Program Review Summary Page
For Academic & Student Support Programs

Support Program(s) under Review: Career Center

Term/Year of Review: Spring 2022 (Report Period: July 2018 – June 2021)

Summary of Program Review:

A. Major Findings

1. Strengths:

NVC Career Center Services assist students with exploring, developing and setting goals related to each student's unique educational and academic needs. These services include career assessments, occupational information, goal setting, planning and employment resources. The Career Center is a cost effective resource for NVC students, alumni and campus community. The Career Center has created effective partnerships with local, regional and national employers that are interested in hiring NVC students and alumni.

The program currently is comprised of a Consultant (with NVC in contract with ACFRC), a half time Administrative Assistant, and a Part Time adjunct faculty member.

During the report period of July 2018 – June 2021, the Career Center is comprised of the following staff members:
Dr. Reed Davis, Faculty, Adjunct (20%)
Dr. Sherry Tennyson, Career Consultant (55%)
During the first year, the Administrative assistant worked 24 hours per work, with her time equally allocated for the Career Center and Human Services programs.
In 2019 – 2021, the Administrative Assistant position was vacant but clerical support was provided by the Counseling Tech. In 2021, the 1.0 FTE Administrative Assistant position was filled with 50% allocated for Career Center Services.

<u>Career Center Services Contract</u>

In partnership with the American Canyon Family Resource Center, the NVC Career Center Partnership was implemented in spring 2017 and has maintained annual contracts to the present (2021 – 2022). For each contract year, the contractor successfully increased career services for NVC students and alumni and expanded employer partnerships to develop hiring and work-based learning opportunities. The Career Consultant is housed in the Counseling Division and will work in collaboration with the Counseling Department.

The NVC/ACFRC partnership continues to be an excellent community partnership and directly aligns with Napa Valley College's Mission, Strategic Plan Goals, Guided Pathways, Student Learning Outcomes, and Institutional Strategic Plan (Source: 2018 -2019

Progress Report, Summary of Accomplishments and Performance Associated with Institutional Strategic Plan, February 2020):

- *Engage NVC students and assist in their progress towards educational and job training goals*
- *Enhance collaboration between NVC and community and civic partners*
- *Increase NVC student achievement and completion of educational and job training goals*

NVC Career Center Staff (report period: July 2018 – June 2021)

One of the major strengths of the Career Center Program is the professional and highly qualified staff that bring their extensive backgrounds and expertise in Career Development.

Dr. Reed Davis has provided Counseling Classes and Career Assessment for students for 14 years. He has been an Instructor of Career and Life Planning and other career courses. Dr. Davis possesses a Doctorate Degree in Counseling Psychology with specialization in Career Development. He provides Career Assessment using the MBTI and SDI to help students identify their interests and goals and individual Career Counseling. In addition, Dr. Davis has a private consulting practice serving corporate client 25 years.

Dr. Sherry Tennyson has provided NVC Career Center Services from March 2017 – June 2021. As the Program Director of the American Canyon Family Resource Center (contracted agency), she brings her extensive background in Program Management and Fund Development. She successfully integrated Workforce Development activities in Family Support programs in Napa and San Francisco. Dr. Tennyson also completed her Doctorate Degree in Counseling Psychology, research topic: Career Decision Making of Young Adults in the SF Child Welfare system. Her expertise has expanded resources for the campus in the following areas: implement NVC Career Center activities: *Career Advising, Employer Partnerships, and Program Development.*

NVC Career Center Services (report period: July 2018 – June 2021)

The Career Consultant successfully implemented three Career Center services that are essential to the ongoing career success of Napa Valley College students and alumni: *Career Advising, Employer Partnerships, and Program Development*. NVC's Career Center Services are designed to increase the student's Career Readiness competencies in the following skills areas: *critical thinking and information competency, global awareness and civic responsibility* (Student Learning Outcomes, NVC, 2013/Career Readiness defined: the attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace (Source: NACE). Career services ensure that students and alumni make informed decisions as they explore career fields through strategic connections with local and regional employers and community

partners. *Aligned with Guided Pathways, NVC Career Center services are essential in providing the meaningful and necessary career exploration opportunities for NVC students and alumni.*

1. Students will learn to identify and research a wide variety of career fields and opportunities

2. Students will learn to identify and use relevant tools in the job search, including activating professional networks

Report Period

On March 19th, 2020, Governor Gavin Newsom issued a "Stay at Home" order. Napa Valley College transitioned to conducting all classes and services to online/remote platforms. From July 2018 – March 2020, all Career Center services were in person. In March 2020, all in person services were cancelled and all services were moved online. This warranted creative and increased outreach efforts to NVC students and campus community with development of regular Career Center Newsletters, virtual presentations, including Mentor Mondays, Hiring Events and Informational Workshops, and Job Search Assistance seminars.

