Table 2

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<tr>
<th>Date Adopted or Revised</th>
<th>Staff Responsible</th>
<th>Program Name/Site/Location</th>
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<tbody>
<tr>
<td>06/30/17</td>
<td>Naomi Woods</td>
<td>Education Service Center, Region 20 Alamo Consortium</td>
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**Process Guidelines**

**Audience**

Who is the procedure being directed to? (For example: new staff, clerical staff, instructional staff etc.)

Those fulfilling the role of the Career Navigator, those providing College and Career Readiness programming, and those overseeing Career Navigators throughout the Consortium

**Purpose**

Describe the rationale for which the SOP is in place and any applicable background information (For example: consistent implementation across sites, safety, compliance, maximize productivity, performance, completion attainment)

To provide an accurate and detailed explanation of the information that should be covered for students participating in Career and College Readiness programming provided by Career Navigators throughout the Consortium. Each organization is responsible for identifying which students will benefit from receiving these services as it may differ in each organization.

**Materials and Resources**

List any items that are needed in implementing a procedure (For example: all items needed for conducting an assessment)

Internet access, access to a computer lab, 100 Things Every Adult College Student Should Know, O*NET (online or paper format), telephone, Nepris access, Login and password for Northstar Digital Literacy Assessment Tool, Career Index Plus account, Student I.D. printer, National Adult Ed. Honor Society banner and information, College Knowledge Research Handout,

**Detailed Procedure**

List all the steps, with necessary details, including sequential procedures and decision factors. You may address the "what ifs" and the possible interferences or safety considerations. Use RFP section references to guide details for required SOPs.

**Getting Started**

**Introduction and Orientation to Career Navigation**

1. Navigator should strive to meet students who will receive services prior to the first day of class or on the first day of class. This can be done at registration, orientation, or individual meetings
   a) Introduce yourself
   b) Explain who you are and the services you provide
   c) Provide students with your contact information

2. Identify students with post-secondary credentials to ensure they receive proper assistance
   a) Your organization will need to develop a way to effectively identify international clients with post-secondary credentials. If your organization does not currently have a system in place, please contact your director and the Grant Management Team.

3. Provide students opportunity to meet one-on-one with a career navigator
   a) One-on-one meetings may be provided to all students or only upon request. However, students should be made aware of the option to meet individually with the Career Navigator

4. The Navigator will review the ITEC Plan/Goal Plans of Students
   a) Research and review plans
   b) Update plan as needed
   c) Incorporate goals of students into coursework to ensure their current education and training is related to future goals
5. Navigator will help students better understand their learning style as their current success is important to their future success
   a) Navigator will provide learning style assessment either formally or informally to help student better understand how they learn in both educational and professional settings

6. Navigators must ensure that services provided are documented in Teams. They should keep files and records in case of an audit. They are responsible for abiding by the proper processes and procedures for files containing PII. All Navigators must complete the PII training as required by law.

**Deliverable:**
   a. *ITEC Plan – The current ITEC Plan should reflect any changes that resulted from the research and discussions the Navigator has with the student.*

**Exploration and Implementation**

7. Navigator will complete a digital literacy assessment formally or informally
   a) Northstar Digital Literacy Assessment is the preferred method at this time
      i. Each organization has been provided an opportunity to create an approved Northstar Digital Literacy site at one of their locations allowing students to earn digital literacy certificates.
      ii. Students who pass a section of the assessment should receive a printed certificate for their portfolio
      iii. Certificates should be incorporated into their resume
   b) Navigator will educate students on options to remediate students who have low digital literacy skills.

8. The Career Navigator will help students explore career options by providing a career assessment. Note: A students career choice may change multiple times as the student progresses through this section.
   a) **O*NET is strongly suggested as it aligns with the TWC and Federal Government initiatives.** Career Navigators should familiarize themselves with these assessment tools via [https://www.mynextmove.org/](https://www.mynextmove.org/)
   b) Navigators received copies of the book, “Do What You Are” which is based on the MBTI for students who still find it difficult to select a career. Students can work with Navigator to self-assess their interests.

