

# **CAREER CENTER**

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**&**

**STATISTICS**

**ANNUAL REPORT**

**2001-2002**

*July 19, 2002  
Barbara Bedford, Director &  
Career Center staff*

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## DIRECTOR'S INTRODUCTION

As the Career Center Director, I believe that a highly educated UCSC student who seeks a professional career must, upon graduation, enter the professional world of work well educated, refined with comprehensive career advice and quality/practical work experience. For example, an internship, while attending UCSC, related to his or her career goals would be ideal. Thus, the student would be more prepared to meet the challenges of today's highly competitive job market. The market is saturated with applicants holding one or more degrees. Students must be equipped to stand out amongst the increasing number of job seekers. The Career Center can play a critical role in helping students to develop the proper skills and tools necessary to meet these challenges.

The Career Center's mission is to maintain a highly visible, state-of-the-art, student-centered, one stop career service operation. In order to accomplish this mission, there must be a nexus between UCSC faculty and staff, the education process and career development, now, and in the future. To reach the level of performance that will attract visits from corporate America and the world, the Career Center must find ways to roll out the red carpet for all employers that visit UCSC. It is important that employers who visit the campus have a strong motivation to return to UCSC. Therefore, the Career Center staff works diligently to maintain a reputable, welcoming environment that ultimately provides recruiters with the opportunity to interact with qualified and highly educated students.

The new Bay Tree Conference Center, located next to the Career Center, is one place that provides an aesthetically pleasing, professional environment for student interaction with employers who visit the campus for the purpose of offering workshops, conferences, and job interviews. In the near future, the Career Center would like to have the capability to provide students with the opportunity to interview with major businesses not only in Santa Cruz and the Bay area, but outside the US, via an electronic interview process using videoconferencing technology.

In 2001-2002, the Career Center staff successfully relocated to the third floor of the new Bay Tree Building and is responsible for overseeing the Bay Tree Conference Center. We were also responsive to student needs by expanding Career Center office hours to be more conducive to the schedules of our student clientele in the spring quarter. UCSC students and other clientele have enjoyed and benefited greatly from the opportunity to have easy access to all career advising, internships, workshops, MonsterTrak via the computer, on and off-campus student employment job listings, student personnel services/resources, and the Career Center Library/Computer Lab. The Career Center continues to offer students the most up-to-date career advice in the form of high quality information on how to develop an appropriate career path. The Career Center has been highly successful in maintaining a one-stop shopping concept established by the Student Affairs Division.

In 2002-2003, the advising staff will increase by 1.00 FTE. Obtaining additional advising staff will support our current endeavor to provide new graduate student services, otherwise not offered. Other essential student-centered services include individual, drop-in career advising services, a variety of career fairs & events, on and off-campus employment opportunities & internships, consistently updated library materials, and career development workshops that offer

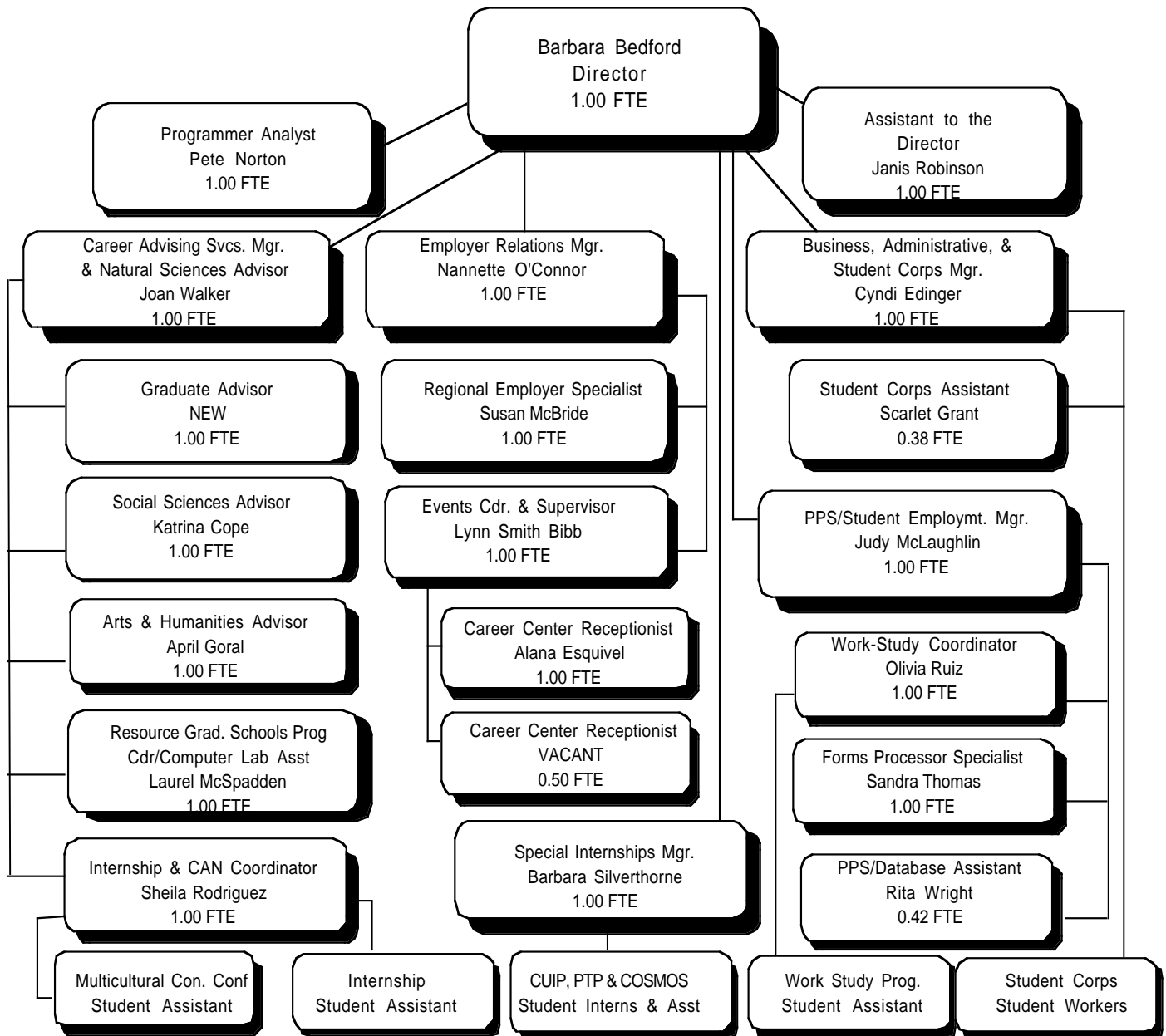
a variety of education/instruction. In addition, an IMAC computer lab and state-of-the-art internet database computer services of the highest quality are available for students such as the Student Employee Request (ER) System, on-line job, internship, and alumni network listings.

The goal is to keep pace with the forever changing technology here at the Santa Cruz campus and the world. On one hand, the demand for Career Center services, due to growth in student population, has been rewarding, on the other hand, extremely challenging. The Career Center staff will endeavor to accomplish its current mission, barring any unforeseen occurrence that may mandate a change. The Career Center staff looks forward to a continued long-term partnership with the leadership of the Division, campus administration, and our student/employer clientele.