Career advising to support NVC students and alumni

NVC Career Center services are designed to meet students "where they are" and provide information for local hiring opportunities, career pathways and resources, and further education programs. The Career Center evaluate services available to students and the campus community. The staff regularly develops student activities that will engage students in learning about the career exploration process and seeks student and campus feedback to improve or create services.
Career advising incorporates culturally relevant resources and supports regarding career awareness, preparation, exploration, placement, supportive services, information of career pathways, labor market demand, and earning potential. These activities are aligned with specific majors and guide students in career development and major exploration (Guided Pathways).

Career Advising and Placement Services include:

Informational Interviews	Employer Hiring Events
Networking Opportunities	Employer Presentations
Ongoing Supportive Services	Career Assessments
Professional Development Opportunities	Class Presentations

Career Readiness Seminars (resume, interviews, online resources)
Internship and Mentorship Development
NVC 24/7 Online Job Board (College Central Network and NVC Job Board

Career Advising included assistance in securing Unemployment Benefits with our students. We also saw an increase of NVC graduates seeking job placement assistance. With assistance from NVC alumni and student, we developed and implemented our 4-week seminar for June: Moving Your Career Search Online. We maintained our relationships with employers and were engaged and continued to contact the Career Center to assist in their hiring efforts. We created and disseminated a weekly newsletter providing hiring opportunities, career readiness workshop, and employment/unemployment information, and sent to all staff, faculty, and students; these services also were promoted on the NVC social media and updated on NVC Career Center webpage. Additionally, the Career Center participates in regular campus-wide collaborations, including ASNVC and Welcome Center events. Dr. Davis and Dr. Tennyson also provided in class presentations.

The Career Center also expanded Career Exploration Activities (during the Stay at Home order – March 2020 – June 2021):

- Assistance in securing Unemployment Benefits
- Increase number of NVC graduates seeking job placement assistance
- Career Mentor workshops (new)
- Moving Your Career Search Online (new to the academic year)
- Virtual Hiring Events (new)
- Expanded hours to provide Career Center services (early evening, Friday morning)
- Virtual Career Services (Cranium Café)
- Development and Implementation of the NVC Job Board and Career Center Newsletter

<u>Employer and Community Partnerships</u>

During the report period, the Career Center provided in person Hiring Events on a monthly basis and the annual community-wide NVC Job Fair (May 2018, May 2019). We also hosted a Job Fair at the Upper Valley Campus and one Job Fair at the American Canyon High School/Napa Valley College site. We also hosted two virtual Informational Internship Workshops with Dolby Laboratories and Intel. The Career Center expanded our relationships by co-sponsoring our multi county, multi college Virtual Job Fair in April. We also began attending the monthly meetings with Napa Engineering Society. We partnered with the Hispanic Association of Colleges and Universities to offer a presentation on Internship Opportunities.

During the Stay at Home order/COVID 19, we maintained our relationships with employers; they were engaged and continued to contact the Career Center to assist in their hiring efforts. We created and disseminated a weekly newsletter providing hiring opportunities, career readiness workshop, and employment/unemployment information, and sent to all staff, faculty, and students; these services also were promoted on the NVC social media and updated on NVC Career Center webpage. COVID 19 had a significant

impact with employer engagement: with the closing of businesses, the number of job opportunities went to an all-time low of 148; when businesses reopened, the number of openings increased by . This information is reflected in Table 1 – The number of job openings from January 2020 – December 2021, and January 2020 – July 2021 (report period) Source: College Central Network).

Program Development (New Programs/Funds)

Dr. Tennyson brings her extensive experience in grant writing and program development and her network of community partnerships. She successfully brought in three new projects during the report period:

NVC submitted several proposals and received funding for the following new NVC services:

$100,000 Grant for Pre-Apprentice/Apprenticeship Program: TDL Workforce Equity System (June 2021 – December 2022):

In partnership with NVC Career Technical Education Interim Senior Dean/Senior, the NVC Career Consultant secured *$100,000* for the planning and implementation of the Transportation, Distribution, and Logistics Equity System for Napa Valley College, as the lead for the North Bay. This collaborative project is a regional effort with the West Oakland Job Resource Center (lead agency) and Job Train (South SF – San Jose).

