<table>
<thead>
<tr>
<th><strong>Submission Date</strong></th>
<th>2017-10-11 14:12:59</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department Name</strong></td>
<td>Career and Job Placement Center</td>
</tr>
<tr>
<td><strong>List all staff involved in the preparation of this workbook.</strong></td>
<td>Dr. Sylvia M. Johnson Jones, Executive Director</td>
</tr>
<tr>
<td><strong>State the department's formal mission:</strong></td>
<td>The mission of the Career and Job Placement Center is to provide excellent customized and comprehensive employment assistance to help build a strong workforce by creating a talent pipeline through the College of Lake County students and alumni on employability skills to connect to a strong pool of candidates to employers in Lake County.</td>
</tr>
<tr>
<td></td>
<td>The department mission is formally documented and published (e.g. website, intranet, posted in the office, etc...).</td>
</tr>
</tbody>
</table>
Career and Job Placement Center mission aligns with the college's mission by ensuring services advance the mission of the institution as well as support academic and experiential learning programs to promote student learning and student development.

Overall, the primary purpose of Career and Job Placement Center is to help support a strong Lake County workforce and economy by connecting students and alumni with employers that will lead to internship or job placement opportunities. See the below for an example of how the department mission aligns with each of the college's goals and objectives.

College Goals and Objectives:

1. Advance student learning, success and completion. The college will help students identify and work toward their educational goals and prepare them to participate in the workforce.

The Career and Job Placement Center primary goal is to prepare students for the world of work, by assisting students and alumni with job readiness skills that will create a talent pipeline for business and industry to seek out our students for jobs and internships opportunities.

2. Maximize educational opportunity and equity in student outcomes. The college will enhance, develop and promote educational opportunities and work to increase enrollment and external partnerships.

The College of Lake County Career and Job Placement Center offers several strategies to help employers meet college relations and recruiting goals. Each strategy is designed to provide an effective way for employers to connect with a talented pool of job candidates and interns.

3. Promote excellence in the areas of Diversity, Global Engagement, Sustainability, and Wellness as strengths within the college and Lake County community. The college will strive to build an inclusive community that recognizes, values and respects people of all cultures and ways of life while cultivating social justice, global citizenship and environmental responsibility.

The College of Lake County Career and Job Placement Center offers credit and zero credit internship opportunities inclusive to all students, i.e. first generation students, international students, and students with disabilities. Students are matched with employers according to their major in placed in organizations that are for-profit an not- for-profit.
List the essential duties, functions, programs, and services performed/offered by your department:

The College of Lake County Career and Job Placement Center major essential functions are to prepare the college's career program students for the world of work. In an effort to prepare our students and alumni we perform and offer the following services to the college community.

The College of Lake County Career and Placement Center offers the academic divisions and array of services that include a Career Services Specialists dedicated to a specific division area that focus on career programs. The full-time Career Services Specialist has a caseload of 125 students per academic year and Part-time Career Specialist has a caseload of 75. The Career Services Specialist also conduct class visits to share the array of services provided by the center.

The center offers Part-time Mondays to students that are seeking part-time employment opportunities. The center also offers specific industry focus internship/job fairs for students that are in career programs or transferring, i.e. Engineering Job Fair, Health Care Job Fair.

To prepare the students for internships or jobs, the career center offer the expertise to assist them with their job search (cover letter, resume), find job leads, interview preparation, networking opportunities and exploration of job and internships. Students and alumni can attend the center's five-part Career Series. They can complete the Career Series in any order they wish; the numerals indicate the suggested order:

1. Resume Assistance
An effective resume and cover letter will sell their skills and abilities and interest a potential employer in learning more about them. They have the potential to get more interviews by learning how to format and develop an effective resume and cover letter.

2. Job Search Strategies
Students and alumni will explore the college's online data program, LancerJobLink powered by College Central Network. They will learn how using it can assist them with job hunting, and internship/career opportunities, creating a resume and much more.

3. Interviewing Practices
Students an alumni learn the best way to answer questions.

4. Networking/Linkedin
Students and alumni discover the importance of a professional LinkedIn profile and how to use this powerful networking tool to their advantage.

