1. Program or Unit Description

Vision and Mission

In keeping with the institutional mission, the vision of the Leeward Community College Job Prep Services Office works to educate students in their lifelong career development to lead fulfilling lives that sustain themselves, their communities, Hawaii, and the world.

As part of Student Services, JPS supports our students to identify and communicate their skills, interests, personality, and values that aligns with their personal, academic and career goals. We provide resources, services and events to help students navigate through the career development process. JPS also collaborates with faculty, staff and our community partners to connect our diverse students and graduates with opportunities.

What is the target student or service population?
The Job Prep Services Office provides services and resources to help our students through the career development process. At JPS students can receive assistance with volunteer opportunities, career assessments, job searching skills, resume and cover letter building, and interviewing skills. Each student has access to the UHCC Job Center Online platform where they can upload their pre-employment documents and view a listing of employers that are looking to hire statewide. The JCO System allows employers to post their positions and recruit students from all 7 campuses. The Job Prep Services Office serves as the point person to connect our students to jobs and industry information. In addition the JPS Office facilitates customized workshops that are tailored to a specific audience or special requests by faculty members. JPS hosts and delivers career fairs which helps to incentivize student enrollment by constantly reminding the students of their end goal. Career Fairs also help students develop a more meaningful connection with their career path/career choice. JPS provides assistance with searching for on-campus employment utilizing the SECE (Student Employment Cooperative Education) platform. The JPS office helps to facilitate connections and relationships between students and the campus to create a sense of community and establish a well rounded student experience.

2. Analysis of the Program/Unit

Discuss the Program’s or Unit’s strengths and areas to improve in terms of Demand, Efficiency, and Effectiveness based on an analysis of the program’s Quantitative Indicators or comparable unit-developed measures or program-developed metrics. Include a discussion of relevant historical-trend data on key measures (i.e., last three years).

Successes

In helping to maintain the College’s WIG “to keep the students we have” - The JPS Specialist continues to partner with various campus programs and departments to reach specific demographics for example: high risk, developmental ed as well as those in Liberal Arts. In the Fall of 2019 The JPS office partnered with Leeward CC’s Writing Center to host an event called “Making the Write
Money Moves” the purpose of this event was to educate students on their financial future as well as planning for future careers by learning about industry information. This activity/event provided our students with the opportunity to assume the role of a professional in the career of their choice. Representatives from Financial Aid and Hawaii Financial Federal Credit Union participated in this event. Participants had the opportunity to attend mini workshops regarding scholarships and money management. This event was an opportunity for all Leeward CC students to hone in on their writing skills in the context of careers and money management.

In efforts to promote the JPS Office to all students. Each semester the JPS Office partners with the Academic Specialist to host JPS and Career Coach Tabling Sessions at the beginning of each semester. The purpose of this event is to reach all our students by inviting them to visit the JPS Office and to also learn more about the services and resources offered. Promotion of the UHCC JCO System and Career Coach are conducted to connect students to jobs, employers and industry.

In the Spring of 2020 – the current pandemic lead to all JPS services being offered remotely on-line. Included in the online deliverables is the UHCC Oahu Campuses first ever Virtual Career Fair open to all CC students. Our collaborative efforts truly made an impact especially during the pandemic. It was great to collaborate with all the career center coordinators to put on this event for all UHCC students. By marketing this event to each of our campuses the outcome on student attendance for the fair was much higher. This virtual event included a panel event where each career center coordinator served on. The panel presented on the topic centered around ways we can best prepare our students for a virtual career fair experience. JPS also hosted a resume workshop to prepare students for the individual resume appointment slots that were available for the entire 2 days leading up to the career fair.

In efforts to keep the students that we have the JPS Specialist included the following activities over the academic year. Note: this is in addition to daily student appointments, committee duties, office duties and walk-ins.

