

CAP SERVICES
ADMINISTRATIVE UNIT REVIEW: PLAN
(updated winter 2023)

CAP Services Mission Statement

The CAP Services team collaborates with campus partners and community resources to guide students in identifying and pursuing their academic and career goals.

Section 1: Mission Fulfillment

Student Success: CAP Services provides holistic support and resources for students that allow them to meet their personal definition of success. We recognize students as individuals and tailor our support to their unique goals, needs and/or situations.

Section 2: Department Purpose

Career Services

- Provide one-on-one appointments to assist students with major/program choice, career choice and job search (resume, cover letter, interview).
- Via a 1.0 FTE, provide career services appointments on all four campuses.
 - Bend – available in person and remotely
 - Redmond – available remotely
 - Prineville, Madras – available remotely
- Work with regional employers on job fair/connect students.
- Provide presentations annually on topics including, but not limited to, writing an effective resume/cover letter, choosing a major, college success to career success, and effective networking.

Academic Advising

- Via a 3.8 FTE, providing academic and degree planning, choosing a major and/or program and selecting a career.
 - 2021-22 advisors provided approximately 2000 appointments 1:1; small group (4-5 students per group) connected with approximately 490 students.
- Provide drop-in advising every Friday throughout the year.
 - 2021-22 – 892 students used drop in services.
- Connect students to appropriate campus resources to aid in their academic success.
- Provide advising appointments on all four campuses.
 - Bend (five full days a week)
 - Redmond (two full days a week)
 - Prineville (one full day a week)
 - Madras (one full day a week)
- Give approximately 12 class presentations annually on topics such as Advising and GradTracks.
- Coordinate/oversee all COCC academic advising (four CAP advisors and 130 faculty advisors).
- Provide advisor training on an annual and ongoing basis.
- Act as resource and point of contact for approximately 130 faculty advisors.
- Advise all students during faculty non-contract periods.

- Coordinate 34 new student advising (pre-advising workshop, advising, registration) days annually in Bend, Redmond, Prineville, Madras and remote serving approximately 2500 students annually.

Personal Counseling

- Contracted with St. Charles Behavioral Health to provide free one-hour personal counseling for students registered in at least one credit or in Adult Basic Skills/ELL. Counseling services available 32 hours per week, most weeks of the year, with appointments available to serve approximately 700 students annually in person (Bend campus) or remotely.

Section 3: Strengths and Accomplishments

Strengths

- Provide career services, academic advising and personal counseling to all campuses (see above section for frequency).
- Most weeks of the year, students scheduled one-on-one in person or remote for a one-half to one-hour developmental advising appointments. This allows for an appointment that is a student-driven process in which the advisor acts as a teacher and facilitator and works with each student at his or her level with the goal of bringing the student to a higher level of decision making and autonomy.
- CAP outreach/student contact with class presentations, New Student Advising Sessions, Nursing Program Information Sessions, Allied Health Information Sessions, Welcome Week, Residence Hall Move-in Day, Bobcat Orientation.
- Representation of CAP on a wide range of campus committees, work groups such as Curriculum committee, Guided Pathways, College Affairs, Academic Warning committee.
- Internal department support and support for each other.
- Advisors' collective knowledge (e.g. curriculum, pre-requisites, licensing) of the variety of COCC programs/ majors.
- Staff cognizant of our scope of information by referring students to appropriate resources outside CAP, if best for the student.
- Have services to treat the whole student: advising, personal counseling and career services.
- Staff commitment to student success.
- Working to build strong CAP relations with faculty, campus administrators, residence hall staff.
- Offer remote advising, careers and personal counseling options to out of area students.
- Strong connection between career services coordinator and CAP advisors.

Accomplishments

- Created online video (Advising and Registration Overview) that all students view prior to their new student advising session (in person or remote or phone).
- Transitioned from long term Director to interim Director to new permanent Director
- Implemented online scheduling for new students to attend Bobcat Advising and Registration events
- Implemented multiple advising appointment options – in person, remote and phone – to improve accessibility for students.
 - These options are available for new and continuing students.

Section 4: Department Challenges

Challenges

- Strengthening the connections of faculty advisor and professional advisor (CAP).
- CAP advisors not directly connected with academic departments so important communication regarding curriculum and department/program specific information not know to CAP advisors.
- No intentional and structured pathway for exploratory students, potentially leading to excess credits/money for the student and possibly completion.
- Short term new faculty advisor training program potentially leading to missed information and a sense of advisor being overwhelmed and underprepared.
- Inconsistent advising practices among faculty advisors as some “clear” without a full discussion and/or for multiple terms when not appropriate. This leads to frustrated/confused students and students not feeling valued.
- CAP Advisors completing second and third academic warning paperwork when students are assigned to a faculty advisor, leading to lack of continuity and care for students in this precarious position.
- CAP advisors expected to know about every academic program offered at COCC because we advise all students when faculty are off contract, between terms and over the summer.
- Providing services for high school students – expanded, concurrent, College Now and Baker Early College. There is a disconnect and confusion between messaging from high school counselors and college requirements.
- Not providing in person personal counseling on all campuses so potentially not reaching an underserved student population, though “telehealth” has addressed this situation for some students.
- Students don’t understand what the CAP department is, what CAP stands for, making it difficult to “brand” the department and make our services readily recognized.
- Career services being under-utilized.
- Prevention of advisor and administrative assistant burn-out.

Internal Factors

- Physical location apart from other student services (A&R, Financial Aid)

Section 5: Department Goals and Outcomes

Goal:

- Increase student preparedness and independence throughout their academic journey by providing tutorials, access to advising with long- and short-range planning.

Outcome:

- 90-95% of certificate and degree seeking students will report a level of feeling prepared after completing the advising and registration overview module through their onboarding process which will be measured and recorded within this module.

- 75% of students polled will be able to confirm goals and long-range plans were established with their advisors.

Goal:

- Goal and Outcome for Careers is pending due to vacancy and restructuring of the position.

Section 6: Measurement Tool and Timeline

Outcome: Certificate and degree seeking students will report the level of feeling prepared after completing the advising and registration overview module through their onboarding process.

- Will compare term by term the responses from the Advising and Registration Overview Module that students complete during the onboarding process for the first advising appointment.

Outcome: Academic plans and goals established with their advisors will be tracked at higher rates than the previous year as measured by the Graduation Survey.

- Will compare annual responses to the Graduation Survey question “My academic advisor helped me to set academic goals and to create a plan for achieving them” by doing a year-to-year comparison of students who respond with strongly agree. Survey given in June of each year so will review and report on results by the end of each summer quarter.

Outcome: Career services and personal counseling will report the participation levels.

- Career services and personal counseling will report annually the participation levels by tracking appointments, class room presentations and career fair participation year to year.