

CAREER CENTER

MISSION STATEMENT

GOALS

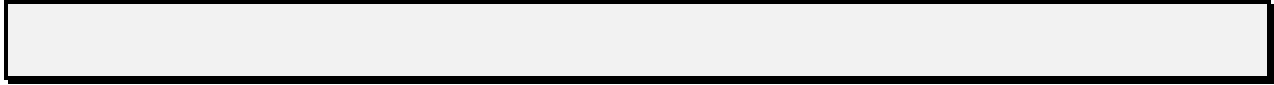
PROGRAM HIGHLIGHTS

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STATISTICS

Annual Report

2005-2006



*Barbara Bedford, Executive Director &
Career Center staff
August 2005*

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EXECUTIVE DIRECTOR'S INTRODUCTION

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DIRECTOR'S INTRODUCTION

The primary mission of the Career Center is to assist registered UCSC students through all phases of their career development, which includes career advising, quality work experiences, internships and part-time employment. To accomplish this goal, the Career Center staff works diligently to promote a greater awareness within the institution of the world of work and the need for and nature of career development over a life span. Additionally, the Council for the Advancement of Standards in Higher Education indicates; career services must promote learning and development in students by **encouraging meaningful career development outcomes** such as: realistic self-appraisal, appropriate career choices, enhanced self-esteem, critical thinking, ability to communicate effectively, leadership development, ability to work independently and collaboratively, social responsibility, appreciation of cultural diversity, and achievement of personal goals, to name a few standards.

The Career Center actively promotes these standards by effectively implementing a variety of services and programs to meet the present and on-going career development needs of our overall clientele, which also includes: employers (both for profit and non profit), faculty, staff, and the outside local, national and worldwide community. These services and programs include:

- ◆ Career Advising
- ◆ Quality/Practical Internship Opportunities
- ◆ Part-Time Employment (both on and off-campus), Federal Work-Study Program, Student Corps Temporary Employment Service
- ◆ Corporate and Business Relations
- ◆ Payroll Personnel Services
- ◆ Information/Resources on Careers and Further Education
- ◆ Opportunities for Career Exploration through Experiential Learning
- ◆ Job Search Services
- ◆ Services to Employers
- ◆ Consultation and Outcomes Assessment
- ◆ Career Development Workshops
- ◆ State-of-the-Art Technology
- ◆ Student Appreciation Program

Other essential student-centered services include individual drop-in career advising services, a variety of career fairs & special events, consistently updated library materials, and career development workshops, which offer a variety of education/instruction. In addition, a computer lab and state-of-the-art internet database computer services of the highest quality are available for students, such as the on-line part-time jobs and internship Student Employee Request (ER) system (Community Jobs Direct and Intern Connections data base are also located inside of this system), and the alumni Career Advice Network (CAN) data bases.

UCSC students who seek 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, securing 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. Students must be equipped to stand out amongst a significant 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 aforementioned services and programs have been implemented to support our efforts to prepare students for the world of work. These services and programs are continually reviewed and enhanced for the purpose of sufficiently preparing UCSC students for future careers.

Another component of the Career Center's mission is to maintain a highly visible, state-of-the-art, student-centered, one stop career services operation. In order to accomplish this specific mission, the nexus between UCSC students, the faculty, and the Career Center Academic Advisory Board is continually nurtured, as well as there are significant outreach efforts to employers, now, and in the future. To reach the level of performance that will attract visits from corporate America and the world, the Career Center continues to find ways to roll out the red carpet for all employers that visit UCSC. The Career Center's Partners for Progress program offers employers special services and unique opportunities related to their UCSC student recruitment efforts. The Career Center staff works effectively to attract all potential clientele to our one stop operation and to maintain a reputable, welcoming environment that ultimately provides recruiters with the opportunity to interact with qualified and highly educated students.

The Bay Tree Conference Center, located next to the Career Center, continues to be one location 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 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 also outside the US, via an electronic interview process using videoconferencing technology near by.

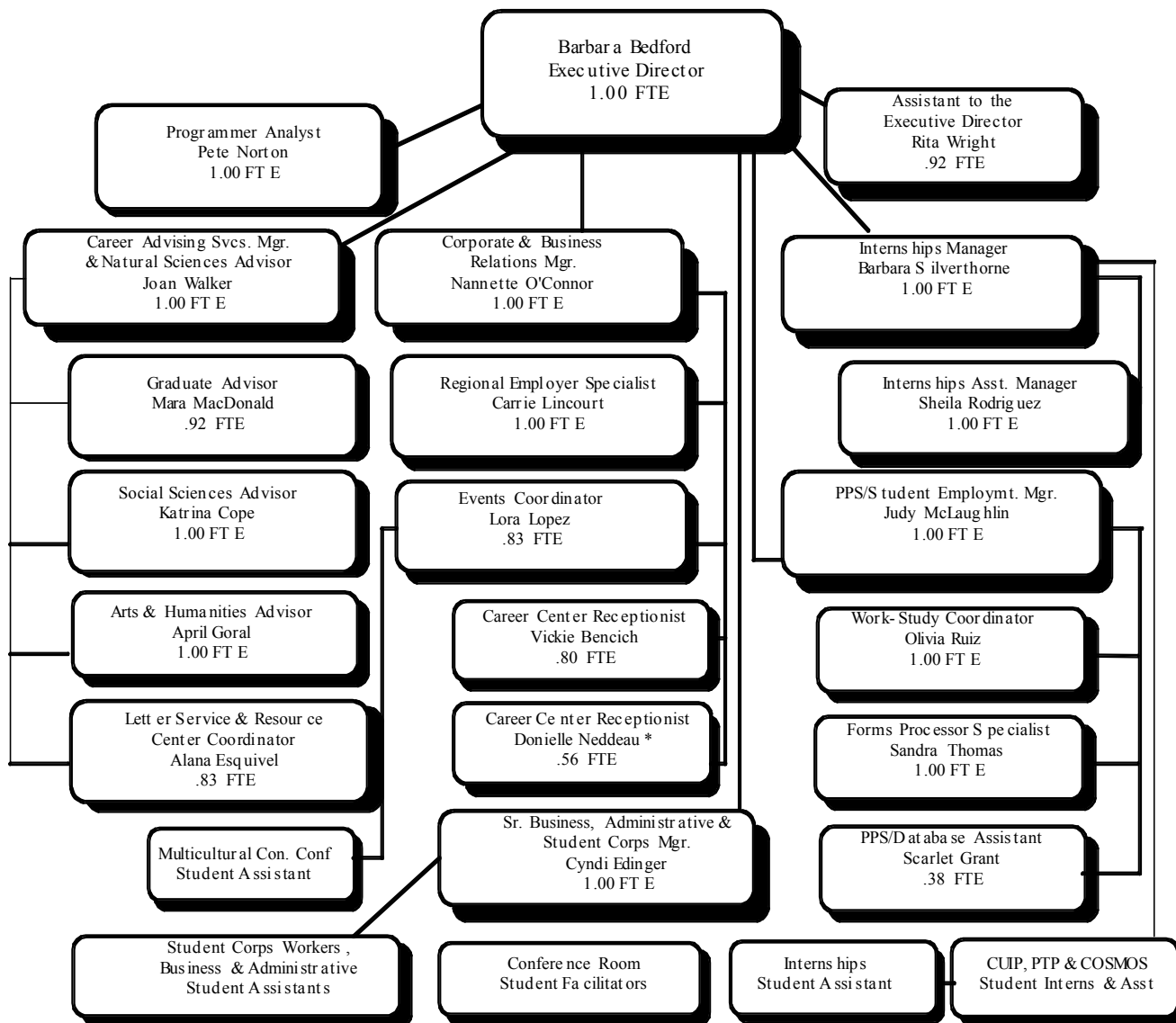
The goal is to keep pace with the forever changing technology here at the Santa Cruz campus and the world. On one hand, the demand for Career Center services, due to growth in student population, has been rewarding, on the other hand, extremely challenging. The Career Center staff will endeavor to accomplish its current mission, barring any unforeseen occurrence that may mandate a change, such as budgetary limitations. For example, some significant Career Center changes that occurred in 2004-2005 included the reorganization of specific Career Center programs and budget cuts. Some expected changes with the centralization of technology and business services will occur in this coming year 2005-2006. With those past and upcoming changes, the goal is to continue to maintain quality services to the best of our ability for our student, staff and community clientele. 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, Executive Director

Career Center Staff Total FTEs = 17.68

2005-2006

Total Staff = 20, Total Students = 25+ *one time funded



PROGRAM DESCRIPTIONS

Administration & Executive 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

Bay Tree Conference Center

- Conference Facility Oversight
- Oversight of 3rd floor Bay Tree Building

Career Advising

- Drop-In and Individual Advising Services/Graduate student advising/services
- Workshops (standard, special focus, departmental, college)
- Service Orientations
- Career Resource Library/Computer Lab
- Graduate Reference Letter Service
- Educational Placement Services
- Career Advice Network

Internships Programs and Services

- Chancellor's Undergraduate Internship Program (CUIP)
- Professions Training Program (PTP)
- Kauffman Entrepreneur Program (PTP-EG)
- PTP/COSMOS
- University of California Center, Sacramento (UCCS)

Corporate & Business Relations

- Career Job Fairs/High Tech, Non Profit, Last Chance
- Local Jobs Development
- Regional Jobs Development
- Multicultural Career Conference
- Graduate School Information, Graduate Fair
- MonsterTRAK
- Reception
- Partners for Progress
- Student Employee Recognition program (SERAP)

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 Corps

- On Campus Temporary Student Staffing Service

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 enhance the Career Center's partnerships with faculty. To meet this goal, the Career Center continues to meet quarterly with the Career Center Academic Advisory Board that consists of eight faculty members and Career Center staff. Student members have also been recruited to join the board.

The Career Center 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 aggressive outreach efforts to establish future long term partnerships with UCSC faculty.

The Career Center has established a strong partnership with the Economics Department Lecturer and Faculty Member Bob Shepherd who also is the Chair of the Career Center Academic Advisory Board. Consequently, this faculty partnership has resulted in a "Meet the Firms" career event where UCSC students had an opportunity to meet with 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, the Career Center Academic Advisory Board proposed that the Career Center develop a similar partnership with the School of Engineering and Dean Kang. The Career Center and Engineering Dept. collaborated in an effort to better serve both employers and students. In Fall 2003, the Engineering pilot program was launched. Consequently and after much strategic planning on how to enhance our outreach methods to students and employers in the Engineering field, the Internship team and the Career Center Programmer Analyst aggressively developed a computerized engineering interface with our existing career and internship opportunities database. The purpose of the interface is to target potential career opportunities in the area of Engineering and Information Science. This resulted in the Career Center posting more Engineering internships for students. A strong partnership with Dean Kang and the School of Engineering has been established.

The Career Center recently established a partnership with the Film and Digital Media Department. This past year the Career Center collaborated with Cynthia Payne, a Film and Digital Media student. Cynthia worked as a videographer for the SERAP awards, and in return received credit as a part of her senior project. In the future we hope to continue this partnership with the Film and Digital Media Department.

Goal:

More effective feedback:

In an effort to receive comprehensive and effective feedback from our student clientele, the Career Center continues to seek out students to offer advice via surveys and innovative evaluation processes. Our goal is to include students in the overall management/program services feedback process via committees, surveys and other unit evaluation tools.

In addition to seeking students' advice via surveys and evaluations, the Career Center Executive Director now has a sign posted in the lobby indicating open door/drop in hours on Thursdays for a couple of hours in the afternoon. The goal is to provide an opportunity to meet with the Executive Career Center Director to offer comments, suggestions, and feedback regarding the Career Center. Another ongoing goal is to further advance our 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.

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.

One way the Career Center aligns with the divisional goals, such as leadership, can be seen in the Student Regent Recruitment program, which recruits student leaders who would, if granted the opportunity to be Student Regent, have the responsibility to establish policy in areas such as personnel, campus development, student fees, admissions and financial aid.

Another way is the Advising team's sponsorship of free practice exams, which offer students the opportunity to test their skills on specific admissions exams, enriching their life for after graduation.

