone, via zoom or Teams chat, Monday through Friday from 8-5 pm.

At the Center, we offer immediate, individualized services to our visitors, and if we are unavailable, we encourage a meeting to be scheduled immediately. It is important to us to know that our students, the public, employers, and partner agencies feel valued.

We are not bound by eligibility requirements, yet our staff is well-versed, and understand eligibility requirements of the majority of grant funded support programs offered on and off campus. We are confident in referring our students to the correct service provider so that they receive the wrap-around services and support needed for successful completion.

We host events allowing students, faculty, and staff to connect with the community to get the services or information they seek.

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STUDENT SUCCESS:

*SUPPORTING COMMUNITY, EXCELLENCE*

The staff in the CSC supports success in workforce training by providing interviewing, and resume workshops, and have offered to provide networking, employability, and scholarship application workshops.

We provide support to student success in academic transfer by advising on transfer options and articulation agreements.

We provide support to student success through foundational skills development by offering software focused on foundational and professional development, and implementing and instructing courses to give students the best opportunity for success.

We provide support to student success in community education by offering expertise in the latest labor market trends, assisting in the development of micro-credentialing and badging, and participating on councils and committees.

The CSC is working alongside the VP of External Affairs, KCET Director, and Apprenticeship Coordinator to implement courses that align with the ACT National Career Readiness Certificate (ACT WorkKeys NCRC), badging for the certificate, and tailoring it to meet the needs of all learning tracks at KCC.

The National Career Readiness Certificate is an assessment-based credential recognized by employers nation-wide. There are four (4) WorkKeys assessments: Applied Math, Workplace Documents, Graphic Literacy, and Workplace Essentials (which aligns with KCC's Employability Rubric criteria).

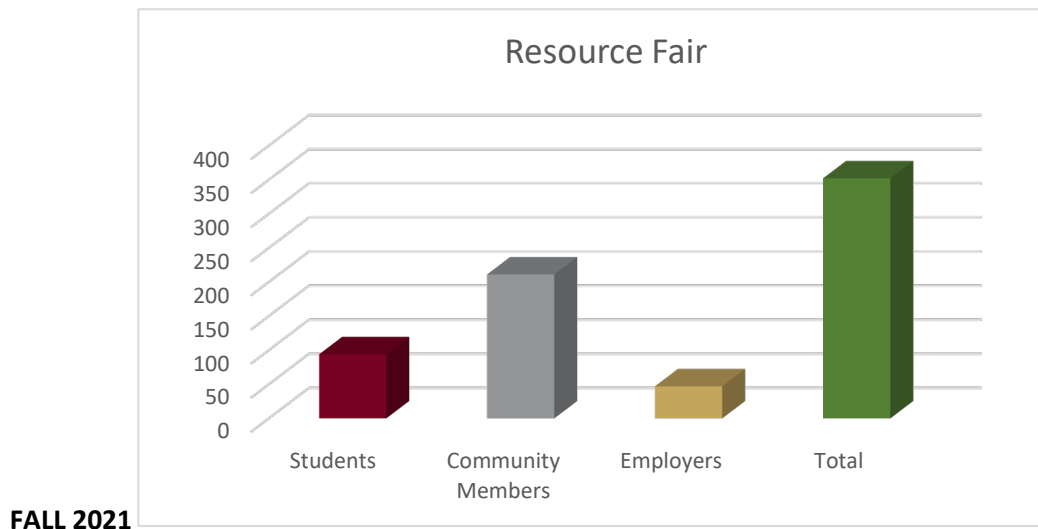
## 1C. DESCRIBE THE POPULATION SERVED BY THE DEPARTMENT

The CSC works with diverse populations via the following methods:

- Instructs a number of career-related, academic courses for credit. The CSC staff instructs up to 20 credit hours per term
- Provides Career exploration, job search, and scholarship informational workshops to KCET, HEP, OSL & ASKCC, TRiO, and Veterans.
- Aids Trade-Act students. The Trade Act program helps dislocated workers by providing training support if they were laid off due to increase imports from or shifts in production to another country.

## Klamath Community College Non-Instructional Department Review:

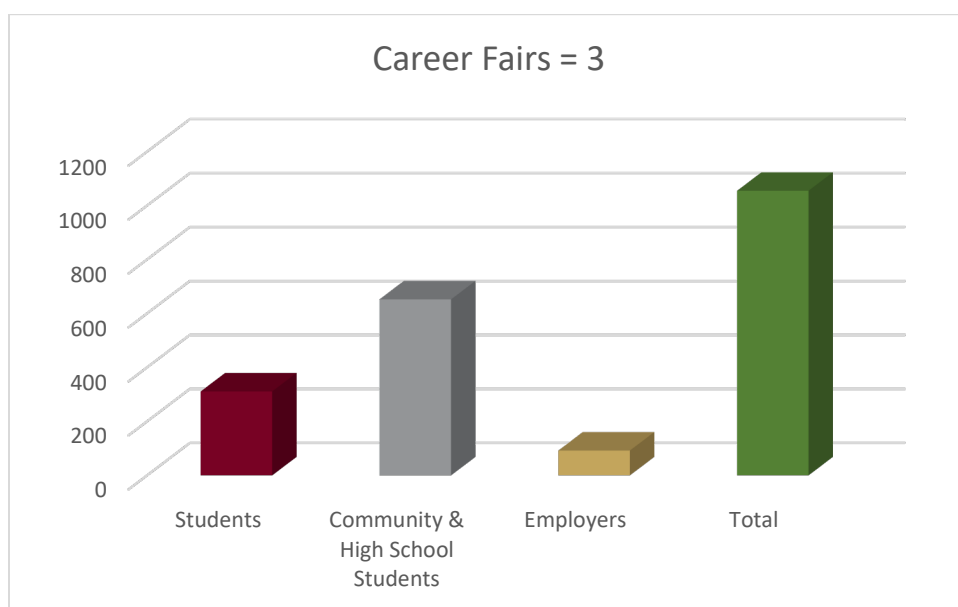
- Advises close to 100 AGS students to help provide guidance and eventually a program to call home. This takes approximately 100-200 hours per term.
- Assists with Department of Labor Employer Engagement goals.
- Participates in all New Student Orientation sessions each term.
- Hosts Career Fair/Open House – working with High School Administration and High School students, KCC students and alumni, employers, agencies, vendors, businesses, media outlets – to name a few. This takes approximately 1000 hours of CSC staff time & resources to plan, setup and host and complete closure with the participants.
- Hosts Job and Resource Fairs
- Hosts Student Worker recruitment events.
- Facilitates Student Worker placement and aid in the hiring processes.
- Posts jobs for employers.
- Recruits students for employers.
- Recruits employers for students.
- Collaborates and partners with employers, and program leads to host Advisory Committee Meetings once per term. This takes 24 hours of meetings, 8 hours of placing orders and requisitions, 8 hours of compiling agendas and minutes



**A few pictures from the resource fair held in Building 4 on December 3, 2021**



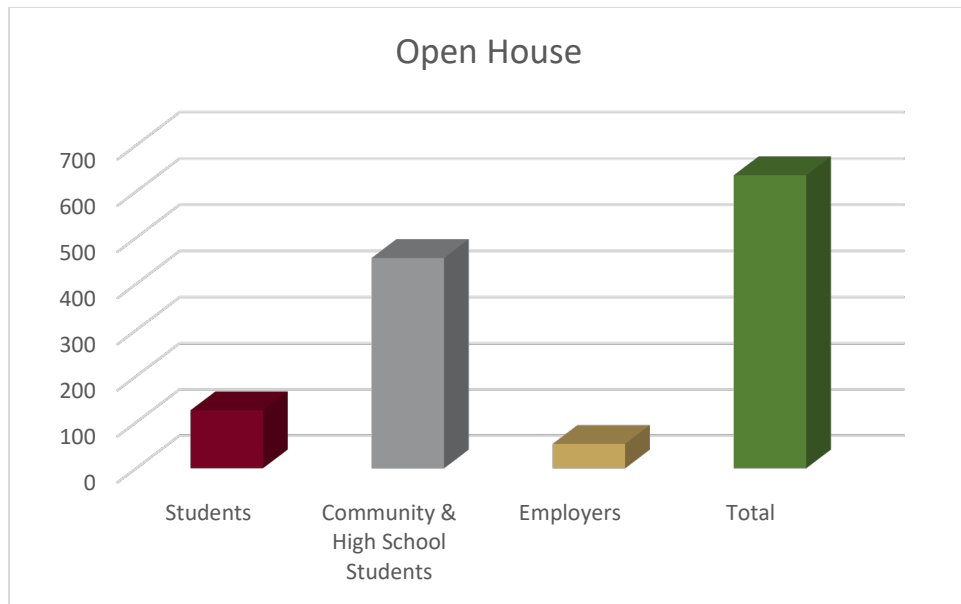
Klamath Community College Non-Instructional Department Review:



**FALL, WINTER, and SPRING 2021**

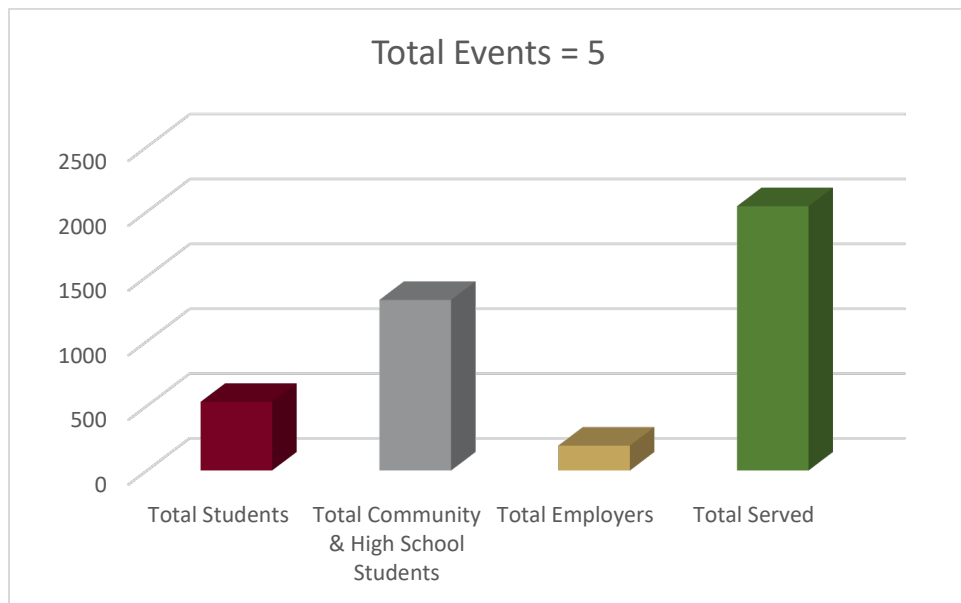


Klamath Community College Non-Instructional Department Review:



SPRING 2021

Pictures from the Open House hosted by the CSC



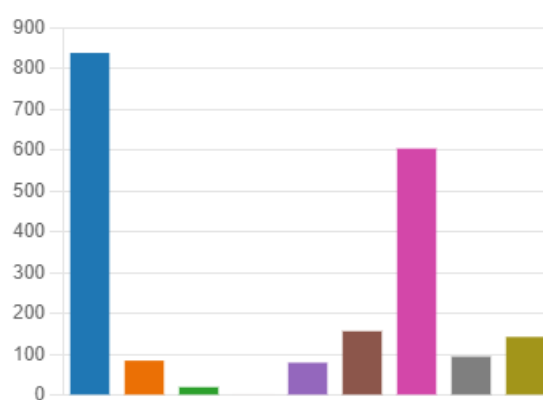
## 1D. DESCRIBE DEPARTMENT RESOURCES INCLUDING USAGE METRICS.