5. Internship/Employment Assistance
Students and alumni will discover internship opportunities and how to earn college credit while employed in their field of study.

Lastly, the center works closely with Lake County and the surrounding area companies/employers to advocate for placement opportunities at their organization. The center provides companies/organizations with five proven strategies for recruiting with college. They are as follows:

1. Online services - for immediate hiring need, employers best option is our 24/7 web job posting tool, LancerJobLink powered by College Central Network at www.collegecentral.com/clcillinois. Year-round, thousands of students and alumni access this system, which includes 14 online resume books featuring job candidates from a broad range of career fields. Employers can advertise opportunities to both current students and recent alumni on the online job database.

2. On campus recruiting - For employers that hiring needs are projected for the future, they can consider participating in our on-campus recruiting events (OCR). OCR's involves a few companies and can be industry-specific. Employers can meet candidates in a private setting, by conducting on-campus interviews.

3. Internship/Job Fairs. Unlike on-campus recruiting events, the internship job fairs are large events for specific business and industry, involving many employers. Also, sponsorship opportunities are available for additional brand awareness.

4. Opportunities to promote your organization and industry. Arrange a classroom visit to provide information about your company or industry. Use this visit as a supplement to your major recruiting activity at CLC. Schedule an information session as part of on-campus interviews or Job Fair attendance. Share topic ideas with us several days in advance, and we will contact faculty and student groups to inquire about class or group meeting opportunities/presentations. You can also advertise job openings in CLC's bi-weekly student newspaper, The Chronicle. For rates and information, email chronicle@clcillinois.edu.

5. Sponsor an internship. Employers may find an ideal candidate for a future job opening.

Why are these duties, functions, programs, and services important for the college?

As stated, how do career services align with the college's mission. The below statement shares the importance of why the duties are critical to the college.

Career services assist with advancing the mission of the institution as well as support academic and experiential learning programs to promote student learning and student development. The preparation for a career is a significant portion of a college education to prepare students for a particular field occupation (Pascarella & Terenzini, 1991). According to A. W. Astin (1984, 1993) contended students who were involved in the college community and their academic preparation tend to persist to completion graduation and reports higher levels of satisfaction with their college experience.
How do these duties, functions, programs, and services compare to those offered at peer institutions or to industry best practices?

Are there any functions that the department could offer that is does not currently offer? Please explain.

Upload a current department organization chart:

CJPC Organizational Chart.xlsx

Upload a current department succession plan:

CJPC -Succession Plan.docx

How does your department structure/organization compare to that of peer institutions or industry best practices?

Who are the department’s primary stakeholders (e.g. students, faculty, staff, community members, other)?

Career and Job Placement Center (CJPC) operates vastly different from our peer colleges. The Career and Job Placement plays a role with persistence and retention rates by Center operates and functions as a workforce development and career center. Our peer institutions have either a career center department or both a career center and workforce development department at their institutions. assisting our students with student employment, internship and job placement opportunities. CJPC effectively and intentional support our students on the path to graduation to enter the workforce.

Career Counseling

Choosing a career usually, comes after picking a course. If a student doesn’t pick the right course, it would inadvertently impact their career choice. A recent study showed that 1 in 3 students are unhappy with the course that they picked. That is nearly half a million dissatisfied college students. The numbers only point to one clear truth of the importance of career counselors in Career and Job Placement Center.

Career Counseling has always been critical, to assist students with career assessment tools, key competencies in job exploration and assisting with resumes and mock interviewing.

It doesn’t take much thinking to understand that a student that is undecided was never convinced of what career they should take. Many students make career choices based on peer choices or the popular careers. Career counseling will assist students with an array of career choices.

As stated above, Career and Job placement Center (CJPC) at the college is uniquely different from our peer institution. We are innovative and cutting edge with participating on the county’s Workforce Ecosystem, we create opportunities to raise funds for placements at not-for-profit organizations, by charging employers for recruitment opportunities on campus. CJPC is aware of opportunities for economic development and human capital to build a talent pipeline for local employers and employers in the surrounding area.