Activities Achieved 2019 - 2020

- Conducted (1) Student Connection Workshops on Career Readiness using Career Coach and Job Prep Services Resources. In collaboration with the Writing Center, workshops were hosted each semester.
- Coordinated the Culinary Career Fair with 13 employers for the Culinary Department, the ICS/STEM Career Fair with 20 employers, the UHCC Oahu Virtual Career Fair with 16 employers, and lastly the first ever UHCC Virtual Career Fair hosted for all 7 Campuses System Wide.
- Facilitated workshops to various different units: Counseling (IS courses), Business, Language Arts, OCEWD, LCCW G2FO, ATE.
- Coordinated and participated in Mock Interviews for the Culinary Program.
- Developed video resources for the JPS Office
- Coordinated with the UHCC Campuses on the renewal process for the Job Center Online Platform. Secured a Perkins Grant for the 2020 – 2021 Academic Year.
Established a presence on campus by hosting tabling sessions in The Concourse to promote Career Coach and JPS.


Continues to partner with OPPA to distribute the Outcomes Survey used to track where our graduates are working.

Job Prep Services continues to serve on the ISS – Operational Framework which integrates how students are guided through the student success pathway in support of achieving their educational goals and career aspirations.

Worked with the small ISS Group in the Spring of 2020 to implement “Career Voyager” – A Career Advising tool in STAR.

Presented the “Career Voyager” at the AATN Conference in the Fall of 2020.

Served as the Lead Contact to coordinate the renewal of Job Center Online through Perkins Funding for Academic Year 2020 – 2021.

In the summer of 2020 the JPS office assisted our Recruitment and FAO Office to conduct follow up phone calls to all students that were eligible for FA and haven’t yet applied to Leeward.

Discuss significant program or unit actions (new certificate(s), stop outs, gain/loss of position(s), results of prior year’s action plan, etc.). Include external factors affecting the program or unit.

2020 - 2021 Goals:

In 2017 the JPS Office has undergone significant staffing changes. In Feb 2017 JPS lost the Office Assistant III position. Then, in Nov 2017 the Faculty/Coordinator retired. Since then the JPS APT has been coordinating the efforts for the JPS Office. Currently, JPS has 1 student assistant and currently shares an office space with the HINET Program.

In the summer of 2019 JPS went through a UHCC system wide migration of the Job Center Online platform. This tool is used by all UHCC Campuses to manage student, employer and job data. JPS continues to encourage all departments to funnel their employer inquiries to JCO. JPS continues to work with our academic specialist and individual departments to invite employers to the JCO system. In addition, JPS will receive requests to connect with employers. The office continues to serve as the bridge for connecting employers to the JCO and vice versa. Inviting our students and employers to the UHCC JCO platform creates a centralized space for employers to post their current positions free of charge. Each individual career center manages their employers and jobs utilizing the platform. Students have unlimited access to the database as an alumni. JCO is the connection piece for connecting our students to employers and industry. We have been a consortium system with all 7 campuses since 2012. In August of 2019 all UHCC Campuses migrated to the new platform with Gradleaders known as UHCC Job Center Online. Leeward CC continues to serve as the lead campus in support of the system for all UHCC campuses. Leeward continues to facilitate
training sessions to all campus liaisons on how to manage the system, students, employers and jobs. In the Spring of 2020 Leeward CC took the lead in coordinating future funding for JCO. In the summer of 2020 the JCO group submitted a Perkins proposal to secure funding ($15,988.00) for an additional year (2020 – 2021). This will allow the 7 campuses to continue our employer and jobs database. Especially during these uncertain times we are happy to continue our job posting services for free and continue providing our students with an updated listing of current employers and jobs. In return this service will help our students better prepare for their future by developing a more meaningful connection with their career path/career choice.