In October of 2020, the CSC started to track services provided. Because we started the KCC Career Center at ground level, we are still fine-tuning the metrics to track measurables. Because of this, our intake form has changed a few times to track new services provided that our staff has been tasked with. In addition to tasks that would traditionally be assigned to staff of a career center, we have also been given the responsibility of student course advising for sixty students.

### OCTOBER 2020 – JULY 2021

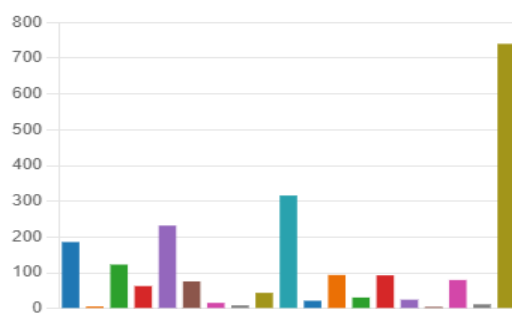
#### Population Served:

Student - Current	838
Student - In Progress	85
Student - Ready to Graduate	20
Alumni	2
Community Member	80
Staff Contact	157
Employer	604
Administrative	95
Other	143



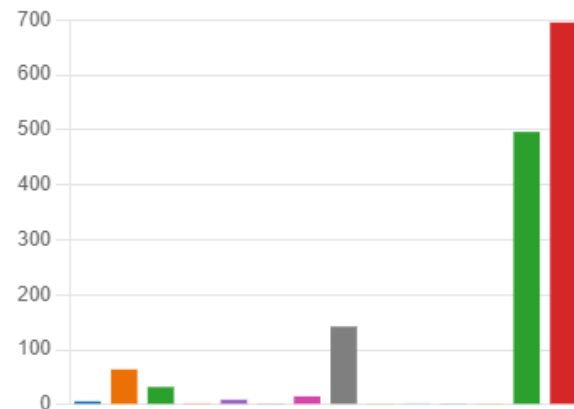
#### Services and Tasks recorded October 2020 through July 2021

Administrative	186
Case Management	6
Job Search	123
Career Assessment	63
EMSI/Career Coach	232
Resume	76
Mock Interview	16
Resource Referral	9
Trade Act	44
Student Work Placement	316
Use Lobby Resources	22
Outreach/Event	94
Workshop	31
Information Seeking/Informatio...	93
Meeting	25
TEX	5
CWE/280	80
CANVAS - Grading/Notifications...	12
Other	740



### Demographic showing department or program student is a part of:

Veteran	6
TRiO	64
Trade Act	32
SNAP	2
Oregon Promise	9
JOBS Program	1
Dual Credit/High School	15
KCET	142
HEPP	1
WIOA	2
Criminal Record	1
Early Alert	1
Student is not attached to any o...	496
Not a student - does not apply	695



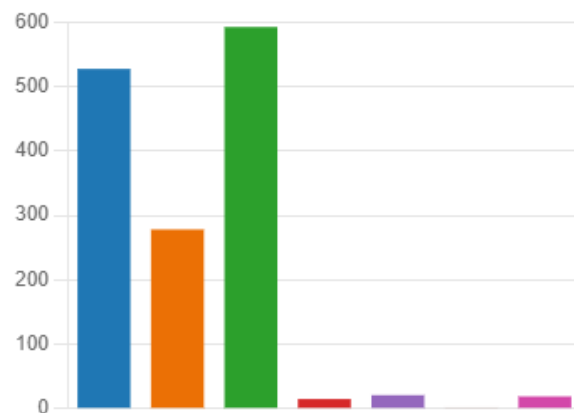
### Is the student enrolled in a:

Pathway	4
Certificate	21
Degree Program	523
Undecided	190
Not a student (see staff comme...	715



### Contact Method:

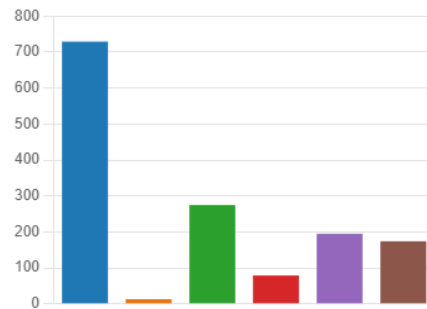
In-person	527
Phone	278
E-mail	592
Text	15
Zoom	21
Mail	1
Other	19



AUGUST 2021 TO PRESENT

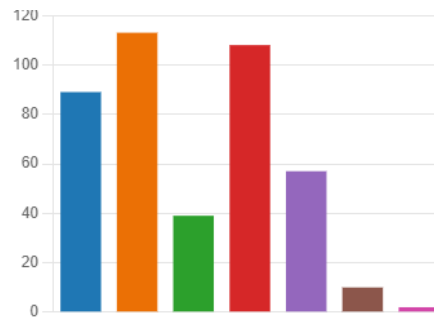
### Population Served

Student	729
Alumni	13
Potential Student	275
Faculty/Staff	79
Employer	195
Community Member	174



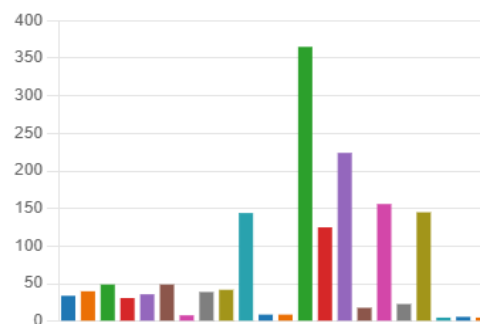
### Priority Category

Within 20 Credits of Graduation	89
Undeclared	113
AAOT	39
AGS	108
Refer to Student Success Coach ...	57
Interested in Student Employme...	10
Interested in TA opportunity	2



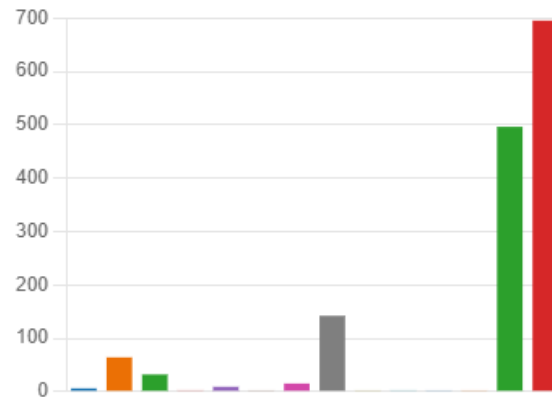
### Services

Current Case Management	34
New Case Management	40
Student/TA Hiring	49
Advisory Committee	31
Resume Building	36
Career Exploration	49
Interviewing Skills/Mock Interview	8
Application Assistance	39
Career Assessment	42
EMSI	144
Resource Referral	9
Trade Act Assistance	9
Outreach/Event	365
Workshop	125
Information Seeking/Informatio...	224
TEX 280	18
CWE 280	156
CGS 112	23
Inquiry Outreach - Potential Stu...	145
Transfer Advising	5
Admission Applicants - Undecid...	6



### Demographic showing department or program student is a part of:

Veteran	6
TRiO	64
Trade Act	32
SNAP	2
Oregon Promise	9
JOBS Program	1
Dual Credit/High School	15
KCET	142
HEPP	1
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Criminal Record	1
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Student is not attached to any o...	496
Not a student - does not apply	695



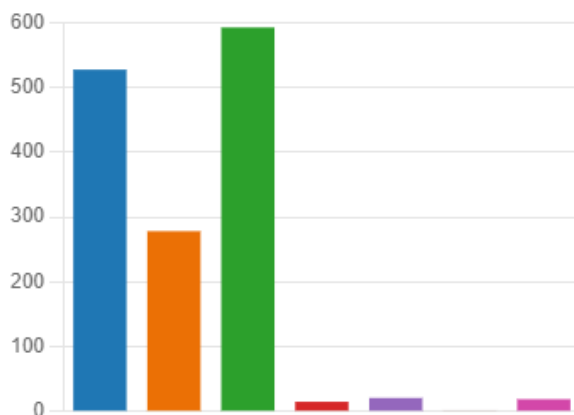
### Is the student enrolled in:

Pathway	4
Certificate	21
Degree Program	523
Undecided	190
Not a student (see staff comme...	715



### Method of contact:

In-person	527
Phone	278
E-mail	592
Text	15
Zoom	21
Mail	1
Other	19



Last Spring, The CSC saw an uptick in requests for mock interviews and resume assistance. The CSC held a very successful Open House/Career and Programs Fair which resulted in quite a few new enrollments. After cross checking a list of names who attended the Open House/Career Fair event against a list of students who are enrolled at KCC as of Fall 2022, we found a total of 39 names. Of that, 36 names were associated with local High School students, and 3 were identified as community members. We are a part of attracting students to enroll at KCC.

*A success story from the Open House/Career Fair: On September 20<sup>th</sup>, the Career Services Center held a Student Worker Hiring Event – the same week of New Student Orientation. One of the students who attended New Student Orientation also came to the Student Worker Hiring Event. This new student reported that he attended the Open House/Career Fair last Spring. He was hired by one of the employers who was interviewing that same day. He completed his summer employment, was able to build on his resume, and is now enrolled as a full-time KCC student who expressed interest in a student worker position. This example shows how the Career Services Center plays an active role in new student enrollment and retention.*

The CSC opened in late December 2019 and there have been significant changes in the focus and purpose of the department. The initial opening of the Career Services Center coincided with the COVID-19 pandemic and negatively impacted the opening of the Career Services Center. COVID hindered our progression toward meeting Title III deliverables. The staff struggled to find our footing with employers, the community, and most importantly the students when we could not have face-to-face introductory meetings. Most individuals were not aware that Klamath Community College had a Career Services Center and if they were aware, it is possible they did not want to visit the center due to COVID-19 restrictions. The majority of employers we contacted were not willing to provide Cooperative Work Experience opportunities to our students, but were willing to post open positions on EMSI – Career Coach.

As the restrictions of the pandemic began to subside, we started to gain traction in providing services to our students and developing partnerships with employers and the community. This term especially, the Career Services Center personnel have noticed a major shift in the need for our services. The traffic to the center has noticeably increased and we are seeing an influx of students who are interested in student worker positions. These opportunities provide students a flexible schedule that allows them to work while attending school.

*Recently, a KCET student visited the Career Services Center asking about job opportunities. After sitting down with him, and learning what kind of job he needed to ensure he progresses in his studies, the Career Counselor found the right fit. It just so happened that KCC's Campus Eatery was searching for someone who could work at least 20 hours per week, consistently. While he supports hiring KCC students, their hourly schedule isn't always consistent. The Career Counselor had been communicating back and forth with the employer about his needs, and she knew right away that this student might be the perfect fit. Because this KCET student is taking night classes, he would be able to work the hours the*

*employer needs. She immediately brought the student to meet with the employer, and the employer hired him that same day.*

The CSC has received a larger number of student referrals from Student Affairs, for students to take the EMSI Career Coach Career Assessment, which aligns with the programs available at Klamath Community College, providing the majority of undecided students a program to call home. Not only do we have the students take the assessment, but we engage in meaningful conversation with each student who takes the assessment to discuss labor market information and requirements of their choice career. We want students to feel confident in choosing a program by helping them to make intentional, informed decisions to ensure their goals are realistic. Students having realistic educational goals and matching those goals with careers assists in retention and completion at KCC. Additionally, there has been a greater increase of employer traffic, seeking students who meet their need for reliable and educated workers in the community.