Gasser Foundation Internship Project (Began May 2021/$5,000 for the nonprofit that hosted the intern)

NVC student intern placed at Innovative Health Solutions with funds from the Gasser Foundation.

Filipinx Learning Community (Launch Date - Fall 2021/$20,000)

The Career Center also partnered with the Humanities Department to develop and launch the Filipinx Learning Community for fall 2021. As One of the co-founders of the NVC committee, *Filipinx Learning Community* is focused on the academic, social and career needs of Napa County students with an emphasis on the growing Filipinx community.

2. Areas for Improvement:

"Students want a meaningful, fulfilling college experience and a pathway to prosperity…Yet, four in ten college graduates were underemployed trends have shifted the need to redefine the role of career services":

"Demographics – the Career Center is effective in reaching out and working with the younger, first generation, low income students. We need to increase our outreach to students that will ensure that they are career ready for the evolving employer/business community.
While the *virtual* world has increased access to the larger community, students will need to demonstrate "fluency in adopting the appropriate technology". Although the Career Center has addressed this need (offering virtual opportunities), employers are incorporating virtual capabilities into their recruiting strategy and practices.

Skills – Employers have changed how they recruit and hire workers: "students need to add credentials and work-integrated learning experiences to their areas of academic focus" (Source: Outcomes and Metrics that Matter – Embedding Career Services at Higher Education's Core, Andy Chan and Christine Cruzvergara).

Career Center staff have identified the following areas for improvement:

- **Make career readiness a core component of the college component.** Create a short term plan to address the growing needs of the campus community addressing low enrollment and develop a long term strategy that expands the Career Center role that includes "moving out of campus silos and become "interconnected, integrated across the fabric of the college community (Source: Outcomes and Metrics that Matter)". This can be achieved in working closer with the Guided Pathways committees and creating a working committee/Task Force to redefine the mission of Career Services with an emphasis in linking the college experience and career pathways (increase hours for Career Consultant/Team to provide the necessary hours to design and implement this work)

- **Give career service leaders a seat at the strategic table and team them with other leaders at the table.** This can be achieved by having a proactive role in the fund/resource/program development process from the beginning to secure new funding streams or enhance existing programs/grants.

3. Projected Growth, Stability, or Viability:

Financially – while the program has been cost effective for the college, there is a critical need to financial grow the program by addressing the recommended areas of improvement. This work ensures that the college has the structure to ensure that NVC students' career goals are being successfully met.

As part of the growth of the Career Center, we recommend that it must be integrated into Workforce Program to access to Strong Workforce funds. New funding streams and grants must include the Career Center. Dr. Tennyson has demonstrated that she has the skills to secure news funds for additional training and support services and the capacity

to establish effective partnerships with the employers, added resources (including NuLeep, a Career Mentor Program, Collegiate Sales Society – workshops/resources for students in sales), and funding communities.

The Career Center is positioned to be the hub of all that relates to career counseling; academic and student support programs need to regularly refer students to visit and learn about available services:
Ongoing services include but are not limited to not just getting a job but a strategic approach that builds the student's skills and confidence in exploring career opportunities, engaging with businesses, and strengthening career readiness skills necessary to secure employment opportunities related to their major.
Coordinate events that connect students to the employer community
Provide information and resources to learn about career pathways and share employer opportunities and resources.
Career planning is available in collaboration with the General Counseling Division and campus Student Support Programs. Career Center supports and participates in campus-wide events and activities.

New Objectives/Goals:

Short term goals are designed to increase the number of students accessing career services:

Implement outreach opportunities to local schools and campus community (incoming first-year students). These activities can include presentations at the high school for graduating seniors and participation at NVC summer boot camps.

Initiate outreach campaign to alumni to assist in career job placement services, mentor presentations, and hiring opportunities.