Students
Alumni
Deans
Associate Deans
Faculty
Educational Affairs
Human Resources
Lake County Employers
Community members
Lake County Partners
Workforce Professional Development Institute
Lake County Workforce Development
List key internal collaborative relationships:

- Biological and Health Services
- Business and Social Sciences
- Adult Education
- Engineering, Mathematics, Physical Science
- Comm. Arts and Humanities
- Human Resources
- IT
- Educational Affairs
- Faculty
- Student

List key external collaborative relationships:

- Lake County Partners
- Siemens
- Lake County Employers
- Lake County Workforce Development
- Waukegan Township
- Lake County Chamber of Commerce
- Lake County Health Department
- North Chicago Community High School

How does your department assess stakeholder satisfaction?

- Survey
- Verbal Feedback
- Observation
- Placement rates
- Accountability
- Relationship Outcomes
- Persistence
- Retention

Upload the Staffing table:

CJPC Organizational Chart.xlsx

Based on the data provided on the Staffing table, is your department adequately staffed to fulfill the department mission, duties, and functions listed in Part I? Explain.

Career and Job Placement Center (CJPC) staffing needs are not adequately staffed to effectively provide the level of services to our internal and external stakeholders. CJPC is in need of an Assistant director to effectively run career services, a Student Employment Coordinator and a full-time Career Specialist vs. a part-time Career Specialist. Overall, the needs contribute to building individual capacity and organizational capacity.

How do your department staffing levels compare to those at peer institutions and industry standards?

It is challenging to assess, because each peer institution is different and provides various level or services. For example, CJPC is responsible for student employment, however we don't have a student employee coordinator the position was eliminated, however we have a classified staff assisting with student employment. Another example is, we have multi-programs that are in our are, i.e. EWE courses, internships, etc. Other institutions, if they are working with internships it is separate from their career services. The internship program falls under workforce development, along with apprenticeships.

Do you anticipate staff turnover in key positions over the next 5-years?

Yes
List new and replacement staffing needs for the next review cycle (5-years). Rate the urgency of each on a 1 (least urgent) to 5 (most urgent) scale.

Upload the Technology, Systems, Equipment, and Facilities Inventory table:

<table>
<thead>
<tr>
<th>Role</th>
<th>Urgency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director</td>
<td>1</td>
</tr>
<tr>
<td>Assistant Director</td>
<td>5</td>
</tr>
<tr>
<td>Student Employment Coordinator</td>
<td>4</td>
</tr>
<tr>
<td>Career Specialist FT</td>
<td>4</td>
</tr>
</tbody>
</table>

CJPC Technology Inventory.docx

Based on the data provided on the Inventory, is your department adequately equipped to fulfill the department mission, duties, and functions listed in Part I? Explain.

Review of current employer database - 2
Space at Lakeshore and Southlake campus - 2
Technology for teleconference/telecommute - 2

Overall, the Career and Job Placement Center is equipped to function with the current inventory that is listed in the attachment. As the institution moves forward with technology, the department needs would be to identify areas of improvement to stream-line processes with technology where systems interface or have one database that can meet all of the needs to function in a productive way.

The technology, systems, equipment and facilities at other colleges are adequate for their staffing needs and the same for the college's Career and Job Placement Center.

How do your department technology, systems, equipment, and facilities levels compare to those at peer institutions and industry standards?

List your department's technology, systems, equipment, and facilities needs for the next review cycle (5-years). Rate the urgency for each on a 1 (least urgent) to 5 (most urgent) scale.

The major funding Sources for Career and Job Placement Center (CJPC) are:

- Institutional funding

CJPC has been very intentional with raising funds for additional internship opportunities for our students. CJPC charges fees for recruitment on campus. In academic year the department raised nearly $20,000.

Describe your department's major funding sources (i.e. revenues; e.g. student fees, grant funding, fundraising, etc...).