Barbara Bedford,  
Career Center Director

# Career Center Staff

Total FTEs = 19.30



# CAREER CENTER PROGRAM DESCRIPTIONS

## **Administration & Director**

- Business Operation
- Technology Enhancements and Maintenance
- Research and Assessments
- Outreach/Publicity
- Developing and Maintaining Partnerships
- Student Employment Compensation
- Development of New Programs
- Professional/Staff Development
- Student Regent Recruitment

## **Career Advising**

- Drop-In and Individual Advising Services
- Workshops (standard, special focus, departmental, college)
- Service Orientations
- Career Resource Library/Computer Lab
- Graduate School Information, Graduate Fair, Graduate Reference Letter Service
- Multicultural Career Conference
- Career Advice Network
- Internships

## **Bay Tree Conference Center**

- Camps-wide Conference Facility Oversight

## **Student Corps**

- On Campus Temporary Student Staffing Service

## **On Campus Employment**

- PPS Training and Support (courses and on-line)
- Work-Study Programs and Services (on and off-campus)
- Non Work-Study Employment Coordination (on-campus)
- Electronic Employee Request & Student Job Listing Service
- Web base Policies and Procedures Manual
- Student Employee Recognition Award Program (SERAP)

## **Employer Relations**

- Career Job Fairs
- Local Jobs Development
- Regional Jobs Development
- Educational Placement Services
- MonsterTRAK
- Reception
- Partners for Progress

## **Special Internships**

- Chancellor's Undergraduate Internship Program (CUIP)
- Professions Training Program (PTP)
- Kauffman Entrepreneur Program (PTP-EG)
- PTP/COSMOS

## MISSION STATEMENT

The Career Center's mission is to provide comprehensive quality programs and resources preparing a diverse student/alumni community to successfully meet today and tomorrow's challenges by: offering financial support through practical and career related work experience; providing individual career advising, graduate student services, workshops, resource materials and special events to assist students with life planning; developing employment opportunities and fostering partnerships with on and off campus communities; enhancing services through innovative technology, program development and continuous updating of resources through research and analysis.

## UNIT GOALS

### Goal:

#### Develop strategies to increase faculty interaction:

One goal is to partner with faculty. To meet this goal, the Career Center currently has developed an Academic Advisory Board that consists of eight faculty members and Career Center staff. A student member is currently being recruited. The Academic Advisory Board is charged with the responsibility of collaborating and recommending effective methods in which to provide meaningful career exposure, internship opportunities, mentoring programs, Career Center interaction in the classroom, and the implementation of a future Career Pathway program. Currently, the Academic Advisory Board meets quarterly with Career Center staff. During 2000-2001, the Career Center has established a strong partnership with the Economics Department Lecturer and Faculty Member Bob Shepherd. Consequently, this faculty partnership resulted in a "Meet the Firms" career event where UCSC students had an opportunity to meet with four of the top accounting firms in the US. Out of this event, some student career placements followed upon graduation. To continue this type of partnership with faculty on campus, a recommendation from the Academic Advisory Board to propose a new partnership with the School of Engineering's Dean Kang and staff has been proposed. Meetings are scheduled to begin strategic planning on how to enhance our outreach methods to students and employers, and to more aggressively develop career and internship opportunities in the academic area of Engineering and Information Science.

### Goal:

#### More effective feedback:

In an effort to receive comprehensive and effective feedback from our student clientele, the Career Center will seek out students to offer advice via surveys and innovative evaluation processes. One way would be for students to have an opportunity to meet with the Career Center Director on a quarterly basis to offer comments, suggestions, and feedback regarding the Career Center. Another longer term goal is to develop a closer relationship with the Alumni Office for the purpose of establishing a better measurement of success by collecting data related to career employment trends 5 to 10 years after graduation of UCSC students. Last year was a tough year with the slowing economy, energy crisis, and the September 11<sup>th</sup> event. Next year, the plan is to step up employer relations and jobs development in an effort to gain a greater share of the current job market to support our UCSC students.

### Goal:

**To stay in alignment with Student Affairs strategic goals:**

The Career Center aligns with the majority of the divisional goals; student-centered ways of doing business, graduate student services, student and staff wellness, quality customer service, diversity, leadership, state-of-the-art technology, student retention, maximizing student financial support, and overall enriching student life before and after graduation by integrating academic and practical life/work skills.

For example, in order to enhance our student centered ways of doing business the Career Center conducted a student survey to determine what hours of Career Center operation work best for students. The final survey analysis indicated that students desired office hours more conducive to their class schedules. Consequently, the Career Center responded by implementing, a pilot program that extended office hours to be open during lunch and late Tuesday evenings in Spring 2002. Planning is in place to continue this service on an on-going basis while school is in session. Additionally, due to meeting the demand of the increased population of UCSC graduate students, expanded graduate services will be provided with the hiring of a new Graduate Student Adviser by Fall 2002.

**Goal:**

**To effectively distribute existing resources in support of unit budgetary operation:**

Resources will be distributed on a priority need-by-need basis for each of the Career Center's seven programs: Administrative, Advising, Bay Tree Conference Center, Student Corps, On-Campus Employment, Jobs Development, and Special Internships.

**Goal:**

**To increase partnerships.**

There are many opportunities to partner with staff and faculty to enhance the current services and programs provided by the Career Center. For example, the Career Center seeks increased partnership with UCSC Faculty, including Provosts and Deans. The Career Center also seeks partnership with staff from the Alumni office, COSMOS program, Student Development & Community Services, Colleges, campus-wide technology staff, etc. Partnering with off-site businesses, corporate and non-profit organizations in the community, Bay area and nationwide is another way to outreach for UCSC students to find their careers upon graduation. Via the Career Advice Network (CAN), we partner with UCSC graduates and alumni to provide networking opportunities.

**Goal:**

**To enhance strategies to increase diversity efforts:**

We will continue to put on special events such as the Multicultural Career Conference for the diverse representation of UCSC students. With the move to the 3<sup>rd</sup> floor of the new Bay Tree Building, the Advising team will be working closely with the Ethnic Resource Center. In addition, relationships with EOP have been intensified. Last year, two Career Center advisers assisted in the 12th Annual California Forum for Diversity in Graduate Education. The Chancellor's Undergraduate Internship Program (CUIP) consistently attracts a diverse student population. Recruitment of CUIP positions that attract a diverse population of students will continue to be a strategic plan for meeting the increasing need. The Professions Training Program (PTP) serves a diverse population. Three components ensure a diverse population: 1) Students with work study financial aid allocations are served by the Professions Training Program in the social sector, 2) Relationships with on-campus programs which target

underrepresented populations are cultivated, 3) Positions which attract a diverse population of students are actively recruited. These three strategies in the PTP program will continue. New outreach efforts to promote diversity include the campus COSMOS outreach program. This program consists placing of highly skilled, motivated local high school students who are interested in math and science in internships at corporations in the San Jose bay area.

**Goal:**

**To enhance methods in which to measure unit achievements:**

The Career Center will continue to track progress with the statistical reports that are produced each year. Methods of measurements include: tracking statistics, distributing surveys and evaluations, and analysis of that data. For example, the Career Center tracks the number of Career Center web site hits on an on-going basis. Another way to collect data is upon viewing electronic job listings, students are requested to complete a survey. The Special Internships program uses a California Matrix Model to track student progress towards the goal of meaningful professional employment. The Advising team surveys students upon graduation and all Career Center workshops are evaluated. The Employer Development team compiles extensive data related to the job market via benchmarking and comprehensive surveys. The Payroll Personnel System (PPS) team compiles significant annual on-campus data via surveys and campus Development Support Services (DSS). The Student Corps program measures the number of jobs and placements per pool of student workers and distributes an evaluation quarterly to both students and campus employers. Annually, the campus community is surveyed regarding use of the Student ER System. Other measurements include comparisons between other UC Career Centers, annual increases in activities or statistical data, and incremental increases or decreases in benchmarking practices and standard measurements.