9. Navigator will utilize tools and resources that help students gain insight to the fields their fields of interest.
   a) Students will utilize the Reality Check websites or paper form to determine how much money they need to make to finance their desired lifestyle
   b) Navigators will utilize the Career Index Plus tool to help students research fields of interest that will help them identify the training and education requirements as well as local Labor Market Information (LMI)
   c) Navigators will utilize Nepris to allow students to interact with industry experts when possible. Sessions can be individual or in groups.
   d) When possible, the Navigator will create opportunities for students to tour career related facilities

10. Navigator will help students develop a realistic plan of action to reach their career goals
    a) The Navigator will help the students determine and set realistic goals
    b) The navigator will help students break down the larger goals into manageable steps
    c) The Navigator will help students identify next steps after each milestone

**Deliverable:**
   a. Career Assessment and ITEC Plan
   b. Digital Literacy Assessment
   c. Portfolio of work completed. This could be a folder or an online portfolio
   d. Students will have a career inventory and LMI about their industry of interests

Below are free courses to assist students

Treehouse

and Alison

*We may review additional free digital literacy courses in the future and adopt one across the consortium*
Career Knowledge

1. Information Gathering
   a) Students will determine the education and training requirements for their career of interest
      i. If their goal requires college or additional education they will continue on to the College Readiness track
         after completion of the career programming
   b) Company Research
      i. Students will begin identify companies within their industry of interests so that can learn to compare
         benefits of similar companies
      ii. The Navigator will begin planning Nepris sessions
      iii. Students will connect with the companies of interests on Facebook and Linkedin.com later in the
         programming

   Deliverable:
   Submit Notes on Research
   There may be a form created to provide support to help students identify information that is important to know about
   the company and places to research a company. Additionally, there may be a pre-test and post-test on this information
   to determine student learning.

2. Job Preparation – Navigators are encouraged to leverage the services at Workforce Solutions Alamo for this section
   where possible. Navigators should be aware of the location of their local WSA office and the general services
   provided. If you are not sure where to get started please contact your director or the Grant Management Team.
   a) Interview etiquette
      i. Researching the company you interview with
      ii. What time should you show up for an interview
      iii. Developing questions for the interviewer
      iv. Following up after an application and interview
   b) Dress for success
   c) Mock Interviews
      i. Navigators are encouraged to setup mock interviews. This is an opportunity for students to practice the
         Dress for Success piece. Photos for online profiles can be taken at this time as well. Navigators have been
         provided a photo backdrop and several means to take photos (iPad, digital camera, ID photo camera).
   d) Leveraging Social Media for your career and Online Etiquette
   e) Professional email addresses
   f) Networking etiquette/professional organizations
      i. How to make industry Connections
      ii. Connecting online LinkedIn.com and Workhands.us
      iii. Identifying organizations in your industry
         - List of every trade group in the U.S.
         - Professional Associations in the United States

   Deliverable:
   a) Students can be provided opportunity to dress for success during mock interviews.
   b) Pic for their online profile such as LinkedIn.com can be taken on this day
   c) Students should have the name of at least one industry-related organization in their field and requirements to
      join
   g) Creation of a professional email address
   h) Online Profiles and Portfolios
      i. LinkedIn profile or
      ii. WorkHands.com profile
Note: Navigators are encouraged to create a format for students to use in their selection of email, online profiles, and passwords so that if they cannot remember they can refer to the format.