Students and community members often come to the Career Services Center for resources outside of gaining employment, such as scholarship assistance. We provide overall guidance to some of our students who are unsure of their career path or are interested in pursuing a different path than originally intended. Just last term, staff in the Career Services Center assisted a student in applying for a Microsoft technology scholarship. He was awarded \$1000. We often assist parents of students in finding employment or returning to complete their education.

## 2. DEPARTMENT MISSION/GOALS AND LINK TO STRATEGIC PLAN

### 2A. DESCRIBE PROGRESS TOWARD GOALS SET IN PREVIOUS REVIEW, ANNUAL BUDGET PRESENTATIONS, AND/OR STRATEGIC BUDGET PLANNING.

The Career Services Center was established in late December 2019, shortly after Strategic Goals were set. Therefore, we don't have a formal place in the Strategic Plan. We will have a formal strategic plan in the future.

Since the Career Services Center is funded under the Title III Grant, we focus on the deliverables that tie the grant directly to us. We have also established our own SMART Goals which were constructed to help us progress toward meeting the deliverables of the Title III Grant. (APPENDIX B)

Although, we haven't set goal in a previous review we have set goals that tie to our grant objectives, and that align with KCC's mission.

### 2B. HAVE YOU MET YOUR PREVIOUSLY SET GOALS? IF NOT, HOW DO YOU PLAN TO MEET THEM?

☐ Yes

☒ No

As mentioned in 2A, we haven't set a goal in a previous program review, but we have set goals that tie to our objectives in the Title III grant (APPENDIX B). Because the Career Services Center is only a portion of the Title III grant, our focus objectives are:

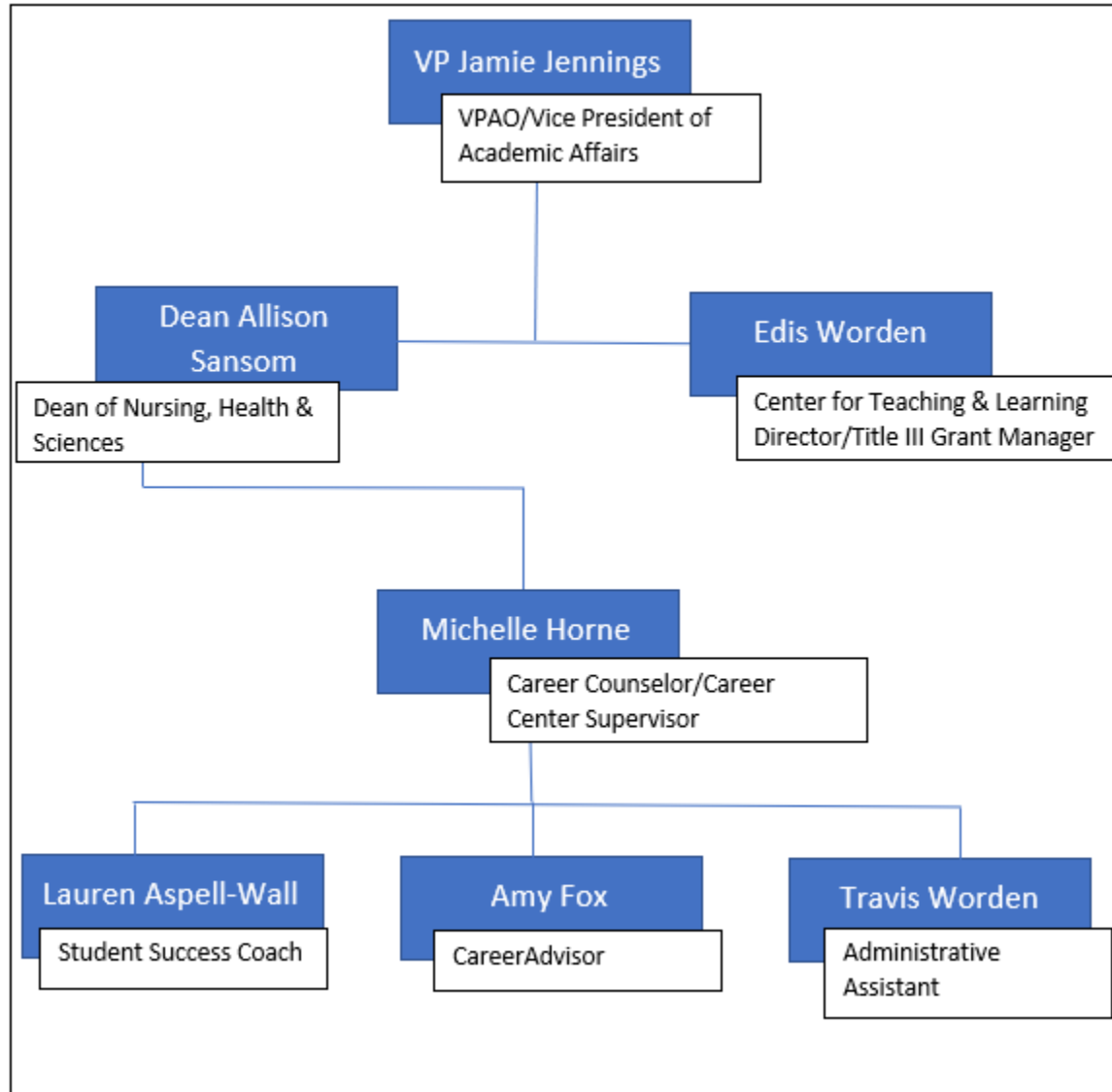
Objective 7	Increase the percentage of first-year <b>full- and part-time</b> students who access mandatory career exploration and develop a career plan from 0% to 95%.
2019-20 2020-21 2021-22 2022-23 2023-24	N/a for this year. Develop mandated career exploration program with career/educational plan. Increase new students participating in mandatory career exploration from 0% to 25%. Increase new students participating in mandatory career exploration from 25% to 75%. Increase new students participating in mandatory career exploration from 75% to 95%.
Objective 9	By 9/30/24, increase the percentage of degree-seeking students successfully completing credit-based FYE from 0% to 70%, an increase of 70%.
2019-20 2020-21 2021-22 2022-23 2023-24	Develop credit-based FYE program. Increase participation in credit-based FYE from 0% to 50%. Increase participation in credit-based FYE from 50% to 60%. Increase participation in credit-based FYE from 60% to 70%. Increase participation in credit-based FYE from 70% to 80%.



### 3. PERSONNEL SUMMARY

#### 3A. PROVIDE AN ORGANIZATIONAL CHART OF THE DEPARTMENT.

#### Career Services Center Organizational Chart



The following staffing chart shows that one of our challenges has been the turnover in staff at the CSC.

#### Staffing:

<b>Career Counselor</b>	
Michelle Horne	12/16/2019 – Present
<b>Career Advisor</b>	
Tamera Farmer-Browder	12/16/2019 to 09/11/2020

2 MONTH GAP	
Sher Lee	11/09/2020 – 01/14/22
3 MONTH GAP	
Amy Lawrence-Fox	04/06/2022 – Present

Student Success Coach	
Robin Stratton	01/04/2020 – 02/19/2021
4 MONTH GAP	
Lauren Aspell	06/01/2021 – Present

Administrative Assistant	
Lilla Kiser	02/04/2020 – 04/01/2021
2 MONTH GAP	
Travis Worden	06/21/2021 – Present

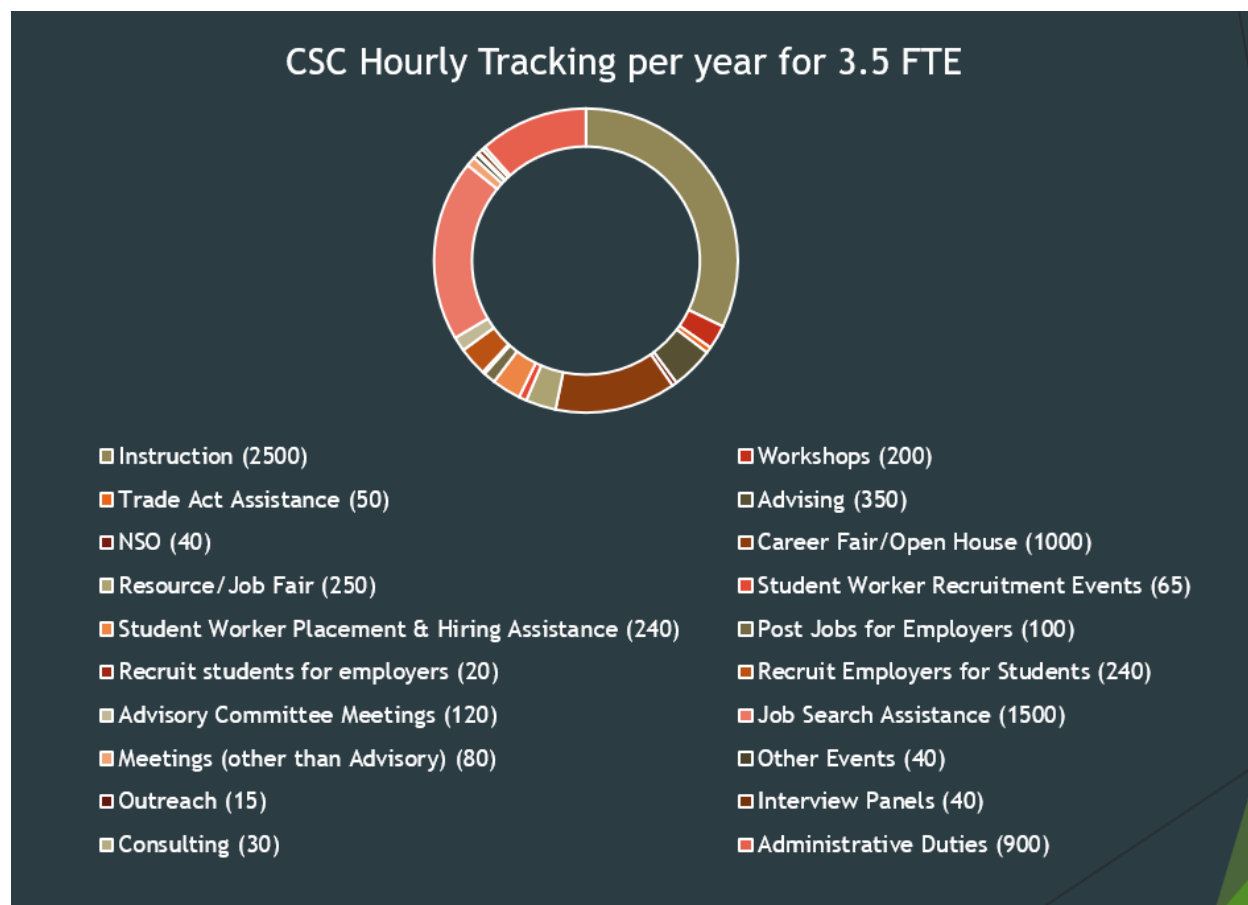
Factors that have affected turnover:

- Difficulty working in a position that had not yet been established. Most positions that employees apply for have already been worked, and fine-tuned to fit the needs of a company. Staff in the Career Services Center stepped into brand new positions. While we had a basic idea of our roles – job descriptions, we are still fine-tuning our positions to best meet the needs of KCC.
- The pandemic: it was a difficult time trying to keep staff motivated when we had only been in existence for 2.5 months before the pandemic began. Trying to build our positions to fit at KCC, and being put on lockdown slowed our progress.
- Part-time position: employees often tend to leave part-time positions at some point if they are unable to get more hours.

