

# 2024 Annual Report of Program Data

Career Center



## 1. Program or Unit Mission

The Career Center at Kauai Community College (KCC) prepares students for academic and career success by helping individuals learn about themselves, explore career options for degrees, make career choices, and carry out education and career plans. The program serves all students (prospective, current, and alums), community organizations/agencies, employers, Department of Education students and staff, and University of Hawaii (KCC, UHCC, and UH) faculty and staff.

Career Services:

- Get Help Selecting a Program of Study
- Create a Transfer Plan to a 4-year College
- Apply for Off and On-Campus Student Jobs
- Research Occupations and Careers
- Attend Career Workshops, Information Sessions, Presentations, Mixers, and Fairs
- Assistance with Job Search Strategies, Resume Writing, and Interviewing Skills

## 2. Program Student Learning Outcomes or Unit/Service Outcomes

### Analysis of Quantitative Indicators:

| Date Range: July 1, 2023-June 30, 2024  | 2021 | 2022 | 2023 | 2024 |
|---|------|------|------|------|
| <b>DEMAND</b>   |      |      |      |      |
| # of <a href="#">Career Center Website</a> Hits   | 2506 | 2180 | 1754 | 3531 |
| # of Individual Student Appointments from <a href="#">Star Balance</a> Report (duplicate leads held in-person, virtual and phone) | 270  | 280  | 294  | 371  |
| # of Individual Students attended an in person or virtual Presentations/Workshops from <a href="#">Star Balance</a> Report        | 116  | 205  | 216  | 154  |
| # of Times Employers Contact the Career Center by Phone, Email or in Person   | 70   | 160  | 292  | 158  |
| <b>EFFICIENCY</b>   |      |      |      |      |
| # of Faculty  | 1    | 1    | 1    | 1    |

|  |     |     |      |     |
|--|-----|-----|------|-----|
| # of New First-Time Users of <a href="#">Focus 2 Career</a> Assessment   | 200 | 155 | 89   | 153 |
| # of New Employers Users on SECE site  | n/a | 78  | 60   | 55  |
| # of Off Campus Job Openings on SECE   | n/a | 792 | 1080 | 643 |
| <b>EFFECTIVENESS</b>   |     |     |      |     |
| <a href="#">Net Promoter Score</a><br>( <a href="#">Individual Survey Question</a> : How likely is it that you would recommend this service to a friend or colleague?)   | 97% | 82% | 91%  | 92% |
| <a href="#">Total Percent Positive for Individual Appointments</a><br>( <a href="#">% of Satisfied Students Score</a> based on 8 questions. Calculation: Number of satisfied students (4 and 5)/number of survey responses x100=% of satisfied students) | 97% | 97% | 97%  | 97% |

### 3. Analysis of the Program/Unit

**Demand-The Career Center promotes and provides career services to students, faculty, employers, and the community.**

The Career Center puts great effort into creating awareness of career services to the community and our students. The center utilizes KCC’s website, social media, email blasts, bulletin boards, Change of Major Form, Intake Survey Form, text message campaigns, high school onboarding activities, and upcoming graduate students’ lists to promote services. This past year, the Career Center’s web views have doubled since last year. Career Center contact information is in different places on the website, like the Home Page, Steps to Enroll, Counseling and Advising, and High School web pages. Also, since more students are on campus, the Career Center can connect with students in person during onboarding events, new student orientation, welcome-back days, club days, and other events and activities.

The center provides services and curriculum to students through appointments, presentations, and workshops in person, by phone, or via Zoom. Appointments and workshops include career exploration, personality assessments, and job preparation services (job searching, resume making, and interviewing skills). Individual appointments give students 1:1 attention, and workshops are an excellent way for the center to scale services. Presentations are a quick way to give students an overview of services and they can choose to schedule an appointment, attend workshops or independently complete career activities on their own. The number of individual student appointments, workshops, and presentations has steadily increased over the prior years. This past year, there has been a significant jump in individual appointments since the career counselor was the interim ASNS academic counselor and was short-staffed by academic counselors.

Since 2018, 600+ businesses have contacted the career center to help with their hiring needs. The center provides employers with directions on posting jobs on SECE, physical job boards, and

clipboards. In addition, the Career Center provides employers with ways to connect with faculty, staff, and students by being an industry partner for cooperative education courses, career fairs, information sessions, and employer and community job fairs. The center also emails graduating classes each semester, offering job preparation services and employment resources. The number of employers contacting the career center has decreased over the prior years. This could indicate that the Kauai job market is slowing down like the rest of the country.

