

**Peer Team Report
On
Job Placement Center**

October 2008

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**Peer Review Report
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STUDENT SUPPORT AND DEVELOPMENT

Findings:

The Job Placement Center (JPC) provides assistance to students and to members of the community in gaining and fulfilling employment opportunities in the Antelope Valley and on campus. They participate in job fairs; provide typing and filing testing; and provide job preparedness through workshops; one-on-one training; resume writing; interviewing skills; personal attire, and work ethics. Through this program, students are able to secure jobs that help them stay focused on their education.

Students are given opportunities that connect them with academic programs and the workforce. JPC works with a diverse population of students, alumni, and the community. They offer current information so that they can maximize their marketable skills. JPC posts employment opportunities and facilitates job assignments. They place student workers at many sites on campus. Most AVC departments use student workers, and they are not intended to replace classified positions. Typical jobs include computer lab assistants; office clerical assistants; athletics (dance, swimming); art labs (mixing materials and clean-up); theatre (set-up props & back drops); student tutors in the Learning Center; and assistants in the cafeteria, library, bookstore, and administrative offices.

The population of students at AVC and the surrounding communities has increased, providing many more job opportunities and more demand for jobs, but the number of staffing members has not increased. With growth at the Palmdale site, additional staff members are needed to maintain and improve the level of service. Currently there is one student worker (from another department) that is offering Job Placement information through brochures and references to students at the Palmdale site otherwise students must travel to Lancaster for assistance.

As expressed in the JPC self-study and confirmed by the peer team's interviewing of the JPC staff, facilities are lacking and growth in the college both at the main campus and the new Palmdale site will increase the need for facilities and staff.

At the time of the JPC report AVC's population was approximately 12,000 and that number has increased by about 3,000 students to the current date. JPC reported a 28% increase in job placement since 2002, and that number will grow along with the college population.

The department currently uses several databases with plans to combine the data into one area. Combining databases will reduce the need to copy records from one database to another and reduce data entry time. A new program for job listings on the AVC website (College Central Network) was not fully functional at the time of the self-study report, but is now operating in the implementation mode.

To ensure that all students, alumni, and community members who are job seeking are successful, JPC has a tracking system in place which consists of six database areas: intakes, registrants, student workers, on campus job orders, off campus job orders, and off campus hires. These databases provide a method of verifying if an individual has ever entered the JPC, been hired, and if an employer's job order are in the databank.

At the time of the report, the JPC was in the process of activating a web-based management system (College Central Network) to be tested with off campus employers and when it is determined it is successful, a shift to become a paperless office will occur. The database will allow job applicants and employers to access each other on-line, improving the job search connection. Students will be able to post their resumes and employers will be able to post their jobs. When this is implemented there will be more time to devote to students in development of new workshops and cutting edge placement activities. The system is not yet fully functioning; however, it is anticipated a full understanding and final roll out will occur in fall 2008. For the time being, the process that is currently used is very effective, and provides excellent tracking.

The results of the above databases indicated that over the course of the last five years, the JPC has processed over 6,117 SERFs and served over 46,295 people (reference their Appendix M). The number of people served is duplicated (which indicates students that visit more than once are counted more than once) and it is important to mention that not everyone who enters the JPC is counted. Those that would not be counted would include; staff or faculty asking a question about a student worker or requesting a student worker, and an employer entering to list a job order.

With JPC's anticipated growth and development on campus and expansion into the Palmdale area, there will be a need for additional services and staffing for outreach to the local and regional employers and to keep the information flowing on campus with the support programs offered by the JPC. Implementing the new Mock Interview service component will offer real life experience but require a place for the interviews to take place out of the public areas.

JPC surveys students and employers both on campus and in the community to maintain their quality of service. Changes are made based on feedback from the numerous surveys they receive in order to improve their services.

Recommendations:

1. JPC should plan for increased staff to support the services at both the main campus and the Palmdale site and include appropriate equipment, furniture and record keeping systems in the plan. The Palmdale location will need a secure filing system for paper records.
2. The College Central Network database now located on the AVC website is hard to find unless you know to look for it. The logo does not stand out as being job connected so more marketing of how this database will benefit students is recommended.
3. JPC should continue to use the surveys for continued feedback.