**Goal:**

**To continue to utilize technology in a highly proficient manner:**

The Career Center has made an investment in the future by using the latest technology when the Student Employee Request (ER) system was implemented last year. By using the current database standards, we can interface with other developing systems, particularly the AIS system to exchange data in real time. With the Career Center's systems direct exchange data between AIS, PPS and Banner, there is more opportunity to develop reports which give a better picture of statistics and trends in student employment and system use.

The Career Center's ongoing mission is to bring student employment services and other information to students via a streamlined web interface. Also, the goal is to upgrade on a three to five year cycle. With the implementation of the AIS system, it is envisioned that students will log into a single portal, which would give them seamless access to all campus student services. This will enhance the student's experience and allow easy navigation through a wide range of information systems. The aspect of being able to make announcements of events and services targeted to groups of students would be of particular value.

Currently, the goal is to continue enhancing our working relationship with MonsterTRAK.com. They are utilized by more than 500,000 employers to feature their jobs on-line. MonsterTRAK houses the largest database of full-time, part-time, and internship opportunities throughout the United States. InterviewTRAK for College MonsterTRAK is essential to the success of our On-Campus Recruitment (OCR) program.

**Goal:**

**To increase collaboration with on-campus units:**

The Career Center collaborates with Financial Aid, Accounts Receivable, Accounts Payable, and the Student Development and Community Service (SDCS) Business Office to allow the most efficient processing of payroll and business transactions possible. For example, the process to develop a method to pay stipends to high school students for their participation in the COSMOS program was recently developed through this collaboration. Also, collaboration with University Extension provides a “Non-Profit/Entrepreneurial” course for the Professions Training Program which is not available elsewhere. The Advising team collaborates with the colleges and divisional departments regularly. The Career Center Student ER System training is done in collaboration with supervisors and service centers. The Student Corps program will seek future collaboration with CATS and CSD to establish a Web/Technical Corps program.

**Goal:**

**To increase fund-raising efforts:**

Recently, the Office of the President granted funding in the amount of \$23,000 to the on-campus COSMOS program. The goal is to establish an ongoing Career Center/COSMOS partnership. The program will place high school students in internships related to science and math. A Kauffman grant provided over \$60,000, cumulatively, in funds to promote a nonprofit off-campus entrepreneurial internship program for UCSC students. The “Partners For Progress” (PFP) program is a revenue generating program that enhances services to selected employers and increases their visibility on campus to optimize their recruiting efforts. Any PFP collected funds will be utilized to supplement the cost of nonprofit fairs, and other pertinent programs and services. In addition, we will continue to apply for future grants and gifts from local businesses and others who partner with UCSC’s Career Center.

# **PART 2: PROGRAM CONSTITUENCY & HIGHLIGHTS**

Barbara Bedford, Career Center Director

## **Career Center Team Program Managers:**

Pete Norton, Programmer Analyst

Joan Walker, Advising Services Manager & Adviser

Cyndi Edinger, Business, Administrative & Student Corps Manager

Judy McLaughlin, PPS Manager & Administrative Hiring Specialist

Nannette O'Connor, Off-Campus Employer Relations Manager

Barbara Silverthorne, Special Internships Manager

## **BUSINESS AND ADMINISTRATION**

The Career Center Business and Administrative team is comprised of four individuals: the Career Center Director, the Assistant to the Director & Non Work-study Coordinator, the Business, Administrative & Student Corps Manager, and the Programmer Analyst/Computer Consultant. Three of these individuals assist the Career Center Director in the facilitation of the operational needs of the overall Career Center, including administrative processes, budget, special programs, facilities and technical support.

### **Business & Administration**

In the area of Business and Administration, the Career Center has achieved some new successes in implementing a programmatic budgeting structure to highlight the many activities that take place within all seven programs: Advising & Career Development, Bay Tree Conference Center, Student Corps, On-Campus Employment, Off-Campus Jobs Development, Special Internships, and the Director's Administrative program. Please note, one of the seven programs includes the newly added program that the Career Center has been assigned to manage, the Bay Tree Conference Center. The Career Center has assumed this responsibility since July 2001.

### **Bay Tree Conference Center**

A sub committee of the Bay Tree Plaza Area Council developed the initial Bay Tree Conference Center strategic plan. Committee members included: Barbara Bedford, Bob McCampell, Tara Crowley, Kristine O'Neil, Nannette O'Connor, Pete Norton and Zauna Wells. Consequently, it was determined that the Career Center would manage the conference facility, at least for the first year, and details were worked out on media charges as well as policies and procedures. Since September 2001, the Career Center has been managing all aspects of the facility including refining the usage policies and procedures. The Conference Office was scheduled to manage the facility during the summer, however, after much consideration, it was determined that the Career Center would continue to manage the overall facility as well as track usage fees during the summer months, 2002.

Some of the specific tasks:

- ... Design, maintain the Conference Center Web based reservation calendar and tracking system.
- ... Administer reservation system by reviewing and confirming all reservations.
- ... Maintain user database, collecting new user forms and doing data entry.
- ... Post daily schedules for each room.
- ... Unlock rooms daily.
- ... Unlock and setup media equipment as needed. Consulting with various users on how to set up their computers.
- ... Manage and supervise two student facilitators, who oversee evening use.
- ... Consult with Media Services on the purchase and installation of new equipment.
- ... Coordinate with Bay Tree building manager on facility repair and maintenance.
- ... Coordinate with janitorial staff on conference room maintenance.
- ... Monitor caterers to have them remove food after events.
- ... Calculate and track telephone usage.

... Print monthly billing statements for recharges.

Statistics for this first year (9/6/01 to 6/30/02):

... 154 authorized user profile forms on file.

... 92 units made 2,280 reservations for 6,665 hours of room use.

... \$6,910.63 in telephone, media and room fees recharged.

## **Technology**

### **Student Surveys:**

- The Career Center created an electronic survey which measured the demand for more student centered hours. The electronic survey had 475 respondents, 121 of whom made additional comments. Along with questions about the Career Center hours, we gained information about which Career Center services were known and how often they were used. In response to this survey, the Career Center initiated new hours of operation on a trial basis. In addition to our regular hours, the Career Center opened its doors during lunch as well as one evening per week. The results of this survey, as well as some responses to commonly asked questions are available on the Career Center web site.
- 2002 Senior Survey. This is an annual on-line survey for exiting seniors. Information about future plans and employment is gathered.
- Special internships program is conducting two electronic surveys, a student participant survey and survey of program mentors. These are directed towards participants in the CUIP and PTP programs.

### **Student Employee Request (ER) System:**

- On-going system refinements and improvements resulting from staff and student feedback, including:
- Quick Edit feature for service centers. Service centers may now make any changes that do not directly affect the job description without additional Career Center approval. This saves a lot of time and allows minor changes and postings to be accomplished in real time.
- Auto Response Email message to student applicants. In our on-going effort to make sure that student applicants get a response from hiring supervisors, any job posting may now include a message that will be automatically emailed to all applicants. 87 ERs currently are using this feature.
- Application search and email list. New search criteria have been added to the application search page for hiring supervisors. These include search by status as well as a way to retrieve a list of all email addresses for use in bulk mailing to an applicant pool.
- Monthly training sessions are given by the Career Center for supervisors and service center staff. We conduct student training on how to use the ER system to apply for jobs at the main work-study orientations in September as well as new mini-orientations held in June and July for new and transfer students.
- Year end statistics:
  - 1438 total ERs in the system (1404 approved).
  - 55 non work-study jobs currently posted for summer.
  - 5,139 (4,807 currently registered) students have created profiles and used the system this year.
  - 23,710 student applications submitted this year.

