Program Area/Unite Name: Job Prep Services

Vision and Mission
In keeping with the institutional mission, the vision of the Leeward Community College Job Prep Services Office is 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 students to identify and communicate their skills, interests, personality, and values that aligns with their personal, academic and career goals. We provide resources 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.

Background
Since 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.

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 systemwide 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.

CCSSE 2018 data reflects that the majority of our students acknowledge the importance of JPS, but not enough students have taken advantage of the resources available to them. Due to survey revision, Frequency and Satisfaction Means are no longer comparable. The JPS Specialist joined the WIG Design Committee to help JPS define its purpose on campus. JPS WIG Statement: Increase the integration of career/industry information into a students academic journey by Fall 2020. Increase the number of times our students are reminded.
Successes

In helping to maintain the College’s WIG - The JPS Specialist continues to partner with various campus programs and departments. The most accessible students were in the Career & Technical Education (CTE) Programs where students have defined academic and career paths that leads directly to the workforce. 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 and walk-ins.

Activities Achieved 2018 - 2019

- Conducted (2) 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 Job Fair with 10 employers for the Culinary Department, and mini job fair for the Automotive Department with 10 employers, lastly a mini Job Fair for the ICS Department with 12 employers.
- Facilitated workshops to various different units: Counseling (IS courses), Business, Language Arts and CTE Peer Mentors, OCEWD, LCCW G2FO.
- Coordinated and participated in Mock Interviews for the Culinary Program.
- Implemented a Digital Media Panel event for all DMED students.
- Developed video resources for the JPS Office
- Implemented the new UHCC JCO Platform migration process
- Established a presence on campus by hosting tabling sessions in The Concourse
- Attended the Language Arts Division Meeting to present on the 5 Languages of Appreciation.
- Co-presented at HSSI and the Hawaii State ACTE Conference on the 5 Languages of Appreciation.
- 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.
- Implemented a Holiday Hiring Event for part time seasonal jobs in partnership with the Leeward CC Library.
- Serves on the ISS Career Sub-Committee the goal of this committee is to focus on the Operational Framework which integrates how students are guided through the success pathway in support of achieving their educational goals and career aspirations.
- Implementation of “Making the ‘Write’ Money Moves” in partnership with Leeward CC Writing Center.

Program Analysis:

2018 - 2019 Goals:
The Job Prep Services Office continues to work on increasing all quantitative indicators. Job Prep Services continues to focus on how we can better engage our employers with our
students. This year the JPS office focused on cleaning up the UHCC Job Center Online database. With the migration to a new platform it was also decided that we migrate clean and updated information for jobs, contacts, employers and students. In the summer of 2019 JPS went through all this information and migrated over current student information in which they had logged into the system. 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 JPS. In August of 2019 all UHCC Campuses migrated to the new platform known as UHCC Job Center Online. Leeward CC continues to serve as the lead campus in support of this system for all UHCC’s. Leeward also facilitated a training session to all campus liaisons on how to manage the system, students, employers and jobs.

The long term goal of this is to eventually have this system linked to the UHCC Single Sign On. Currently as of Oct 2019 JCO holds 1,138 employers, 339 active job postings (this changes on a daily basis), and 4,166 students. The reason for the decrease in last years numbers are because of the migration and wanting to migrate with clean and updated information. The dates that were decided upon for the migration are:

✓ 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)

Although the numbers are not relatively as large as the past, we currently have updated information which in return will make this system more effective for our users.

In July of 2015, the company known as CSO Research merged with another career services oriented provider to form Gradleaders. The new company added to its portfolio, including the successful “The Outcomes Survey”. In partnership with Leeward CC’s OPPA Office data is gathered and surveys are sent out to recent graduates. Survey dates and data are reflected in the screenshot below. Note: Surveys are sent to all graduates in the Fall, Spring and Summer.
The table below reflects the data for the Outcomes survey 2017 - 2018.