Partner with faculty to integrate Career Services/Pathways into the academic curriculum

Participation on the Guided Pathways committees to provide the business perspectives

Explore new funding streams to increase staff resources and students' services

Long term strategic goals address the recommended structural changes to ensure that NVC graduates have the skills and resources to be successful and obtain "college-worthy jobs." "A growing number of forward-thinking colleges are rethinking career services as a central component of their institutions. In the process, they're rededicating themselves to their core mission (Source: Outcomes and Metrics that Matter),"

- **Make Career Readiness a core component of the college component.**
  Create a short term plan to address the growing needs of the campus community addressing low enrollment and develop a long term strategy that expands the Career

Center role that includes "moving out of campus silos and become "interconnected, integrated across the fabric of the college community (Source: Outcomes and Metrics that Matter)." This can be achieved in working closer with the Guided Pathways committees and creating a working committee/Task Force to redefine the mission of Career Services with an emphasis in linking the college experience and career pathways (increase hours for Career Consultant/Team to provide the necessary hours to design and implement this work)

- **Give Career Center service leaders a seat at the strategic table and team them with other leaders at the table.** This can be achieved by having a proactive role in the fund/resource/program development process from the beginning to secure new funding streams or enhance existing programs/grants.

I. PROGRAM DATA

A. Number of Students Served by Program

	2018-2019	2019-2020	2020-2021	Change over 3-Year Period
Overall number of Student Contacts*	2,357	2,034	1,524	-35.3%
Number of Contacts at Career Center at NVC	756	332	397	-47.5%
Number of Employer Contacts	300	450	468	56.0%
Number of Students Placed in Internship	60	--	35	-41.7%
Source: Data provided by Career Center **with reason code for Career; includes students counseled across all programs at NVC*				

RPIE Analysis: The overall number of students contacts to the Career Center decreased by 35.3%, while the number of contacts to the Career Center at NVC decreased by 47.5%. The number of employer contacts increased by 56.0%, while the number of students placed in internships decreased by 41.7%.

Program Reflection:

During the report period 2018 – 2019, the on campus numbers were strong for the small direct service of staff (two/.70 FTE) and services addressed the career needs of students. New career resources and partnerships were established that expanded learning opportunities (including the Human Library and Open House events that were offered in partnership with the Transfer Center). The Career Center numbers for years 2020 - 2021 reflect the overall Stay at Home/ COVID 19 challenges that impacted most post-secondary educational institutes across the country. In response, the Career Center staff transitioned all Career Center services to remote settings in March 2020 (see Areas for Improvement section of how the Career Center proposes to address these issues.)

In March 2020, all NVC services ceased in person operations. (The above numbers for years 2019 – 2020 and 2020 – 2021 do not reflect the capacity of the program to provide in person service. These numbers would have been much higher if services were on site.)

From March 2020 – May 2020, the following events were canceled:

March 18 – How to get a job with the State Department
March 26 – Monthly Career and Internship Fair
March 31 – Employer Meet and Greets
April 7 - Resume Building Seminar
April 15 - Get Work Wednesday – Social Services jobs/Partner with Human Services, 4/15
April 23 - Career and Internship Fair – partner with STEM, 4/23
April 28Employer Meet and Greet, 4/28
April 17 – Employer Visit: Genentech Field Trip, 4/17
April 8 -Employer Visit: Factory OS Field Trip, 4/8
May 7th – NVC Community Hiring Event (Invited 80 employers/Canceled 5/20)

To address the Stay at Home Order/COVID 19, he Career Center expanded virtual Career Exploration Activities (during the Stay at Home order – March 2020 – June 2021):

- Assistance in securing Unemployment Benefits
- Increase number of NVC graduates seeking job placement assistance
- Career Mentor workshops (new)
- Moving Your Career Search Online (new to the academic year)
- Virtual Hiring Events (new)
- Expanded hours to provide Career Center services (early evening, Friday morning)
- Virtual Career Services (Cranium Café)
- Development and Implementation of the NVC Job Board and Career Center Newsletter

In addition, the Counseling Department changed the tracking system from SARS to Cranium Cafe an online platform that included Video Conferencing). Although the programs are similar, the tracking systems are different.