- 528 currently public applications/resumes (there is now a 90-day limit on public applications).
- 1,020 staff users.

### **Career Center Web Site:**

Web site "hits" are counts governed by a lot of variables, however, they can be used to show statistical trends. *Career Center web pages are consistently ranked among the top ten of pages listed on the www2 web server.* The following numbers were logged on the web server this year:

- 154,392 Jobs page
- 116,920 Career Center main page
- 21,413 JLD search page
- 17,029 Employer page
- 11,741 Staff page
- 10,885 Internships page
- 10,719 Events page

### **New Web Applications:**

- *Special Internships program:* In a first step toward automating all internship listings on campus, a new internship system is being developed and has been used by the Special Internships program to administer the Chancellor's Undergraduate Internship Program (CUIP) this year. The system allows full customization for each internship program and allows mentors and employers to submit internship proposals on-line as well as listing them for students once approved. A tie-in to the ER system allowed students to apply online for these internships. The CUIP selection committee had access to the proposals and was able to collectively review them. Students were then able to view the approved internships and apply on-line.
  - 56 CUIP internship proposals submitted.
  - 35 CUIP internships were approved and listed.
- *Bay Tree Conference Center:* A web based calendar and reservation system was deployed in September 2001 to campus staff. The system allows staff to reserve rooms and media equipment. Billing reports are generated for Student Affairs on a monthly basis.
- *Class Registration and tracking system:* A fully functional on-line class registration system was designed for use by Student Affairs Administrative Excellence program. This system functioned well and was used to administer the entire program.
  - 582 reservations
  - 32 classes
- *Career Advice Network (CAN):* Work is currently underway to develop a new on-line CAN database. Some of the features:
  - CAN members may enter/edit their own records in the database.
  - Students will log in using SID and PIN to access listings.
  - Automated message to members asking members to update their information after a pre-determined length of time, so that information will be current.
  - Sorting and searching capabilities.

## **Student Regent Recruitment**

Each of the UC campuses has conducted a major recruitment campaign to attract students to apply for the position of Student Regent. The Student Regent is a full voting member of the Board of Regents of the University of California. As a Regent, his/her responsibility is to establish policy in areas such as personnel, campus development, student fees, admissions, and financial aid.

Last year, prior to the winter recruitment, the Career Center, on behalf of the Chancellor and Student Affairs, hosted the Northern California Student Regent Coordinators' meeting. Attending the meeting were campus Coordinators from UC Berkeley, UC Davis, UC San Francisco, Student Union Assembly president, Graduate Student Association president, and representatives from the UC Student Association. The purpose of the assemblage was to collaboratively develop consistent policies and procedures for future Student Regent recruitments at all UC campuses.

Commencing in the winter quarter, the Career Center facilitated the recruitment efforts, which included advertisement and information sessions. With the assistance of Professor Don Rothman and our own Career Adviser Joan Walker, the Career Center held several orientations and workshops which covered topics such as writing a resume, the "five year plan", essay writing, interviewing techniques, as well as responding to general questions regarding the Student Regent position. In addition, and to our delight, Student Regent Tracy Davis and Designate Dexter Ligot-Gordon visited our campus to discuss their positions with prospective student applicants. Chancellor Greenwood, Vice Chancellor Goff, and Associate Vice Chancellor Gail Heit held a Student Regent orientation session at the beginning of Winter quarter, and a Q& A session later in the quarter for students to discuss UC System-wide issues.

Applications were due on February 21, 2002. Of the total applications submitted for review, seven were UCSC students. One UCSC student was selected as a semifinalist and interviewed by the Northern California Regional Nominating Commission.

Next year, we will be working more closely with the campus Institute for Leadership Development and Social Responsibility as well as Student Government representatives to better market the recruitment of this fine opportunity.

## STUDENT CORPS

Student Corps, UCSC's temporary, on-campus, student-staffing service was reintroduced in February 2001. For the 2001-02 Academic Year, the Student Corps program has operated successfully. Some new touches to the program have been the hire of a part-time, permanent staff assistant and the on-line nature of viewing jobs by the Student Corps student workers.

With the advent of the Student Corps web site, campus unit supervisors are able to easily hire temporary student staff immediately. Campus supervisors can visit the Student Corps web site and download a "Student Corps Job Request Form." Once the form is completed, signed and faxed to the Career Center, the job is immediately posted on the web site for Student Corps student employees to view.

Student Corps workers self-select the jobs they choose to work. Student Corps employees merely visit the web site on a weekly basis with the login and password to check for jobs. Once students find the jobs they are interested in, they communicate directly with the supervisor(s) of those jobs across campus (via email or phone) and instantly set themselves up for work across campus. This "independent-agent" type of work is considered a hit for many students. In fact, each quarter during the recruitment of replacing exiting Student Corps workers, the Career Center had more Student Corps student employment applications than jobs offered. Last year alone, we had 100 applicants for 25 available Student Corps positions.

Some useful measurements of the Student Corps program during 2001-02 are as follows: The total number of campus jobs posted from October 2001 through June 2002 was 83. The total number of students hired into the Student Corps program was 42, with some turnover. The average number of students working in the Corps program each quarter was about 20-25 students. Of the total jobs posted, Student Corps workers (some jobs required more than one student to work) filled a total of 85 jobs. The total number of hours worked by the Corps workers was 1,035.5 hours (please refer to the "Student Corps Statistics 2001-02" for details). In addition to the statistical measurements, we also send out evaluation forms to employers and students.

The evaluations that we send to campus employers are attached to their monthly campus recharges. We request feedback about their experience of hiring a Student Corps worker. We also sent out evaluations to the Student Corps student workers every quarter (please refer to the Student & Employer Q& A 2001-02 evaluation results). As a result of the feedback we received from the Student Corps workers who participated in 2000-01, we changed the requirement of a student employee participating in Student Corps from a year-long commitment to a quarterly commitment.

In the next few years, we would like to look into the possibility of expanding Student Corps by creating a Technical & Web Corps pool of temporary student employees to work on more technical support, systems development and web-based oriented type work.

Please refer to "StudentCorps Statistics 2001-02" (separate attachment, Excel file)

## **Student Corps Program Evaluation**

(response from Student Corps student employees)

### **Student Q & A**

**2001-2002**

#### **1. How well did the Student Corps program work for you?**

##### **Fall 2001**

Sarah - Wonderful, I got a permanent job set up on my first assignment!

Jonathan - It was hard to find steady work.

Melody - Okay! It did not motivate me to compete with others as I thought it would.

Stanley - It was decent.

Graham - It worked great. Employers were accommodating and understanding.

Lauren - Not as well as I had hoped.

Jonella - It was all right but I wasn't able to work much.

Kathryn - If there were more job opportunities at smaller time increments, it could have worked well for me.

##### **Winter 2002**

Theresa - Not very well.

Brad - If I wasn't sick for two weeks Student Corps would have worked great.

Christine - Very well.

Clarice - It worked very well for me.