<table>
<thead>
<tr>
<th>Graduating Class</th>
<th>Graduation Date</th>
<th>Activity / Total Surveyed (N)</th>
<th>#1 Send Date</th>
<th>#2 Send Date</th>
<th>#3 Send Date</th>
<th>#4 Send Date</th>
<th>#5 Send Date</th>
</tr>
</thead>
</table>

2018 - 2019 Goals and Activities

This upcoming year, JPS will continue to manage, direct and oversee all operations of the JPS Office. JPS will also continue to manage and coordinate all aspects of the systemwide UHCC Job Center Online Database. 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 and yearly meeting with the JCO Consortium. The strategy that JPS used was to
inform faculty, staff and students about the resource, and encourage all departments
including OCEWD to funnel employer inquiries directly to the JPS Office. Over the past
year 1,947 students were connected to 1,138 employers via the UHCC Job Center Online
System.

JPS will continue partnering with our Career Technical and Education Programs.
Customized job fairs will continue for the following programs: Culinary, Automotive,
Digital, Media and STEM. In addition, JPS will partner with the Leeward CC Writing
Center to host the first ever Making the “Write” Money Moves Event - Fall 2019. JPS
continues to provide in class workshops, individual appointments and JPS/Career Coach
tabling while promoting JPS services. JPS will also continue to participate in mock
interviews for specific classes. Career panels are in progress and we hope to continue our
efforts for this event moving forward.

Lastly, JPS will focus on integrating industry information in the everyday business practice
of the campus. Partnerships with Leeward CC’s OPPA Office has been in discussion with
JPS to partner on this project. We’ll be targeting (5) potential places on campus where
incorporating and/or including industry information on campus would have a high impact
on student success.

The greatest challenge to meeting these programmatic goals is the availability of personnel.
Career events require extensive planning, set up, marketing and follow up. JPS completes
all fiscal transactions as needed. This is a timely process that can be difficult with one
person having to manage multiple events each year. In addition, JPS works with students
individually on career readiness services. For example: a resume appointment generally
takes approximately 60 minutes. Over the past year 631 students were exposed to industry
hiring standards, taught effective job attainment strategies and coached through the
different phases of the career development process. In between presentations, work-related
meetings, and career event planning, personnel must strive to offer individual appointment
times to meet our students needs.

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. This process will take time and effort and the
resulting gains may not be immediately seen. Strong relationships with career employers
will be key to student success.

<table>
<thead>
<tr>
<th>Academic Calendar 2017</th>
<th>Academic Calendar 2018</th>
<th>Academic Calendar 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/14/2017 - 8/10/2018</td>
<td>8/14/2018 - 8/9/2019</td>
<td>8/19/2019 - 8/14/2020</td>
</tr>
<tr>
<td>(Last Update)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Postings for Leeward Community College Campus Only:</td>
<td>424</td>
<td>619</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>(Note: This does not include the jobs posted for other UHCC Campuses. Each campus is responsible for approving their own jobs depending on where the employer chooses their “home campus” to be. Employers choose one home campus to designate who will be responsible for taking care of their account and/or questions.)</td>
<td>424</td>
<td>619</td>
</tr>
<tr>
<td>Automotive Technology</td>
<td>15</td>
<td>23</td>
</tr>
<tr>
<td>Digital Media</td>
<td>27</td>
<td>28</td>
</tr>
<tr>
<td>Information Computer Science</td>
<td>26</td>
<td>31</td>
</tr>
<tr>
<td>Business (Includes: Accounting and Business Technology)</td>
<td>64</td>
<td>68</td>
</tr>
<tr>
<td>Education (Includes: Teacher Education Program and Education)</td>
<td>25</td>
<td>42</td>
</tr>
<tr>
<td>Food &amp; Beverage, Food Service* (Includes: Culinary)</td>
<td>19</td>
<td>37</td>
</tr>
<tr>
<td>Medical/ Health* (Includes: Adult Residential Care Home, Health Information Technology Program, and Substance Abuse Counseling)</td>
<td>44</td>
<td>69</td>
</tr>
<tr>
<td><strong>Student Registrations:</strong></td>
<td>337</td>
<td>290</td>
</tr>
<tr>
<td>(Updated: 11/14/2019)</td>
<td>337</td>
<td>290</td>
</tr>
<tr>
<td>Liberal Arts, Natural Sciences + Hawaiian Studies</td>
<td>152</td>
<td>79</td>
</tr>
<tr>
<td>Career &amp; Technical Education (CTE)</td>
<td>110</td>
<td>95</td>
</tr>
</tbody>
</table>

*Directly represents are Culinary, Automotive, Information Computer Science, Digital Media fields.