**UHCC Job Center Online Usage:**

<table>
<thead>
<tr>
<th></th>
<th>JCO Employers</th>
<th>JCO Jobs (active)</th>
<th>JCO Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016 - 2017</td>
<td>106</td>
<td>N/A</td>
<td>760</td>
</tr>
<tr>
<td>2018 – 2019</td>
<td>1,138</td>
<td>339</td>
<td>4,166</td>
</tr>
<tr>
<td>2020 - 2021</td>
<td>1,372</td>
<td>129</td>
<td>4,612</td>
</tr>
</tbody>
</table>

Due to the current pandemic in March of 2020 – Present, the number of jobs in JCO have decreased. However, moving into the next year we have new outcomes to meet based on Perkins indicators:

**JCO Perkins Indicators:**
1. A 20% increase of employers registered in JCO (from 1,101 to 1,321)
2. A 15% increase of students registered in JCO (from 4,153 to 4,776)
3. Offer three targeted workshops/webinars for industries in need of recruiting non-traditional gender related employees. These industries include:
   - Science, Technology, Engineering, Math, Information Technology
   - Construction Trades and Transportation
   - Healthcare and Medical related fields

As of Oct 2020 JCO holds 1,372 employers, 129 active job postings (this is an average), and 4,612 students.

To improve accuracy and efficient outreach, we migrated participation lists to a UHCC unified consortium system.
The parameters for the migration are as follows:
✓ Students: delete those that haven’t logged in over the last 3 years (Jan 1, 2016)
✓ Contacts: delete all contacts that haven’t logged in over the past year (Jan 1, 2018)

The updated JCO System currently holds updated employer and contact information, which in return will make our system more effective for the end users. Overall, the system wide numbers for Employers and Students have increased. The JCO Consortium strives to provide opportunities
for students as they transition to the workforce; which now is more relevant and urgent than ever, as our students and graduates face an economic downturn and historic unemployment rates resulting from the COVID-19 pandemic. Career centers play a vital role in providing opportunities for students to explore careers, interface with employers and network with recruiters. Providing an online platform to continue to facilitate virtual connections is a critical career development resource needed by the campuses.

The Job Prep Services Office continues to focus on integrating industry information in the everyday business practices of the campus. In the Spring of 2020 JPS served on a small ISS Sub Career Committee with the purpose of developing a tool called “Career Voyager”. This tool is a unified way for all 10 Campuses to conduct career advising. This tool also provides students with career readiness resources and information easily accessible in one unified location.

Instructional programs must include ARPD health indicators with benchmarks to provide a quick view on the overall condition of the program; CTE programs must include an analysis of Perkins Core indicators for which the program did not meet the performance level.

[insert ARPD data table, if available; else, insert unit or program specific data used for review]

3. Program Student Learning Outcomes or Unit/Service Outcomes

a) List of the Program Student Learning Outcomes or Unit/Service Outcomes

JPS

Program Goals

In the Summer of 2018 the new Interim Dean of Student Services assisted the JPS Office with defining clear goals and objectives.

Goals:

1. Manage, direct and oversee all operations within the Job Prep Services Office. Ensure that all activities and tasks within its purview are executed thoroughly and on-time.
2. Manage and coordinate all aspects of the system wide implementation of the new Job Center Online software.
3. Work towards integrating industry information in the everyday business practices of the campus. Identify 5 potential places where incorporated and/or including industry information could have a high impact on student success.

On October 21, 2020 the Interim Dean of Student Services assisted the JPS Office with defining NEW clear goals for the 2020 – 2021 Academic Year. The new goals are in alignment with the new vision for Student Services. The JPS Office wanted to take on new challenges while also incorporating the other Student Services Units. The new goals were created so that all units work together as a unified group to promote student success. By coming together as one unit and having a clear understanding of our expectations helps each individual office contribute our efforts.
collaboratively and meaningfully. As a division we were all encouraged to learn more about each of the units. JPS learned that the resources and services offered are strongly used as key elements in all phases of the enrollment, retention and completion process. Together as a Division we can accomplish so much more!