B. Demographics of Students Served by Program

	2018-2019	2019-2020	2020-2021	Three-Year Proportion of the Program	Three-Year Proportion at the Institutional Level
Number of Students	756	332	397	1,097	13,827
Gender					
Male	43.3%	43.8%	30.8%	41.0%	43.0%

Female	56.7%	56.2%	69.2%	59.0%	57.0%
Race/Ethnicity					
Asian	2.2%	4.7%	0.9%	2.7%	3.4%
African American/ Black	8.8%	5.9%	9.4%	7.9%	***5.3%***
Filipino	7.2%	9.7%	10.4%	8.6%	8.5%
Latinx/Hispanic	55.2%	54.7%	53.8%	54.4%	***42.0%***
Multiple Race	6.6%	3.0%	5.8%	5.7%	6.6%
Native American	0.3%	0.4%	0.0%	0.2%	0.3%
Other	1.2%	1.3%	2.7%	***1.7%***	3.1%
Pacific Islander	0.4%	0.4%	0.0%	0.2%	0.6%
White	18.1%	19.9%	17.0%	***18.6%***	30.2%
Age					
19 or less	51.8%	44.7%	51.1%	51.1%	***38.8%***
20 to 24	28.3%	29.5%	30.5%	***28.4%***	33.8%
25 to 29	8.8%	9.3%	7.6%	***9.1%***	12.4%
30 to 34	2.7%	5.1%	4.5%	3.5%	5.2%
35 to 39	2.4%	4.6%	2.8%	3.1%	3.2%
40 to 54	3.8%	5.1%	3.1%	3.1%	4.2%
55 and older	2.2%	1.7%	0.4%	1.7%	2.4%
First Generation	47.7%	47.9%	34.5%	44.4%	***39.3%***
Source: Student data provided by Career Center					

<u>RPIE Analysis</u>: This section describes the demographics among NVC students that utilized the Career Center program over the past three years. The following demographic groups accounted for a majority or plurality of Career Center students during that period:

- *Females (59.0%)*
- *Latinx/Hispanics (54.4%)*
- *Students 19 or less (51.1%)*

The following demographic groups claimed a significantly lower proportion of the population share among Career Center students than they did among the population of NVC credit students over the past three years:

- *Other (-1.4%)*
- *White (-11.6%)*
- *Students 20 to 24 (-5.4%)*
- *Students 25 to 29 (-3.3%)*

*African American/Black, Latinx/Hispanic, students ages 19 or less, and first-generation students claimed a significantly higher proportion of the population share among Career Center students compared to the population of NVC credit students. (Statistically significant differences are denoted in **bold italics** in the table above.)*

Program Reflection:

Overall, the numbers for the Career Center remained constant in terms of gender, ethnicity, and age. In 2021, the number of first generation students dropped by 13%; this decrease can be attributed to 1. Students were working (essential jobs), 2. Lack of career resources information, 3. Providing childcare for siblings and/or other family members. (This number is higher than the overall college 33%.)

Career Centers Services are necessary to the overall success of college students: Career Services had a significantly higher number of younger students, close to 80% (under 19, 20 – 24) in contrast to NVC overall numbers, 73%. This difference demonstrates that Career Center services are needed and aligned with the *specific career development needs of incoming first-year students* (see Career Center "Building Blocks). The timing is critical: students are undecided or unfamiliar with the career pathways in their major. Early Career Exploration activities will address these issues: career assessment, advising re: career pathways and alignment to student's proposed major, and introduction to different careers through career exploration activities: informational interviews, employer meet and greets, and resources that provide career information.

Although the number of first generation students fell to a low of 35% in program year, 2020 – 2021, the Career Center provided support to 44%, as compared to NVC 39%. This number also warrants a thoughtful approach to ensuring the services are meeting this student population (this would warrant increase of Career Center contacts that support the student's Career Development. In addition, research has shown that there specific career development and needs of first generation students.

C. ConexED Contacts, by Type

	2020-2021
In Office	32.5%
Online / Video	27.1%
Phone	40.4%
Total	**446**
Source: ConexED data provided by Career Center	

<u>RPIE Analysis</u>: In 2020-2021, phone contacts represented the contact method most used by students (40.4%), while in-office contacts represented the second most used contact method (32.5%). The least used contact method to the Career Center was online/video (27.1%).

Program Reflection:

During COVID 19, although efforts to provide remote meetings, a sizable number of NVC students struggled with Wi-Fi connectivity and other students felt more comfortable in phone meetings. If we had continued to provide on campus services, the number of "in office" contacts would be higher.

D. ConexED Contacts, by Reason

	2020-2021
Career Readiness	55.9%
Job Placement	29.6%
Resume	18.4%

Counseling 110 Instructional Support	4.2%
Source: ConexED data provided by Career Center Proportions do not sum to 100% as data counts are duplicated	

RPIE Analysis: In 2020-2021, the majority of students made appointments to the Career Center for the reason of career readiness (55.9%). The second most stated reason for an appointment was job-placement (29.6%), while the third most stated reason was for resume (18.4%). Counseling-110 instructional supported represented 4.2% of appointments made to the Career Center.