As reflected in the data, there was a small number of students using the JCO System. This year the focus for JCO was to migrate all 7 CC campuses to utilize the new platform. Current and updated information for all students, contacts and employers were implemented in the Summer of 2019. As we continue our efforts with targeted job fairs - Culinary, Automotive, ICS, Digital Media (panel events) we hope to increase student and employer usage with the JCO system. As a unified shared system, we also plan to do a roll out to our students and employers within the next year.
**Action Plan:**

JPS will continue to provide the services established in 2017-2018 academic year. JPS will incorporate new action plans as we continue to define new goals and outcome measures for the JPS Office this year.

<table>
<thead>
<tr>
<th>Activities for Students &amp; Graduates</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Class presentations and workshops Student Connection Workshops</td>
<td>Fall, Spring, Summer</td>
<td>JPS Personnel and Program Faculty</td>
</tr>
<tr>
<td>Career Panels</td>
<td>Fall &amp; Spring</td>
<td>JPS Personnel, CTE Academic Specialist</td>
</tr>
<tr>
<td>Mock Interviewing</td>
<td>Fall &amp; Spring</td>
<td>JPS Personnel and Program Faculty</td>
</tr>
<tr>
<td>Career Fairs: Culinary Automotive Digital Media &amp; STEM LCC Waianae</td>
<td>Fall, Spring and Summer</td>
<td>JPS Personnel, Auxiliary, Security, Business Office, Faculty and Staff, Student Volunteers’ UHCC JCO, Kap CC Marketing, Student Life</td>
</tr>
<tr>
<td>Partnerships with Leeward CC Library</td>
<td>Fall &amp; Spring</td>
<td>JPS Personnel and Library Staff</td>
</tr>
<tr>
<td>JPS/Career Coach Tabling with CTE Academic Specialist</td>
<td>Fall &amp; Spring</td>
<td>JPS Personnel, CTE Academic Specialist</td>
</tr>
<tr>
<td>JPS/Writing Center: “Making the ‘Write’ Money Moves”</td>
<td>Fall</td>
<td>JPS Personnel, Leeward CC Writing Center</td>
</tr>
</tbody>
</table>

**Resource Implications**

**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.
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, 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. This year the unit heads have been focusing a lot of time on the new and upcoming Welcome Center. Much time is dedicated to ensure that the move, transition and hiring process is in place according to the timeline given.

JPS uses MySuccess to book individual appointments. Walk-ins and phone calls are tracked consistently using Google Forms.

**Budget**

In the Summer of 2019 the JPS Band A position was converted to a Band B position. The JPS Office currently has (1) FWS Student Assistant.

Supplies: Other than office supplies, the JPS Office spent approximately $3,000 to purchase recruitment items, office supplies and a battery backup. Approximately $700 was also spent on funding JPS events and Job Fairs. Currently, JPS is hosting specialized Job Fairs for the following Departments: LCCW, ICS, Culinary, Automotive. Moving forward in Spring 2020 we will be combining the ICS Job Fair with STEM.

If the decision is to continue hosting a large Job Fair - this process will involve renting tables and chairs which in the past have cost approximately $4,500 which can accommodate roughly 50-75 employers. Additionally, an inexpensive lunch and refreshments would run approximately $1,000. All other mini job fairs at this time are currently averaging around $200 which includes promotional materials, and light refreshments.

**Space**

The JPS Office moved from the AD Building to the UH 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 that both coordinators work out of. In addition, we have a large welcome area where student assistants can greet walk-ins and appointments.

While the large 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 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.

The JPS Office requests to be considered for a space that is functional in terms of student traffic and daily office operations as space becomes available.
Results of Program Assessment

The year 2018-2019 was a fresh new start in our temporary office space. The College has a WIG “Wildly Important Goal” to increase our fall to fall retention rate to over 60% for students by fall 2020. This will be accomplished by:

- Continuing to collaborate with Leeward CC faculty, staff and students to be represented 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. Moving forward, JPS would like to formally roll out the system to our students while also featuring all (7) campuses as one uniformed system.