Also, in an effort to meet the demand of the increased population of UCSC graduate students, expanded graduate services continue to be provided by the Career Center Graduate Student Adviser.

Goal:

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

Due to the reorganization of staffing & budget cuts in 2004-05, our continued goal is to effectively distribute existing resources in support of the Career Center's budgetary operation. One way that the Career Center has accomplished this goal was by reorganizing the teams so that the separate functions between two different teams were now organized by similar job functions. We also created one new comprehensive Internships team.

For example, major events coordination, in previous years, was under the umbrella of various Career Center teams. To better facilitate the Career Center events coordination programs, all major events such as the Student Employee Recognition Award Program (SERAP), Graduate & Professional School and all Job & Internship Fairs are now under the responsibility of the Corporate and Business Relations team's Event's Coordinator. Additionally, all the Letter Services are now the responsibility of the Advising team's Letter Service and Resource Center Coordinator. In prior years, the Letter Service duties and responsibilities were segmented between two teams.

The Career Center also experienced a major budget cut that created a situation in which we had to cut our permanent staffing FTE from 19.36 to 16.67 total FTE (which took effect in year 2004-05). We had to lay off one employee, reduce several staff FTE's, and become resourceful with funding for the remaining staff. This particular change has been a challenge for those teams directly impacted; The Administrative team has one reduced time Assistant to the Director. The Advising team has one reduced time Advisor and Letter Service & Resource Center Coordinator. The Student Corps team no longer has a permanent FTE, but only temporary one-time funds for student employee or temporary assistants. The Corporate & Business Relations team has one reduced time Events Coordinator. As we move forward, with scarce funds, 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, Corporate & Business Relations, and Internships. Consequently, our continued goal is to provide quality customer service by retaining staff (For more details, see part 5).

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 continues to seek increased partnership with UCSC faculty, including provosts and deans. The Career Center also seeks partnership

with staff from the Alumni office, Colleges, campus-wide technology staff, Human Resources, Student Affairs, Business Services, etc.

Another way to outreach for UCSC students to find their careers upon graduation is through partnering with off-site businesses, corporate and non-profit organizations in the community, Bay area and nationwide, as seen in the new Community Jobs Direct system, allowing off-campus employers to post jobs for UCSC students. 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 continue to put on special events such as the Multicultural Career Conference (Alumni of Color and students of color have an opportunity to interact annually) for the diverse representation of UCSC students. The Advising & Internships teams continue to work closely with the Ethnic Resource Centers. 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 strategies in the PTP program will continue. Outreach efforts to promote diversity include the campus COSMOS outreach program. This program offered opportunities for selected low-income students participating in the COSMOS program to participate in complementary stipend science internships in the local community.

Also, in previous years, advisers were asked to present at various campus events including an overview of career advising services for ADEPT, a resume workshop for the Women at Work Retreat, as well as the Graduate Student Adviser negotiated with UC Extension to secure six scholarships for women students and staff to attend the Executive Women's Institute which brings high potential women together for advanced training.

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, (see statistics and evaluations included in this report). 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 data is collected is upon viewing electronic job listings, students are requested to complete a survey. The Special Internships program continues to use a California Matrix Model to track student progress towards the goal of meaningful professional employment. The Advising team surveys students and all Career Center advising workshops are evaluated. 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. Also, the Employer Relations 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. The goal is to annually survey the campus community regarding use of the Student ER System. Other measurements include comparisons between other UC Career Center's annual increases in activities or statistical data, and incremental increases or decreases in benchmarking practices and standard

measurements. Outcomes for some of these measurements are explained in the upcoming sections of this report.

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. 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 that 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, one goal is to continue enhancing our working relationship with MonsterTRAK.com, which is 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.

A major improvement for this year is the inclusion of CUIP and PTP listings in the Intern Connection on-line internship database. This allows students to search the internships based upon location, career field and other criteria, and to view the internship details along side other internships. The goal is to establish a centralized database that will allow all students and potential employers to have a one stop location for all their internship connections.

Goal:

To increase collaboration with on-campus units:

The Career Center continues to collaborate with Financial Aid, Accounts Receivable, Accounts Payable, and the Student Life Business Center (SLBC) to allow the most efficient processing of payroll and business transactions possible. In addition, continued 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 Career Center Payroll Personnel Systems (PPS) Manager collaborates with Staff Human Resources (SHR) quarterly, to offer a comprehensive, well attended "How to Supervise Student Employees" workshop.

Goal:

To increase fund-raising efforts:

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. PFP is an exceptional outreach and fund raising program.

PART 2:

PROGRAM CONSTITUENCY

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HIGHLIGHTS

Barbara Bedford, Executive Director

Career Center Team Program Managers:

Pete Norton, Programmer Analyst

Joan Walker, Advising Services Manager & Adviser

Cyndi Edinger, Senior Business, Administrative & Student Corps Manager

Judy McLaughlin, On Campus Employment (PPS) Manager

Nannette O'Connor, Corporate & Business Relations Manager

Barbara Silverthorne, Internships Manager

BUSINESS AND ADMINISTRATION

The Career Center Business and Administrative team is comprised of four individuals: the Career Center Executive Director, the Assistant to the Executive Director & Non Work-study/Bay Tree Conference Room Coordinator, the Senior Business, Administrative & Student Corps Manager/Student Regent Recruitment Coordinator, and the Programmer Analyst/Computer Consultant. Three of these individuals assist the Career Center Executive 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 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, Corporate & Business Relations, Internships, and the Director's Administrative program.

Some of the new successes in 2004-05 include the reorganization of staffing, in the face of budget cuts. For example, major events coordination, in previous years, was under the umbrella of various Career Center teams. To better facilitate the Career Center events coordination programs, all major events such as the Student Employee Recognition Award Program (SERAP), Graduate & Professional School and all Job & Internship Fairs are now under the responsibility of the Corporate and Business Relations team's Events' Coordinator. Additionally, all the Letter Services are now the responsibility of the Advising team's Letter Service and Resource Center Coordinator. In prior years, the Letter Service duties and responsibilities were segmented between two teams. Last year, in 2004-05, we absorbed many of the budget cuts by using one-time funds to cover and retain some of our staff. We also hired student employees to offset the budget cuts. It has been difficult to operate with reduced FTE and on limited funds.

Also, in 2005-06 we expect changes in the centralization of business, human resource, and technology services. We will need to allocate our resources effectively to absorb these changes.

Technology

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

Year end statistics:

- 2794 total ERs in the system
- 38,737 student logins for on-campus and work-study jobs
- 51,785 student applications submitted this year.
- 59,827 student logins for Community Jobs Direct
- 1,367 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:

- 181,997 Jobs page
- 96,058 Career Center main page

- 17,234 Employer page
- 11,607 Staff page

ADVISING

The Career Center Advising Team is composed of four career advisers (three for undergraduates and one for graduate students) and the letter service/resource center coordinator. Career advisers are responsible for general advising and outreach, creating and conducting workshops, and serve as liaison to departments and colleges. The resource center coordinator assists students with resource questions, orders books/newsletters, and maintains the library. In addition, as letter service coordinator, she coordinates the Graduate School Reference Letter Service (GRLS), the Health Science Letter Service (HSLs) and the Ph.D. Letter Service. The Advising Services Manager/Natural Sciences Career Adviser supervises team members.

There was transition once again in the letter service/resource center coordinator position. In August 2004, the person in that position was promoted to another position in the Career Center. A new staff member did not begin working until January 2005. During the four month time period (the busiest time of the year for the letter services), a temporary person was hired along with assistance from the staff member previously in that position and the advising services manager.

Another major change for the Advising Team was assuming some of the duties of the Health Career Resource Office. Due to budget cuts, pre-health advisers were reduced from two to one part-time position. The Career Center was contacted by Natural Sciences and asked if some duties could be transferred to the Career Center. The Advising Team agreed to take on the health science letter service. In addition, the advising manager agreed to critique personal statements and conduct mock interviews for health career applicants. This has added a substantial workload to the Advising Team.

Regular (standard) workshops on applying to graduate school, interviewing, the job search process and resume development were held throughout the academic year for both undergraduate and graduate students. Workshops on job search, application process, resume and interviewing were held specifically for graduate students. These workshops were evaluated on a scale of 1-5 with 5 being excellent. Overall, student rating of the regular workshops was 4.75.

In addition, the advisers worked with departments, colleges and student organizations to sponsor special workshops. Workshops were conducted for STARS, EOP, Psychological and Counseling Services, the Village, the Ethnic Resource Centers, GLBTI and Gamma Phi Beta. Ten workshops were held for departments, six for colleges, and eleven special workshops for the general student population. During the summer advisers conducted five Choosing a Major workshops for undecided freshmen during Summer Orientation, and one workshop for COSMOS. There were 11 workshops/events planned for graduate students. Some special graduate workshops included Dissertation Writing, the Academic Job Search and Grant Writing. Four job search workshops were held for education credential students. Eight class workshops were planned and conducted by advisers at faculty request. These included four workshops for the Master's degree program in Education, one for Engineering, two for Environmental Studies, one for Earth Sciences, and four for the Professions Training Program course. In total, 110 standard or special workshops were offered in 2004-05.

Overall attendance at regular and special workshops was down by 13.6% from the previous year. This was mainly due to a decrease in summer orientation attendance (down 28%) and graduate student workshops (down 54%).

The number of clients served in advising sessions this year was slightly higher than the number seen last year (Attachment A).

The Advising Team sponsored free practice GRE, LSAT, GMAT, and MCAT exams with Kaplan and Princeton Review. These were well attended and offered students the opportunity to test their skills on these admission exams.

The Advising Team also was active in college, university-wide and community events. In addition to tabling at such events as the Summer Orientation and Fall Resource Fairs, the Advising Team assisted with job/internships fairs, the graduate school fair and the Multicultural Career Conference. The advising manager presented two workshops on applying to graduate school for ADEPT. The Social Sciences/Engineering adviser served a second year on the Staff Advisory Board.

Outreach to on-campus and off-campus individuals was almost identical to the numbers of the previous year with similar outreach activities completed.

Team members enhanced and expanded their knowledge and skills by active membership in professional organizations including the Western Association of Colleges and Employers (WACE), the National Association of Colleges and Employers (NACE), California Association for Employment in Education (CAEE), Network, Pacific Coast Association of Pre Law Advisers (PCAPLA), and the Liberal Arts Connection (a northern California consortium of career advisers). Two advisers attended the International Career Development Conference, several members of the team attended on-campus training and development classes, one member attended a Careers in Art Conference, three members attended an assessment training workshop, and one member attended the Pre-law Advisers fall conference. The graduate adviser attended the NCDC and WACE conferences. The Advising Team hosted the fall Liberal Arts Connection meeting. Approximately 40 career advisers from Northern California attended the event.

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 Attachment C.

A few statistics from the survey should be highlighted. Approximately 36% of the individuals seen during drop-in advising were seniors. About 36% of the respondents indicated their ethnicity as one of the following: African American, Asian, Mixed Heritage, Filipino, and Latino/Chicano. These percentages of seniors is comparable to 2003-04, however, the number of students of color is down by 6%. The major reasons for student visits were for resume review, followed by assistance with the job search, applying to graduate school and general career advice.

The overall rating of advising services (on a scale of 1-5, with 5 being excellent) was 4.7 with 77% of the respondents checking 5.

For a second year the advising team took on the supervision of a graduate counseling intern from Santa Clara University Master's degree in Counseling program during the winter quarter. The intern participated in advising sessions, workshops, and assisted with administrative tasks along with creating new informational handouts. The advising team also sponsored a field studies psychology major. The student worked with the team the whole year in preparation for graduate study in career advising.

