

Union College of Union County, New Jersey
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, Indeed, Union County Works, and 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.
3. Students will recognize key interview insights and how to answer the most interview questions. Additionally, 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)

Results for FY22 and FY23

	FY22	FY23
# Students Enrolled	191	177
# Students Completed Program	173	156
% of Students Passed Conover Job Readiness Topic - Attitude	69%	72%
% of Students Passed Conover Job Readiness Topic - Communication	90%	92%
% of Students Passed Conover Job Readiness Topic – Planning & Organization	76%	76%
% of Students Passed Conover Job Readiness Topic – Critical Thinking	69%	71%
% of Students Passed Conover Job Readiness Topic – Interpersonal Social Skills	85%	85%
% of Students Passed Conover Job Readiness Topic - Teamwork	92%	93%
% of Students Passed Conover Job Readiness Topic – Professionalism	67%	70%
% of Students Passed Conover Job Readiness Topic – Media Rules	84%	85%

	FY22	Gender			Race/Ethnicity				
		# 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

	FY23 to Date	Gender			Race/Ethnicity				
		# 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

Action Taken to Improve Results:

- Updating Day 4 Computer Basics with Computer & Personal Finance
- Feedback on instructors and students on course improvement
- Evaluation of Instructors