3B. ARE CURRENT MANAGEMENT AND STAFF ADEQUATE TO PERFORM FUNCTIONS AND RESPONSIBILITIES SATISFACTORILY TO ACHIEVE DEPARTMENT GOALS? EXPLAIN THE JOB FUNCTIONS OF EACH POSITION.

- ☐ Yes  
☒ No  
☐ Somewhat

Staff workload continues to grow. We have exceeded capacity for our responsibilities and duties. The vast majority of the time, full-time staff in the Career Services Center work over 40 hours per week. We are finding that we aren't able to give each task the full attention it deserves due to the myriad of tasks and supports we provide to the faculty, students, employers and community.



A brief description of each position in the Career Services Center, per Title III Grant:

### Career Counselor

The Title III Career Counselor for Klamath Community College role is responsible for supervising and overseeing the Career Center, establishing processes within the Career Services Center, meeting with students, meeting with the public, and teaching Work Experience Classes. Career Advisor

The Advisor works as a liaison between the college and local businesses and employers to locate internships, part-time, and full-time positions for students of the college. The Career Advisor maintains the employer portion of the EMSI database, works with students to ready them for job opportunities, plans events for the Career Center, and assists program leads in planning and preparing for Advisory Committee meetings. Additionally, the Career Advisor teaches the Cooperative Work Experience course which provides internship and externship for students.

### Student Success Coach

The role has evolved to include student case management/Career Advising. The student success coach is assigned an Advisee roster of students who are non-declared, and students pursuing AGS and AAOT degrees to work with them through their educational journey until graduation. The Student Success Coach guides these students to a specific program degree so that they graduate with a 2-year associates degree. The Student Success Coach

expands outreach to the following groups to provide job search and scholarship workshops: TRiO, students identified with Satisfactory Academic Performance (SAP) warnings or suspensions, dual credit students, and other at-risk populations. The Student Success Coach is responsible for teaching the FYE Course, Career Exploration (CGS 112).

### Career Center Administrative Assistant

The Career Center Administrative Assistant. This part-time position is responsible for greeting incoming students to the center, intake information for visitors and students, and other responsibilities that are part of the administrative assistant role. This position is a grant related position and will be eliminated after the grant is retired.

Appendix C lists the job functions and other duties of each position

## 3C. DESCRIBE ORGANIZATIONAL CHANGES THAT WILL IMPROVE DEPARTMENT PERFORMANCE, PROVIDE TIMELINESS FOR THE ACHIEVEMENT OF SUCH CHANGES, AND DESCRIBE MEASURES THAT WILL ASSESS THE EFFECTIVENESS OF SUCH CHANGES.

### Full-Time Career Services Support Staff:

Currently, the CSC runs with 3 full-time staff, and 1 part-time Administrative Assistant. In order to continue growing, ensure sustainability, and continue to put new systems in place, the CSC needs to add one full-time staff that will help focus on assisting the team where needed, and advising students.

This position will help support staff in Student Services and the already existing staff in the Career Services Center to focus on their strengths, while expanding on the services the CSC currently provides, which is difficult at the current time. Additionally, tasks are consistently handed to the department which can sometimes land outside of the scope of the grant and this can be a hinderance to the center at this stage in our growth.

Due to the pandemic, KCC has been given a one-year extension on the Title III Grant, possibly two. Adding this position will:

- Provide support that aligns with directives in the Title III Grant
- Alleviate workload burden of existing staff
- Provide backup support to Student Affairs
- Expand services to students
- Provide the Career Center staff with time to pursue professional development opportunities

## 4. STAFF DEVELOPMENT

### 4A. DESCRIBE SPECIFIC PROFESSIONAL DEVELOPMENT ACTIVITIES IN WHICH DEPARTMENT MEMBERS PARTICIPATE, AND EXPLAIN HOW SUCH ACTIVITIES BENEFIT OR ENHANCE THE DEPARTMENT.

Career Counselor Professional Development:

#### Klamath Community College Non-Instructional Department Review:

- Professional Development/Networking/Informational Pacific Northwest Road trip with Career Advisor, Student Success Coach, Administrative Assistant, and First Year Experience Coordinator. Tacoma Community College campus tour, Career Services informational meeting, First Year Experience informational meeting.  
Clark Community College campus tour. Visited Career Services Center, and First Year Experience information.  
Clackamas Community College Career Services visit, First year experience informational meeting.
- Global Career Development Facilitator training, certification and credential through the National Career Development Association (APPENDIX C)
- LinkedIn Learning: Microsoft Teams Essential Training, Enhancing Productivity in a Hybrid Work Environment, Adobe Spark, Unconscious Bias, Find a Job in the Hidden Market, The Five Conversations that Deliver Accountability and Performance, Learning Canvas, Working with High-Conflict People as a Manager, Leadership Tips, Tactics, and Advice
- NACADA Conference, Portland, Oregon

#### Career Advisor Professional Development:

- LinkedIn Learning: Coaching Virtually, improving your leadership Communications, Creating a Career Plan

#### Student Success Coach Professional Development:

- Global Career Development Facilitator training and certification
- First Year Experience Conference, Orlando, FL - 2021
- NACADA Conference, Portland, Oregon - 2022

#### Administrative Assistant Professional Development:

- First Year Experience Conference, Orlando, FL - 2021

#### 4B. DESCRIBE AREAS OF UNMET PROFESSIONAL DEVELOPMENT NEEDS AMONG PERSONNEL IN THIS DEPARTMENT AND OUTLINE PLANS TO ADDRESS THOSE NEEDS.

##### Career Advisor Needs & Plans to Attend the Following

- Global Career Development Facilitator Training
- USA Job Instructor Training
- NOSS: National Organization for Student Success Conference
- NASPA: National Association of Student Personnel Administrators - Barriers to Student Success, Career Development
- Global Career Development Facilitator training

##### Student Success Coach Needs & Plans to Attend the Following

- First Year Experience Conference 2022 (planning on and in budget)
- Interested in learning Design & and edit Infographics (encouraged to take some Digital Media Design courses through KCC)

Administrative Assistant Needs & Plans to Attend the Following

- Webinar through American Society of Administrative Professionals (to be assigned)
  - *Centralizing your role, how to increase productivity and save time*
  - *How to get your work done quicker and easier*
- LinkedIn Learning
  - *Administrative Professional Foundations and Tips*
  - *How to support your team*
  - *Communicating with confidence*

**5. FACILITIES AND EQUIPMENT**

**5A. ARE CURRENT FACILITIES, SUCH AS CLASSROOMS, OFFICES AND EQUIPMENT, ADEQUATE TO SUPPORT THE DEPARTMENT? EXPLAIN.**

- ☒ Yes  
☐ No  
☐ Somewhat

**5B. IS AVAILABLE EQUIPMENT ADEQUATE TO SUPPORT THE DEPARTMENT? EXPLAIN.**

- ☐ Yes  
☐ No  
☒ Somewhat





There have been connection issues in the career center since the beginning. The copier continually attempts to disconnect (this happens daily, and occasionally multiple times throughout the day), leaving CSC staff unable to print or copy at their convenience. While we realize there are other printers on campus to connect to, our student computers do not provide this feature. There have been several times where a student would take the assessment and was unable to print the results. IS Department has tried to fix the issue by moving the copier to a different wall/connection. The issue continues to exist. The Ricoh representative reports that the issue with the printer is concerning the actual connection, and it should be resolved as soon as possible to avoid additional complications with systems in the CSC.

We are very pleased with the rest of the equipment in the Career Services Center and it serves our purpose well. We are equipped with 4 student computers, a copy machine/printer, a smart board, tablets for ease of use at events, and overflow, inviting office furniture for students to relax, work on projects, and more. We were recently approved for a printer to take to events so we can provide immediate assistance to those who need help with a resume, cover letter and applications. Employers have been asking our students for a copy of their resume at our hiring events, this would allow us to assist in this area.

The CSC lobby has been used to hold meetings with employers, planning meetings for events, providing job search assistance to students, and has even been used by employers to hold job interviews with students. Community agencies have provided information sessions and services to students in the Career Services Center lobby as well. At times, this can complicate things a bit – when we have to serve an individual at the same time as holding meetings in the lobby, but our staff are able to adapt easily, and still provide adequate services.

#### 5C. DESCRIBE PLANS FOR FUTURE CHANGES IN SUPPORT FACILITIES OR EQUIPMENT.

We wish to have our office printer/copier fixed as soon as possible in order to provide adequate and timely assistance to all who visit the center.

**6. BUDGET****6A. PROVIDE A FINANCIAL REPORT. EXPLAIN DEVIATIONS FROM BUDGET EXCEEDING 10% OF ANY LINE ITEM.**

The Career Services Center is fully funded by the Title III Grant, without budget exceptions.

Category	Year 1		Year 2		Year 3		Year 4		Year 5		Total
	FTE	Amt.	FTE	Amt.	FTE	Amt.	FTE	Amt.	FTE	Amt.	
Faculty release time (\$1000 each)	5.00	5,000	20.00	20,700	20.00	21,425	20.00	22,174	20.00	22,950	92,249
<b>Fringe Benefits</b>		<b>67,555</b>		<b>94,147</b>		<b>97,442</b>		<b>100,852</b>		<b>104,382</b>	<b>464,378</b>
<b>Travel (Conference)</b>		<b>11,970</b>		<b>6,306</b>		<b>37,272</b>		<b>22,459</b>		<b>1,933</b>	<b>79,940</b>
<b>Supplies</b>		<b>127,868</b>		<b>19,597</b>		<b>19,646</b>		<b>19,697</b>		<b>19,767</b>	<b>206,575</b>
Copies		750		776		803		832		879	4,040
Office supplies		500		518		536		554		574	2,681
Computers		10,000		0		0		0		0	10,000
Postage		100		104		107		111		115	536
Phones for key staff		1,584		0		0		0		0	1,584
Resource library		2,000		200		200		200		200	2,800
Student computers (20@ \$1K ea)		20,000		0		0		0		0	20,000
Charging cart		600		0		0		0		0	600
Interactive pen display		1,950		0		0		0		0	1,950
Teacher station		2,400		0		0		0		0	2,400
Strong Interest Inventory				18,000		18,000		18,000		18,000	72,000
CTL Supplies		87,984									2,628
<b>Contractual</b>		<b>40,000</b>		<b>40,000</b>		<b>40,000</b>		<b>40,000</b>		<b>40,000</b>	<b>200,000</b>

Table 27. Grant-Funded Program Costs—Itemization <sup>1</sup>											
Category	Year 1		Year 2		Year 3		Year 4		Year 5		Total
	FTE	Amt.	FTE	Amt.	FTE	Amt.	FTE	Amt.	FTE	Amt.	
External evaluator		15,000		15,000		15,000		15,000		15,000	75,000
Career exploration software		25,000		25,000		25,000		25,000		25,000	125,000
<b>Equipment</b>		<b>60,099</b>		<b>28,000</b>		<b>0</b>		<b>0</b>		<b>0</b>	<b>88,099</b>
Collaboration stations		0		28,000		0		0		0	0
Smart Technology for CTL		60,099						0			28,000

**Travel** includes conference travel for a variety of conferences to support the project, including NACADA, National Resource Center, and National Careers Practitioners Institute to support various aspects of the proposal (e.g., FYE, mandatory advising, etc.). The specific allocations appear in the inset table below. Five percent inflation applies from year to year.