Program Reflection:

The numbers for year 2020 – 2021, demonstrated that more than 55% of students needed Career Readiness support (and aligns with the 51% of students under 19 years of age/close to 80% of students under 19 – 24 years of age. Students shared that they were unsure of the majors and how it applied to their career path, and felt that they did not have the job search skills, including resume, interview tips, and employers. Students also shared that they needed ongoing support with their career exploration activities.

II. CURRICULUM

This section does not apply to Career Center.

III. LEARNING OUTCOMES ASSESSMENT

A. Status of Learning Outcomes Assessment

Learning Outcomes Assessment at the Course Level

	Number of Courses with Outcomes Assessed		Proportion of Courses with Outcomes Assessed	
Number of Courses	Over Last 4 Years	Over Last 6 Years	Over Last 4 Years	Over Last 6 Years

Learning Outcomes Assessment at the Program Level

	Number of Outcomes Assessed		Proportion of Outcomes Assessed	
Number of Outcomes*	Over Last 4 Years	Over Last 6 Years	Over Last 4 Years	Over Last 6 Years

*Include all areas of study, degrees, and certificates associated with the program in the table.

Program Reflection:

NA

B. Summary of Learning Outcomes Assessment Findings and Actions

NA

Program Reflection:

NA

IV. PROGRAM PLAN

Based on the information included in this document, the program is described as being in a state of:

- ○ Viability
- ○ Stability
- ○ **Growth**

*Please select ONE of the above.

This evaluation of the state of the program is supported by the following parts of this report:

(Identify key sections of the report that describe the state of the program. Not an exhaustive list, and not a repeat of the report. Just key points.)

The NVC Career Center brings value to the college but with COVID 19, there has been a growing need to reposition and rethink Career Services. Studies have shown that "there is troubling disconnect even among the college-going population: the majority of students don't see the instruction they receive as relevant to their professional lives…across the nation, career services have been under-resourced and placed in the periphery of the institution. It ends up being relegated to an extracurricular student services office whose job is to just get students jobs (Source: Outcomes and Metrics that Matter, Embedding Career Services at Higher Educations Core)." This report focuses on the recommended areas for improvement with identified short term goals (increase student engagement) and long term goals that will change the role of NVC Career Center services.

Complete the table below to outline a three-year plan for the program, within the context of the current state of the program.

Program: _____
Plan Years: _____

Strategic Initiatives Emerging from Program Review	Relevant Section(s) of Report	Implementation Timeline: Activity/Activities & Date(s)	Measure(s) of Progress or Effectiveness
Long Term Goal: Develop the Career Center Task Force – to develop a plan that begins to redefine NVC Career Services (see areas of improvement)	Section 1: A & B	Fall 2022	Identify stakeholders and convene first meeting/Develop a plan
Short Term Goal: Increase high school, dual enrolled, and adult education outreach	Section 1: A & B	Fall 2022	# of outreach presentations to the local high schools and other post-secondary programs

Short Term Goal: Increase internal and external partnerships	Section 1: A & B	Fall 2022	# of new resources and #potential funding/resources and new services for NVC students.

Describe the current state of program resources relative to the plan outlined above. (Resources include personnel, technology, equipment, facilities, operating budget, training, and library/learning materials.) Identify any anticipated resource needs (beyond the current levels) necessary to implement the plan outlined above.

Note: Resources to support program plans are allocated through the annual planning and budget process (not the program review process). The information included in this report will be used as a starting point, to inform the development of plans and resource requests submitted by the program over the next three years.

Description of Current Program Resources Relative to Plan:

Before 2017, the NVC Career Center was staffed by a part time administrative assistant. In 2017, NVC partnered with the American Canyon Family Resource Center. (Prior to the contract, The ACFRC had provided a part time staff to offer Financial Coaching and additional staff hours to provide on campus, free tax assistance.)

The program currently is comprised of a Consultant (with NVC in contract with ACFRC), a half time Administrative Assistant, and a Part Time adjunct faculty member.

During the report period of July 2018 – June 2021, the Career Center is comprised of the following staff members:
Dr. Reed Davis, Faculty, Adjunct (20%)
Dr. Sherry Tennyson, Career Consultant (55%)
During the first year, the Administrative assistant worked 24 hours per work, with her time equally allocated for the Career Center and Human Services programs.
In 2019 – 2021, the Administrative Assistant position was vacant but clerical support was provided by the Counseling Tech. In 2021, the 1.0 FTE Administrative Assistant position was filled with 50% allocated for Career Center Services.