ADVISING TEAM SUMMARY 2004-05
Number contacts/participants **Appendix A**

Advising Sessions	2003-04	2004-05
Summer	429	516
Fall	1056	1002
Winter	948	981
Spring	827	901
TOTAL ADVISING SESSIONS	3260	3400

Standard Workshops	2003-04	2004-05
Summer	0	0
Fall	76	82
Winter	81	94
Spring	130	81
Total Standard Workshops	287	257

Special Workshops	2003-04	2004-05
Summer	627	453
Fall	192	366
Winter	316	314
Spring	314	276
Total Special Workshops	1449	1409

Standard Grad Workshops	2003-04	2004-05
Fall	14	6
Winter	0	0
Spring	11	3
Total Standard Grad Workshops	25	9

Special Grad Workshops	2003-04	2004-05
Fall	56	30
Winter	179	118
Spring	140	23
Total Special Grad Workshops	375	171

Outreach	2002-03	2003-04
Summer	61	383
Fall	549	222
Winter	35	58
Spring	16	0
TOTAL OUTREACH	661	663

Advising Sessions 2004-05

Appendix B

Summer 2004						
	Drop-in	Office Appt.	Phone	Email	Total	
Current Student	97	103	22	36	258	
UCSC Alumni	56	31	40	69	196	
Graduate Student		20	9	8	37	
Community Member	2	9	2	12	25	
Summer Total	155	163	73	125	516	
Fall 2004						
Current Student	379	236	37	98	750	
UCSC Alumni	25	29	61	67	182	
Graduate Student	33	11	5	4	53	
Community Member	4	5		8	17	
Fall Total	408	270	98	173	1002	
Winter 2005						
Current Student	418	274	32	94	818	
UCSC Alumni	20	27	30	33	110	
Graduate Student	11	34	16	2	47	
Community Member	2	2	1	1	6	
Winter Total	440	303	63	128	981	
Spring 2005						
Current Student	321	275	32	113	741	
UCSC Alumni	13	17	35	31	96	
Graduate Student	3	26	10	12	51	
Community Member	4	3	5	1	13	
Spring Total	338	295	72	145	901	
2004-2005 Total	1341	1031	306	571	3400	

College	Number	Percent
Stevenson	25	8.9
Cowell	23	8.2
Eight	37	13.2
Merrill	27	9.7
Porter	11	3.9
Oakes	24	8.6
Kresge	20	7.1
Crown	34	12.2
Nine	25	8.9
Ten	19	6.8
Grad	21	7.5
Alumni	12	4.3
No answer	2	.7

Undergraduate Major	Number	Undergraduate Major	Number
Art	6	Neuroscience & Behavior	1
American Studies	4	Philosophy	3
Anthropology	6	Plant Science	1
Art History	1	Politics	6
BMB	2	Psychology	29
Biochemistry	1	Sociology	20
Bioinformatics	2	Theater Art	1
Biology	9	Women’s Studies	7
Bus. Man. Economics	49	Undeclared	10
Chemistry	2		
Community Studies	2	Biology/Economics	1
Computer Engineering	2	Biology/Environ. Studies	3
Computer Science	4	Biology/Psycholgy	1
Earth Sciences	1	BME/Theater Art	1
Ecology & Evolution	1	Earth Science/Environ. Studies	1
Economics	5	Economics/Philosophy	1
Electrical Engineering	2	Environ. Studies/Economics	1
Environmental Studies	2	Environ. Studies/Politics	1
Film & Digital Media	7	Literature/Philosophy	2
Global Economics	2	Philosophy/Anthropology	1
Health Sciences	2	Philosophy/Psychology	1
History	7	Politics/LALS	1
ISM	2	Politics/Legal Studies	1
Language Studies	5	Politics/Literature	1

Legal Studies	2	Psychology/History	1
Literature	11	Psychology/Literature	1
Linguistics	3	Sociology/Community Studies	1
Marine Biology	2	Sociology/Language Studies	1
Mathematics	2	Sociology/Legal Studies	1
MCD Biology	11		

Graduate Department	Number	Graduate Department	Number
Computer Engineering	1	Environmental Studies	1
Computer Science	3	History of Consciousness	3
Digital Art	1	Mathematics	1
Economics	3	Physics	3
Education	2	No Answer	3

Class Level	Number	Percent
Frosh	17	6.1
Sophomore	44	15.7
Junior	79	28.2
Senior	102	36.4
Graduate	21	7.5
Alumni	12	4.3
Other	3	1.1
No Answer	2	.7

Ethnicity	Number	Percent
African American	5	1.8
Asian	51	18.2
Filipino	10	3.6
Caucasian	141	50.4
Mixed Heritage	16	5.7
Latino/Chicano	20	7.1
Native American	0	0
Other	12	4.3
No Response	25	8.9

Purpose of Visit	Number	Percent
Resume review	77	28.1
Job Search	29	10.6
Career Advice	49	17.9
Internship	15	5.5
Summer Job	4	1.5

Graduate School	31	11.3
Work Abroad	3	1.1
Interviewing	5	1.8
Choosing a major	11	4.0
Law School	17	6.2
Assessments	2	.7
Part-time Work	2	.7
Multiple Needs	25	9.1
Changing Major	3	1.1
UC Regent App.	1	.4

Service Rating (on scale of 1-5 with 5 being excellent)

Rating	Number	Percent
5	213	76.6
4	55	19.8
3	8	2.8
2	1	.4
1	1	.4
Overall rating	4.7	

INTERNSHIPS

The Career Center Internship Program manages four programs, the Career Center Campuswide Internship Resource, the Chancellor's Undergraduate Internship Program (CUIP), the UC Center in Sacramento (UCCS), and the Professions Training Program, which includes the Social Entrepreneurs Group (PTP/SEG), PTP/Internship Preparation Course, and the PTP/COSMOS Internships. This year staff consisted of the Manager Barbara Silverthorne, Assistant Manager Sheila Rodriguez, Coordinator Jenny Hernandez (half-time student staff), CUIP Interns Erika French-Arnold, Aimee Phelan, Casey Harbin, and Erica Schoenberg, Volunteer Intern Andrea Miller and Web Assistant Ian Collins (work-study student staff).

The Career Center Campuswide Internship Resource provides comprehensive internship services for students including the Intern Connection (on-line internship listing database), internship advising, internship workshops, a variety of internship directories, internship web site links and the internship program web site. Career Center Internship Program staff has a unique responsibility for campuswide internship initiatives on the campus. Therefore, the staff acts as a resource on campuswide committees like the Service Learning Task Force. One of the goals of the team is to make the Intern Connection a one-stop shop for students and employers trying to find or list internships.

The Chancellor's Undergraduate Internship Program (CUIP) develops and supports student leaders. In exchange for registration fees for an academic year interns work with a mentor on campus for a year, take a lead role in an important campus project, and participate in a 6-unit seminar led by the Dean of Undergraduate Education and top campus administrative leaders. Over 125,000 intern hours have served the campus since the program's inception in 1994. The program has produced an impressive list of legacy projects for the campus and for the University.

The University of California Center in Sacramento (UCCS) internship program provides UC students with professional experiences and skill-building opportunities while they live, intern, and conduct research in California's State capital. The program admits all majors for Winter, Spring, and Summer Quarters. Students enroll through their respective UC campuses. This academic based program is comprised of an internship that is tailored to the student's specific interests, a research seminar course, and an additional elective course. This is a cooperative venture with the Career Center, the College Eight Provost, Environmental Studies Professor Dan Press, and the UC Office of the President as partners.

The Professions Training Program (PTP) guides students to professional level internships related to their career or academic goals through three distinct programs serving different groups of students. **PTP/Internship Preparation** serves undergraduate students in all majors with a popular two-unit course sponsored by Crown College and taught by the Internship Program Manager with guest lectures from the Internship Program Assistant Manager, Career Advisers, Field Study Program Coordinators, as well as current internship mentors and interns. **PTP/Social Entrepreneur's Group (SEG)** is a wage sharing program which pays interns \$10.00 per hour, of which the employer and the University each contribute \$5.00 per hour toward the interns' wages. All the resources of the Career Center assist the PTP interns to be strong job candidates, through workshops and individual career counseling. Students benefit from a companion course titled "Strategic Management and Entrepreneurship in the Nonprofit Sector" which gives them the tools to make a significant contribution to their host organization and gives them a head start towards a management level career in the nonprofit sector. The **PTP/COSMOS Internship** program is a partnership between PTP and the California State Summer School for Math and Science (COSMOS). The purpose of PTP/COSMOS is to create opportunities for selected low-income students participating in the COSMOS program to participate in a complementary internship program. This program is funded by grants secured in collaboration with the UC Office of the President. The funding and associated alliances

have helped to subsidize staffing and operational costs for programs and establish networks, which serve undergraduates.

Primary Achievements

Launched UC Center Sacramento Summer Quarter Program

The Career Center Internship Program provided research, guidance, and recruitment for the UC Santa Cruz portion of the UC Center Sacramento program's launch of a summer internship program in the State Capital. The systemwide program was previously only available during the school year. The summer quarter is very popular drawing three times the number of applicants compared to any other quarter.

Expanded the Intern Connection on line database functions to serve campus units, employers, and students. The latest innovation is an email alert for students regarding new internships in the students' fields of choice. In an on-going effort to reach the goal of providing a one-stop location of internship listings, staff explored and expanded relationships with the following campus units and departments:

Student Media

Film and Digital Media

Environmental Studies Field Study Program

Conducted the Second Annual Professions Training Program Internship Preparation

Course a two-unit course sponsored by Crown College. Demand for the class was again overwhelming. Crown sponsorship was approved after registration was complete and yet the class of forty was filled within twenty-four hours of the announcement.

Facilitated Service Learning Task Force

The Career Center Internship Program Manager and Assistant Manager facilitated the Service Learning Task Force for the 2004-2005 academic year. The Task Force was recognized as a "Best Practice" at systemwide Student Affairs Conference.

Improvement of Web Site

This year the Internship Program launched a new branded look for the internship section of the Career Center website. The redesign includes merging and streamlining of all internship material on the Career Center web site, which was previous divided along reporting lines resulting in improved navigation. New content includes success stories highlighting student interns in the CUIP and PTP programs.

Program Evaluation

On-line year-end evaluations for both mentors and students have been continued. Surveys for students document their involvement, measure their growth, and provide constructive feedback. Mentors are able to assess the program by giving constructive feedback on the application process as well as the strengths, weaknesses, challenges and opportunities of the program. Mentor feedback on program design elements has been incorporated into the application process resulting in higher reply rate. The year-end student evaluation survey was advertised to all previous interns with information from the Alumni Database.

Expansion and Implementation of Fund Development Plan

Five strategies for developing and strengthening relationships with potential donors were pursued: presentations at local Rotary meetings; alumni contact; newsletter for alumni, mentors and friends of the CUIP and PTP programs; presenting program information to the Telephone Outreach Program; and,

foundation research, grant writing, and contact. Presentations were made at two local Rotary club meetings. A fund request letter will be sent to the Rotary during the summer.

The program sent out an electronic newsletter to all past CUIP and PTP interns, mentors, and supporters. The newsletter can be viewed at: http://www2.ucsc.edu/careers/sip/newsletter_wtr_05.pdf. The newsletter allows the Internship Program to make contacts for tracking of intern career progress, networking, donor development, and internship placement development purposes.

The Manager hired and supervised a CUIP intern to plan and implement the first ever CUIP Alumni Gathering and conduct other development activities. The results of grant research confirmed the Student Affairs Development Director's assessment that funds to pay interns, like scholarships, are not generally funded by foundations. One notable exception was successfully pursued: the Bonner Foundation. Highlights of the development accomplishments follow.

Secured 20 Bonner Foundation AmeriCorp Scholarships of \$1,000 each for Professions Training Program/Social Entrepreneurs Group (PTP/SEG) Interns who work 300 or more hours in non-profit organizations. This provides incentive for interns who already receive ten dollars per hour for an average of 200 hours to deepen their experience and contribute more to their host organizations. This is also the first step in a partnership with the Bonner Foundation as a member of the Bonner Leaders Program.

Secured \$10,000 grant from CISCO for the PTP/COSMOS program in addition to continued funding for staffing through September 2005. In October of 2005, the program and associated funding for both staffing and operational budget will be transferred to the Educational Partnership Center.

Received Confirmation of Funding from the Chancellor for a CUIP Intern

The Career Center Internships Office requested a commitment for support to cover the cost of a CUIP intern for the 2005-2006 and 2006-2007 academic years. Received confirmation of funding for 2005-2006. Decision regarding 2006-2007 pending.