Copy of CJPC Budget Report 8-22-18.xlsx

Attach a copy of your department's most recent budget document outlining major expenditure categories:

<table>
<thead>
<tr>
<th>Role</th>
<th>Urgency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director</td>
<td>Dr. Sylvia M. Johnson Jones and staff members of CJPC.</td>
</tr>
<tr>
<td><strong>Upload a current budget process manual/map:</strong></td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------</td>
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</tr>
<tr>
<td><strong>What cost-saving steps has your department taken over the past 5-years?</strong></td>
<td></td>
</tr>
<tr>
<td>The Career and Job Placement Center (CJPC) continues to focus on sustainable efforts to reduce cost in several line items in the departments budget. CJPC continues to operate and function innovatively and cutting edge by using best practices for day to day task and operations of the department.</td>
<td></td>
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</tbody>
</table>

| **What is your departments contingency plan for reduced revenues? How will you decide which areas to make cuts in your budget, if necessary, in the future?** |
| Career and Job Placement Center (CJPC) will continue to find ways to remain sustainable and implement strategies and processes if there is a need to reduce the budget line item(s). |

<table>
<thead>
<tr>
<th><strong>List key departmental policies, procedures, and processes:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Employment People Admin Posting</td>
</tr>
<tr>
<td>Student Application Review</td>
</tr>
<tr>
<td>Internal Internship Posting</td>
</tr>
<tr>
<td>External Internship Posting</td>
</tr>
<tr>
<td>Co-OP Education Process</td>
</tr>
<tr>
<td>Employment Hiring Process for Job Placement</td>
</tr>
<tr>
<td>Internship Policy and Procedure Process</td>
</tr>
<tr>
<td>Class Visits Process</td>
</tr>
<tr>
<td>Resume Review Drop In Process</td>
</tr>
</tbody>
</table>

| **What percent of your department's key policies, processes, and procedures have been formally documented and shared (e.g. manuals, process maps, etc..)?** |
| 100% |

<table>
<thead>
<tr>
<th><strong>Upload a copy of your department's cycle/plan for reviewing and updating key processes (e.g. which process are updated when and by whom):</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Career Job Placement Center Policy Procedure Development Cycle.docx</strong></td>
</tr>
<tr>
<td><strong>Cycle Stages.docx</strong></td>
</tr>
</tbody>
</table>

| **Describe any professional standards/organizations or legal/accreditation responsibilities that guide the department's policies and processes:** |
| The College of Lake County is an institutions that the Higher Learning Commission (HLC) accredits are evaluated against its Criteria for Accreditation, a set of standards that institutions must meet to receive and/or maintain accredited status. HLC guides the department's policies and processes. |

<table>
<thead>
<tr>
<th><strong>Upload a copy of the department's current performance assessment plan</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Career Job Placement Center Assessment Plan.docx</strong></td>
</tr>
</tbody>
</table>
What are the department's key performance indicators?

- Career Services Specialist to student ratio
- Number of programs and/or attendance at each
- On-campus employment activities/opportunities
- Internships available
- Employer participation/contacts
- Internship/Job fair satisfaction for employers/students
- Number of employers/students at Internship/Job Fair
- Internship and Job placement rates
- Usage of Career Business Center/services
- Alumni involvement/usage of services
- Staff satisfaction

What methods and tools are used by the department to assess its performance (e.g. surveys, data sets, systems, etc...)

- SARS report
- Weekly report
- Monthly report
- PeopleSoft report
- Salesforce report
- CJPC semester report
- LanceJobLink audit
- CJPC annual report
- Employer Survey
- Jobseeker Survey

Describe how department leaders use the results of your department assessments for decision-making. How has the department used the assessment results to make improvements?

The Executive Director gathers information about our students and alumni and use it to make decisions for programs, events, and services offered each academic year. For instance, we assess soft skills, resume writing and interviewing skills to assess students and alumni progress on soft skills and technical skills and revise our templates, instructions, and/or PowerPoints to ensure that students and alumni are successful at least 70% of the time in initial practice sessions and 90% or more during final wrap-up sessions. Decisions that are based on data help guide me to create the ideal services, programs and events for our students. Many of the decisions can be made without collecting data systematically. However, at times a strategic data-based decision making process is needed.

