

Assessment: Assessment Unit Four Column

Student Services - Student Employment

Mission Statement: The Mission of the Moreno Valley College (MVC) Student Employment Office is to provide financial assistance to students through on and off-campus paid part-time employment opportunities while meeting college and department needs. The program fosters employment and learning opportunities for transferable job skills and professional development of student employees while collaborating with staff, employers, and the local community to develop partnerships and foster community spirit.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>SAO#1 Improve the continuity of the hiring process for both staff and students - Provide easily understood guidelines for all hiring paperwork processing to facilitate dissemination of accurate and consistent information to staff and students using the student employment website, handbooks and workshops</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2014 - 2015</p> <p>Start Date: 07/01/2014</p> <p>Activity_v4: -Revise Student Employment Website: The Student Employment Website was revised for easier use by both students and supervisors.</p> <ul style="list-style-type: none"> -Host Workshops for Staff/Supervisors: Workshops were hosted for staff in Summer and beginning of Fall 2014 -Host Workshops for Students.: Host workshops for students on the hiring process, how to find jobs, interview tips for on-campus jobs and how to improve job performance. -Create and Districtue Student and 	<p>Indirect: Survey/Self-Reported Learning - Student Employment will generate a survey for students and a survey for staff to assess knowledge and ease of use for current hiring practices</p> <p>Performance Target (Required)*: Goal is to have 60% of students and 60% of staff express understanding and satisfaction with the hiring experiences through student employment services. Baseline data required.</p>	<p>Semester Assessed: 2014-2015</p> <p>Expected Goal Met: Yes</p> <p>40.75% student employees strongly agreed that the hiring process was simply to follow and understand and 42% agreed for an overall satisfaction rate of 82.75%. (06/30/2015)</p> <p>Name and Contact Information : Angela Boland, angela.boland@mvc.edu, 951-571-6252</p> <p>Total # of Students Assessed: 34</p> <p>Notes/Reflections: A survey was created via Survey Monkey and sent to 300 students who had completed the hire process.</p> <p>Related Documents: Student Employment Satisfaction survey 6.30.15.pdf</p>	<p>Action Plan: Improve response rates and address student needs by increasing direct communication with student employees via electronic communication and office visits. Although the performance target was met, the response rate was low. Further, some students requested a desire for greater communication from the Student Employment office(SEO). The SEO has relied heavily on staff supervisors to relay information to student employees due lack of staffing. SEO can aim to increase direct communication or copy students in communication efforts and not just staff. This will require evaluation from SEO to determine what information students can receive safely. (06/30/2015)</p> <p>Action Plan Number: 1</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>Staff SE handbooks: Create and distribute a handbook and guide for student employees and supervisors overseeing student employees.</p> <p>SLO#2 Increase student awareness of student employment job opportunities - Moreno Valley Student Employment will Increase student awareness of student employment job opportunities by developing and implementing a marketing plan to the general student population Goal Status: Active Program Assessment Cycle: 2014 - 2015 Start Date: 07/01/2014 Activity_v4: -Revise Student Employment Website: The Student Employment Website was revised for easier use by both students and supervisors. -Host Workshops for Students.: Host workshops for students on the hiring process, how to find jobs, interview tips for on-campus jobs and how to improve job performance. -Market Student Employment to Study Body by participating in school outreach events: Student Employment participated in school outreach events and will continue to participate in events such as Passport to success, Transition to Success, Welcome Days, etc.</p>	<p>Direct: Institutional Research or Other Data - List of student inquires will be tracked at Student Employment counter, workshops, outreach booths and through website online forms. Performance Target (Required)*: Goal is to increase student access to opportunities that increase personal awareness of available job opportunities by 10%. Baseline data required. Notes: Will need to determine if data can be tracked on People Admin to determine if applications increased?</p>	<p>Semester Assessed: 2014-2015 Expected Goal Met: No Baseline data was established with 535 student contacts in FY 14/15. Student contacts include student accessing the student employment office through window hours (tracked via sign in sheet) and students accessing workshops, outreach booths and MVC sponsored events promoting student employment. 438 students visited the SEO office and signed in and 97 students attended a workshop or student employment booth. (06/30/2015) Name and Contact Information : Angela Boland, 951-571-6252, angela.boland@mvc.edu Total # of Students Assessed: 535 Notes/Reflections: 14/15 was the first year data was collected consistently and the numbers represent a baseline. We will repeat this SLO for 15/16 to see an increase in student contact.</p>	<p>Action Plan: Continue tracking student contacts at window. Add tracking contacts via social media, email and phone. Host workshops and orientations for students to access information on student employment in order to increase student awareness by 10% from 14/15 (06/30/2015) Action Plan Number: 2</p>
<p>SAO#3 Increase % of students hired for community service jobs - Moreno Valley Student Employment will increase % of students hired for community service jobs under</p>	<p>Direct: Institutional Research or Other Data - Student Employment will generate spending statistics each month on the number of students hired and hours students</p>	<p>Semester Assessed: 2014-2015 Expected Goal Met: Yes Increase community services jobs by 4.1%. This included increasing participation in the America Reads program by 4.4%, increasing America Counts Tutor program by 1.6%.</p>	<p>Action Plan: Re-evaluate the benefits of spending a total of 22.3% of the FWS budget on community service verses the required 7% and determine if</p>

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<p>Federal Work Study by marketing to local schools and service organizations. Goal Status: Active Program Assessment Cycle: 2014 - 2015 Start Date: 09/01/2014 Activity_v4: -Marketing plan and Outreach to local community Service Organizations: Develop & implement marketing plan for outreach to local community service organizations</p>	<p>worked under the Community Service designation. Performance Target (Required)*: Increase spending on Community Service jobs by 4%</p>	<p>Literacy program stayed the same at 1.2% overall and Community Services overall went down by 1.9%. (06/30/2015) Name and Contact Information : Angela Boland, angela.boland@mvc.edu, 951-571-6252 Total # of Students Assessed: 301 Notes/Reflections: Due to the delay of final expense postings which happen late July/early August 2015, the assessment results do not represent the full 14/15 fiscal year and only represent spending through July 1, 2014 through May 31, 2015.</p>	<p>greater FWS funding can be requested as a result of the higher participation/spending in community service. (06/30/2015) Action Plan Number: 3</p>
<p>SAO#4 Increase % of America Reads and America Counts Tutoring positions - Increase % of America Reads and America Counts Tutoring positions by doing outreach to local schools in need of tutoring Goal Status: Active Program Assessment Cycle: 2014 - 2015 Start Date: 08/01/2014 Activity_v4: -Develop & implement marketing plan for outreach to local schools in need of tutoring.: Develop & implement marketing plan for outreach to local schools in need of tutoring.</p>	<p>Direct: Institutional Research or Other Data - Student Employment will generate spending statistics each month on the number of students hired and hours students worked under the AMR and AC designation. Performance Target (Required)*: Increase spending of AMR/AMC tutoring positions to 5%</p>	<p>Semester Assessed: 2014-2015 Expected Goal Met: Yes Increased the American Counts (AC) spending by 1.6% and America Reads (AMR) by 4.4% for a total increase of 6%. (06/30/2015) Name and Contact Information : Angela Boland, angela.boland@mvc.edu, 951-571-6252 Total # of Students Assessed: 11</p>	<p>Action Plan: Evaluate pros and cons of higher spending in AC/AMR as it relates to possibly additional FWS funding in community service. Federal program only requires 1 student in each category to meet regulations. (06/30/2015) Action Plan Number: 4</p>