Stanley - Great.

Marc - Extremely well.

Jenny - Great, very flexible.

Lauren - Well.

Joanne - Pretty well, it was very flexible.

Rebecca - OK, I got one job.

Michelle - Well, I was able to get another job along with Corps.

Alison - The job availability was a lot less consistent than I expected. I was forewarned about this, but I also found that numerous jobs were not flexible and were not possible around my academic schedule. Many of the jobs were also looking for quarter-long ( or sometimes even until the end of year) commitment. These were like complete part time jobs. I didn't know that student corps posted these kind of jobs. There was no way that I could take these jobs.

Tiffany - Very well.

Danielle - It worked well. It was nice to choose when I worked.

##### **Spring 2002**

Mari - Very well, it was good because I could choose to work when I had time.

Chris - It worked out great.

Sarah - I have gotten so lucky this year - both of my major jobs have become almost permanent and were wonderful learning experiences.

Kate - Excellent.

Tiffany - It worked very well, I would have liked to remain in the program but I was taking extra classes.

Cory - OK.

Lauren - Well.

John - Reasonably well.

Akhtiara - It worked well at first but became an easy way to be lazy about working.

Marc - Good.

Andrea - It was good.

Joanne - Not as well as I hoped.

Jenny - Very well... very flexible.

#### **2. What type of Student Corps work did you do this quarter?**

##### **Fall 2001**

Sarah - Maintenance/ gardening work at Grad Student Housing.

Jonathan - Clerical

Melody - Office Assistant mostly and one job doing some packing stuff

Stanley - Paper sorting, mailing

Graham – Clerical  
Lauren – Posting flyers, office work.  
Jonella – Test blue-light emergency phones.  
Kathryn – Well, I ended up not having any jobs

### **Winter 2002**

Theresa – Graduate student admissions.  
Brad - Arranged packets for incoming freshmen.  
Christine – Folding and putting together papers.  
Clarice – I mainly did secretarial/ office work.  
Stanley – Posted flyers, Office Assistant.  
Marc – Bulking and sorting papers and posting up flyers.  
Jenny – Bulk mailing, flyers, folding envelopes, assisting program managers.  
Lauren – Collating packets.  
Joanne – Collating and posting.  
Rebecca – Just 1 - 109.  
Michelle – I mailed newsletters.  
Alison – I did a flyer job for Peace Corps around campus. This was my only job.  
Tiffany – I did office work in 2 separate offices.  
Danielle – I worked in a lot of offices, mostly clerical.

### **Spring 2002**

Mari – Posting flyers, moving, parking attendant, testing emergency phones, sorting mail.  
Chris – Shoveling, ushering, writing down numbers, stuffing envelopes, etc.  
Sarah – Posting flyers and office/secretarial work.  
Kate – Moving, clerical, parking, went follow through.  
Tiffany – Extra receptionist work.  
Cory – Put up flyers, stamped numbers onto keys  
John – Maintenance and flyer posting.  
Akhtiara – I worked at an office.  
Marc – Posting flyers.  
Andrea – Office assistant, inventory assistant, bulk mailroom assistant.  
Joanne – Help the Humanities department collect computer inventory information.  
Jenny – Setting up table for summer session student assistant and bulk mailing.

## **3. How were your Student Corps supervisors?**

### **Fall 2001**

Sarah – Very helpful  
Jonathan – Great  
Melody – Nice and friendly, very helpful  
Lauren – Excellent  
Jonella – Fine  
Kathryn – Excellent, very understanding

### **Winter 2002**

Theresa – Very Good.  
Christine – Great, very helpful.  
Clarice – Very nice.  
Stanley – Very friendly.  
Marc – Kind, generous, and supportive.  
Jenny – Helpful.  
Lauren – Excellent.  
Joanne – Fine, had no problems.  
Rebecca – Nice

### **Spring 2002**

Chris – Great.  
Sarah – Very nice- definitely understanding of school priorities.  
Kate – Excellent, very helpful.  
Lauren – Excellent.  
John – Accessible, friendly, and helpful.  
Akhtiara – They were very helpful.  
Marc – Awesome.  
Andrea – Good.  
Joanne – Very nice!  
Mari– Very good.

#### **4. How was the Student Corps Assistant in assisting you with your needs?**

##### **Fall 2001**

Sarah – Nice  
Jonathan – Very helpful  
Melody – The Assistant was not available at most of the time. But she was very helpful whenever possible  
Stanley – Very friendly and helpful  
Graham – Brilliant. I loved them. They are the sweetest  
Lauren – Excellent  
Jonella – She was real cool  
Kathryn – Very receptive and open to new ideas, and giving advice

##### **Winter 2002**

Theresa – Very good.  
Brad – The Career Center was able to help me with anything I needed.  
Christine – Very helpful and friendly.  
Clarice – She always helped me when I needed it.  
Stanley – Very helpful.  
Marc - There were great. Very supportive and just plain good people.  
Jenny – Very helpful and encouraging.  
Lauren – Excellent.  
Joanne – Very well.  
Rebecca – Very nice.  
Alison – Her hours were sometimes difficult to fit into my schedule. However, email response was effective.  
Tiffany - Very good, I never had any problems and they were both very helpful.  
Danielle – Advising and assistants were quite knowledgeable.

##### **Spring 2002**

Chris – They were very helpful and informative.  
Sarah – Both Cyndi and Scarlet have been so supportive and encouraging.  
Kate – They respond very quickly via email and phone.  
Tiffany – The supervisors were great, and my questions were always quickly answered and I always felt comfortable.  
Cory – Very helpful.  
Lauren – Excellent.  
John – Very good.  
Marc – Very awesome.  
Andrea – Good.  
Joanne – Very well!  
Jenny – They are very helpful.  
Mari – Both were very helpful when I had questions.

#### **5. Were there any jobs you did not enjoy working? If so, what were those jobs? Why?**

##### **Fall 2001**

Sarah - I only had one  
Jonathan – No

Melody – Packing and boxing stuff to be moved. It was very boring and did not offer any experience.  
Stanley – No.  
Graham – None  
Lauren – No.  
Jonella – I didn't like that the above job didn't issue a university vehicle.  
Kathryn – No, not as far as I saw.

### **Winter 2002**

Theresa - No.  
Brad – No.  
Clarice – No.  
Stanley – No.  
Marc – I enjoyed all of them.  
Jenny – Bulk mailing - delivering mail to campuses – very time consuming especially with no car.  
Lauren – No.  
Joanne – Posting, because I have no car, it was exhausting walking around campus.  
Rebecca – No.  
Alison – I didn't really like the posting job. It took a lot longer than I had thought it would.  
Tiffany – No.  
Danielle – I liked all my jobs.

### **Spring 2002**

Mari – Yes, flyers because it works better with two people and it was time consuming, emergency phone was also time consuming, and difficult at times.  
Chris – No.  
Sarah – Actually the job I have now is excruciatingly boring... But somebody's got to do it, right?  
Kate – Posting flyers, it was tedious, lame, never again!!  
Tiffany – No.  
Cory – No.  
Lauren – No.  
Marc – No.  
Andrea – The inventory one was a bit repetitive, nothing too bad.  
Joanne – No.  
Jenny – The jobs are not competitive and challenging.

## **6. Were there any jobs you preferred to work, but no job listings were posted?**

### **Fall 2001**

Sarah B - I'm not really sure  
Melody – More office assistant work needed - rare!  
Stanley – No.  
Graham – Driving ones.  
Lauren – No.  
Jonella – No.  
Kathryn – More event jobs – i.e. weekend campus, or Friday events to setup, etc.