**Efficiency-The Career Center is staffed with one career counselor. The Career Counselor's primary duty is to assist students with College/Career Exploration and Job Preparation.**

Focus2 Career assessment has been the primary inventory that assists students with choosing majors, exploring occupations, and making informed career decisions. The career center provides workshops and individual appointments for students. Students can access and independently complete Focus2 from the career center page, bulletin boards, and Star GPS Workforce Tab. Focus2 first-time users almost doubled over the prior year due to more students on campus. I plan to continue my efforts by providing Focus2 information through flyers, texts, emails, presentations, appointments, and workshops.

Over the years, the center has used different job platforms to post open positions for students, making it difficult to get an accurate number of job postings and openings. SECE has been the only UH site where employers have posted job openings for the last three years. Measuring if students are using the SECE site has been challenging since my report functions are limited. Also, students have many different job posting sites to choose from. Spring 2023 has been the first time we allowed employers to table at the LRC, and the center looks forward to giving employers access to students, ensuring students know about jobs, and assisting students with job preparation. Career Center looks forward to providing data on employer tabling in 2026 ARPD.

**Effectiveness-Overall, the Career Center provides an exceptionally positive experience for students based on appointment survey results.**

The Career Center takes great pride in providing quality service to students. It measures the quality of service using net promoter scores and satisfied scores. My net promoter score is 92%, 8% are passives, and 0% are detractors. Year over year, the survey results have been highly positive, indicating students are satisfied with career center services.

## **4. Action Plan**

---

The Career Center Program met all goals and benchmarks for the AY 24.

**Goal 1: Promote the Career Center from onboarding to graduation to maintain the number of student appointments**

Imperatives: Kuleana Native Hawaiians (K), Student Success (S) and Workforce Needs (W)

Benchmark: 200 individual student appointments per year

Desired Outcome: Meet with students individually to assist them with their education, employment, and career goals.

2024 Kaua'i Community College ARPD

Program: Enter Program or Unit Name

Unit of Measure: # of appointments

Year(s) Implemented: AY 21-25

Actual Outcome: AY 24-Exceeded: 371 student appointments (includes registration appointments with ASNS students)

**Goal 2: Provide Student Workshops on Career Center's PSLO**

Imperatives: Kuleana Native Hawaiians (K), Student Success (S) and Workforce Needs (W)

Benchmark: 8 workshops per year

Desired Outcome: Provide career services to groups of students who might not have requested an appointment

Unit of Measure: # of workshops per year

Year(s) Implemented: AY 2021-2025

Actual Outcome: AY 24-Met: Provided 8 total workshops to students

**Goal 3: Provide Students with Off Campus Job Openings via SECE**

Imperatives: Kuleana Native Hawaiians (K), Student Success (S) and Workforce Needs (W)

Benchmark: 500 openings per year

Desired Outcome: Employers can post job openings for students to view and apply on SECE

Unit of Measure: # of job openings per year

Year(s) Implemented: AY 2021-2025

Actual Outcome: AY 24-Exceeded: 643 job openings

**Goal 4: Provide Students with UHCC Career Stories Sessions**

Imperatives: Kuleana Native Hawaiians (K), Student Success (S) and Workforce Needs (W)

Benchmark: 2 Sessions per year

Desired Outcome: Provide students access to learn about careers through professionals in the field

Unit of Measure: # of Sessions

Year(s) Implemented: AY 2022-2025

Actual Outcome: AY 24-Met: Provided two career sessions (recorded for future use)

**5. Resource Implications**

---

I am NOT requesting additional resources for my program/unit.

|                     |  |
|---------------------|--|
| Resource Requested* | Outreach Materials and School Supplies   |
| Reason              | To promote the Career Center and its resources to high schoolers, community members, and potential, current, and alum students. The materials will be distributed or used during events, presentations, class visits and workshops at the college and in the community. In addition, the materials will create awareness and contribute to enrollment, retention and career readiness efforts. |
| Cost                | \$2500   |
| Vendor              | 4imprint   |
| Person Responsible  | Melissa Henry  |

2024 Kaua'i Community College ARPD

Program: Enter Program or Unit Name

|                     |  |
|---------------------|--|
| Resource Requested* | Computer Desk Chairs (2)                                 |
| Reason              | Office desk chairs are old, worn down and uncomfortable. |
| Cost                | \$300 including shipping                                 |
| Vendor              | Office Max   |
| Person Responsible  | Melissa Henry  |

|                     |   |
|---------------------|---|
| Resource Requested* | Boards for the Career Center Office (2)   |
| Reason              | White Board and Bulletin Board for office and student use. Right now, the wall space is unfunctional. |
| Cost                | \$300 including shipping  |
| Vendor              | Office Max  |
| Person Responsible  | Melissa Henry   |