PROGRAM AND STUDENT LEARNING OUTCOMES

Findings:

In the 2001 review JPC was commended for their annual evaluations and utilization of the “student survey data” and they have continued to be successful in providing an avenue for data collection. Data and corrective actions were clearly stated for the PLOs and SLOs.

Recommendations:

1. The JPC and the peer review team agreed that the JPC has continually requested feedback from students, staff, faculty, and community to identify areas of improvement. Reviewing SLOs, PLOs, and ILOs are at the forefront of the operation of the JPC. It is recommended to continue to evaluate survey results and feedback in an effort to maintain continual quality improvement.

PERSONNEL AND SUPPORT SERVICES

Findings:

The JPC has a staff of one Director; two Job Placement Specialists; and one Clerical III, with support from two to three student assistants. Additional staff was identified in the Educational Master Plan for an Employment Outreach Specialist but this has not yet been implemented. The report also identified an additional position needed to meet the department staffing needs, a Work-Study/Work Experience Specialist. This position would be involved in increasing job opportunities for AVC students. Further, the peer review team interviewed the Clerical III and Job Placement Specialists, and they indicated that there were times when overtime was required because student assistants were not available to staff the program.

In interviewing the JPC staff, it was confirmed that the Palmdale site does not have an assigned staff member, however, there is a student assistant working for another department that is promoting Job Placement services by providing brochures and references to the Job Placement office. The JPC pointed out that as the Palmdale site grows, Job Placement services will be needed on site so that students do not have to travel to the Lancaster campus for services. Having a current staff member spend time at the campus is not an option because the staff is already stretched thin on the main campus. Staffing is a main concern for JPC; however, (without adequate facilities) there is not room to add the approved staff let alone any additional staff.

Recommendations:

1. The peer review team agrees that the JPC staff is stretched at this time. Being under staffed makes it difficult to maintain and enhance a quality program. JPC should continue planning for additional staff for both the main campus and the Palmdale site.
2. A survey of Palmdale students and staff to determine the current need for a part-time or full-time staff member at that site should be done.

FACILITIES, EQUIPMENT, AND TECHNOLOGY

Findings:

A visit to the Job Placement office revealed that adequate space is lacking. Although the layout of the Job Placement Center works well, the space does not allow for privacy during confidential interviews. The director's office space is across a public walkway. Adjacent SSV 172 space is unusable since it was condemned about 9 years ago and there is still concern over the structure and mold issues that caused the room to be condemned. During peak periods students line up down the hallway, and some students will walk away rather than wait in a long line. The program lacks space to conduct training sessions and workshops. The new Student Services building is four years away from being completed, and it is clear that this department will have outgrown the current space long before the new building is ready.

Computer upgrades are needed to keep pace with technology. Of particular concern is the lack of support for the iMac.

One fax machine is located in the public area where confidential faxes could be compromised. The second fax machine was being stored because there was no phone line for it. This fax is waiting to be reinstalled by ITS.

A web based management system from the College Central Network (CCN) was installed to allow employers to place job orders directly and allow them to view job seekers' resumes. Job seekers can enter their resumes and job search through this system. The problem with the CCN is that it is not easily found on the AVC webpage. If one does not know to look for it, it will be missed. Improvement in the AVC webpage should be pursued.

The program lacks space to conduct training sessions, workshops and mock interviews. Alternate space is needed until SSV172 is completed. Space is minimal for the number of staff and job seekers and copy equipment may not be adequately vented.

Recommendations:

The JPC clearly needs additional space and should explore possible office space including the Palmdale site to improve services until the new Student Services building is approved and completed.

1. The remodeling of SSV 172 needs to be completed.
2. Continue improving the College Central Network to reduce the need for students and employers to enter the office space.
3. Seek alternate conference space for workshops and mock interviews.
4. JPC should plan for additional staff, equipment, furniture and computers. Relocate the fax machine or provide the fax machine with a barrier so that confidential information is not public.