### **Winter 2002**

Theresa– No.  
Clarice – No.  
Stanley– No.  
Marc - I would love to work in the computer labs or with young children.  
Jenny – Clerical job – communication job.  
Lauren – No.  
Joanne – Not really.  
Rebecca – I would have enjoyed working with children.  
Alison – Temporary jobs that could not be done on a variety of different days (not just one day). I also could have done weekend jobs, but none of these were posted.  
Tiffany – No.

Danielle – I would like to set up for some parties and such.

### **Spring 2002**

Mari – A variety of jobs were available, I would have liked to work an office job, but I could not fit one in with my schedule.

Chris – I like ushering and groundwork considerably.

Sarah Broker – I loved the gardening I did first quarter.

Kate– Not really, I enjoy clerical work.

Tiffany – No.

Cory – No.

Lauren – No.

Marc – No.

Andrea – Nope.

Joanne – No.

Jenny – Yes, but the requirement/expectation...I did not meet those requirements.

### **7. Were there enough jobs for you to work in Student Corps?**

#### **Fall 2001**

Sarah - I'm not really sure

Jonathan – No

Melody – No!

Stanley – No, I wish there were more.

Graham – Yes. But I'm sure there could have been more.

Lauren – No way!!!

Jonella – No, I only worked one.

Kathryn – No, most professors/ programs I spoke with hadn't heard of Student Corps.

#### **Winter 2002**

Theresa – No.

Brad – There seemed to be a relatively small amount of jobs available.

Christine – Yes.

Clarice – Yes.

Stanley – Yes.

Marc – Not enough.

Jenny – Yes, more than enough. The site has job listing all the time this quarter.

Lauren – Some what. More would be good, but ok.

Joanne – Yes.

Rebecca – There needs to be more jobs than just posting.

Michelle – Yes.

Alison – Not enough that fit into my schedule.

Tiffany – Yes.

Danielle – Yes, most of the time

#### **Spring 2002**

Mari – Yes.

Chris – Not really, but it's justifiable.

Sarah – Sometimes I felt bad that I was applying for too many jobs and others wouldn't have the opportunity.

Kate– Yes, plenty! I think I worked a lot.

Tiffany – For most of the time, yes.

Cory – No, I wish there had been more.

Lauren – No, could have been more.

John – There were not as many jobs as I would have liked.

Akhtiara – Sometimes.

Marc – Yes.

Andrea – Yes.

Joanne – I believe so.

Jenny – Yes, more than enough.

## **8. Did you work enough hours in Student Corps?**

### **Fall 2001**

Sarah - Totally

Jonathan – No

Melody – No!

Stanley – No.

Graham – Yes, for me.

Lauren – No.

Jonella – No, only 14 hours.

Kathryn – No, the shifts were too long for accommodation, more Friday and weekend jobs would be helpful.

### **Winter 2002**

Theresa – No.

Brad– No, out to illness.

Christine – Yes.

Clarice – Yes.

Stanley – Yes.

Marc – Just enough.

Jenny – Yes.

Lauren – Could have worked more.

Joanne – I believe so, but I hope to work more hours in the future.

Rebecca – Yes - but I could work more.

Michelle – For me I depend on my other job for hours.

Alison – Not really.

Tiffany – Yes, I would have liked to work more, but it was enough.

Danielle – Not as much as I would've liked.

### **Spring 2002**

Mari – Yes.

Chris – Yes.

Sarah – Last month I had the minimum and this month I have the max!

Kate – Yes, definitely.

Tiffany – Yes, I would have liked to work more, but my schedule was a bit difficult.

Cory – No.

Lauren – No, but it was OK.

John – I would have preferred to work more hours.

Akhtiara – No.

Marc – Yes.

Andrea – Mostly.

Joanne – Not quite.

Jenny – No, I did not.

## **9. Were there times, this quarter, you could not work in Student Corps?**

**When were those times? What were your reasons for not choosing to work?**

### **Fall 2001**

Sarah - I had some trouble fitting in work towards the end of the quarter.

Jonathan – Yes. Near midterms. Too busy.

Melody – Besides finals... no. Finals and midterm weeks. Study study study.

Stanley – Holidays, classes interfered with jobs.

Graham – No. no.

Lauren – No.

Jonella – No.

Kathryn – When the shifts were long periods of time, i.e. 5-8 hours on a weekday. The hours on weekdays ran into my class time.

### **Winter 2002**

Theresa – No.  
Brad – Yes, either I was sick or the job times didn't work out.  
Christine – Too much homework.  
Clarice – No.  
Stanley – Yes. This past month. Midterms, term papers, and finals.  
Marc – Yes. During midterm weeks. I needed to study and get good grades.  
Jenny – No, Exams/ midterms/ sickness.  
Lauren – No.  
Joanne – Not really. A few times, I had to leave town.  
Rebecca – Yes, about the first couple of weeks. I was not employed.  
Michelle – Yes.  
Alison – No.  
Tiffany – No.  
Danielle – No.

### **Spring 2002**

Mari – Yes, towards the end of the quarter I had a lot of class work and had to prepare for finals.  
Chris – No.  
Sarah – Only some weekends when I chose to go home.  
Kate – No. Whether or not I was busy or liked the job.  
Tiffany – Just certain times where I had a lot of class work.  
Cory – Sometimes I wouldn't take a job because I was too busy.  
Lauren – Yes. Midterms and finals week. Too busy with school.  
John – Yes. The last 2-3 weeks (before finals). Extremely busy with classes.  
Akhtiara – Midterms. Too much school work.  
Marc – Yes. Around April. I had a major performance to deal with.  
Andrea – Yes, during midterms and mid quarter. Midterms.  
Joanne – Yes, towards the later half of this quarter. A few too many papers for classes and had a lot of other stuff to do.  
Jenny – No. Conflict with studying / midterms week for an example.

**10. Did you have any issues contacting the supervisor of a job you were interested in?**

**Did you have any issues contacting the Career Center's Student Corps Assistant?**

**Did they get back to you in a timely manner?**

### **Fall 2001**

Sarah - Yes, Jose Sanchez is great!  
Jonathan – No. No. Yes.  
Melody – Yes. Yes. Sometimes.  
Stanley – No. No. Yes.  
Graham – No. Very easy to figure out.  
Lauren – No.  
Jonella – No. No. Yes.  
Kathryn – No. No. Yes, very much so, thanks.

### **Winter 2002**

Theresa – Yes. No. Corps did, employers didn't.  
Brad – No. No. Yes.  
Clarice – No. No. Yes.  
Stanley – No. No. Yes.  
Marc – Yes, they didn't respond to me whenever I emailed them or when I left a message on their voicemail. No.  
Yes.  
Jenny – No. No. Yes.  
Lauren – No. No. Yes.  
Joanne – Yes, there was one job where I left an email and phone call but that person never returned my messages.  
No. Some, not all.  
Rebecca – Many of the jobs were already taken by the time that I called. No. No.

Michelle – Yes, it is difficult to arrange hours to sign my sheet when I have classes and the assistant had the same hours as my classes.

Alison – Sometimes they didn't return my emails. No.

Tiffany – No. No. Yes.

Danielle – Nope. Nope. Yes.

### **Spring 2002**

Mari – Yes, one time a job supervisor did not call me back about a job. No, they were always available when I needed them. Yes

Chris – No.

