

# 2020 Annual Program Review

**Program Name: Career Services Center**

**Program Review Author: Vicki Rothman**

**I. PROGRAM DESCRIPTION:** In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

*Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: <http://www.smc.edu/CollegeCatalog/Pages/default.aspx>*

The Career Services Center (CSC) is an integral part of Student Services at Santa Monica College (SMC). Services are available to all students and provide support to the various departments on campus. We offer students the tools to succeed in college and throughout their careers and provide a full range of services including individual career counseling and exploration, internships, applied/service learning and job search tools. The Career Services is aligned with the college’s mission statement. We provide the career exploration support that helps students achieve their educational goals. In turn, this helps the students become contributors to the global community.

The Career Services Center is dedicated to helping students figure out their major and career paths, find internships, service learning and employment opportunities. As a part of Guided Pathways, the CSC reaches out to Undecided in a variety of ways in order to meet with students and help them make decisions. This is in alignment with Guided Pathways front loading of Career Planning. Here are the 4 components of the CSC:

- Career Counseling – Career Counselors work with students individually to help them choose a college major and career path. Particular attention is paid to students new to SMC who are undecided about their college major. All Career Counselors also teach 2 sections of Counseling 12 – Career Planning
- Employment Advising – Our staff helps students write resumes, put together portfolios, learn how to interview, dress for success and anything necessary to prepare for an Internship or Job Opportunity. We also host Job Fairs on an annual basis
- Internship Program – Our center houses the Internship program for continuing SMC students who want to gain work experience through an internship. Our staff offers an orientation to the entire campus, helps the students write their learning objectives, and then either enrolls them in the general Counseling Internship, or refers them to the appropriate department for enrollment
- Service Learning – Our center houses the Service Learning Program for students who have a service learning component as part of their academic classes. Our staff provides orientations, monitoring and gathering of paperwork for the faculty who offer this as a part of their classes

## II. PROGRESS SINCE LAST REVIEW (LAST YEAR’S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

Objective	Status (Check one)	Status Explanation
Continue to visit Counseling 20 classes to present about the Career Services Center and prep them for the career assignment	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	This objective has been extremely successful. Before Covid we visited most Counseling 20 classes, presented for 1 hour, then walked the students to the CSC to make appointments. The

that is part of the class		DE courses have a recorded presentation, and the students would then call to make their appointments. We now do for all classes what we originally did for the DE classes. Students may see us via zoom or phone. This is why it is both completed and in progress
Continue to have a career counselor dedicated to the African American and Latino Centers. The counselors worked with students individually, and were available for drop-in appointments with the students from these two centers. They also conducted workshops and assisted the counseling faculty in these areas with career counseling concerns and help choosing college major's. Although the Welcome Center did not have room for one of our career counselor's to sit in their center, we had a career counselor dedicated to bringing FYE students in to see the career counselors.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	We are fortunate to still have one Career Counselor dedicated to the Black Collegians program, and on Career Counselor dedicated to the Adelante Program. They continue to present to their orientations, attend club meetings, present to parents, see students individually, have a Counseling 12 class dedicated each semester to each of the programs, and help out in any way possible career wise. Since we moved to the new Student Services Building, we no longer have a career counselor dedicated to the FYE students, as that program doesn't exist any more
Phoning students and personally inviting the students in to see a career counselor with the goal of seeing the students individually, or getting them enrolled in a Career Planning Class to help them make future career and major decisions	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	This is something that we have permanently adopted. Each fall I receive a list of students who are undecided about their college major, and is not enrolled in counseling 12 or 20. We phone and email the students throughout the year to make appointments with them. Career Counselor had contact with 86% of the students on our undecided list last year. An exceptional result. This fall we are calling an undecided list of mostly black and brown students who are undecided on their majors.
Create a marketing campaign focused on increasing faculty participation in the Applied/Service Learning Program and expanding ways to support and engage such faculty who are interested in incorporating applied learning components as part of their curriculum	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	Joan has made great strides in this program. I am putting completed, because with Covid, this has basically ended, and Joan is transitioning to work in the STEM area of Interest
Front Load Career Planning for SMC Students	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	Through our Guided Pathways work, including how to work with SMC students to front-load Career Planning, we now have a 4-pronged approach. 1. Enroll students in Counseling 12, our Career Planning Class. (currently offer over 60

