

Executive Summary and Action Plan

Council for the Advancement of Standards in Higher Education (CAS) Self-Assessment Career Services at Community College of Denver

March 2012

The Self-Assessment Process

SUMMARY OF PROCESS

The CAS Self – Assessment process for the Career Development Center (CDC) was completed by Ben Weihrauch and Glenn Holly both who are no longer with the Community College of Denver. Glenn Holly created a team who reviewed the services and the results of the self-assessment. The other committee members are also no longer employed with the Community College of Denver. Glenn Holly served as the primary facilitator on the review committee.

Component Areas Overview

Part 1: Mission

The Career Development Center's (CDC) mission statement was reviewed and is consistent with best practices and standards, including the missions of neighboring colleges and universities in Colorado. Our mission is "to serve the diverse career development needs of CCD students by providing lifelong career skills development and education in order to be successful in an ever-changing economy."

Specifically "To be successful in an ever-changing economy" is to help students develop a better understanding of themselves, including their interests, personality, and strengths by connecting them to an appropriate career and academic major path; by helping to increase their engagement and ownership regarding their career planning. As well, gain access to accurate and timely information regarding career and academic major options, finally, the developing tools that will help with connecting with employers for jobs and experiential learning opportunities.

Part 2: Program

The CDC designs programs and services to assist students and other designated clients to make career decision and pursue the skill development necessary to complete in a rapidly changing competency-based global workplace. These programs are evaluated and updated each semester to accommodate the current populations needs aligned with the mission of the department, school and state board.

Part 3: Organization and Leadership

At the time of this evaluation the institution has a designated leader who provides strategic direction, manages programs, and aligns the program with the institutional mission and constituency needs. CDC has a Coordinator who serves as institutional leader for all career development services (Ben Weihrauch). Currently the office's structure is for two positions, an Employer Relation's position

and a Career Advisor. Staffing currently is the Career Advisor position who reports to the Dean of Student life and the Dean of Student Life reports to the Vice – President for of Enrollment Administration and Student Success, who then reports to the President of the College.

Part 4: Human Resources

At the time of the evaluation there was a coordinator, a career advisor and the employer relations position in place. The office had weekly meetings and yearly evaluations. As well, the student staff also had annual reviews with in the office.

Currently, the Career Advisor in the office is running the office, budget, student staff and part time staff supervision as well as seeing students individually for appointments. Student staff has been trained on resume/cover letters, job search, and assessment intake to allow the Career Advisor more time to see individual students for higher level assessment and career overview.

Part 5: Ethics

CS staff members adhere to the principles of ethical behavior. Currently the office holds memberships in NACE (National Association of College and Employers), NCDA (National Career Development Association) and the CCDA (The Colorado Career Development Association). All staff including student staff are trained in FERPA and are required to sign paperwork agreeing to follow FERPA regulations.

Judgment of Performance

IDENTIFY AREAS OF STRENGTH

The CDC's are of strengths are mainly in retention of students. Recently, IR did a project on the retention of students two semesters after using the CDC. The results for the CDC were 74%. As well, when the Career Development Center was originally established it was developed and created under the standards of creating a well-rounded organization to provide students with effective services. Since its establishment the number of students visiting the center each year has increased and it is serving more students.

IDENTIFY AREAS OF MEETS STANDARDS

According to the committee at the time that was established the CDC was meeting Standards based on the ratings of the team.

IDENTIFY AREAS OF WEAKNESS NEED IMPROVEMENT

Areas in the report that were noted were with the facilities and equipment available at the time to the center. Since then the center has moved to the Cherry Creek building and has fairly up to date computers and space.

FILL IN NUMBER CORRELATING TO JUDGEMENT AND FILL IN RATING (STRENGTH, MEETS, ETC).

CAS Component Area	Judgment	Rating
Part 1: Mission	CS mission includes assisting students and other designated clients in developing, evaluating and implementing career, education, and employment plans.	3.5
Part 2: Program	CS designs programs and services to assist students and other designated clients to make career decision and pursue the skill development necessary to complete in a rapidly changing competency-based global workplace.	3.7
Part 3: Organization and Leadership	The institution has a designated leader who provides strategic direction, manages programs, and aligns the program with the institutional mission and constituency needs.	4.0
Part 4: Human Resources	CS is staffed adequately with personnel qualified to accomplish the mission and goals.	4.0
Part 5: Ethics	CS has a statement of ethical practice that is published and reviewed periodically.	3.8
Part 6: Law, Policy and Governance	CS staff members: are knowledgeable about and responsive to laws and regulations relevant to their respective responsibilities.	3.7
Part 7: Diversity, Equity and Access	CS provides services on a fair, equitable, and non-discriminatory basis. nurtures environments that are welcoming to and bring together persons of diverse backgrounds.	3.6
Part 8: Institutional and External Relations	CS: CS reaches out to relevant individuals, campus offices, and external agencies to: establish, maintain, and promote effective relations.	4.0
Part 9: Financial Resources	CS has adequate funding to accomplish its mission and goals.	4.0
Part 10: Technology	CS has adequate technology to support its mission and goals.	3.5

Part 11: Facilities and Equipment	CS has adequate facilities and equipment to support its mission and goals and the various elements of its program.	2.6
Part 12: Assessment and Evaluation	CS has systematic plans and processes to meet internal and external accountability expectations regarding the program as well as student learning and development outcomes.	4.0

Prioritized Action Plan

No action plans were listed in the final document in 2012.