Held the First Chancellor's Undergraduate Internship Program Alumni gathering

The gathering was well attended by alumni, mentors, and current participants

Program Specific Reports and Constituency Demographics

Career Center Campuswide Internship Resource

The Career Center Campuswide Internship Resource provides comprehensive internship services including the Intern Connection (internship database), internship advising, internship workshops and a variety of internship directories and internship web site links and resources. To stay current and to enhance the skills and knowledge needed in the internship field, staff attend professional conferences and workshops, are members of on-campus task forces, and join appropriate listserves including the UCSC Service Learning Task Force, Internship-Net@listserv, Liberal Arts Connection (a northern California consortium of career center members), the COOL Idealist National Conference, UCSC Academic Advising Forum, and Career Service Institute.

Program Accomplishments

Intern Connection

The UCSC Intern Connection is a state of the art technological database introducing students to the internship world providing an easily accessible internship listing system that is a marketing tool to

increase employer participation and provide students internship opportunities. The Intern Connection lists local, national and international internship opportunities. This year the database listed 475 standard and 104 special program internships. The system was completely revamped and upgraded two years ago. In it's second year of transition the database has fulfilled an important goal of eliminating stale postings. The system automatically notifies employers that they need to renew their listings and removes outdated listings. At this phase of the transition, the emphasis is on quality listings vs. quantity of listings.

New challenges have emerged. Because employers now post their own internships directly to the database, staff has experienced that some of the larger companies such as Hewlett Packard, American Red Cross and Dept of State do not allocate staff resources to posting to campus websites. To continue listing these popular programs for students, the Career Center Internship Program staff is forced to allocate substantial staff time to evaluating the expired listings for reposting and researching new internships.

Tracking how many students are placed in internships is another important but illusive goal for the Intern Connection database. In tracking internship hires this year 62 employers (out of 331) responded to automated requests for hiring information recording 13 full-time and 56 part-time intern hires throughout the year. The Internship Program staff previously participated in the WASC Accreditation process, which recommended including internship information in a mandatory Senior survey and inclusion of internships in transcript notation. The staff will continue to pursue multiple paths to gaining more accurate accounting of the internship activity of UCSC students.

Staff is making steady progress towards the ambitious goal of providing a campuswide one-stop location for internship listings by working closely with other units and departments to meet their needs and give them good reasons to go to the extra trouble of posting centrally. The Internship Program has made great strides in promoting the Intern Connection database to campus programs and departments moving towards a centralized site for the campus community and off campus employers. The Engineering Department, as our pilot program last year, continues to work closely with the internship staff referring employers to the Intern Connection database to post internships. This referral has become an excellent method for staff and faculty in the Engineering department to personally direct employers to the on-line database. Engineering staff also provides students a weekly on-line newsletter that announces new Engineering internships that are posted through the Intern Connection. In addition to the programs listed in the database, including College 9 and 10, Economics and Psychology Field Study programs, CUIP, and PTP both the Community Studies and Health Science Field Study programs have joined in listing their program information. A demonstration on the Intern Connection was presented to the Film & Digital Media Dept., Student Media Program and Environmental Field Study Programs. Staff will continue to work with each department to explore how we can accommodate them and encourage them to join in listing their internship of the database. A major goal for next year is to launch a listing of all campus internship programs for off campus employers to view as a central source for referral.

In response to students needs for timely information, employer requests for individualized recruitment, and the need to automate staff functions wherever possible, a new opt-in email notification feature was added to the student interface of the Intern Connection. To activate this feature students complete questions through the student interface. As new internships are posted to the database, the system generates email announcements to students regarding new internship listings matching career fields they have selected. Students can remove themselves from the list serve at will. This feature was implemented in Spring Quarter with eighty-one students signing up by the end of June. During its short period of use the feedback regarding this new feature has been positive from both students and employers.

Internship Program Web Site -- <http://www2.ucsc.edu/careers/intern/index.html>

An extensive internship web site update was completed this year. The new design brands the site with the "Internship Program, Opportunity Knocks!" logo and organizes sponsored programs, general internship information, success stories, FAQ, into a format which is more consistent with the navigation of the rest of the Career Center website. Four buttons which are consistent throughout the website allow our constituent groups to access information relevant to them: Students, Employers, Alumni and Donors. The Intern Connection database is featured prominently on appropriate pages with easy navigation.

Internship advising serves the general population through individual appointments, drop-ins, by telephone and email. Advising for special interests programs is provided including the Karl Pister Leadership Opportunity Awards (LOA) scholars and EOP. One LOA student scholar reported that a resume critique with staff resulted in a summer internship offer with Seagate Technology, a local technology company. Standard internship workshops were offered three to four times per quarter. The workshop includes the steps students take in the process of selecting an internship, handouts are provided. Special internship workshops were presented to the Engineering Dept., EOP and Oakes College. The Oakes College presentation was sponsored through an Oakes CUIP intern and was a success with over sixty students attending. A class presentation on the internship search was presented to the PTP-internship preparation class offered through Career Center instruction and Crown College sponsorship. Other internship resources available through the office include internship directories housed in the resource library, the internship handout providing a sample resume and cover letter and listings of internship web links. These resources are also available on-line through the internship program web page.

Internship Workshops presented 2004 - 2005
Standard Workshop -- Selecting an Internship

<u>Day/Date</u>	<u>Time</u>	<u>#Attended</u>
Tues. 10/12/04	12-1 pm	2
Wed. 10/27/04	1-2 pm	1
Thurs. 11/4/04	1 -2 pm	6
Wed. 11/17/04	11 am-12 pm	1
Wed. 1/12/05	1-2 pm	2
Thurs. 1/27/05	11 am-12 pm	canceled due to illness
Tues. 2/8/05	12-1 pm	6
Thurs. 4/7/05	1-2 pm	2
Tues. 4/19/05	2-1 pm	1
Wed. 5/4/05	12-1 pm	0

Special Request Internship Workshops

<u>Who</u>	<u>Day/Date</u>	<u>Time</u>	<u># Attended</u>
Engineering	Tues. 11/9/04	4-5 pm	8
Oakes Learning Center	Tues. 1/11/05	7-9 pm	62
Pister Scholars	Fri. 2/11/05	12:30	17
Engineering Internship			
Resume Critique	Wed. 4/13/05	1:30-3:30 pm	8
EOP	Fri. 4/29/05	12:30-1:30 pm	5

Chancellor's Undergraduate Internship Program 2004-05

Chancellor's Office Funding

Due to budget cuts across campus and the changes in leadership, during the 2003-2004 academic year the Chancellor's Office reduced the matching funding provided for internship stipends from 35 to 31 participants. Funding for 2005-2006 remains at the 31 participant level. The popularity of the program

with the mentors has made it possible to find a few mentors who have multiple CUIP interns who are willing to pay 100% for one or more of their interns. This creative financing and the instructor's willingness to accept more than 31 students in the class have allowed the program to continue to operate with an average of over 35 participants. Funding from the Chancellor's Office is not a given. During the Fall of 2005 the funding structure will be reevaluated.

Internship Proposals Steady

Proposals remained strong. The total number of proposals was 46. All proposals met the established criteria for CUIP internships.

Advisory Board Development

The CUIP Advisory Board membership included: the Dean of Undergraduate Education, Bill Ladusaw, Provost, Joel Ferguson, Career Center Executive Director, Barbara Bedford, Academic Preceptor, Elaine Kihara, College Administrative Officer, James Carter, and CUIP Interns from 2004-05. The board convened to counsel the Internship Manager in selecting the top 35-40 internships.

CUIP Seminar

The CUIP seminar course was led by Vice Provost/Dean of Undergraduate Education Bill Ladusaw. The seminar, Leadership and Institution Building, provided students 2 units for each of three quarters. Skills development and student presentations combined with guest lectures from the top campus leadership on topics ranging from the timeline and consultation process involved in campus construction projects, through the relationship between chancellors, regents and legislators, how student government operates on both campus and statewide levels. Guests included Chancellor, Denise Denton; Interim Chancellor, Martin Chemers; Vice Chancellor, Tom Vani; Campus Architect, Frank Zwart; Academic Senate Chair, Alison Galloway; Academic Senate Vice Chair, Fay Crosby; Vice Chancellor for Planning and Budget, Meridith Michaels; Executive Director of Admissions and University Registrar, Kevin Browne, and the SUA Officers.

CUIP continues to bring community leader Tony Hill to campus for a workshop during the CUIP Seminar. Mr. Hill conducts an interactive diversity and style assessment workshop called "True Colors". Students overall felt that it was very beneficial to the class.

All interns made formal presentations of their year's work at the annual CUIP Symposium.

Chancellor and Dean Transition

The Internship Program team was flexible and proactive and took on additional workload in responding to the numerous course schedule changes associated with turnover in the Executive Cabinet.

Total number of interns for 2004-05 = 37

Demographics

Gender

Male - 10

Female - 27

African American - 2

Asian/Pacific Islander - 5

Chicano/Latino -1

Caucasian - 16

Other – 3
Hispanic- 3
Mexican- 2
Filipino- 2
Japanese- 1
European American- 2

Total Number of Proposed Internships = 46

Total Number of Student Applications = 68

Please see addendum for a list of CUIP Intern post program accomplishments.

UC Center in Sacramento

UCCS Program

The University of California Center in Sacramento (UCCS) internship program provides UC students with professional experiences and skill-building opportunities while they live, intern, and conduct research in California's State capital. The program admits three students per quarter for winter and spring quarter (six or more students for the summer quarter). Students are recruited from all majors. This academic based program is comprised of an internship that is tailored to the student's specific interests, a research seminar course, and an additional elective course. This is a cooperative venture with the Career Center, the College Eight Provost, Environmental Studies Professor Dan Press, and the UC Office of the President as partners.

Program Accomplishments

Managing Transition

The Internship Program team continued recruiting and managing the selection process for the Fall, Winter and Spring quarters. Summer 2005 quarter this year was added and Fall quarter 2005 was cancelled due to fact that the Legislature is not in session during that time period. The Summer quarter addition included trouble shooting several policy issues. This included arranging special registration through the Summer Session at UCSC, the impact to students with financial-aid, course sponsorship, credit transfer, etc. A total of fifteen students represented the UCSC campus in Sacramento this year including one in Fall, three in Winter, two in Spring and nine in the Summer quarter. UCSC was one of the top UC campuses having one of the largest applicant pools accepted to the first summer program.

Student Applications: 22, (5 declined, 2 not accepted)

Participants: 15 students accepted

Gender: 6 Female, 9 Male

Ethnicity: 7 White, 2 Filipino, 1 Native American, 1 Mexican American, 1 Korean,
1 Chinese, 2 Middle Eastern

Please see addendum for a list of UCCS Intern post program accomplishments.

Professions Training Program 2004-05

The core mission of the Professions Training Program (PTP) is to guide students to professional level internships related to their career or academic goals. The PTP is currently composed of three programs:

The PTP/Internship Preparation Course, the PTP/Social Entrepreneurs Group (PTP/SEG) and the PTP/COSMOS Internship Program.

Professions Training Program – Internship Preparation Course

A new two-unit course that provides preparation for internships was offered again in Winter Quarter. The first time it was offered was in Spring of 2004. The course included the following topics:

- Career Exploration
- Selecting an Internship
- Resume and Cover Letter Writing
- Interviewing Techniques
- Communication and Conflict Resolution
- Learning from Your Internship - Reflection
- Getting the Most Out of Your Internship – What Employers Seek

The Internship Program Manager acted as instructor having secured a un-paid lecturer appointment through Crown College. The class was overwhelmingly popular for the second year in a row. Crown sponsorship was approved after registration was complete and yet the class of forty was filled within twenty-four hours of the announcement. The popularity of the class indicates that if staffing allowed at least two classes per year could be filled. The course is quickly becoming the cornerstone of the Professions Training Program. It serves all undergraduates in all majors and serves more students each year than the PTP/SEG program can accommodate.

Demographics

Please see addendum for a list of PTP Internship Preparation participant testimonials.