2020 - 2021 Academic Year Goals:

1. Manage, direct and oversee all operations within the Job Prep Services Office. Ensure that all activities and tasks within its purview are executed thoroughly and on-time.
2. Re-evaluate and reassess the purpose and contribution of JPS to the College’s Student Success agenda. Determine what JPS’s role will be in student success and begin to develop its related strategies.
3. Better integrate JPS into Student Services’ overall efforts to promote student success. Improve JPS’s connection and collaboration with other units/areas of the College to maximize impact.

b) Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review.

c) Assessment Results.

d) Changes that have been made as a result of the assessment results.

4. Action Plan

Based on findings in Parts 1-3, develop an action plan for your program or unit from now until your next Comprehensive Review date. Be sure to focus on areas to improve identified in ARPD data, student learning or unit/service outcomes, results of survey data, and other data used to assess your program or unit. This plan should guide your program/unit through to the next program/unit review cycle and must detail measurable outcomes, benchmarks and timelines. Include an analysis of progress in achieving planned improvements.

* CTE programs must include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.

Specify how the action plan aligns with the College’s Mission and Strategic Plan.

Discuss how these recommendations for improvement or actions will guide your program or unit until the next Comprehensive Review. Be sure to list resources that will be required, if any, in section 5 below.

*The action plan may be amended based on new initiatives, updated data, or unforeseen external factors.

This upcoming year, JPS will focus on developing and implementing new tools and resources to meet the 2020 - 2021 goals. JPS will work collaboratively with the other Student Services Units so
that we are all on the same page to achieve our end goal. JPS will also work with the other Units to constantly remind our students of the end goal. JPS will continue to manage and coordinate all aspects of the system wide UHCC Job Center Online Database and Perkins Outcomes for Academic Year 2020 – 2021. Leeward CC JPS continues to serve as the support office for all questions related to the JCO System. In addition, Leeward CC JPS will continue to coordinate system wide meetings for all 7 campuses and coordinate training sessions/meetings for the JCO Consortium. JPS will continue to inform faculty, staff and students about the resources and encourage all departments including OCEWD to funnel employer inquiries directly to the JPS Office.

During the Academic Year 2020 – 2021 the JPS Office will re-evaluate the purpose and contributions that JPS provides to the College’s Student Success Agenda. JPS would like to determine a more definitive role and what that will look like in the student success pathway. The idea behind this framework will be utilizing the Purpose First initiative. This will be a year of developing a new direction for JPS based on the goals and outcomes that were established for this academic year. JPS would like to focus the office around the student’s development, growth and learning. While providing students with the opportunity to educate themselves to process their career development results.

JPS will focus on integrating industry information in the everyday business practices of the campus. Partnerships with Leeward CC’s Marketing Department have been in discussion with JPS to partner on providing industry information to our students. A redesign of the JPS website and name change are also key factors to consider when re-designing the JPS Office. In addition, JPS will work with other units to collaborate and work together. Job Prep will support the other Units so that we can see our students through the enrollment, retention and completion phases. Plans and conversations are currently taking place to better help our students with the onboarding process in addition to financial resources that our students can participate in. Working with the other Student Services Units has complemented JPS in many ways to make our jobs more efficient and meaningful. Job Prep Services is always willing to help Student Services create a more seamless process to make the students academic journey a successful one!

**Action Plan:**

JPS will provide the services established for the 2020 - 2021 academic year. JPS will incorporate the new action plans as we continue to define new outcome measures for the JPS Office."

New Table (10/20)

<table>
<thead>
<tr>
<th>Activities for Students &amp; Graduates</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>UHCC Virtual Career Fairs</td>
<td>Fall &amp; Spring</td>
<td>JPS Personnel, Faculty and Staff, student help &amp; volunteers, Marketing, Student Life</td>
</tr>
</tbody>
</table>
Personnel: The JPS Office is currently operating with one full time staff member and one student assistant. The staff member is responsible for coordinating and leading all workshops, class presentations, mock interviews and provides direct services to students in the area of career readiness.

