**UCNJ Union College of Union County, NJ**
**Continuing Education and Workforce Development**

**Program Learning Outcomes**

**Program: Workplace Readiness Class**

**Identified Program Learning Outcomes:**
1. Develop interpersonal relations, being accountable in the workplace, contribute to a team environment, and understanding the basics of Microsoft Word and Microsoft Excel. Furthermore, learn to provide a satisfactory customer experience, evaluate ethical decision making and prevent problems before happening and provide key conflict resolution methods.
2. Students will learn to incorporate modern online job searching techniques on LinkedIn, Union County Works Platform, and other proven online job search websites. They will be able to develop a draft cover letter for employers and how to write a winning resume for various industries. Additionally, students will learn how to mange their own personal finances.
3. Students will recognize key interview insights and how to answer the most interview questions. Furthermore, students will explore and learn how to incorporate AI tolls in their jo search. Lastly, they will further maintain techniques to remain self-motivated, maintain a positive mental attitude, and stay ready to find a job, secure a job, and maintain a job.

**How Assessed/Measured:**
1. Student Manual Note Taking Component
2. Critical Thinking Component
3. Classroom Activities. Demonstrations, Hand on Practice.
4. Online Conover Self-Assessment Questionnaire
5. Attendance/ Class Completion

**When assessed?**
1. Daily Attendance
2. Daily Classroom Participation
3. Conover Assessment
4. Representatives from the American Job Center receives additional feedback from Students on the last day. (Day 8)

**Program Goal:**
1. Attain an 85% student completion rate.

# Results for FY22, FY23, and FY24

| | FY22 | FY23 | FY24 |
|---|---|---|---|
| # Students Enrolled | 191 | 177 | 135 |
| # Students Completed Program | 173 | 156 | 125 |
| % Students Completed | 90.57% | 88.14% | 92.59% |
| % of Students Average Score Conover Job Readiness Topic - Attitude | 69% | 72% | 73.65% |
| % of Students Average Score Conover Job Readiness Topic - Communication | 90% | 92% | 90.2% |
| % of Students Average Score Conover Job Readiness Topic – Planning & Organization | 76% | 76% | 75% |
| % of Students Average Score Conover Job Readiness Topic – Critical Thinking | 69% | 71% | 73.99% |
| % of Students Average Score Conover Job Readiness Topic – Interpersonal Social Skills | 85% | 85% | 85.14% |
| % of Students Average Score Conover Job Readiness Topic - Teamwork | 92% | 93% | 93.24% |
| % of Students Average Score Conover Job Readiness Topic – Professionalism | 67% | 70% | 70.27% |
| % of Students Average Score Conover Job Readiness Topic – Media Rules | 84% | 85% | 82.77% |

| | | Gender | | | Race/Ethnicity | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | FY22 | # Female | # Male | # Unknown | Hispanic | American Indian/Alaskan Native | Asian | Black or African American | White |
| # Students Enrolled | 191 | 83 | 100 | 8 | 95 | 3 | 1 | 81 | 11 |
| # Students Completed Program | 173 | 76 | 89 | 8 | 88 | 2 | 1 | 72 | 10 |

| | | Gender | | | Race/Ethnicity | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | FY23 | # Female | # Male | # Unknown | Hispanic | American Indian/Alaskan Native | Asian | Black or African American | White |
| # Students Enrolled | 177 | 78 | 89 | 10 | 80 | 0 | 0 | 90 | 7 |
| # Students Completed Program | 156 | 68 | 79 | 9 | 75 | 0 | 0 | 75 | 6 |

|  | | Gender | | | Race/Ethnicity | | | | |
|---|---|---|---|---|---|---|---|---|---|
|  | FY24 | # Female | # Male | # Unknown | Hispanic | American Indian/Alaskan Native | Asian | Black or African American | White |
| # Students Enrolled | 135 | 74 | 56 | 5 | 57 | 0 | 0 | 66 | 11 |
| # Students Completed Program | 125 | 66 | 54 | 5 | 52 | 0 | 0 | 61 | 11 |

**Action Taken to Improve Results:**
- Finish completing the Spanish Workplace Readiness Manual
- Find Spanish Speaking Instructor for a Spanish Workplace Readiness Class
- Incorporate AI Tools for Job Seekers into the Workplace Readiness Curriculum