Professions Training Program/Social Entrepreneurs Group (PTP/SEG)

PTP/SEG Course: Strategic Management and Entrepreneurship in the Non-Profit Sector

The class provided a high quality, meaningful learning experience for both the student and the host organization. Students were taught current cutting edge theory on the topics of strategic management and entrepreneurship in the NP sector to supplement their non-profit internship. In this, it's fifth year, the course was again sponsored for credit through Community Studies Department. However, Community Studies will not be able to sponsor the class again because of staffing limitations caused by the need to focus on creating the new masters program. Crown College will be the sponsor in 2005-06.

Partnership with Community Foundation of Santa Cruz County

The Manager continues to foster a collaborative relationship with the Community Foundation in Santa Cruz. Information about the Professions Training Program is distributed via e-mail to the Community Foundation's database of local non-profits.

Partnership with the Bonner Foundation

The manager after several years of contact with the Bonner Foundation was able to secure 20 Bonner Americorp Scholarships of \$1,000 each for PTP/SEG participants. The participants are required to work 300 hours in service to a nonprofit organization in order to earn their scholarship. Given that \$1,000 for 300 hours does not provide the equivalent of a wage, the incentive is best matched with a program which pays the interns or which the student would be willing to do on a volunteer basis. Eleven of the thirteen PTP/SEG interns chose to participate in the program. Four additional students participating in other nonprofit service based leadership programs also participated in the program on a trial basis. As a result

students had the opportunity to earn \$15,000 in scholarships, which would not otherwise have been available. The manager is working with the Bonner Foundation to explore opportunities to continue and expand the program.

Total Number of PTP/SEG Interns 2004-05 = 13

Demographics

Gender

Male - 4

Female - 9

Ethnicity

African American - 1

Asian/Pacific Islander - 0

Chicano/Latino - 4

Caucasian - 8

Placements

Community Agroecology Network

First Night Santa Cruz

Friends of Olympia Station – Tandy Beal

Girl Scouts of Monterey Bay

Mercy Housing

Pacific Collegiate Charter School

Project SCOUT/Seniors Council

Responsible Hospitality Institute

Santa Cruz Office of Education

Santa Cruz Women’s Health Center

Tierra Pacifica Charter School

UC Santa Cruz Career Center Internship Program

United Way of Santa Cruz County

Willow Pond Horse Ranch

Please see addendum for a list of PTP/SEG Intern post program accomplishments.

PTP/COSMOS

Partnership with COSMOS Program

The Professions Training Program (PTP) continued to partner with the California State Summer School for Math and Science (COSMOS) to provide an internship program in the summer of 2005. The program offered opportunities for selected low-income students participating in the COSMOS program to participate in complementary stipended science internships in the local community. The program was initiated because a significant number of very talented applicants choose not to participate in COSMOS because they could not afford to forgo a summer’s earnings. The PTP/COSMOS internship program placed sixteen students substantially increasing the number of students participating. The PTP/COSMOS program has established a model, which has been replicated on the Davis campus. By integrating complementary program goals this model has leveraged the existing networks and knowledge base created by PTP and similar programs to serve COSMOS students on an ongoing basis.

This program is self-funded. The collaboration with COSMOS has provided funding for a part time assistant who takes on the majority of the task. The Internship Program Manager has continued to be

instrumental in securing the funding. She wrote the original proposal, which UCOP Development staff circulated, and wrote the grant proposal, which secured a grant for \$10,000 from Cisco Systems for this year. Funding for a third year of the program was secured. The program and associated funding for staff and operational costs will be transitioning to the Educational Partnership Center as of October 2005.

Participation: 16 high school students.

Gender

Female 9

Male 7

Ethnicity

African American 1

Asian/Pacific Islander 8

Caucasian 7

Placements:

Cisco Systems

Dr. Hoang – Internal Medicine

Pajaro Valley Water Management District

Santa Cruz Institute for Particle Physics

Seymour Center at Long Marine Lab

The Tech Museum of Innovation

For a detailed report and success stories see: <http://www2.ucsc.edu/careers/ptp/cosmos>

CORPORATE & BUSINESS RELATIONS

Jobs Development & Community Outreach

Student Utilization

Over the past year, 5,346 students physically visited the Career Center. Of the 5,346 students that identified their class level, 14% were Freshpersons, 18% Sophomores, 23% Juniors, 33% Seniors, 2% Graduates, 8% Alumni, and 2% Others.

There were 5,473 students that identified their reason for visiting the Career Center. Nineteen percent were for Part-Time Jobs, 6% for Full-Time Jobs, 28% for Advising, 5% Library/Computer Use, 10% Internships, 28% Payroll Signups, and 4% GRLS.

ANNUAL CAREER CENTER TRAFFIC COUNT

<u>Student Class Level Status</u>		<u>Purpose of the Students' Visits</u>	
Freshperson	731	Part Time Jobs	1,026
Sophomore	943	Full Time Jobs	352
Junior	1,236	Advising	1,530
Senior	1,789	Library/Computer	279
Graduate	132	Internships	567
Alumni	432	Payroll Signup	1,522
Other	83	GRLS	198
<i>Total</i>	<u>5,346</u>	<i>Total</i>	<u>5,473</u>

Job Location and Development Program

(Off-Campus Non Work-Study Employment Program)

Community Jobs Direct - On-Line Job Board

The Federal Work-Study Program directly subsidizes the Job Location & Development Program (JLD) and is housed under the umbrella of the Corporate & Business Relations Team. The prime directive of the program is to secure internships, part-time and full-time summer jobs for UCSC students. Just one of the Career Center's shining achievements was the design and implementation of **COMMUNITY JOBS DIRECT** (CJD), an on-line job board launched in November 2003. Community Jobs Direct provide California businesses the opportunity to list their job vacancies directly to UCSC students at no cost. CJD contributes its success to two major factors: user-friendly design and use, and it's readily accessible to both students and employers 24/7.

The following are just a few of comments made by employers using COMMUNITY JOBS DIRECT:

“Great! Easy to use. Much better than trying to capture all the information in a voicemail.”

“**Thank you for providing a more convenient method of job posting.**”

“**This is a great service for the community, especially the non-profit sector.**”

“It’s Wonderful! We’ve used your Office before, but this seems more streamlined for both us, the employers, and for you! Congratulation!”

“I think this was a great system to use. I was surprised at the number of responses I got from the students. I’ll be using it in the future.”

“This system worked perfectly. I hired a UCSC student to assist me in taking a series of electronic measurements. She did an excellent job. I’ll definitely use this system again.”

“We got great volume quickly and are interviewing 6 candidates with another 6 back-up phone numbers.”

In the past year, over **6,442** part-time, full-time and summer jobs were listed with Community Jobs Direct. Over **3,241** of the jobs were considered career exposure jobs with estimated earning of **\$850,370** annually.

Jobs Development in Santa Cruz County

Over the past year, the Corporate & Business Relations Manager (CBRM) has utilized several development strategies to strengthen the Career Center’s position within the local business community, and the following are examples: 1.) Participating as a member of the Aptos Chamber of Commerce Board of Directors, the CBRM has initiated over 600 direct employer contacts while attending various Santa Cruz area Chamber sponsored events 2.) As a Board member of the Northern California Human Resources Association (NCHRA), the CBRM has created a number of NCHRA activities that directly linked students to local Human Resources Administrators seeking to hire or mentor students.

Many of the CBRM’s activities create and foster valued relationships between the UC Career Center and the corporate & business community. The following are just a sample of the companies that participate in the Community Jobs Direct program: Hertz Corporation, Vector Marketing, Kaiser Permanente, Engage Communication, Yahoo, Cisco, E-Bay, GraniteRock, Borland, Santa Cruz Biotechnology, Driscoll Strawberry Associates, SmithBarney-Citigroup, Bay Federal Bank, CTB McGraw-Hill, Johanson & Yau Accountancy Corporation, Santa Cruz Seaside Company as well as hundreds of others.

Job Location and Development (Statistics Only)

Academic Year	# Student Jobs Developed	# Career Related Student Jobs	# Student Hires	Estimated Earnings
1997-98	2,515	949	393	\$ 686,625.00
1998-99	5,431	1,913	198	\$ 813,999.62
1999-2000	8,354	1,825	346	\$ 502,219.00
2000-2001	5,127	1687	326	\$ 736,871.00
2001-2002	2,867	794	305	\$ 577,554.00
2002-2003	2,059	564	245	\$ 424,380.00
2003-2004	1648	400	128	\$359,017.00
2004-2005	5,188	3,241	315	\$620,788.00

** Only jobs meeting the JLD requirements are listed in the statistics above.

Partners For Progress Program

In keeping with the Career Center's mission of continuing to provide the highest quality services in a climate of budget cuts, in 2004-05 the Employer Relations Team successfully implemented the corporate sponsorship program called **Partners for Progress**. The program offers employers a range of benefits catered to meet the needs of each business partner, on the level of contribution, custom tailored to heighten their visibility on-campus and dramatically increase their recruitment efforts. To date the program has successfully secured nine partners and has raised over 10K in revenue.

Jobs Development in Silicon Valley

In '04-'05 the Regional Employment Specialist (RES) strengthened UCSC's presence in the Silicon Valley business community through a combination of on site visits to employers, attendance at professional organization meetings, cultivation of relationships with employers and management of the On-Campus Recruitment program. The RES visited 59 organizations in the Silicon Valley, including Adobe, Cisco, eBay, City of Santa Clara, Consolidated Electrical Distributors (CED), and First Investors, which led to numerous on campus interview events, information sessions and requests for resume books. For example, interaction with CED led to on campus interviews for jobs and internships that resulted in multiple job offers. The RES's interaction with CED also led to their becoming a Career Center sponsor or Partner for Progress.

In '04-'05 the RES attended 23 professional organization meetings including the Santa Clara Chamber, the San Jose Chamber, NCHRA, NAWBO, SVLG, AWBA, WIB, ATW providing networking opportunities, and increased visibility for UC Santa Cruz and the Career Center. The over 150 contacts made through these professional organization meetings led to numerous job and internship postings, and on campus recruitment events (i.e. Kelly Engineering, Clapperton Insurance, PhotoMax.) The RES also volunteered with 3 professional organizations including participation on the NCHRA's summer social donations

committee, the Santa Clara Chamber Bowl-a-thon planning committee, and as a mentor in NAWBO's high school student career development mentorship program, further increasing the presence of UCSC in Silicon Valley.

The On Campus Recruitment programs grew significantly in '04-'05. There was a 65% increase in the number of employers conducting OCI over employers conducting OCI in '03-'04, a 80% increase in the number of resumes submitted for OCI events in '04-'05 over '03-'04, a 81% increase in the number of interviews offered to students in '04-'05 over '03-'04, and a 83% increase in the total student participation in OCR programs. Accounting firms were the major recruiters this year as was the case in 03/04.

<u>ON-CAMPUS RECRUITMENT PROGRAM</u>		
2004-2005 Comparison		
<u>EMPLOYERS</u>	04/05	03/04
Organizations signed up for formal interviews	43	26
Organizations conducting group meetings	18	20
Organizations that purchased resume books	4	0
<u>Total Employer Participation</u>	65	46
<u>STUDENTS</u>		
Formal interviews on-campus	568	313
Resumes submitted to employers	1691	939
<u>Total Student Participation</u>	2295	1252

MonsterTRAK

MonsterTRAK is a national job listing service for colleges and universities, which allows employers to target job listings specifically to UC Santa Cruz students. In '04-'05, a total of 9,809 job listings were posted to UCSC students on MonsterTRAK.com. This number was down compared to the total number of postings in '03-'04 (12,221) due to new restrictions MonsterTRAK has placed on internship and non-profit postings which were previously inflating the true number of postings.

2004-2005 Career Center Events

The Career Center held three job fairs in 2004-05. **One thousand, one hundred and fifty-one students (1,151)** attended to network with **ninety-eight (98)** employers. The fall job fair had very low attendance due to the recession and recruiting downturn. Since targeted job fairs seem to be more successful and satisfying for recruiters and students, the 2005 fall job fair will be targeted to business, science, and engineering employers. At the spring fair employer attendance increased significantly. With the gradual upturn in the economy we saw many employers returning after taking some time off from recruiting. Student attendance also improved due the increase of employers attending. We expect attendance numbers for employers and students in the 2005-2006 fair season to continue to rise.