Annual trip to Washington, DC.										
Year 1	2	500	259	3	76	0	100	3,210	3,210	
Year 2	2	500	259	3	71	0	100	3,180	3,339	
Year 3	1	500	259	3	71	0	100	1,590	1,753	
Year 4	1	500	259	3	71	0	100	1,590	1,841	
Year 5	1	500	259	3	71	0	100	1,590	1,933	
National Careers Practitioner Institute										
Year 2	2	600	115	3	66	170	100	2,826	2,967	
Table 28. Reasonableness of Costs, by Category										
Year 3	2	600	115	3	66	500	100	3,486	3,843	
National Resource Center/FYE Conference in Washington, DC										
Year 1	3	600	259	5	76	545	100	8,760	8,760	
Year 3	3	600	259	5	76	545	100	8,760	9,658	
NACADA, (Louisville, Puerto Rico, Cincinnati, Portland, Orlando) - October										
Year 3	9	500	225	4	76	415	100	19,971	22,018	
Year 4	9	300	225	4	66	415	100	17,811	20,618	

To support the mission and the grant objectives, enhance the CSC ability to perform work functions at full potential, adding 1 full-time position is a goal of the CSC.



## 6B. DESCRIBE BUDGETARY CHALLENGES.

The Title III Grant has specific uses of the funds provided. The funding provided does not cover marketing our resources, since the funds can only be used for academic and employment success. Marketing to current and potential students, as well as the community would help increase the presence of the Career Services Center and will bring in more foot traffic, leading to new students enrolling, especially if the services that The CSC provides were better known.

Additionally, hosting events becomes a challenge, again due to the lack of being able to market and boost cooperation off-campus, by offering incentive prizes for attendance which again, is not allowed by the Title III Grant.

The CSC recently discovered that Title III funding is allowable to host events, pay for food, swag, and event staff clothing as long as the event ties to Title III Grant objectives. We were able to tie the Career Fair/Open House to Title III objectives, by documenting how the event relates to FYE, Career Exploration, and Academic Programs. The Career Fair/Open House was a huge success which assisted in enrollment gains, employer engagement and buy-in, community agency involvement, high school participation (8 high schools), and KCC program demonstrations was outstanding.

The Title III Grantor would be willing to look at proposed grant modification for 1 FTE to support objectives linked to the grant.

## 7. CONCLUSION

### 7A. DESCRIBE DEPARTMENT STRENGTHS.

The Career Services Center's strength is its current personnel. The personnel work well together and are starting to cross-train in order to meet the needs of the students. Each person in the department has a passion to help students succeed, not only in college, but in their future career.

### 7B. DESCRIBE DEPARTMENT WEAKNESSES.

As stated previously, the Career Services Center has been asked to take on more duties within the institution and are grateful for the opportunities, but are finding that the personnel are being stretched thin. Adding one full-time support person will help mitigate the increase of duties that the team welcomes. The goal of the department is to be part of the KCC community and help in any way that we can, but need personnel resources to meet that goal.

### 7C. DESCRIBE SUPPORT NEEDED.

The Career Services Center would like to see the support from the Title III Planning Committee in moving forward with adding one more staff member to our team.

- Submitting a request to the grantor outlining how this position supports Title III Objectives
- Create a job title showing how description and duties supports Title III, Career Services Center, and Student Affairs
- Revising Title III Budget to reflect this staffing, supplies, and technology needed for this position

- Research and review locations on campus to place new staff member

#### Full-Time Career Services Support Staff:

Currently, the CSC runs with three full-time staff, and one part-time Administrative Assistant. In order to continue growing, and ensure sustainability, and continue to put new systems in place, the CSC needs to add one full-time staff that will help focus on assisting staff where needed and advising students.

This position will help support staff in Student Services and the already existing staff in the Career Services Center to focus on their strengths, while expanding on the services the CSC currently provides, which is difficult at the current time. Additionally, tasks are consistently handed to the department which can sometimes land outside of the scope of the grant, and is a hinderance to the center at this stage in our growth.

Due to the pandemic, KCC has been given a one year extension on the Title III Grant, possibly two. Adding this position will:

- Provide support that aligns with directives in the Title III Grant
- Alleviate workload burden of existing staff
- Provide backup support to Student Services
- Expand services to students
- Provide the Career Center staff with time to pursue professional development opportunities.

7D. OUTLINE NEW GOALS INCLUDING TIMELINESS FOR COMPLETION, MEASURES FOR EVALUATING ACHIEVEMENT OF SUCH GOALS, AND A PROCESS FOR IMPLEMENTING IMPROVEMENTS.

CONTINUE TO PROGRESS TOWARD GOALS OUTLINED IN TITLE III GRANT OBJECTIVES TIED TO CAREER SERVICES CENTER

**Table 18. Annual Objectives: All annual objectives will be completed between October 1 and September 30 in the year listed.**

1. By September 30, 2024, increase the fall-to-fall retention rate of first-time, <b>full-time</b> degree- seeking undergraduate students from 47% to 57%. This represents an increase of 20% over the baseline of 47%, the average of fall-to-fall persistence rates for cohorts of first-year full-time students from the four-year average of fall 2014 through fall 2017. (IRD, 2014/15-2017/18) ( <b>GPRA</b> ).	
2019-20	Increase the fall-to-fall retention rate from 47% to 48%.
2020-21	Increase the fall-to-fall retention rate from 48% to 50%.
2021-22	Increase the fall-to-fall retention rate from 50% to 52%.
2022-23	Increase the fall-to-fall retention rate from 52% to 55%.
2023-24	Increase the fall-to-fall retention rate from 55% to 57%.
2. By September 30, 2024, increase the fall-to-fall retention rate of first-time, <b>part-time</b> degree-seeking undergraduate students from 32% to 40%. This represents an increase of 26.2% over the baseline of 32%, the average of fall-to-fall persistence rates for cohorts of first- year part-time students from the four-year average of fall 2014 through fall 2017. (IRD, 2014/15-2017/18)	

2019-20 2020-21 2021-22 2022-23 2023-24	Develop College Success programming for part-time at-risk students to improve retention. Increase the fall-to-fall retention rate from 32% to 34%. Increase the fall-to-fall retention rate from 34% to 36%. Increase the fall-to-fall retention rate from 36% to 38%. Increase the fall-to-fall retention rate from 38% to 40%.
3. By September 30, 2024, increase the percentage of first-time, <b>full-time</b> degree-seeking undergraduate students graduating within three years from 24% to 29%, an increase of 21% over the baseline graduation rate cohort (IRD 2012/13-2015/16). <b>(GPRA)</b>	
2019-20 2020-21 2021-22 2022-23 2023-24	Increase the institutional capacity for retention and success through project's major tasks. Increase graduation rate from 24% to 25%. Increase graduation rate from 25% to 26%. Increase graduation rate from 26% to 28%. Increase graduation rate from 28% to 29%.
4. By September 30, 2024, increase the number of full-time, degree-seeking students from 177 to 204, a cumulative increase of 15.3% over the baseline (IPEDS, four-year average) Baseline: 177. <b>(Long-term GPRA)</b>	
2019-20 2020-21 2021-22 2022-23 2023-24	Confirm baseline for enrollment growth/retention objective. Increase number of students from 177 to 185... Increase number of students from 185 to 195. Increase number of students from 195 to 200. Increase number of students from 200 to 204.
5. By September 30, 2024, increase KCC student satisfaction and engagement, as measured by annual administration of CCSSE.*	
2019-20 2020-24	Administer CCSSE. Establish improvement goals in student satisfaction, engagement, and learning from baseline for questions related to program features. Each year, administer survey and evaluate survey outcomes against improvement goals.
6. By September 30, 2024, reduce the percentage of <b>all</b> degree-seeking students who receive an academic notification (i.e., warning, probation, suspension) from 31% to 19% – a decrease of 39% (N= 648/2,045).	
2019-20 2020-21 2021-22 2022-23 2023-24	Reduce academic notification rate from 31% to 29%. Reduce academic notification rate from 29% to 27%. Reduce academic notification rate from 27% to 25%. Reduce academic notification rate from 25% to 22%. Reduce academic notification rate from 22% to 19%.
7. By September 30, 2024, increase the percentage of first-year <b>full- and part-time</b> students who access mandatory career exploration and develop a career plan from 0% to 95%.	
2019-20 2020-21 2021-22 2022-23 2023-24	N/a for this year. Develop mandated career exploration program with career/educational plan. Increase new students participating in mandatory career exploration from 0% to 25%. Increase new students participating in mandatory career exploration from 25% to 75%. Increase new students participating in mandatory career exploration from 75% to 95%.
8. By September 30, 2024, increase the pass rates of select DFW gateway courses by 25% over baseline to be determined in Year 2.	

2019-20 2020-21 2021-22 2022-23 2023-24	Identify frequently offered courses/programs with high rates of DFW. Pilot applied action research best practices in pedagogy for faculty and staff through Community of Practice for changes to identified high-risk courses. Evaluate year 2 pilot for the following student success measures: retention, pass rates, and GPA. Improve pass rates of select DFW courses by 5%. Evaluate year 3 project according to success measures. Improve pass rates by 15%. Evaluate year 4 project according to success measures. Improve pass rates by 25%.
9. By 9/30/24, increase the percentage of degree-seeking students successfully completing credit-based FYE from 0% to 70%, an increase of 70%.	
2019-20 2020-21 2021-22 2022-23 2023-24	Develop credit-based FYE program. Increase participation in credit-based FYE from 0% to 50%. Increase participation in credit-based FYE from 50% to 60%. Increase participation in credit-based FYE from 60% to 70%. Increase participation in credit-based FYE from 70% to 80%.
10. By September 30, 2024, increase student FTE by 3.0% by retaining students who would have left KCC in their first year because of disqualification from financial aid, academic suspension, or another reason.	
2019-20 2020-21 2021-22 2022-23 2023-24	N/a for this year. Increase student FTE by 1.0% over three-year rolling baseline average. Increase student FTE by 2.0% over three-year rolling baseline average. Increase student FTE by 2.5% over three-year rolling baseline average. Increase student FTE by 3.0% over three-year rolling baseline average.
11. By 9/30/24, decrease grant cost per degree from \$3,186 to \$2,720 – a decrease of 14.6% from the baseline. <b>(Long-term GPRA) (Baseline: IRAP, 4-year average: 140 degrees)</b>	
2019-20 2020-21 2021-22 2022-23 2023-24	Capacity-building activities take place, per table 19. Baseline: \$3,186/degree. Decrease grant funding costs per degree from \$3,186 to \$2,752. Grant funding costs increases per degree from \$2,752 to \$2,796. Decrease grant funding costs per degree from \$2,796 to \$2,741. Decrease grant funding costs per degree from \$2,741 to \$2,720.
* Unlike many community colleges, KCC already administers the CCSSE annually, providing it with strong longitudinal data.	

## CONCLUSION

The CSC supports the KCC mission by serving the needs of the student, businesses, and the community. We support student success in workforce training, academic transfer, foundational skills development and community education.

The CSC supports our students by providing cooperative work experience opportunities, student employment assistance, hosting workshops, job search assistance, career and pathway exploration, and hosting large events alongside many amazing departments here at KCC.

The Career Services Center doesn't just serve our students. We serve KCC as a whole: faculty, staff, administration, and industries represented by Klamath Community College programs. We serve Klamath, Lake, and Jackson Counties, the public, high school students, and employers.

Klamath Community College Non-Instructional Department Review:

The Career Services Center is honored to work alongside our program leads in placing KCC students in Cooperative Work Experience opportunities - creating a streamlined process for not only the students, but the programs, and employers. CSC has enjoyed building relationships with employers, program leads, businesses and the community, and will continue to foster these relationships to benefit the institution and our students.