Restructured and reclassified the Career Center to reflect the actual responsibilities of the department and staff positions to aligns with the college mission and goals. For example, the department was renamed Career and Job Placement Center from Career and Placement Services. All of the positions were renamed. For example the Office Associates new position title is Workforce Associates.

The department became intentional and intrusive with internship and job placements by working with students, alumni, and faculty to build a talent pipeline for Lake County employers in and the surrounding area.

Career and Job Placement Center was relocated to the main campus. This visibility of the department on campus increased student traffic for all services such as, student employment, resume assistance and internship and job placement.
List the department's student learning outcomes:

Students and alumni who engage in the programs, activities, and services provided by College of Lake County’s Career and Job Placement Center will [or will be able to]. . .

- Transform their College of Lake County experiences (academic, co-curricular, and work-related) in ways that will recognize them in the job search or academic application process. (Personal Development)
- Develop and apply career skills (e.g. resume writing, networking) to gain opportunities (e.g. internships, jobs) during and following their Northwestern experience. (Cognitive and Practical Skills)

The department's learning outcome assessment plan is up to date.

List the goals from your last review and explain whether each goal was achieved and why/why not:

Goal Achieved: Increased marketing efforts and brand awareness of the Career and Job Placement Center - Created posters, fliers, and updated website to reflect the services for internship and job placement opportunities.

Goals Achieved: Increased the efficiency and effectiveness of the functions of the department - Department Relocated and centralized services for career and employment services.

Goal Achieved: Improved overall jobseeker satisfaction from 70% to 92%.

Based on the current review, what are the department's strengths?

Areas of strength - we have an effective process in regards to how we refer students to positions, which entails the Career Specialists working on preparing students resumes and interviewing skills once they have identified a position of interest. Once the resume is ready to be submitted it is forward to the employer via LancerJobLink. The below list are an additional snapshot of the department's strengths:

Employer Engagement
Faculty Engagement
Effective systemic processes for services provided

Increased awareness of the department services
Provide exemplary customer service to our stakeholders
Innovative Career Center
Case Management
Placement Outcomes for Internship and Job opportunities

Areas of strength- we have phenomenal employer engagement for Internship/Job Fairs and Part-time Mondays. We have been more strategic in our approach to by hosting more program specific internship/job fairs as opposed to general job fairs, which can get diluted causing students and employers to lose out on potential interactions.
Areas of weakness - the department can improve on the number of referrals being sent to employers overall. By providing an employer with at least 3 resumes per position we are providing a pipeline of candidates that we pitch to employers during the outreach process (this will depend on student engagement and the positions we present to students). The below is our area of improvement.

### Student Engagement
### Career Counseling/Assessments

Area of weakness - student attendance is low at specific industry internship/job fair events. We will need to revisit strategies for increasing student engagement or decreasing the number of fairs for specific industry events.

Area of weakness - encourage students to take advantage of career services as early as possible in their academic programs.

### Additional Resources
- **Space**: additional office space
- **Technology**: revisit current technology (will LancerJobLink be an effective tool to meet our goals or do we explore other job databases?)

---

**Upload the Goals worksheet:**
- [Career and Job Placement Center Goals Worksheet.docx](#)
What factors (internal and external) could impact your department's ability to meet its goals for the next 5 years?

Internal and External Factors:

With CJPC having a clear sense of mission, for example, can explain itself better to the college community and community (business and industry) by continuing to learn and communicate what the department learned within the organizations also can learn from the organization's external environment and communicate successfully with it, resulting in an ongoing exchange of ideas to the benefit of both the organization and the community (business and industry) that will lead to meeting graduate employment, online career services, coaching students and learning more about global employment.

Internal Factors: Learning

Continue to learn our internal stakeholders and become knowledge of the curriculum, needs and timing of opportunities for fairs and internship opportunities to reach our metrics for each goals.

External Factors: Economy

External factors that could impact the department is continued economic recovery, effective relationships with business and industry. Continue to learn and communicate what the department learned within the college also can learn from the organization's external environment and communicate successfully with it, resulting in an ongoing exchange of ideas to the benefit of both the organization and the community (business and industry).

I concur with the findings in this department review without exception.

Signature

Mark as FINAL