In 2004-2005 the Events Coordinator took on the Meet the School Districts Job Fair held in the winter quarter. The Advising Team in collaboration with the Department of Education previously coordinated this fair. The Events Coordinator worked with both to help coordinate the job fair as well as a series of workshops for DOE students. Fourteen districts participated in the job fair and 71 students. These were the highest numbers since the event was started three years ago. Feedback was very positive and the event will continue to be held annually.

03-04 Job Fairs Attendance

04-05 Job Fairs Attendance

Event	Employers	Students	Event	Employers	Students
Fall Job Fair	22	261	Early Bird Fair	22	480
Winter Job Fair	N/A	N/A	Meet the Districts	14	71
Spring Job Fair	44	768	Last Chance Fair	62	600
Totals	66	1029	Totals	98	1151

The following table demonstrates how students from the ten colleges utilize job fairs. College Eight, Crown, and Oakes had the highest utilization rates in the past. This year Stevenson, Crown, and College Nine had the highest. Stevenson's numbers most likely increased so dramatically because the job fairs have been held there this year. Porter continues to have one of the lowest and Oakes decreased significantly. Literature, Art, and Music majors characterize Porter College students. These majors are traditionally not as actively recruited at job fairs.

College	03-04 % of Fairs Attendance	04-05 % of Fairs Attendance
College Eight	13.5%	8%
College Nine	11%	10%
College Ten	8%	6%
Cowell	9%	9%
Crown	13.5%	10%
Kresge	6%	8%
Merrill	9.5%	7%
Oakes	11.5%	8%
Porter	6%	7%
Stevenson	8%	16%
<u>Graduate Students</u> <u>/etc.</u>	4%	12%

The majority of employers attending job fairs are recruiting graduating seniors for full time positions. Juniors are also targeted and encouraged to attend fairs for internship opportunities. The follow table demonstrates how the different class levels utilized the '04-'05 job fairs.

Class Level	03-04 % of Fairs Attendance	04-05 % of Fairs Attendance
Freshperson	12%	11%
Sophomore	11%	16%
Junior	21%	21%
Senior	50.5%	38%
<u>Graduate/Alumni</u>	5.5%	14%

The Social Sciences Division has consistently had the highest percentage of students attending job fairs, as the division includes five of the top ten most popular undergraduate majors on campus. The Arts Division shows a fairly low percentage of student attendance, as employers in the Arts do not traditionally come to job fairs. The Career Center will continue to actively work with staff, faculty, and student organizations to develop other venues for Arts majors to interact and network with employers. The following table shows how the '04-'05 job fairs were utilized by division.

Division	03-04 Totals	04-05 Totals
Arts	4%	5%
SOE	15%	9%
Humanities	9%	15%
Natural Sciences	16%	14%
Social Sciences	51%	41%
Undecl, Grad, alumni, etc.	5%	17%

Graduate and Professional School Fair

The 2004 Graduate School Fair registration fell to 99 graduate programs from 120 in 2003. The decline in numbers is due to the increase in internet information and resources, therefore, less recruiting efforts are being made. Student attendance continued to be low at 364. The following tables show how the fair was utilized by college, class level, and by division respectively.

College 8 and Oakes have the highest utilization rates due most likely to their proximity to the event location.

College	03-04% of Fair Attendance	04-05% of Fair Attendance
College Eight	14%	15%
College Nine	4.5%	10%
College Ten	5.5%	6%
Cowell	9.5%	8%
Crown	9%	12%
Kresge	12%	8%
Merrill	12%	10%
Oakes	16%	12%
Porter	7%	8%
Stevenson	10.5%	10%

Higher utilization of the Graduate School Fair by upper classpersons is expectable and reflected in the following table.

Class Level	03-04 % of Fair Attendance	04-05 % of Fair Attendance
Freshperson	1%	1%
Sophomore	7%	6%
Junior	22%	26%
Senior	64%	61%
<u>Graduate/Alumni</u>	6%	6%

The Social Sciences Division has the highest percentage of students attending Graduate School Fair as the division includes five of the top ten most popular undergraduate majors on campus.

Division	03- 04 % of Fair Attendance	04-05 % of Fair Attendance
Arts	6.5%	8%
SOE	6.5%	4%
Humanities	18%	19%
Natural Sciences	17%	18%
Social Sciences	50%	48%
Graduate students, alumni	2%	3%

Multicultural Career Conference (MCC)

This year's 18th Annual Multicultural Career Conference, also down from the previous year, was still a success with 129 students and 49 alumni in attendance. This year a student registration as well as an alumni registration was put online to try to determine early how many students planned to attend. It also helped gather contact information for students who would be interested in future mentoring projects and events. Also new this year was the introduction of topical sessions in addition to the tradition sessions including career panels and ethnic breakout sessions. Response to the changes was mostly positive and will most likely be implemented again next year. The following tables show how the conference was utilized by college, class level, and division respectively.

Unfortunately, college information was not included on the new student registration page and therefore was not collected.

College	03-04 % of Conference Attendance	04-05 % of Conference Attendance
College Eight	4%	No data
College Nine	8%	No data
College Ten	12%	No data
Cowell	12%	No data
Crown	8%	No data
Kresge	6%	No data
Merrill	6.5%	No data
Oakes	26%	No data
Porter	5.5%	No data
Stevenson	12%	No data

Junior and Senior utilization of the conference was much higher than Freshperson and sophomore, indicating a need to increase publicity of the conference to under classpersons.

Class level	03-04 % of Conference Attendance	04-05 % of Conference Attendance
Freshperson	11.5%	14%
Sophomore	15%	22%
Junior	38%	30%
Senior	35%	30%
<u>Graduate / Alumni</u>	.5%	3%

Once again the Social Sciences Division has the highest percentage of students attending as the division includes five of the top ten most popular undergraduate majors on campus.

Division	04-05 % of Fair Attendance
Arts	4%
SOE	4%
Humanities	21%
Natural Sciences	14%

Social Sciences	53%
Graduate students, alumni	3%

Student Employee Recognition Awards Program (SERAP)

2005 marked the eleventh anniversary of the SERAP. A record, 227, students were given monetary awards totaling \$52,825. The ceremony, which was held at the University House, was a great success with over 450 awardees and guests in attendance, including our new chancellor, Chancellor Denton. Driven by a smaller budget this year than in the past, the SERAP planning committee pursued donations from vendors on campus, and in the community, and received support from Printing Services, University Catering, The Bay Tree Bookstore, Martinelli's, Palace Office Supplies, and Woodworm Party Store. Plans for improving next year's SERAP include, redesigning the method by which students are nominated and their awards processed, and continuing to solicit sponsors for the event.

2004-2005 Events

Summary of Evaluation Responses

Early Bird Fair - Employers

- The UCSC fair was very organized and well put together.
- The length of time was good- not too long or too short. Good attendance by students, smaller than a lot of other fairs.
- The fair was more lightly attended than at other universities. Also, not as many resumes were available from the students. Student quality is about equal. You have good future candidates.
- It looked like there was career center staff in the center of the fair helping students with their resumes. If that was the case, I think that's really beneficial for the students.
- I did meet some good potential future hires interested in EMQ. Logistically the job fair was great. Easy to find, good directions, everything was where it was supposed to be. The shuttle was easy.
- The intimate setting and helpful staff.
- The opportunity to visit the beautiful UCSC campus as well as the friendly Career Center staff.

Students

- Not much math/CS job for me but nice stuff.
- Cooler room temperature – too hot! But other than that it was great!
- Thought it was good as is.
- It gave me an idea as to what careers are available.
- Everything looked great and worked well, thanks!
- More of the same. There was great diversity in the organizations participating.

Meet the Districts - Employers

- Thank you for inviting us!! Excellent service and support from the Career Center.
- Well done. We like coming to UCSC and are interested in cultivating our relationship. Thanks!
- Friendly and accommodating staff
- Students and staff were friendly, personable and asked good questions.
- Your format is similar to other universities but in smaller numbers, however, excellent students.
- Quality students.
- Everything very good.

Students

- Can't improve any more! Couldn't be any better!
- It was my first one so it was great.

Last Chance Fair - Employers

- Well-designed shuttle system and friendly organizers. The food was tasty! The students are friendly, approachable and intellectually curious. Many indicate a high value for social justice and non-monetary compensation, which is good for non-profit organizations!
- Was productive for our science-related positions. Always a pleasure and today very interesting.
- Your staff was great.
- 9+, very well advertised and friendly staff. (We liked the) preparation level of students and location.
- One of the best I've been to, good setup, great student participation and they had a lot of great questions and seemed well-versed in how to approach us.
- It had a good atmosphere and people came despite the protest. The staff was really friendly and helpful.
- Turn out is always great! (We liked the) accessibility, organization, great students, food.
- This fair was much more organized and promoted than SF State's. It seemed like it was well publicized and many students attended.

- Enthusiastic students.
- Career Center organizers caring during protest
- It was a good job fair and we got good quality candidates.
- Great job with tough circumstances today. We'll be back!
- Good variety of psych majors.
- Everything was set up great... even with the protest you guys did great.

Students

- It was nice to see what is available. There needs to be more!!! For me specifically, more engineering jobs
- A few more tech recruiters. It was good though.
- Settle protest conflicts prior to the event so that the students who would like to attend the event for the purpose of the event will benefit.

Grad Fair - Recruiters

- Good. I saw about 20 students – most were “good prospects” – I gave out all of my materials.
- This is my first event but the accommodations are nice. Very good, was able to meet with many students as well as other representatives. Very informative.
- The event went smoothly and we had a decent turn out. Thank you.
- Very good – a number of staff greeted me and helped find my table, etc.
- Good, I was surprised with the good turn out.
- Good, nice students ☺
- Great – loved the food! Poor student traffic, but the students I did speak with were well prepared.
- We always appreciate the opportunity to present our grad programs to UCSC students ☺
- Good. Most students were specific on their concentrations in graduate work.
- Good. Everyone very nice.
- Good arrangement of law schools in one area.
- Table arrangements good, it was nice to have all the same programs together. Good contact with students. Very positive.
- Excellent – many students came informed, having already researched our law school.
- Good – shuttle service is very efficient. Great!! Good questions.
- There were not as many students as I thought there would be, but better than other fairs and every bit helps. It was good that everything was in one room and students were given a list and map of everyone attending.

Students

- Good law school representation. Very helpful!
- Great selection of schools.
- Awesome!
- There were a lot of great schools here but I was really looking to go to grad school outside of California.
- I would have liked more schools from other states but I don't know if that can be helped. The Career Center advisors were probably most helpful to me.
- I thought it was great
- I was really impressed by the turnout of representatives and schools here.

MCC - Alumni

- The Topical Sessions were a great change to the usual format of the conference. In the session I attended (passion in my work), it was nice to tell stories of alumni work and life experiences in the real world. Often times, undergrads have these visions of the real work world that conflict with real working world situations. I thought it was helpful to share alumni life/work challenges in an open forum with the students.

- I never felt rushed or restrained by time. I think that the sessions were a good length.
- I liked having the coordinators/directors of the ethnic resource centers facilitate. Rosie is on campus everyday and was able to balance the student's input and catch us up when students forgot that we are not on campus.
- I love the gifts we receive! I look forward to this day every year. I would like to see more students attend though. There was a good turnout, but there should be more students present I think. I know there are more students of color on campus than 129. It is a great nonetheless!
- Thank-you. I enjoyed myself. My only suggestion would be to maximize the exposure of students and alumni to each other and away from didactic presentations .One thought that occurs to me as I am writing is a pairing up students and alumni and having a short walking tour of the campus, one can only sit and listen for so long. A walk would get the blood moving and give the students a chance to show off the campus...or not.
- Thank you for holding this event. I attended three MCCs during my undergrad years, and it feels good to be giving back.
- It was very rewarding and very fun. I hope the students are encouraged to contact their alum contacts. I met many students but have only received two email messages!
- Thank you also, Barbara Bedford, Exec. Dir., for over seeing the function for all these yrs. Yes, there has been leaner & meaner times. It is always rewarding for me to come up for the MCC day. JG.'73/Porter.
- I think it would be a great idea to try a new topical session of student action towards bringing diversity change in their life. It would be great for students to talk about their diversity actions and to hear what alumni have done. Hopefully empowering students through the open dialog (advice, critique, and whether what they are doing is worth the time).