The Career Services Center is proud to be one of many contributing departments of this institution, and is excited to see what the future holds. The CSC is devoted to refining and enhancing our knowledge, skills, and abilities to serve the institution, the students, and our community.

## 8. APPENDICES

## APPENDIX A: EMPLOYABILITY RUBRIC










Workplace Behaviors					
Criteria	Advanced – 4 points	Progressing – 3 points	Developing – 2 points	Beginning – 1 point	Points Earned
Attendance	<input type="checkbox"/> Contributes substantially to work process both by "showing up" and by encouraging and challenging others to fully participate.	<input type="checkbox"/> Attendance and follow through is consistent. Student is self-motivated and can be relied upon regularly	<input type="checkbox"/> Student is inconsistently reliable. Attendance can be sporadic. At times, student shows potential and initiative.	<input type="checkbox"/> Regularly misses work or deadlines. Student cannot be relied upon to follow-through on commitments.	
Initiative	<input type="checkbox"/> Eager to tackle new assignments and complete routine tasks. Assists others without complaint	<input type="checkbox"/> Will only start a task if directed. Does not complete some routine tasks. Reluctantly assists others.	<input type="checkbox"/> Does not complete projects to standard. Must be reminded to start projects and to complete tasks. Requires extensive supervision. Does not assist others.	<input type="checkbox"/> Does not complete projects. Must be guided through each part of a task. Requires full attention of a supervisor. Keeps others from working.	
Self-Discipline	<input type="checkbox"/> Ready to work before shift begins, stays focused on work during shift, and completes tasks by end of shift. Dependable.	<input type="checkbox"/> At work site at the beginning of shift, primarily focused on work during shift, and does not leave early.	<input type="checkbox"/> Usually a bit late or leaves early, easily distracted during work.	<input type="checkbox"/> Often late or leaves early. Unfocused on work during shift. Did not notify employer when unable to attend work.	
Appearance	<input type="checkbox"/> Consistently maintains appearance and adheres to the professional norms of the industry. Consistently maintains	<input type="checkbox"/> Often adheres to the professional norms of the industry in appearance and/or personal hygiene.	<input type="checkbox"/> Often requires reminders about professional and/or personal hygiene, but accepts feedback and incorporates feedback	<input type="checkbox"/> Does not adhere to professional norms of the industry, or does not maintain personal hygiene.	

	appropriate personal hygiene.		into appropriate dress code or hygiene.		
Time & Quality Management	<input type="checkbox"/> Always completes projects quickly and maintains quality.	<input type="checkbox"/> Usually completes projects on time. Sometimes quality suffers.	<input type="checkbox"/> Often cannot complete projects on time. Quality is minimal.	<input type="checkbox"/> Seldom completes tasks and works slowly. Low quality work.	
<b>Workplace Behaviors</b>					
Criteria	Advanced – 4 Points	Progressing – 3 Points	Developing – 2 Points	Beginning – 1 Point	Points Earned
Accountability	<input type="checkbox"/> Asks for assistance when needed. Accepts feedback and corrects errors.	<input type="checkbox"/> Occasionally asks for assistance when needed. Either does not accept feedback regarding errors or does not correct them.	<input type="checkbox"/> Usually does not ask for assistance when needed. Sometimes accepts feedback regarding their own errors and often does not correct them.	<input type="checkbox"/> Never asks for needed assistance. Blames issues on other workers. Does not correct problems with their work.	
Safety	<input type="checkbox"/> Follows safety protocols and encourages others to do so.	<input type="checkbox"/> Sometimes needs a reminder to follow safe workplace practices.	<input type="checkbox"/> Needs reminding regularly to follow safe work practices.	<input type="checkbox"/> Often does not follow safe workplace practices and encourages others to ignore safety protocols.	

## APPENDIX B: CAREER SERVICES CENTER SMART GOALS

S - Specific	M – Measurable	A – Achievable	R - Relevant	T – Time
Provide Career Counseling in groups and with individuals to establish a clear career path. In doing so, decreasing the number of undeclared students	<p>*need input on establishing a realistic percentage</p> <p>✓</p>	<p>This goal is achievable because we can provide assessments and coaching to assist students in establishing a path, thus declaring an area of study</p> <p>✓</p>	<ul style="list-style-type: none"> <li>Retention</li> <li>Completion</li> <li>Title III compliance</li> <li>Prosperity</li> <li>Excellence</li> <li>Title III Objective 7</li> </ul>	<p>1 July 2021</p> <p>✓</p>
Implement tracking mechanism to show support provided to students and employers	<ul style="list-style-type: none"> <li>Counseling Notes</li> <li>Employer Entry</li> <li>Total Visits</li> <li>Top Activity</li> <li>Geography</li> <li>Resumes</li> <li>Top Referrals</li> <li>Where accessing info from</li> <li>Top Jobs</li> <li>Profiles Started</li> <li>Profiles Created</li> </ul> <p>✓</p>	<p>Achievable with implementation of EMSI and coordinated Jenzabar</p> <p>✓</p>	<ul style="list-style-type: none"> <li>Retention</li> <li>Completion</li> <li>Employability (<i>only if alumni complete survey</i>)</li> <li>Prosperity</li> <li>Planning</li> <li>Title III Objective 7 and 9</li> </ul>	



S - Specific	M – Measurable	A – Achievable	R - Relevant	T – Time
Host quarterly advisory meetings for all CTE programs	Tracking by meetings minutes in a centralized location on SharePoint  	Achievable by establishing procedure for career center staff and coordination with program leads  	<ul style="list-style-type: none"> <li>Retention</li> <li>Completion</li> <li>Employment</li> <li>Income Attainment</li> <li>Community</li> <li>Planning</li> <li>Access</li> <li>Not tied to Title III objective, but is tied to Title III grant</li> </ul>	1 July 2021  
Establish 5 Cooperative Work Experience Sites per CTE Program	By number of completed worksite contracts  	Will require community outreach to identify interested community partners and a cooperative work experience to maintain relationships *post COVID-19*  	<ul style="list-style-type: none"> <li>Completion</li> <li>Employability</li> <li>Access</li> <li>Planning</li> <li>Community</li> <li>Not directly tied to Title III objective</li> </ul>	1 July 2021  
Career Services Center Staff to participate in all New Student Orientation events	Tracking by staff attendance and services provided  	Achievable by attending NSO preparation meetings, collaboration with Student Services Director and FYE Coordinator  	<ul style="list-style-type: none"> <li>Retention</li> <li>Access</li> <li>Excellence</li> <li>Planning</li> <li>Title III Objective 9</li> </ul>	1 July 2021  

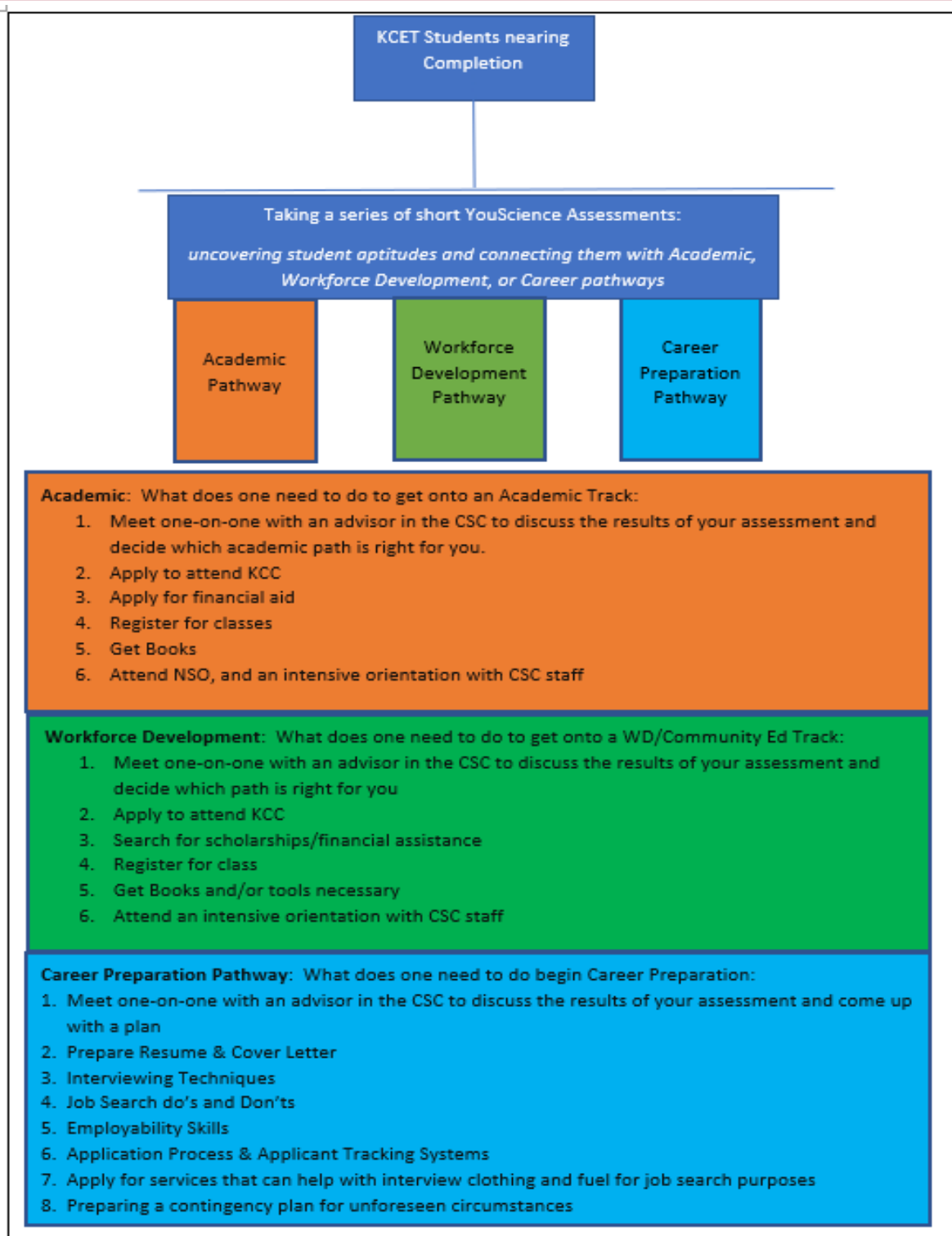
S - Specific	M – Measurable	A – Achievable	R - Relevant	T – Time
Develop tracking strategies by working with EMSI and LinkedIn programs	Trackable by: Completed tracking sheet, providing functionality and filtering capability to ease extraction of particular data/information needed  ✓	Will require cooperation and coordination of EMSI and LinkedIn contributors.  ✓	<ul style="list-style-type: none"> <li>Income Attainment</li> <li>Employability</li> <li>Prosperity</li> <li>Planning</li> <li>Title III Objective 7</li> </ul>	<p>EMSI to Launch Fall Term of 2020</p> <p>Tracking strategies to be developed throughout 20-21 Academic year and implemented Fall 2021</p> <p>✓</p>
Develop a survey for graduating students to track goals and outcomes, and establish Alumni Outreach contact list	Measurable by completion of survey and Assessment Team approval  ✓	Career Services Center collaboration and assistance from CTL to construct survey  ✓	<ul style="list-style-type: none"> <li>Income Attainment</li> <li>Employability</li> <li>Prosperity</li> <li>Planning</li> <li>Not directly tied to Title III</li> </ul>	<p>1 July 2021</p> <p>✓</p>

