

Student Affairs Division
 Department: Career Services
 2008-2009 Action Plan

2008-09 Dept. Goals	Projects to be Accomplished in 2008-09 (How and by Whom)	Ongoing Projects	Success Indicators	Supports Division Strategic Priorities	Supports College Strategic Priorities	Results
1. Provide departmental input into the planning and implementation of the new ERP system.	Participate in functional workgroups.	Continue to provide input as needed throughout the project.	Completion of the ERP activities.	1, 2	5	
2. Provide continued support of AdvisorTrac during transition to Advising Dept.	<p>Provide Advising Dept training and support for district-wide AT usage.</p> <p>Coordinate transition of AT management to Advising from Career Services.</p> <p>Assist with implementation of SAGE district-wide.</p>	Assist advising while they learn how to use the system.	<p>Successful transition of AT management to Advising.</p> <p>Successful implementation of SAGE district-wide.</p>	1, 2	2, 5, 6	
3. Increase number of students taking career exploration courses.	<p>Provide online and classroom course sections for fall 08 and spring 09.</p> <p>Continue to market class through email, class presentations, and promotion to faculty and SA staff.</p>	Continue to market class to increase enrollment.	Compare class enrollment numbers to previous years.	1,2,3	1,2,6	

<p>4. Investigate, assess and implement new technologies for the Career Services website.</p>	<p>Review career exploration, resume writing, internship and job search software programs.</p> <p>Attend NCDA conference to explore new technologies.</p> <p>Update website and implement any new programs.</p>	<p>Keep updated on new technologies and review for possible implementation.</p>	<p>Complete review process and update Career Services website.</p>	<p>1,2</p>	<p>1,2,6</p>	
<p>5. Continue to promote internships services to faculty, students and employers.</p>	<p>Provide classroom presentations to students.</p> <p>Promote internship program to faculty.</p> <p>Provide outreach to employers through direct contact, Job Finder system and career and job fairs.</p>	<p>Continue to provide outreach to students, faculty, staff, and employers.</p>	<p>Compare YC internship course data to previous years.</p>	<p>1,2</p>	<p>2,6</p>	
<p>6. Identify behaviors related to excellent customer service and provide training and coaching to Student Affairs staff.</p>	<p>Identify job and career development needs of students in relation to customer service and develop a list of best practices.</p> <p>Design overview of delivery of career services and provide training program for Student Affairs staff.</p>	<p>Continue to identify and evaluate customer service.</p>	<p>Complete and provide list of best practices for customer service to Student Affairs staff. Provide training program to Student Affairs staff.</p>	<p>1,2</p>	<p>5</p>	

<p>7. Evaluate and enhance one-stop services</p>	<p>Evaluate Career Services role in one-stop services.</p> <p>Coordinate with other Student Affairs depts. w/ the development of and establishment of district-wide one-stop organization.</p>	<p>Continue to evaluate and enhance one-stop service delivery.</p> <p>Continue to work on a team with other SA staff on the enhancement of one-stop services.</p>	<p>Initiate new strategies to enhance one-stop services.</p>	<p>1,2</p>	<p>1,2,4,5</p>	
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