Students

- Good job!
- I think my expectations were met.
- More time. Everything was very good.
- Good communication from the alumni regarding minority career opportunities/ways of coping with prejudice.
- I think this structure worked really good.
- Alumni comments are awesome!
- For the interested there was a lot of discussing & interaction.

ON-CAMPUS EMPLOYMENT

Payroll Personnel System Team

The Career Center Payroll Personnel System Team (PPS) is comprised of four members, one PPS Manager, one Work-Study Coordinator, one Forms Processing Specialist and one PPS Assistant. The PPS Manager is responsible for PPS and Student Employee Request System training and support of Service Centers. The PPS manager maintains the web-based Policies and Procedures Manual for Student Employment and is the campus coordinator for student FICA. The Work-Study Coordinator assists students, supervisors and Service Centers with work-study questions, coordinates the Work-Study orientations and acts as liaison with Financial Aid office. The Forms Processing Specialist guides student through the employment payroll sign-up process. The PPS Assistant data enters all new and rehired students into the Payroll system, assists the PPS Manager with the bimonthly student FICA reports, and backs up the Forms Processing Specialist.

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 Training & Support
- Web base Policies and Procedures Manual

PPS Training

The Career Center's PPS team continues to work closely with the PPS Projects, Benefits, and Payroll office representatives to offer comprehensive "Payroll Personnel System" (PPS) training to new Service Center employees. The training team met several times this year to update and streamline our training materials. The PPS training sessions are offered monthly or on an "as needed" basis.

Work-Study

A combined total of 1,836 students and employers attended the Summer and Fall Work-Study orientations.

The Student Employee Request System Training

The Career Center offers campus-wide training sessions monthly in the new conference rooms of the Bay Tree building. These trainings are geared both to supervisors and to service center personnel.

Supervising Student Employees Best Practices Training

Staff Human Resources/Training and Development coordinated with the Student Employment Manager to develop and facilitate a module for ongoing "**Supervisory Development Series**". The class was such a success it was taken out of the series to be a separate workshop. The workshop is now scheduled quarterly through "Training & Development".

Student Employee Recognition Award Program (SERAP)

The SERAP continues to be a campus favorite. This year's event honored 272 students. The monetary awards totaled \$55,775. There were 635 people total in attendance.

STUDENT CORPS

Student Corps, UCSC's temporary, on campus, student-staffing service was reintroduced in February 2001. 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, we had **53 applicants** for 25 available Student Corps positions.

For the 2004-05 Academic Year, the Student Corps program did not operate as well as the past. Some useful measurements of the Student Corps program during 2004-05 (please refer to the "Student Corps Jobs & Hours Statistics 2004-05" for details) are as follows: the total number of campus jobs posted from October 2004 through June 2005 was **48** (down from 76 the previous year). The total number of students hired into the Student Corps program was **41** (down from 45 the previous year), 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 **58** jobs (down from 85 the previous year). The total number of hours worked by the Corps workers was **449.75** hours (down from 1370.60 the previous year).

In addition to the statistical measurements, we also sent out evaluation forms to employers and students. The Employer evaluations are attached to their monthly campus recharges. We request feedback about their experience of hiring and the performance of each Student Corps worker. We also sent out evaluations to the Student Corps student workers every quarter (please refer to upcoming Employer & Student Evaluation sections and the attached excel spreadsheets "Student Corps Hours and Jobs 2004-05"). 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. As a result of the feedback from the employers during 2002-03, we are looking into the possibility of offering the program during the Summer break (especially if UCSC becomes a year-round school). We are currently offering the program during the Winter and Spring breaks.

In the next few years, we would also 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, as well as a Courier Service to deliver mail to both on and off campus locations.

In 2005-06 we expect an increase in demand for Student Corps services due to the centralization and reorganization of business, human resources, and technology campus wide changes.

Student Corps: Employer Evaluation Responses
Year 2004-2005

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

Fall

- Answered phone, greet walk-in customers, filing
- Helped move boxes from Bay Tree Bldg to West Field House
- Collating materials for mailing—United Way Campaign
- Clean-up, organizing after event

Winter

- Collate materials and prepared for mass mailing
- Copy/File/Sort
- Assist in catering our holiday party
- Install Iraq War Memorial Art exhibit on outside lawn

Spring

- Assemble new student packets for mailing
- Giving direction and information
- Set-up/Break-down tables & chairs for SERAP ceremony
- Flyer posting at campus bus stops
- Maintained buffet table, greeted gusts, made people feel comfortable, cleaned up
- Maintained beverage tables, greeted gusts, made guests feel comfortable, cleaned up
- Helped move tables and chairs
- Posted flyers at all bus stops on campus

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

Fall

100% Yes

Winter

100% Yes

- Exceeded expectations

Spring

90% Yes 10% No

- Scott was great!
- Definitely!

3. How was your student's work performance?

Fall

- Good—pleasant attitude
- Very professional
- Excellent
- Very good

Winter

- A++, he was sharp and caught on quickly. Was able to single-handedly perform a task that I thought would require 2 students to do
- Great
- Excellent

Spring

- Great—Really understood our needs
- Minimal and unenthusiastic
- Great!
- Good
- Excellent

-Near excellent

4. **Did your student complete the task(s) in the required time?**

Fall

100% Yes

Winter

100% Yes

Spring

82% Yes 18% N/A

-Perfect!

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

Fall

-On time, even early

-Perfect

-Good

-Came on time

Winter

-Excellent

-Good

Spring

-Great

-Adequate

-Perfect

-Good

-Excellent

-Perfect!

-He arrived on time both days we wanted him.

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

Fall

100% Yes

-He was even early!

Winter

100% Yes

-She was a little late, but it was not a big deal

Spring

100% Yes

-Yes, early

-Yes!

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

Fall

100% Yes

-Absolutely

-Yes, very much

Winter

100% Yes

-Definitely

Spring

91% Yes 9% No

-Definitely

-Yes!

8. Would you be interested in being a reference to this student (if requested)?

Fall

71% Yes 29% No

-Not sure how good of a reference I could provide with only 1 day and 3 hours worked

-Sure

-Worked only for an hour

Winter

23% Yes 77% No

-Sure

-No (not enough experience with me)

-Did not work with student long enough

Spring

58% Yes 42% No

-Sure

-I didn't have much time to talk to him

-No—she was gone when I arrived—I didn't meet her

-Sure!

-Yes, but he only worked a few hours and I didn't directly supervise him—probably others have more direct knowledge of his job skills

9. How would you rate the importance of the Student Corps program (from 1=low and 10=high) as a service to you and the UCSC campus community?

Fall

100% = 10

Winter

22% = 10 11% = 9 67% = 8

-10+

Spring

63% = 10 25% = 7 12% = 2

10. Additional Comments:

Fall

-For student help, we count on Student Corps

-Joseph was very polite, respectful, & hard working. Thank you!

Winter

-Thanks for the quick turnaround time on this request. You made it happen and we really appreciate it. Justin was great. We definitely will use this service in the future

-I will contact Student Corps if we have a need! We loved having Michele here and she did a great job for us. We would love to have her back!

Spring

-Always there when we need you

-She was fun to work with and very flexible with my changing demands, she provided unique and fresh ideas to help me out.

Student Corps: Student Worker Evaluation Responses

of Respondents for Year 2004-2005: Fall=21 Winter=6 Spring=11

1. How well did the Student Corps program work for you? Did the Student Corps program meet your expectations (please elaborate)?

Fall

- There were no jobs at all, everything was quickly taken
- Not very well, Not enough jobs were available
- It was a good experience, but I would have liked more opportunities
- I loved Student Corps! Even though so far I have only worked one job. The flexibility of the job and the opportunity to try my hand at different jobs keeps me motivated and eager to work. I had a fun time at the job I did and would love to continue with the program as long as possible. I think the only thing I felt bad about was that some jobs were offered during times when I had class, but I couldn't take them, of course, thought I wish I could have.
- It's a nice flexible job, however jobs were really short this quarter. I was really looking forward to work during midterms, however there was still no work.
- The Student Corps did not work well for me or meet my expectations because there were no jobs available.
- The first time I used it, it worked very well. I saw an opening and it was easy to secure a job.
- So far it has, yet it would be nice if more jobs became available.
- It worked fine. There were hardly any jobs this quarter, and I was unable to work the few that were available. This was fine though; I am not in need of steady income.
- I liked being a part of Student Corps but there were not enough jobs available.
- I expected more job postings.
- I was unable to take a single job this quarter due to my schedule. So, unfortunately, it didn't work well.
- Yes, it offered a lot of diversity in my work and left me with enough time for school.
- It got me a job, which is great! And it's a temporary job with a possible long-term position—greater!
- It is going good
- No it didn't work out too well, there were never any jobs and when I responded they never called me back
- The program worked well but I didn't get as many hours as I expected.
- No, couldn't get any jobs.
- The Student Corps did not quite meet my expectations, as I wasn't able to find any jobs. However I understand that it all depends on demand and that there was very little this quarter.
- Worked well, expectations were met
- So far everything has been what I expected.

Winter

- There were no jobs, I am disappointed
- It met my expectations and more because I had a job all Fall quarter and half of Winter, that's great
- It's fine. I enjoy being able to select my own jobs, I wish there were more jobs available, more opportunities
- Not really. There aren't very many job postings

Spring

- Relatively well-I only left because I got a job with a professor and couldn't do both
- It's a good experience, more for fun than money, the pay is mediocre
- I enjoyed the jobs I had and it was nice to be able to choose work on my availability
- Not well
- Yes and no—it was a lot of fun and a great way to get varied job experience, but the hours were so scant that I had to look for another job. I would have loved (and been able) to work both jobs if possible. That was my only qualm about student corps. It is an excellent program, well run and exciting, and the employees are well taken care of, but in the job I took that caused me to have to

leave corps, I only worked max of 5 hours a week and would have easily and the time to do corps too. I understand why it has to be that way though, so I don't think it should be changed—I guess it was just time for me to move on, unfortunately. I loved corps while I was in it though!

-No I think there should be more jobs or less people

-No...hardly any work to do

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

Fall

-Collating

-Stapling papers

-Sorting

-Event setup and clean up

-Cleaning

-Checked emergency phones

-There weren't enough offered, so no I could not work

-Did not find a position

-Clerical work

-Receptionist

-Transporting

-Worked in a wet lab

Winter

-None

-Office assistant work

-Tested emergency phones (CATS)

-Flyer posting and I tore down a shed

Spring

-Lab cleaning and art exhibit installation

-Catering

-Clerical work

3. How were your Student Corps supervisors?

Fall

-Seemed perfect

-Helpful and concerned

-They were friendly and easy to work with

-Very friendly and comprehensive with their instructions

-Very nice

-Very helpful and encouraging

-Great

-N/a

-They are both wonderful people

-Very good and nice

Winter

-Kim and Mary were AWESOME!

-Good

-Fine

-They are all very helpful.

-Helpful and informative

-N/a

Spring

-Very friendly and grateful!

-Friendly/good

-Fine

How was the Career Center's Student Corps Assistant in assisting you with your needs?

Fall

- Seemed perfect
- Helpful and concerned
- I only contacted her once to make sure my blue card had gone through and she was very helpful.
- Marisa was great in assisting me when I was having difficulties logging in
- I had no needs that required assistance
- They were available for all my needs
- Everyone was very helpful and very friendly
- They were fine. I didn't do any jobs, so I had very little contact with them
- Both the supervisors and assistants were wonderful
- They were nice and cool
- N/a
- The Student Corps supervisors and the Corps Assistant couldn't have been more helpful
- Everyone in the Student Corps program was very helpful, kind and understanding
- Adequate

Winter

- They are all very helpful.
- Helpful and informative
- N/a

Spring

- Very helpful—always very obliging and patient
- Satisfactory
- Fine

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

Fall

50% N/A 50% No

- I had no jobs
- I only worked one job. It's great
- Not really, even if some were mind-numbing, I did it to the best of my ability
- Only worked one job so far

Winter

100% No

- No, they were all decent

Spring

25% Yes 75% No

- No—I only worked 2 jobs and loved them both
- Moving or heavy manual labor is difficult

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

Fall

43% Yes 28% No 29% N/A

- Anything more than a couple of hours
- Anything really. The jobs seemed to get snatched up very quickly!
- I was hoping for more clerical jobs, however there were only one or two
- Yes, but for the most of the quarter no jobs were posted
- No preference. There just weren't any jobs
- Yes, there were no ushering jobs
- Typing, café work, anything not during my class hours

-I don't care what it is...I'll take it!!!