FISCAL SUPPORT

Findings:

The program supplies budget has not changed since 2004/05 and remains at \$1348, an amount that has been overspent each year since. This budget covers ordinary office supplies and the copy machine service. A more realistic budget should be provided to keep up with the increasing cost of supplies. If only \$1 were spent for each student served the budget would be \$9,000. If this isn't possible, a more realistic budget would be a minimum of \$3,000. The program budget is not adequate. The JPC has counted on grant funding for personnel, literature and equipment. JPC should continue to pursue grant money; however, more annual funds would enable them to focus this effort while maintaining the level of service they have developed. The program is successful and will increase with the student population and facilities. The operation budget must include the new approved Employment Outreach Specialist position along with personnel for the Palmdale site, and equipment for the new Mock Interview room.

Recommendations:

1. The peer review team agrees with the JPC report, the JPC budget does not meet the current need nor does it allow for adding new services and programs. The current budget does not allow for any services to the Palmdale location. JPC should be funded to meet the growing needs in all aspects including supplies; educational materials; and additional personnel.
2. With the new Student Services Building at least 4 years away, facilities are needed to address the JPC expansion for the Employment Outreach Specialist position and privacy issues. JPC should have more office and interview space within the current facilities available.
3. JPC should continue to pursue grant funding and consider job fair fees for employers who wish to hold job fairs on campus in order to offset any costs involved in holding such fairs.
4. The operating budget for JPC should be increased to \$3,000 or more.
5. Funds are needed now for limited support and long term funding is needed to have the staff and the operating budget to serve AVC students. A plan is needed for funding the cost of equipping and maintaining the Mock Interview room (SSV 172) and the costs associated with personnel to serve the Palmdale location.

COMMUNITY OUTREACH AND PROGRAM AWARENESS

Findings:

The JPC has numerous contacts with the community including the OneStops, the Chambers of Commerce, and employers. They communicate in print, through the Internet, by mail, and in person. The JPC staff participates in job fairs and from these contacts meets new employers to expand AVC's employer database. The director is a member of the Chambers of Commerce and promotes the services of the college and of JPC.

The JPC is promoted through workshops and classroom presentations, printed materials and on AVC's website. However, the best way that JPC is promoted is by the services they provide to our students, who share their experience with others and from the success of job seekers and employers.

The "Student Worker Program" booklet provides students information about the program and the process. The booklet explains the forms used, informs the student about what the employer expects, as well as informs the employer of the guidelines and process to be a student worker supervisor.

Information is also sent via myAVC, the Class Schedules, the Student Handbook, the JPC Student Worker Handbook, and the College Catalog. Both the employers and job seekers can find promotional material which is regularly delivered to the community via outreach events through the Outreach Office such as the Antelope Valley Fair, Welcome Tables at the beginning of each semester and at other community fairs and events.

The JPC staff attend meetings of various advisory committees, such as the Antelope Valley College Aerospace Advisory Committee, Antelope Valley WorkSource, California OneStop Career Center, and actively participated in the preparation for the Los Angeles County Workforce Investment Board approval of the South Valley WorkSource Career Center.

The peer review team agrees with the JPC report, JPC has excellent community relations but there are limitations on what can be accomplished with the small staff. Meeting with employers at their work sites and attending employer-related functions to cultivate additional job leads would be beneficial. When the staff positions requested in the Educational Master Plan are fulfilled, more job leads can be developed which would help get the AVC and JPC message out to the community.

Recommendations:

1. JPC needs to have the Employee Outreach Specialist position filled as scheduled for 2008/09. This position will allow for a stronger presence in the community on a regular basis to develop opportunities with specific employers. Working directly with graduating students of certificate and degree programs will help them secure permanent employment. There is a desire that this position can also create internships for students so that positions can be secured before graduation. This hands-on work experience, through internships or "for credit" work experience programs, will help students be more marketable for full time employment.

STATE AND FEDERAL COMPLIANCE

Findings:

The JPC complies with all State and Federal regulations and guidelines. Additionally, all college policies and procedures are followed.

Recommendations:

1. Continue compliance with all State and Federal regulations and guidelines, all college policies and procedures.