JPS Coordinator completes all fiscal transactions for multiple accounts. In addition, JPS works with students individually on career readiness services. For example: a resume appointment generally takes approximately 60 minutes. In between presentations/workshops, work-related meetings, committee responsibilities and career event planning, personnel must strive to offer individual appointment times to meet our student’s needs.

In addition, there are many clerical tasks involved in managing the day-to-day operations of the JPS Office including: managing job postings, responding to employer requests, navigating individuals through the UHCC JCO database, providing career and job fair information, tallying student evaluation data for all events and workshops, serving as the lead liaison for the UHCC JCO System, event set up and fiscal budgeting and completion of all transactions. Current campus policies require proper documentation to reserve rooms, etc. JPS is responsible for completing the proper documentation and paperwork necessary. The APT position also serves as the Unit Head and is required to make executive decisions for the office. JPS currently uses MySuccess to book individual appointments. The office will be migrating to Star Balance in the Spring 2020 semester. JPS will need to learn the new functions on how to utilize this tool effectively. The JPS Coordinator will also need to conduct training sessions for the student assistant in the office.
JPS strives to provide excellent service to recruiters and the organizations they represent. The approach is to create partnerships and networks, rather than simply an online jobs database. JPS will work towards educating employers about Leeward Community College’s programs, students and graduates. In return it’s also important for the JPS Office to learn about the employers so that we can connect students to the right jobs that are aligned with their interest and skills. This process will take time and effort and the resulting gains will be much more meaningful for our students.

Strong relationships with career employers will be key to student success. JPS will continue to be at the forefront when distributing industry information to our students. The “Career Voyager” tool in STAR will be our main resource for career exploration and advising across all 10 campuses. This new tool will highlight all of the resources and services available across all UH Campuses. When working with our students we will now have a unified tool/resource. Students will be able to take career assessments and also research the job market in Hawaii by using the Career Voyager tool. The benefit of having this tool is that all the career counselor's/job prep specialists can use the same resources when working with our students. An added benefit for students is that they will have all this information available to them right in STAR.

Space

The JPS Office moved from the AD Building to the DH Portables in April of 2018. JPS continues to share an office space with the HINET Program. The current space in the DH quad offers confidential offices for both coordinators to work out of. In addition, we have a welcome area where student assistants can greet walk-ins and appointments.

While the welcome area is very functional the lack of student computers is an issue. Due to a shortage in electrical outlets we currently only have (1) student computer in our waiting area for both JPS and HINET. For the time being we do have laptops set up on our waiting table. If the waiting area is filled, students are then asked to use the student assistant computers. This then leaves our student assistants with having to borrow a laptop from the office to continue with their working duties. They will also assist the coordinator during the time being with additional tasks.

The benefits of sharing an office space is the long term partnerships with the services and resources available for our students. It creates a one stop location for students who need to find employment while continuing their education at Leeward CC. As part of the HINET program requirements, students need to utilize JPS services/resources to maintain their benefits through the HINET Program. Both programs compliment one another very well, all while helping students be self sufficient while attending classes at Leeward CC.

Results of Program Assessment

The year 2019 – 2020 was a very challenging year that was filled with many last minute changes. In March of 2020 JPS was tasked to move all services & resources remotely on-line. JPS continues to:

- Collaborate with Leeward CC faculty, staff and students to create a one stop presence at campus events such as New Student Orientation, Leeward CC Fall and Spring Fairs, and all other Student Activities events.
● Partnerships with faculty to provide customized workshops and classroom presentations to students; coordinating mock interview sessions as requested.
● Assisting programs and departments by coordinating job fairs and career events for students.
● Continue to provide open appointment times for individual appointments.
● Continue to improve upon the UHCC Job Center Online Platform.

5. Resource Implications

Detail any resource requests, including reallocation of existing resources (physical, human, financial)

☐ I am NOT requesting additional resources for my program/unit.