		<p>classes a year) 2. Career Assignment/Career Counseling Appointment for all Counseling 20 students. The students fill out the ElimMajor before seeing the career counselor. This usually involves a Career Counselor presenting to the class for an hour. 3. College to Career Workshop. We also have a College to Career folder that we give to all Counseling 20 students. This folder gives the 7 steps to college success. 4. English 1 writing assignments. We also present our College to Career Workshop to the English 1 classes as an introduction to their writing assignment.</p>
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**III. ACHIEVEMENTS**

**(Optional)** List any notable achievements your program accomplished in the last year.

1. Success in reaching out to our undecided list and meeting with the students or have them take counseling 12 or 20
2. Had a successful Job Fair during the Fall 2019 semester
3. The Counseling Faculty for Counseling 12 worked tirelessly to make sure the Counseling 12 experience via zoom would still be good. We have chosen to have this class taught as scheduled, and it has been very successful
4. Tremendous success in working with our fellow CE department faculty to make sure their students employment skills are met (resume writing, portfolios, classroom challenges, speakers, internship opportunities)

**IV. CURRENT PLANNING AND RESOURCE NEEDS**

**Part 1: Narrative**

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

I know that the budget is getting worse. My hope is that we are able to keep our existing Career Counseling Faculty in order to meet the needs of SMC's students. We are always booked with appointments, and our Counseling 12 classes are more popular than ever before.

**Part 2: List of Resources Needed**

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

*While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.*

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
<b>Human Resources</b>	Click or tap here to enter text.	Click or tap here to enter text.
<b>Facilities</b> (info inputted here will be given to DPAC Facilitates Comm.)	Click or tap here to enter text.	Click or tap here to enter text.

<b>Equipment, Technology, Supplies</b> <i>(tech inputted here will be given to Technology Planning Committee)</i>	Click or tap here to enter text.	Click or tap here to enter text.
<b>Professional Development</b>	Click or tap here to enter text.	Click or tap here to enter text.

**V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:**

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also include your responses and solutions to this crisis.

1. The CSC team adjusted to working remotely very quickly. We were all seeing students via zoom already, so we were able to adapt more quickly than most of the campus
2. We had to cancel our job/internship fair. One challenge has been how students are able to participate in Internships. The decision was made that students Internships must remain remote as long as the college is remote.
3. Adapting our Counseling 12 classes to zoom. The career counselors have spent multiple hours making sure our classes run smoothly and meet the needs of the students
4. A peculiar challenge we have had is that since we are one of the only counseling offices seeing students via zoom, when a student gets to see someone in person (zoom) they are so relieved, they start asking questions about a lot of other areas on campus where they can't seem to get their needs met. This can sometimes take the entire session, and then they need to re-book in order to work on their career issues
5. Along with this, is that students were feeling very overwhelmed and depressed about the pandemic, and would often share their feelings and pain with the career counselors over zoom. This was challenging for the career counselors to hear all day every day. We worked very hard to meet students where they were and go from there.

**VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY**

**PARTNERSHIPS:**

**Part 1: Industry advisory meeting dates and attendance for 2019-2020.**

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
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**Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.**

Employer Name	Type of partnership or Collaboration	Optional: Additional information about partnership or collaboration
	<ul style="list-style-type: none"> <li>• Advisory attendance</li> <li>• Internship site</li> <li>• Donations</li> <li>• Job placement</li> <li>• Other</li> </ul>	

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**CONGRATULATIONS – that’s it! Please save your document with your program’s name and forward it to your area Vice President for review. Please CC or send a copy to Stephanie Amerian and Erica LeBlanc.**

**The following section will be completed by your program’s area VP**

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**Vice Presidents:**

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources
- Jennifer Merlic, Vice President, Academic Affairs
- Teresita Rodriguez, Vice President, Enrollment Development
- Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program’s annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian ([amerian\\_stephanie@smc.edu](mailto:amerian_stephanie@smc.edu)) and Erica LeBlanc ([leblanc\\_eric@smc.edu](mailto:leblanc_eric@smc.edu)). If you have any questions, please contact us!

Thank you for your input!