

College and Career Readiness Services
Customer Path Between One Stop Career Center & Community College
and Community Based Organizations



Type of Service /Support	Role of Navigator	Roles of Other Agencies, Departments; Individuals
Assess Educational History (Referral to ABE classes or GED testing, as appropriate)		
Administer and interpret Career interest and skills Assessment		
Guide research on occupational profiles, labor market data, education, and career pathways		
Develop career and education goals/plans		
Explore credit and non credit programs of study and colleges (if college is an interest and an option)		
Identify barriers and supports (personal, academic, career, college).		
Engage in problem solving to minimize barriers and to secure supports and services (on and off campus) proactively.		

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Offer Academic skill Refresher e.g. workshops, WorkKeys, other ((if needed)		
Offer Technology Skill Refresher e.g. basic word processing, online application forms, email, internet search, learning management system(if needed)		
Administer College placement testing (ACCUPLACER, ESOL)		
Interpret placement test results, advise on implications, e.g re-test and course options		
College Application (obtain info and complete application)		
Financial Aid Information and Application		
Explain Financial aid determination and all sources of college financing (federal, state, college aid, scholarships).		
Financial planning and assessment of eligibility for range of benefits and income supports.		

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Provide college tour and orientation to variety of campus resources, e,g student support, disability center, academic support		
Teach how to use course catalog to locate course information, registration policies, etc.		
Facilitate college enrollment process		
Instruction on study and test taking skills, academic time management		
Promote strategies to develop help-seeking, self-advocacy, confidence, and conflict resolution		
Provide opportunities for peer networking and peer problem solving and support		
Assist with ongoing career planning, e.g. career mentoring, advising, developing a career planning portfolio, internships, job shadowing		
Provide job search assistance, resume writing, job search and interview skills, employer referrals.		

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Follow up – up to one year upon employment		

Developed by Sandy Goodman, National College Transition Network/World Education

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