Although the program staff have been effective, the limited hours for services has impacted the role of Career Services on campus. Outreach efforts have been implemented but there is a critical need to change the campus community definition of Career readiness and services. Students must possess the hard skills and soft skills to be successful in achieving their career goals (soft skills include critical thinking, communication (written and verbal), collaboration/team player, and creative thinking).

For continuous growth, we recommend increasing the hours for the Administrative Assistant percentage and the Career Consultant. The Administrative Assistant currently works 50% (20

hours) for the Career Center and 50% (20 hours) for the Human Services/Addiction Studies program. We recommend that this position is increased to 100%; because of the Career Center activities, this position cannot add additional responsibilities (especially in light of the current events and activities offered by the center and social media presence).

We also recommend that the Career Consultant hours are increased from 50% to 75/100% to coordinate, plan and implement additional activities that include increased outreach efforts, active participation in Guided Pathways projects, and participation in the development of grants and projects. In addition, the Career Consultant has been effective in developing new partnerships and funding resources that are necessary to broaden Career Services for students and alumni. The Career Center has the potential to grow and ensure that all services, events, and activities are aligned with employer needs and students' career goals.

V. PROGRAM HIGHLIGHTS

A. Recent Improvements

- Career Center Newsletters using the smores platform provides information regarding the number of views (on average 400 views)
- Participation on Outreach Task Force to work strategically re: outreach efforts to high schools and community groups
- Participation in the Guided Pathways Onboarding Committee
- Successful development and implementation of Career Center Services (after three – four years, 2013 – 2017) period that had a part time staff person and offering very limited services)
- Ongoing engagement with employers that have worked with NVC for more than 3 years
- Online portal for employers and students (College Central Network)
- Successful transition to online services, including Job Fairs/Meet and Greets, Career Readiness workshops and one to one Career Advising (during COVID 19).
- Beginning March 2020, the Career Center successfully transitioned to the virtual world and begin to offer virtual workshops, classroom presentations and appointments.
- Annually, the Career Center has successfully hosted the Job Fair events: Hosted 2 Community Job Fairs at Napa Valley College campus, one event at the Upper Valley College site and two at the NVC/ACHS site
- The Career Center website content is constantly reviewed and revised to increase accessibility and ease of navigation.
- Career Center staff have participated in on campus events to promote our services and employers, and provide career readiness support
- Successful efforts in securing new funds and programs for the college – Transportation, Distribution and Logistics training program, Gasser Internship Program, and Filipinx/Kasaysayan Learning Community.
- Identified campus-appropriate career services for students and alumni (including Handshake, onsite Career Readiness Portal)

- Partner with CTE programs to share employment opportunities

B. Effective Practices

- The Career Center has provided regular career related updates to the campus via email, flyers and website. Social media has proven to be an effective means of communication and we have created the Career Center Instagram Account.
- All staff informational emails regarding employer opportunities, internship programs and scholarships, regular career center workshops (resumes, mentor presentation)
- Participating in on campus activities (i.e. Club rush, Welcome Week, Employer Hiring Events, ongoing Career Readiness workshops).
- Collaboration with General Counseling and student support programs to disseminate career focused information.
- Coordination of all Employer Hiring events on campus and at our satellite campuses (Saint Helena and American Canyon)
- Provide training to the Counseling division, high school counselors, and support programs.
- Ongoing oversight of the Career Center email and College Central Network

Feedback and Follow-up Form

Completed by Supervising Administrator:

Date:

Strengths and successes of the program, as evidenced by analysis of data, outcomes assessment, and curriculum:

See above

Areas of concern, if any:

The Career Center is committed to increasing our engagement with NVC students and alumni and have addressed this issue by increasing our outreach into the high schools and community settings, creating virtual workshops and in person hiring events, and partnering with employers to increase career opportunities.

Recommendations for improvement:

See above

Anticipated Resource Needs:

Resource Type	Description of Need (Initial, Including Justification and Direct Linkage to State of the Program)
Personnel: Faculty	
Personnel: Classified	

Personnel: Admin/Confidential	
Instructional Equipment	
Instructional Technology	
Facilities	
Operating Budget	
Professional Development/ Training	
Library & Learning Materials	