Sarah – Most of the supervisors didn't respond at all. Maybe the jobs were full?

Kate – No. No. Yes, but sometimes it was hard to do stuff after 12.

Tiffany – I did not have any issues, and I was always responded to very soon.

Cory – No. No. Yes.

Lauren – No. No. Yes.

John – No. No. Everyone has.

Akhtiara – No. No. Yes.

Marc – No. No. Yes.

Andrea – No. No. Yes.

Joanne – No. No. Yes.

Jenny – No. No. Yes.

### **11. Did the Student Corps program meet your expectations (please elaborate)?**

#### **Fall 2001**

Sarah - I probably didn't get the full "Student Corps" experience, because I accepted the first job and stuck with it through the whole quarter. I know we had discussed opening up the job I took to other students but Jose and I talked about it. We decided that it would be better if I just learned the ins and outs of the position considering that I would be working there for the rest of the year.

Jonathan – I was expecting more jobs to be available. Most jobs were already filled when I called the supervisor.

Melody – No, not really. I thought Student Corps can offer many jobs. I did expect this program to be competitive though. My expectations were just probably too demanding, but I thought it could help me financially. The money is too low and there aren't enough jobs.

Stanley – I only wished that there were more jobs available, so that I could work more hours, some of the jobs didn't fit my schedule. I hope there will be more opportunities next quarter.

Lauren – It did not meet my expectations at all. I only had two jobs this quarter when I wanted about five times that many. I called the supervisor for about five jobs, but they had already been taken by the time I called. I called right when I first saw the jobs listed, but still did not get them. I thought that I would have a lot more opportunities to work than I did. I want to continue doing Student Corps for next quarter with the hopes that more jobs will be posted. Also, I think it is ridiculous that we are not allowed to hold another on-campus job while being a Student Corps worker. I could very easily have worked another job and still have filled the one job a month requirement. I think this is a great program and would be great if it worked better.

Jonella – No, because I didn't think it would be this slow all quarter.

#### **Winter 2002**

Clarice – Yes, I expected to just work when I feel like it and job corps helped with that. Job corps also lead to finding a steady job which was very nice.

Stanley – Everything was fine.

Marc – Yes, they assisted me with all the information I needed to know.

Jenny – Yes it did, not only was the job flexible for me, it also helped me gain experience working with people.

Lauren – Yes.

Rebecca – Yes, I really enjoyed working for Student Corps.

Alison – No (See # 1 and 5).

Tiffany – Yes, everything worked out better than I would have thought.

Danielle – Yes, I enjoyed it thoroughly.

#### **Spring 2002**

Mari – Yes.

Chris - Yes. It was a worthwhile experience that got me exposed to various atmospheres, jobs, and conditions. Thank you for that.

Sarah – Perhaps the range and number of jobs will grow when more people know about us. I found that once I settled into a job, the supervisors were often ready to hire me permanently and would gladly bypass the Student Corps payroll system. I don't know the exact reason for a Student Corps worker not being able to leave the S.C. mid-quarter (so it may be a logical one...) but I think I could have had more efficient permanent employment if I had been able to leave the S.C.. Otherwise, maybe if an organization is looking to hire someone permanently you should advise them not to post a request on the S.C. website. I still want to thank everyone for all the great work they did in helping me find jobs!

Kate – Yes.

Tiffany – Yes, I thought there would have been more jobs, but there was a reasonable amount.

Cory – Yes, I liked the flexibility, but I should have worked more.

Lauren – Yes.

John – In all ways except for the number of jobs.

Akhtiara – I enjoyed it but did not have the motivation to make it work for me.

Marc – Yes.

Andrea – Yes.

Joanne – Yes, sometimes its frustrating when you go to a job, and then finding out they don't need you at all or when you are unable to contact a supervisor.

Jenny – Yes, but it would be nice to work in a better environment and a more challenging job.

## **12. Will you participate in the student corps program next quarter?**

### **Fall 2001**

Sarah - No

Jonathan – No.

Melody – No

Stanley – Yes.

Graham – Yes.

Lauren – Yes.

Jonella – No.

Kathryn – Yes.

### **Winter 2002**

Theresa – No.

Brad – Yes.

Christine – Yes.

Clarice – Yes.

Stanley – Yes.

Marc – Yes.

Jenny – Yes.

Lauren – Yes.

Joanne – Yes.

Rebecca – Yes.

Michelle – No.

Alison - No.

Tiffany – No.

Danielle – Yes.

### **Spring 2002**

Chris – Yes.

Sarah – No.

Kate – Yes, but I am graduating!

Tiffany – Yes.

Cory – Yes.

Lauren – Yes.

John – Yes.

Akhtiara – No.

Marc – No.  
Andrea – Maybe, undecided right now.  
Joanne Tong – No.  
Jenny – Maybe, not sure.  
Mari – Yes.

# Student Corps Program Evaluation

(response from Campus Employers)

## Employer Q & A

2001-2002

### 1. What was the nature of work in your job request (what did your students do for you)?

Childcare Services – Moving boxes, helping to organize.

Arts Division Public Events Office – As an usher, he was asked to assist patrons to their seats, hand out programs and help enforce University and Theater policies, rules, and regulations.

Humanities Dean's Office – Affixed labels, stuffed envelopes, mailed.

Summer Session – Provided information to students.

College Nine – Answer phones, greet students, filing, data input.

Education – Filing, purging of old files, data entry.

C.A.S.F.S. – Prepared a mailing.

Campus Mail Services – Operate mail labeling and inserting machine, bulk mail processing, assist in processing postal first-class mail.

Career Center – Posting Regents Flyers for Regents visit.

Career Center – Create Banner to announce Student Regents visits.

Gov-Com – Mailing materials – packets, collating.

Gov-Com - Mailing materials – packets, collating.

Taps/Fleet Services – Office receptionist/clerical

### 2. Did the student meet your expectation(s) in the work performed?

Childcare Services – Yes

Arts Division Public Events Office – Although he wasn't overly alert and enthusiastic, he performed the job well.

Humanities Dean's Office – Yes

Summer Session – Yes

College Nine – Yes

Education – Yes

C.A.S.F.S. – Yes

Campus Mail Services – Yes, she was a great worker, took initiative, cooperative and easy to work with.

Career Center – Yes

Career Center – Yes

Gov-Com – Yes

Gov-Com – Yes

Taps/Fleet Services – Yes, great work

### 3. How was your student's work performance?

Childcare Services – Excellent

Arts Division Public Events Office – OK

Humanities Dean's Office – Good

Summer Session – Very good

College Nine – Very good

Education – Good

C.A.S.F.S. – Good – asked questions, diligent.