APPENDIX C: GLOBAL CAREER DEVELOPMENT FACILITATOR CORE COMPETENCIES (STAFF DEVELOPMENT)

 / [Credentialing](#) / [GCDF](#) / [CoreComp](#)

Competency Areas	Descriptions
<b>Helping Skills</b>	Basic career facilitating processes, including productive interpersonal relationships
<b>Labor Market Information and Resources</b>	Labor market and occupational information and trends
<b>Assessment</b>	Both formal and informal career development assessments, with emphasis on relating appropriate career development assessments to the population served
<b>Diverse Populations</b>	Studies covering the special needs of various groups, as well as how to adapt services to meet those needs
<b>Ethical and Legal Issues</b>	Studies on the GCDF Code of Ethics and current legislative regulations
<b>Career Development Models</b>	Career development theories, models and techniques as they apply to lifelong development, gender, age and ethnic background
<b>Employability Skills</b>	Job search strategies and placement techniques, especially in work with groups
<b>Training Clients and Peers</b>	Preparing and developing materials for training programs and presentations
<b>Program Management/Implementation</b>	Studies covering career programs and their implementation, and working as a liaison in collaborative relationships
<b>Promotion and Public Relations</b>	Marketing and promoting career development programs
<b>Technology</b>	The understanding and use of career development computer applications
<b>Consultation</b>	Accept suggestions for performance improvement from consultants and supervisors

APPENDIX D: DRAFT FLOW OF BRIDGE COURSEWORK FOR KCET



APPENDIX E: CAREER SERVICES CENTER PERSONNEL JOB SUMMARY & DUTIES

**CAREER COUNSELOR JOB SUMMARY**

The Career Counselor is responsible for managing the career center, all career services, and tracking the career metrics for the Title III grant. This position will oversee student employment tracking, student career advisement, employment outreach and career center supervision.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform the job successfully, an individual must be able to perform satisfactorily each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Develop and oversee the Career Center program in compliance with U.S. Department of Education Title III regulations.
- Supervise the career center staff
- Track student employment
- Support employment outreach
- Undertake key initiatives for career- related work
- Oversee career advising training and programming
- Participate in college wide shared governance
- Participate on career technical education advisory committees
- Develop, plan, and implement various training programs
- Oversee all Title III career program components
- Recruit and train staff
- Establish work experience sites
- Coordinate career placement, training, and programming with all areas of the college

**NON-ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Serves on College committees as assigned.
- Other duties as assigned.

## **CAREER COUNSELOR DUTIES: 1 FTE**

### **Everyday Tasks**

- *Career Exploration & Planning*
  - Help undecided students explore their career options and choose a degree program that is a good fit with their interests and goals
  - Help students locate labor market information about a career that interests them
  - Reach out to AGS, and AAOT students needing to establish a career/education path
  - Respond to inquiries from potential new students who indicate that they want to attend KCC but don't know what they want to study
  - Reach out to students who are within 20 credits of graduation to ensure they have a plan after they leave KCC
- *Manage academic advising caseload of ~39 students (12 Nursing Students and 27 AGS)*
- *Job Search Assistance*
  - Help students write or improve their resumes
  - Meet with students one-on-one for interview practice
  - Help students prepare acceptable TAA Training Proposals and compile the necessary documentation for Trade Act
- *Student Hiring*
  - Establish procedures for easier hiring flow
  - Field calls/emails from employers looking to hire KCC students/graduates and post job announcements in EMSI
  - Send email blasts to students regarding current work opportunities, both on and off campus
  - Confirm Federal Work Study Eligibility with the Office of Financial Aid
  - Complete PAF for student workers and initiate onboarding process with HR
- *Transfer Advising – Provide guidance to students wishing to continue their education at a four-year university*
- *Scholarship Assistance*
  - Show students where they can apply for scholarships online; assist students in answering common essay prompts
  - Send out email blasts to students regarding important scholarship deadlines
- *Grant Projects*
  - Title III
  - The Oregon Consortium DOL Grant
  - National Forest Service Capacity Building Grant

### **Weekly Tasks**

- *Instruct TEX 280 Classes (one in-person, and one DE each term)*

### **Monthly Tasks**

- *Board Report*
- *Planning Meetings*
- *Committee Meetings*
- *Grant Compliance Check-In and Meetings*
- *ADP Approver, and CSC Supervision*

### **Other Tasks**

- *Provides job search workshops to departments campus-wide*
- *Budget Presentation*
- *Strategic Goals*
- *Meet with employers*
- *National Forest Service Grant - Career Related tasks*
- *TEX 280 Course Revision – when needed*
- *TEX 280 Course Preparation and Grading*

### Long Term Projects

- *5 Year Program Review*
- *Sustainability Projects*
- *Establish, revise, and improve working processes for the CSC*
- *Coordinate with Human Resources, Financial Aid, and the Business Office to develop and implement a standardized hiring process for Student Workers, Federal Work Study, and Part-Time employees*
- *Develop, design, plan and implement a new Canvas Course for KCET students – Bridges to Success*
- *Alumni Association planning (in conjunction with Student Affairs and External Programs)*
- *Revise courses as needed to meet the needs of the changing labor market, and provide accessibility to all*

### Committees

• Academic Council	• HR Council
• Workforce Development Council	• SAEM Committee
	- Retention Sub-committee
	- Enrollment Sub Committee
• DOL Grant Employer Engagement Committee	• Title III Committee
• GAG Advisory Committee	• Nursing Advisory Committee
• Cosmetology Advisory Committee	• HIM Advisory Committee
• CJA Advisory Committee	• CIS Advisory Committee
• Psychology Advisory Committee	• Auto/Diesel Advisory Committee
• Aviation Advisory Committee	• NCRC Planning

### Events

- *New Student Orientation at the start of every term – meet with undecided students*
- *Career Fair/Open House*
- *Resource Fair*
- *Student Worker Job Fair – New this fall!*
- *Registration Kick-off– represent CSC*
- *Summer Send-off – represent CSC*
- *Employee Benefits Fair planning*
- *Welcome Week*

### Courses the Career Counselor Instructs

*TEX280.01 – Technical Extension (1 credit)*

*TEX 280 DE (1 credit)*

### Workshops Provided

- *KCET – 1) EMSI Career Assessment/Career Exploration, 2) Resumes and Cover Letters, 3) Interviewing Techniques*
- *TRiO – 1) Resumes, Cover Letters, and Interviewing Skills, 2) Where to Find and Apply for Scholarships*
- *Phlebotomy (Community Ed) – Interviewing Techniques*
- *Community Ed Ultimate Job Search Workshop – 1) Resumes & Covers Letters, Interviewing, and Networking*

### Other

- *Serve on Interview Panels*
- *Budget Presentation every year*
- *Strategic Goals*

### **CAREER ADVISOR JOB SUMMARY**

The Career Advisor is responsible for student career advisement and outreach to help students explore careers, assess their skills and interests, and engage in high impact practices such as cooperative work experience and practicums. The Career Advisor provides day-to-day support for career services, career software exploration, and workforce placement.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform the job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Collaborate with faculty and staff in other departments/units regarding academic and career planning.
- Work with the Career Technical Education faculty to expand the awareness and availability of cooperative work experiences, practicum, and internship possibilities for students.
- Work with faculty to develop experiential learning opportunities.
- Develop workforce opportunities, expand outreach and recruitment.
- Develop strategies to help students effectively market their skills and experiences to employers.
- Develop strategies to support non-traditional students with career exploration, training, and outreach.
- Conduct assessment to monitor progress towards objectives outlined in the Title III Strengthening Institutions grant.
- Coordinate programs and interventions to support the objectives outlined in the Title III grant.
- Assist students with job placement and employment.
- Teach, train, and mentor students regarding skills necessary to gain successful employment.
- Teach credit and non-credit work experience classes.
- Support employment outreach.
- Undertake key initiatives for career-related work.
- Provide career advising, trainings, and programming.
- Work collaboratively with student services to coordinate efforts with FYE career experiences, and College success and survival classes.
- Participate in college wide shared governance.
- Develop, plan, and implement various training programs.
- Coordinate career placement, training, and programming with all areas of the college.
- Administer, score, interpret, report, and record findings from career and personality assessments.
- Maintain membership and actively participate in professional organizations - e.g. National Career Development Association, National Association of Colleges and Employers.
- Assist program lead in planning, preparing for, and maintaining advisory Committee meetings.
- Attend college and community outreach events to positively promote Klamath Community College and the Career Services Center.
- Develop and participate in career services center events that may be held in the evening and/or weekends.



## CAREER ADVISOR DUTIES: 1 FTE

### Everyday Tasks

- *Accessibility to Career Services*
  - Log in to Zoom room daily
  - Check emails and messages
  - Reach out to employers
  - Respond to inquiries from employers who indicate that they want to either post a position, attend a recruiting event, join an Advisory Committee, or provide Cooperative Work Experience Opportunities to students
  - Manage the coordination and facilitation of advisory committees
- *Job Search Assistance*
  - Help students write or improve their resumes
  - Meet with students one-on-one for interview practice
- *Faculty & Employer Networking*
  - Field calls/emails from employers looking to hire KCC students/graduates and post job announcements in EMSI
  - Maintain the KCC Career Services LinkedIn Social Media platform
  - Maintain communication with employers regarding student progress in Cooperative Work Experience
  - Provide employers with information regarding programs and upcoming events
  - Participate in a large portion of outreach for CSC events
- *Student Services*
  - Serve as a communication hub between student and employer, and faculty and employer, and student and faculty to keep all lines of communication open between all participating parties
  - Maintain confidentiality of sensitive student and employer information
  - Provide job search services to walk-in students and potential students
- *Scholarship Assistance*
  - Show students where they can apply for scholarships online; assist students in answering common essay prompts
- *Grant Projects*
  - Title III
  - The Oregon Consortium/DOL Grant – Employer Engagement
  - National Forest Service Capacity Building Grant
- *Instruct Courses*

### Long Term Projects

- Meeting Grant objectives
- Building and maintaining partnerships with employers

### Committees

• Workforce Development Council	• Career Fair Planning Team
• CJA Advisory	• CIS Advisory
• Cosmetology Advisory	• Agriculture Advisory
• Nursing Advisory	• HIM Advisory
• EDU/ECE Advisory	• EMT Advisory
• Aviation Advisory	• Auto/Diesel Advisory
• Industrial Trades Advisory	• Digital Media Design Advisory
• Business Administration Advisory	• Business Accounting Advisory
• Business Technology Advisory	• Psychology Advisory
• Career Fair & NCRC Planning Team	• SAEM Committee

### Events the Career Advisor participates in:

- *New Student Orientation*

- *Resource & Job Fair*
- *Welcome Week*
- *Career Fair & Open House*
- *Student Worker Hiring Events – new this fall!*
- *Summer Send-Off*
- *Commencement assistance*
- *Conferences*
- *Registration Kick-Off*

#### **Courses the Career Advisor Instructs**

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- *Cooperative Work Experience: BUS 280.01, BUS 280.02, BUS 280.03, ADS 280, CIA 280, CIS 280, WLD 280, MFG 280, GAG 280, GAG 200*
- *Assisting in HIM 180, HIM 280, and ECE 280*

#### **Workshops Provided**

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- *KCET - 1) EMSI Career Assessment/Career Exploration, 2) Resumes and Cover Letters, 3) Interviewing Techniques 4) Mock Interviews*

#### **Other**

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- *Serve on interview panels*

### **STUDENT SUCCESS COACH JOB SUMMARY**

The Student Success Coach is responsible for working with students to provide career exploration support, provide career trainings, career assessment, support college success and FYE career work, assist students with developing financial and career plans and day-to-day support for students, career services, and career software exploration through case management practices.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Develop case management tools for student success career plans.
- Collaborate and reach out to faculty and staff in other departments/units regarding academic and career planning
- Provide individual and/or group coaching on issues related to academic and career success
- Establish and maintain accurate, organized, completed and detailed records, and maintain reports as required.
- Participate in new student orientation, first year experience events, college success and survival course programming and student recruitment activities.
- Build and maintain relationships with faculty, staff, and the community to provide students with employment opportunities.
- Build partnerships and develop career guidance for high school students with emphasis on programs at Klamath Community College
- Demonstrate a high level of interpersonal skills to handle sensitive and confidential situations.
- Administer, score, interpret, report, and record findings from career and personality assessments.
- Maintain membership and actively participate in professional organizations – e.g., National Career Development Association, National Association of College and Employers
- Support employment outreach
- Undertake key initiatives for career-related work
- Provide career advising, trainings, and programming
- Participate in college wide shared governance
- Develop, plan, and implement various training programs
- Coordinate career placement, training, and programming with all areas of the college

#### **NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Serves on College committees as assigned.
- Other duties as assigned.