3. On the job etiquette and behavior
   - Ethics
   - Soft skills
   - Financial budgeting and management
   - Dressing for Success 2 (On the Job)

   *Deliverable:*
   a. Students will complete a budget

4. Job search
   a) Resume/Cover Letter
      i. Types of Resume
      ii. Resume Formats
   b) WSA Resources and services
   c) Job search websites
   d) Indeed.com
   e) Application Deadlines

   *Deliverable:*
   a) Resume
   b) Work In Texas profile
   c) Indeed.com profile

   **Application process**
   a) Completing online applications
   b) Applying via LinkedIn

**College Knowledge**

1. Types of Degrees/Diplomas
   a) Certifications
   b) Associate Degrees
   c) Bachelor Degrees

2. Financial
   a) Debt Management
   b) College Funding
      i. Financial aid – Entrance and Exit Interviews
      ii. Work study
      iii. Student Loans
      iv. Scholarships – Students should create a Fastweb.com application

3. ApplyTexas.org – students should create an online profile that can be used at a later date to apply to various colleges

   *Deliverable:*
   a. Financial Aid Application
   b. Fastweb.com profile (Suggested)
   c. Applytexas.org profile

4. College Information
a) Comparing and Choosing a College
b) Types of Colleges
   i. For profit
   ii. Public
   iii. Private
c) Accreditation of Colleges and Universities
d) Deadlines
   i. Application Deadlines
   ii. Financial Aid Deadlines
   iii. Registration Deadlines
   iv. Withdrawal/Drop Deadlines
   v. Application for Graduation Deadlines
e) Entrance exams
   i. TSI
   ii. SAT
   iii. ACT
f) Degree Plans
   i. What is a Degree Plan
   ii. Where to Find your degree plan
   iii. Using a degree plan to keep track of your progress
g) Registration
   i. Registration vs Admissions
   ii. Developing a class schedule to ensure success
   iii. Researching your professors
h) Dropping/Withdrawal
i) Prerequisites
j) Strategies for getting Textbooks
   i. Library
   ii. Amazon
   iii. Pitfalls of purchasing used textbooks
   iv. When to purchase your textbooks
k) Calculating GPAs
l) Remedial/Developmental Courses
m) Academic Probation
n) Working with Advisors
o) Foreign Transcripts
p) Special Accommodations (Suggested)
   i. Extended Deadlines
   ii. Separate Testing
   iii. Extra Assistance

Deliverable:
 a) Students will complete an Online Research Packet
 b) Students should practice organizing a class schedule (suggested)

5. College Survival and Success Skills.
   Suggested resource: 100 Things Every Adult College Student
   a) Stackable Credentials
   b) Networking for success during and after college
   c) Internships
      i. Paid
      ii. Unpaid
d) Campus Life
   i. Campus Organizations
   ii. Campus Resources
   iii. Campus Activities

e) Navigating College Website

f) College Credit
   i. Credit by Exam
   ii. CLEP
   iii. Independent Study

6. College Vocabulary

7. Graduation & Beyond
   a) Cost of Graduation
      i. Fees to apply for graduation
      ii. Fees for cap and gown
      iii. Fees for Degrees/Diplomas
      iv. Fees for transcripts
   b) Transferring Credits to another school
      i. Transferring from a 2-year college to a 4-year college
   c) Graduate School
   d) Job Search
   e) Professional Organization

**Deliverable:**
   a. Students will complete an Online Research Packet

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### Definitions (if needed) | Define any uncommon phrases and terminology. Identify and define acronyms and abbreviations for clarity and continuity.

| PII – personally identifying information |
| WSA – Workforce Solutions Alamo |
| TSI - The TSI Exam (Texas Success Initiative) is the only approved computerized placement test that is used for assessing a student's readiness to enroll in an entry-level freshman course. The TSI Assessment minimum passing standards for college readiness are: Mathematics score ≥ 350, Reading score ≥ 351, and Writing essay score ≥ 5 or essay score of 4 and multiple choice ≥ 363. Students who score below the cut scores are placed in the appropriate developmental course and will need to earn a "C" or better. |

### References | List resources that may be useful when performing a procedure. (For example: handbooks, test administration guides, existing policy manuals)

### Other: | Use this field for any commentary, notes or to cover an area not mentioned in the above sections.