Campus Mail Services – Excellent

Career Center – Good

Career Center – Great

Gov-Com – Excellent

Gov-Com – Good

Taps/Fleet Services - Excellent

### 4. Did your students complete the task(s) in the required time?

Childcare Services – Yes

Arts Division Public Events Office – Yes

Humanities Dean's Office – Yes

Summer Session – Yes  
College Nine – Yes  
/Education – Yes  
C.A.S.F.S. – No time limit was set – just asked her to get as much done as she could.  
Campus Mail Services – Yes, and asked for additional tasks – quick learner.  
Career Center – I think so.  
Career Center – Yes  
Gov-Com – Yes  
Gov-Com – Yes  
Taps/Fleet Services – Within reason

**5. How was your student's attendance?**

Childcare Services – Perfect  
Arts Division Public Events Office – Perfect  
Humanities Dean's Office – Prompt  
Summer Session – Excellent  
College Nine – 3 hours – fine.  
Education – Sometimes good, sometimes not.  
C.A.S.F.S. – Good  
Campus Mail Services – Excellent, came early, stayed busy.  
Career Center – Good  
Career Center – Excellent  
Gov-Com – Excellent  
Gov-Com – Good  
Taps/Fleet Services - Excellent

**6. Was he/she on time for the job?**

Childcare Services – Yes  
Arts Division Public Events Office – Yes  
Humanities Dean's Office – Yes  
Summer Session – Always  
College Nine – Yes  
Education – Yes  
C.A.S.F.S. – Can't remember on second – very early on first day.  
Campus Mail Services – Arrived 5-10 minutes before scheduled shift.  
Career Center – She already had the fliers (Yes)  
Career Center – Yes  
Gov-Com – Yes  
Gov-Com – Yes  
Taps/Fleet Services - Yes

**7. Would you have this student work for you again?**

Childcare Services – Yes  
Arts Division Public Events Office – Yes  
Humanities Dean's Office – Yes  
Summer Session – Yes  
College Nine – Yes  
Education – Yes  
C.A.S.F.S. – Yes  
Campus Mail Services – Yes  
Career Center – Yes  
Career Center – Yes  
Gov-Com – Yes  
Gov-Com – Yes  
Taps/Fleet Services – She'll be returning in August.

**8. Would you be interested in writing a letter of recommendation (if requested)?**

Childcare Services – Certainly

Arts Division Public Events Office – No

Humanities Dean’s Office – Sure

Summer Session – Okay

College Nine – Lauren worked here in my absence, so I am unable to write a letter of recommendation for her. I understand that she did a fine job for the 3 hours she was here.

Education – Yes

C.A.S.F.S. – I haven’t worked with her enough – only 5 hours.

Campus Mail Services – Yes – strong team work and work ethic, great with machines and people.

Career Center – Yes

Career Center – Yes

Gov-Com – Yes

Gov-Com – Yes

Taps/Fleet Services - Yes

**9. Additional Comments (use the back side, if necessary):**

Childcare Services – Very satisfied with Mari and the process.

Arts Division Public Events Office – n/a

Humanities Dean’s Office – Jenny showed up on time, asked questions, performed tasks in a timely manner and told me where she ran out of posters.

Summer Session – n/a

College Nine – n/a

Education – n/a

C.A.S.F.S. – n/a

Campus Mail Services – Very impressive individual – we had a great experience working with her – Thank you for offering this service.

Career Center – n/a

Career Center – Danielle went out of her way to get the supplies.

Gov-Com – n/a

Gov-Com – n/a

Taps/Fleet Services – Worked well with staff; good attitude – always helpful.

## ADVISING

The Career Center Advising team is composed of four Career Advisers, the Internship Coordinator and the Resource/Graduate School Programs Coordinator. Career Advisers are responsible for general undergraduate and graduate student advising and outreach, creating and conducting workshops, and serve as liaison to departments and colleges. The Internship Coordinator compiles internship opportunities, provides specific advising on internships and general drop-in advising, and conducts workshops. The Resource/Graduate School Programs Coordinator assists students with resource questions, orders books/newsletters, and maintains the library. In addition, as Resource/Graduate School Programs Coordinator, she coordinates the fall Graduate/Professional School Fair and maintains the Graduate/Professional School Reference Letter Service (GRLS). The Advising Services Manager/Natural Sciences Career Adviser supervises team members.

There was transition again in the Advising team. The previous Resource/Graduate School Programs Coordinator was promoted to PPS manager in mid-July, leaving the resource center coordinator position empty until mid-October. This came at a rather crucial time since the Graduate and Professional School Fair was held on October 15 and the GRLS is very busy in the month of October. Due to the efforts of all remaining Advising team members, both the Fair and GRLS were successfully completed. A new Coordinator started the job the day before the Fair.

Regular (standard) workshops on career assessment, selecting an internship, applying to graduate school, interviewing, choosing a major, the job search process and resume development were held throughout the academic year. These workshops were evaluated on a scale of 1-5 with 5 being excellent. Overall, student rating of the regular workshops was 4.71.

In addition, the advisers worked with departments to sponsor special workshops. Five different workshops were conducted for STARS and four for EOP. Last year faculty were sent a faculty guide informing them that advisers were available to plan and conduct workshops for their classes. Advisers held a resume session for a computer science technical writing course, a resume/interviewing workshop for a writing course, a job search workshop for Education, a resume workshop for Earth Sciences, an assessment workshop for an academic success class, and a panel presentation for a Community Studies class. In total, 123 standard or special workshops were offered in 2001-02.

The number of clients served in advising sessions this year increased by 35%. We feel this is due in part to our move to the Bay Tree Bldg. and the resulting visibility. A second reason for the increase is the extended hours for advising during the spring quarter. Based on the feedback from a student survey conducted winter quarter, the Career Center increased hours to include the lunch hour (12:00-1:00) and Tuesday evening until 7:00. This resulted in an additional 22 drop-in advising sessions offered each week.

Overall attendance at regular and special workshops was down from 2000-01 by 11%. This was due to a decline in attendance at the Choose a Major workshops held during summer orientations. Attendance at academic year regular and special workshops (excluding summer orientation) was up by 4%.

The Advising team created and conducted a senior survey. The survey was emailed to graduating seniors asking them about their future plans. The survey was completed by 389 of the 1,826 graduating students, a 21% return rate. Survey results are available upon request.

Updating resources for students was another major task. The Career Center library was revamped with current editions of career books. Underrepresented areas were enhanced.

The Advising team also was active in college, university-wide and community events. Two of the Advisers served on the planning committee for the California Forum for Diversity in Graduate Education which was hosted by UCSC in April. The Advising team served as coordinator of the Multicultural Career Conference held in late January.

Outreach to on-campus and off-campus individuals was down by 69%. This was due to the change in the parent schedule during summer orientation. In summer 2000, Career Center staff served on five panels, reaching almost 1900 parents. The Career Center was not asked to serve on any parent panels during summer 2001.

The October Graduate and Professional School Fair attracted 118 graduate and professional schools and approximately 500 students. Overall comments by graduate program representatives indicated this was one of the better fairs they attended.

Team members enhanced and expanded their knowledge and skills by active membership in professional organizations including the Western Association of Colleges and Employers (WACE), and the Liberal Arts Connection (a northern California consortium of career advisers). Although funding was limited, two advisers were able to attend the International Career Development Conference in Seattle; two advisers were trained on the MBTI at Pomona college; the pre-law adviser attended a pre-law conference in Los Angeles; two staff attended a business writing course; and two attended the Career Institute Conference in San Jose.

A survey was conducted in winter quarter to assess the effectiveness of drop-in advising sessions and advising services. In addition to monitoring the quality of advising services, demographic information was collected. The results of the survey are detailed in Appendix C.

A few statistics should be highlighted. Approximately 43% of the individuals seen during drop-in advising were seniors. About 35% of the respondents indicated their ethnicity as one of the following: African American, Asian, Mixed Heritage, Filipino, and Latino/Chicano. These percentages are almost identical to 2000-01. The major reason for student visits was for resume review followed by assistance with the job/internship search and general career advice.

The overall rating of advising services (on a scale of 1-5, with 5 being excellent) was 4.73 with 75% of the respondents checking 5. This closely correlates with the overall performance of advising workshops (4.71 on a 5-point scale).