## STUDENT SUCCESS COACH DUTIES: 1 FTE

### Everyday Tasks

- *Career Exploration & Planning*
  - Help undecided students explore their career options and choose a degree program that is a good fit with their interests and goals
  - Help students locate labor market information about a career that interests them
  - Reach out to AGS, and AAOT students needing to establish a career/education path
  - Respond to inquiries from potential new students who indicate that they want to attend KCC but don't know what they want to study
  - Reach out to students who are within 20 credits of graduation to ensure they have a plan after they leave KCC
- *Manage academic advising caseload of ~25 AGS students*
- *Job Search Assistance*
  - Help students write or improve their resumes
  - Meet with students one-on-one for interview practice
  - Help students prepare acceptable TAA Training Proposals and compile the necessary documentation for Trade Act
- *Student Hiring*
  - Field calls/emails from employers looking to hire KCC students/graduates and post job announcements in EMSI
  - Send email blasts to students regarding current work opportunities, both on and off campus
  - Confirm Federal Work Study Eligibility with the Office of Financial Aid
  - Complete PAF for student workers and initiate onboarding process with HR
  - Coordinate and host student worker hiring events
- *Transfer Advising – Provide guidance to students wishing to continue their education at a four-year university*
- *Scholarship Assistance*
  - Show students where they can apply for scholarships online; assist students in answering common essay prompts
  - Send out email blasts to students regarding important scholarship deadlines
- *Provide backup support for Advisory Meetings (scheduling rooms, taking minutes, ordering food, etc.)*

### Long Term Projects

- KCC Graduate and Employer Surveys
- Alumni Association planning (in conjunction with Student Affairs and External Programs)
- Transfer Club (if time allows)

### Committees

• Curriculum Committee	• Appeals Committee
• Wellness Committee	• KCET Partner Meetings

### Events that Student Success Coach participates in

- New Student Orientation at the start of every term – meet with undecided students
- Oregon Transfer Days in January – Network with admission representatives from other colleges
- Oregon Promise Check-in in February – Represent CSC
- Career Fair and Resource Fair – Whatever is needed by my team to pull off a successful event
- Student Worker Job Fair – New this fall!
- High school visits – campus tour guide
- Registration Kick-off in March – represent CSC
- Summer Send-off in June – represent CSC

**Courses that you instruct and number of credits per course**

*CGS112 – Career Exploration & Planning (1 credit)*

**Workshops provided**

- **KCET** – 1) EMSI Career Assessment/Career Exploration, 2) Resumes and Cover Letters, 3) Interviewing Techniques
- **TRiO** – 1) Resumes, Cover Letters, and Interviewing Skills, 2) Where to Find and Apply for Scholarships
- **Nursing Applicant Prep Workshops** – 1) How to Fill out the Nursing Application and What to Expect on the TEAS Test, 2) How to Write an Effective Essay and What to Expect on the HSRT Test, 3) How to Ace the Panel Interview and Make a Good Impression on the Selection Committee
- **Phlebotomy (Community Ed)** – Interviewing Techniques
- **Community Ed Ultimate Job Search Workshop** – 1) Resumes & Covers Letters, Interviewing, and Networking
- **BUS101** – 1) What is LinkedIn Learning and How to Access It

**Other**

Student Success Coach is constructing a workshop about Writing Essays and Personal Statements for Scholarship Applications. This will be ready to launch Winter term 2023.

### **ADMINISTRATIVE ASSISTANT TO CAREER SERVICES JOB SUMMARY**

The Administrative Assistant to the Career Services Center is responsible for supporting career support functions and providing high-level administrative support reporting, handling information requests, and performing clerical functions such as preparing correspondence, answering phone calls, receiving and directing visitors, arranging conference calls, and scheduling meetings. This position requires project, time management, and critical thinking skills as well as professionalism, discretion, initiative, and confidentiality.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform the job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Provides high-level administrative support by preparing statistical reports, handling information requests, and performing general clerical functions.**

- Provides office management and administrative services for the Career Services Center including opening and distributing mail, greeting visitors, maintaining the filing system, taking minutes, and assisting with budgetary necessities.
- Maintains the schedule for the Career Services Center, plans meetings, and makes appointments.
- Provides considerable support to ensure that the Career Services Center personnel are prepared for meetings, appointments, and events.
- Prepares and compiles correspondence and reports relating to and on behalf of the Career Services Center.
- Edits, proofreads, and reviews items prior to distribution and signature.
- Assists with obtaining and preparing data for decision-making purposes.
- Promotes and facilitates open communication among the students, staff, faculty, and College administration.
- Coordinates travel and registration arrangements for the Career Services Center department.
- Assists in the preparation of budgets for the Career Services Center department; assists with budget monitoring.
- Coordinates activities and special projects.
- Helps students initiate career assessment and refers to available staff.
- Help students search for work, form resume and cover letter, and match interests to programs at KCC.
- Assist in marketing and outreach strategies.
- Performs routine activities such as making copies, transmitting documents electronically, and collating and assembling packets.
- Uses technology to set up and maintain records, perform data entry, and run periodic or special management reports.
- Orders office supplies and monitors inventories to replenish as needed.
- Develops and maintains departmental procedures; maintains knowledge and documentation of standard procedures for position.

**Answers phone calls and directs calls to appropriate parties, takes messages, receives and directs visitors, arranges conference calls, and schedules meetings.**

- Answers telephone calls, screens or forwards calls providing information as needed, takes messages, and schedules appointments.
- Greets and directs visitors to staff or designated meeting locations.
- Manages travel, professional development, and purchase requests for the Career Center.
- Manages schedules, including assessing priority of meeting requests, responding to requests in a timely and professional manner, and coordinating with attendees and requestors.
- Prepares meeting agendas and plans, such as reserving rooms and coordinating refreshments.
- Maintains schedules for area of responsibility, including planning meetings, appointments, and travel.

- Provides assistance to ensure that attendees for areas of responsibility are prepared for meetings, appointments, and events.

**Prioritizes quality and service throughout all work activities.**

- Provides assistance with miscellaneous projects.
- Responds to urgent requests with flexibility and cooperation.
- Proactively delivers innovative solutions to achieve superior customer service.
- Provides data, decisions, and delivery of services in support of teams, projects, and community success.
- Maintains reliable delivery of job duties and responsibilities while managing multiple and changing priorities.
- Maintains confidentiality and discretion.

**NON-ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Contributes to various special assignments as needed by department and institution.
- Serves on College committees and Councils, as assigned.
- Other duties as assigned.

**ADMINISTRATIVE ASSISTANT DUTIES: .5 FTE**

**Everyday Tasks**

- *Accessibility to Career Services*
  - Log in to Zoom room daily
  - Check emails and messages
  - Update Job Board
  - Check Mail
  - Complete Intake Forms
  - Greet people who enter the CSC, and refer according to needs
  - Answer phone calls
  - VISIX Updates
  - Requisitions
- *Job Search Assistance*
  - Help students write or improve their resumes
- *Faculty & Employer Networking*
  - Field calls/emails for CSC and post job announcements in EMSI
  - Assist with the KCC Career Services Social Media platforms
  - Complete promotion requests for CSC
  - Provide employers with information regarding programs and upcoming events
  - Participate in marketing for CSC events
- *Student Services*
  - Provide job search services to walk-in students and potential students
- *Grant Projects*
  - Title III

**Committees**

- |   |
|---|
| • Assist with Advisory Committee meetings when needed |
| • Career Fair Planning Team                           |
| • Resource & Job Fair Planning Team                   |

**Events the Administrative Assistant participates in:**

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- *Resource & Job Fair*
- *Career Fair & Open House*
- *Conferences*

**Other**

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- *Assist with providing Mock Interview to students*
- *Marketing assistance when available*

## 8. NON-INSTRUCTIONAL DEPARTMENT REVIEW RUBRIC

	Highly Developed	Developed	Emerging	Initial
<b>1—Support of the College Mission</b>	Exhibits ongoing and systematic evidence of mission achievement.	Exhibits evidence that planning guides program and services selection that supports the College's mission.	Evidence that planning intermittently informs some selection of services to support the College's mission.	Minimal evidence that plans inform selection the of services to support the College's mission.
<b>2—Accomplishments in Achieving Goals</b>	Exhibits ongoing and systematic evidence of goal achievement.	Exhibits evidence that planning guides services selection that supports goal achievement.	Evidence that planning intermittently informs some selection of services to support the goal achievement.	Minimal evidence that plans inform selection of services to support goal achievement.
<b>3—Personnel Summary</b>	Employs a sufficient number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect duties, responsibilities and authority of the position.	Employs an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position.	Has a plan to employ an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position.	Staffing is insufficient to meet needs.
<b>4—Staff Development</b>	Exhibits ongoing and systematic support of professional development opportunities.	Exhibits support of regular professional development opportunities.	Evidence of intermittent professional development opportunities.	Minimal evidence of professional development opportunities.
<b>5—Facilities and Equipment</b>	Facilities and resources meet current and future needs of the College.	Facilities and resources meet current needs of the College	Evidence of a plan to have facilities and resources meet current and future needs of the College.	Minimal evidence that facilities and resources meet current and future needs of the College.
<b>6—Budget</b>	Financial resources meet current needs and are projected to meet future needs.	Financial resources meet current needs.	Evidence of a plan to acquire financial resources to meet current needs.	Minimal evidence that financial resources meet current needs.
<b>7—Strengths and Weaknesses</b>	Strengths and weaknesses are	Most strengths and weaknesses are	Some strengths and weaknesses are	Minimal evidence that strengths and



Klamath Community College Non-Instructional Department Review:

	described accurately and thoroughly.	described accurately and thoroughly.	described accurately and thoroughly.	weaknesses are described accurately and thoroughly.
<b>8—New Goals and Plan</b>	Multiyear planning process with evidence of use of assessment data in planning.	Multiyear planning process with some assessment data.	Short-term planning process recently implemented.	Minimal evidence of planning process.
<b>9—Overall Evaluation</b>	Evidence of ongoing systematic use of planning in selection of programs and services.	Exhibits evidence that planning guides program and services selection that supports the College.	There is evidence that planning intermittently informs some selection of services to support the College.	Minimal evidence that plans inform selection the of services to support the College.
	<b>Highly Developed</b>	<b>Developed</b>	<b>Emerging</b>	<b>Initial</b>