-Computer work

-Few jobs were posted this month

Winter

-Any jobs would be good

-Community jobs, there was one but it was too far

-Any theatre jobs, ushering etc

-N/a

Spring

-Any type of theatre ushering positions

-Computer related

6. Were there enough jobs for you to work in Student Corps? Did you work enough hours in Student Corps?

Fall

6% Yes 88% No 6% Other

-No, very few jobs

-No, there haven't been any jobs for the past 2.5 weeks

-I would have liked to work a little more, but I guess I have to be faster about finding postings

-I would have liked to secure another job

-No, but again, that's fine. I'll work when there are more jobs available

-Yes, it was the perfect amount!

-I didn't work enough hours—I still have some time slots to be filled

-I wish I had more...

-No. Although I did not expect many jobs or hours, I did expect more than what was available

-I have only worked 3.5 hours so far, I would have liked more

Winter

33% Yes 66% No

-No, I did not work at all (2nd quarter in a row)

-I worked as much as I could

Spring

33% Yes 66% No

-No—I only worked twice and many times I checked no jobs were posted

-It has been better this quarter

-Enough to make the monthly cut, but it wasn't enough for me

7. Were there times, this quarter, you could not work in Student Corps?

Fall

85% Yes 15% No

-Mid-day weekdays

-Midterms

Winter

100% No

-None specifically

Spring

75% Yes 25% No

-No—I took every job that I saw posted

-Yes, some weekend conflicts

When were those times?

Fall

-During classes

- I went home one weekend (10/15-10/17)
- When I was on a short vacation
- On Tuesday and Thursday I had class conflicts and one weekend I was unavailable
- During work and school times
- During the weekends
- The midterms week

Winter

- Anytime between 2 and 8 at night I had class
- Here and there

Spring

- Midterms, finals

What were your reasons for not choosing to work?

Fall

- No jobs
- Class conflicts
- Busy studying
- I wanted to take some jobs but was not available, not in the area
- I was away
- Class and current job
- Extra-curricular activities with church
- I didn't
- Studying my life away!!

Winter

- No jobs available
- Class
- Conflict in schedule, Not enough jobs offered to make a selection
- N/a

Spring

- Heavy lifting, too short of notice
- Busy

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

Fall

20% Yes 53% No 27% N/A

- Yes...the only trouble I had contacting a supervisor was for the long-term AIS job posted early on. I left her 2 messages and tried calling over several days, trying different times of day to reach her, to no avail. I never got called back, and then after a week the posting was taken down. It was a little disappointing, but there were probably some circumstances out of my control involved.
- Yes, they didn't respond

Winter

100% No

Spring

25% Yes 50% No 25% Sometimes

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

Fall

79% No 21% N/A

Winter

100% No

Spring

100% No

Did they get back to you in a timely manner?

Fall

85% Yes 15% N/A

- Yes, most responded quickly
- Most supervisors, yes, Marisa, yes
- No problems and great response times
- Some employers never responded to emails and phone calls
- Didn't get any jobs, so doesn't apply
- Yes, they all called back immediately

Winter

100% Yes

- Yes, great

Spring

50% Yes 50% N/A

- Yes, always
- Supervisors were very slow in responding

9. Will you be available to work during FINALS or WINTER/SPRING BREAK weeks? If so, what dates are you available?

Fall

- Dec 1-dec 22 (not definite)
- No
- Possible, still not sure
- Yes—Friday 12/10 to Friday 12/17 and the weekend if needed
- I will not be available
- Yes...I can work till December 20th
- During finals till 10th
- Yes, I should be available during finals week. Winter break, maybe, but probably not.
- Finals
- Yes, most days, eve, weekend
- I leave December 8, but can work up Dec. 7
- Can't work Oct. 28th, 30th, Nov 5, 6th or Nov 18-20
- Yes, but only until Dec. 15
- I can work finals week on Mon, Wed, or Thur.
- Not winter break...don't know about finals

Winter

- No
- Not spring break, but finals yes
- Yes, if there are jobs available

Spring (N/A)

Additional Comments (feel free to use backside to elaborate):

Fall

- Hire less people so employees get more jobs

Winter

- Please get us work

Spring (N/A)

Will you participate in the Student Corps program next quarter?

Fall

67% Yes 33% No

Winter
75% Yes 25% No

Spring
33% Yes 66% No

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.

Commencing in the Winter quarter, the Career Center facilitated the recruitment efforts, which included advertisement and information sessions. With the assistance of writing instructor Karen Francis-McWhite, 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. Joan Walker, Career Center Advisor, was available during drop-in hours to work with candidates as they prepared for their interviews by performing "mock interviews." In addition, and to our delight, Student Regent Jodi Anderson and Designate Adam Rosenthal visited our campus to discuss their positions with prospective student applicants. Part of Student Regent Jodi Anderson's visit to our campus also included speaking to UCSC students at a special Campus Earth Summit. Later in the winter quarter Executive Vice Chancellor/Interim Campus Provost Margaret Delaney, Vice Provost and Dean of Undergraduate Education William Ladusaw, Associate Vice Chancellor of Colleges and University Housing Services, and Alumni Regent Gary Novack held a Q&A session for students to discuss UC System-wide issues.

Applications were due on February 24, 2005. Of the total applications submitted for review, **six** were UCSC students (as compared to 6 in 2004). **One** UCSC student was selected as a **semifinalist** and interviewed by the Northern California Regional Nominating Commission (as compared to 2 in 2004). **No** UCSC students were selected as a **finalist** and interviewed by the Regents' Special Committee to Select a Student Regent (as compared to 0 in 2004).

Next year, we will be working more closely with the UCSC Student Government representatives to better market the recruitment of this fine opportunity.

BAY TREE CONFERENCE CENTER

The Career Center has continued to manage all aspects of the Bay Tree Conference Center including:

- Maintain On-Line Reservation System
 - Maintain user information
 - Verify/approve reservations
 - Print daily meeting listings and post on rooms and in halls
 - User phone support
 - Maintain holiday list
 - Generate usage statistics
 - Print monthly billing statements for re-charges
- Manage facility
 - Hire and supervise student facilitators
 - Contract for furniture modifications
 - Contract for room painting
 - Contract for janitorial services
 - Arrange and maintain furniture
 - Unlock and lock rooms
 - Arrange for weekend unlocking
- Support Media Equipment Use
 - User phone support
 - Setup / breakdown of equipment
 - Issue media keys
 - Contract for media equipment maintenance

Conference Center Statistics 7/1/03 – 7/1/04:

- Reservations by 95 units
- 2,966 Reservations
- 7,906 hours of use
- Phone charges \$6.74
- Media equipment charges \$6,015.79
- Room charges \$2,250.00
- Total charges \$8,272.53

PART 3:

STUDENT PARTICIPATION

Each year, the Career Center solicits student participation on the Academic Advisory Board, which consist of faculty and staff members. Students are also invited to serve as representatives on the Student Employment Compensation Committee. Our goal is to include students in the overall management/program services feedback process via committees, surveys and other unit evaluation tools.

We employ over 25 students annually. This includes a pool of over twenty Student Corps workers, Student Regent recruitment assistants, a Work-Study Program assistant, Internship/CAN data base assistant, MCC assistants, Bay Tree Conference Center student facilitators, PTP interns, COSMOS assistant and a Community Service UCSC student volunteer. To learn more about the Career Center's student participation, please refer to Highlights section in Part 2 of this report.

PART 4: PROGRAM EVALUATION

Included in this section are the general Career Center statistics for 2004/2005. To view the other forms of measurement such as survey/evaluation responses and analysis, and detailed explanations of the general Career Center statistics, please refer to Highlights section in Part 2 of this report.

Career Center

2004-05 Final Report

#	SUBJECT	2003-04 YEAR July 03 - June 04	2004-05 YEAR July 04 - June 05
1	Traffic Count	7,357	5,346
2	Work Study Orientation (estimated student attendance)	1729 students 80 employers	1751 students 85 employers
3	Career Fairs	BST: 22 employers 261 students LC: 44 employers 768 students	EB: 22 employers 480 students LC: 62 employers 600 students MTD: 14 employers 71 students
4	Graduate & Professional School Fair	336 students 118 schools	364 students 99 schools
5	Multicultural Connections Conference	132 students 76 alumni	129 students 49 alumni
6	Student Employment Recognition Awards Program	220 Awardees 350 at ceremony	277 Awardees 450 at ceremony
7	On Campus Interviews (and group meetings)	1,645 students 46 employers	1,774 students 60 employers Verified Hires: 56
8	Chancellor's Undergraduate Internship Program (CUIP)	38 interns 103 student apps. 1769 CUIP on-line orientations	38 interns 275 applications 1775 CUIP on-line orientations
9	Professions Training Program (PTP)/Social Entrepreneurs Group (SEG)	15 interns 506 PTP on-line orientations	15 interns 344 PTP on-line orientations
10	Professions Training Program	39 enrolled students 24 wait-list students	39 enrolled students 23 wait-list students

	(PTP)/Internship Prep Class		
11	University of California Center in Sacramento (UCCS)	5 student participants	15 student participants 22 student applications
#	SUBJECT	2003-04 YEAR July 03 - June 04	2004-05 YEAR July 04 - June 05
12	COSMOS	13 interns	16 interns
13	# of Students Hired On-Campus	3,794	4,003
14	Total # of Jobs Held On Campus (appointments)	4,965	5,112
15	Work Study Hires	1,512 students 1,762 appointments	1,595 students 1,808 appointments
16	Total On-Campus Student Earnings	\$7,916,794	\$8,404,730
17	JLD Jobs Developed JLD Job Placements	1,648 165	5,188 167
18	Non JLD Jobs Developed Non JLD Job Placements	487 89	1,254 148
19	Total Listings Community Jobs Direct	N/A	6,642
20	Estimated Student Earnings due to JLD Jobs Development	\$363,217	\$620,788
21	Estimated Earnings of Non-JLD Placements	\$159,330	\$229,092
22	# of Advising Sessions Drop-In Advising, Individual Appointments, Phone and E-mail advising	Students: 2,343 Alumni: 657 Grad Students: 173 Community Members: 87 Total 3,260	Students: 2,567 Alumni: 584 Grad Students: 188 Community 61 Members: Total 3,400

#	SUBJECT	2003-04 YEAR July 03 - June 04	2004-05 YEAR July 04 - June 05
23	# of Internship Advising Sessions Drop-In Advising, Individual Appointments, Phone and E-mail advising Internship Workshop Attendance Standard (10 workshops) Special (6 workshops) Client rating for standard workshops	Students: 377 Alumni: 9 Total: 386 36 students 78 students Rating of 4.62	Students: 443 Alumni: 19 Total: 462 21 students 100 students Rating of 4.70
24	OUTREACH: Service orientations, special events & information tables	661	663
25	WORKSHOP ATTENDANCE UG Standard (Resume, etc.) UG Special/Theme Grad Standard Grad Special/Theme TOTAL Client Rating of Standard Workshops	287 1,347 25 477 2,136 4.72	257 1,409 9 171 1,846 4.75
26	Graduate Reference Letter Service	Files housed: 991 Files sent: 673 Revenue: \$10,828	Files housed: 1,170 Files sent: 703 Revenue: \$13,365
27	Health Service Letter Service	N/A	Files housed: 490 Files sent: 45 Revenue: N/A
28	PhD Letter Service	Active Files Held: 115 Files Sent: 1,208 Revenue: \$6,223	Active Files Held: 117 Files Sent: 824 Revenue: \$7,068
29	Career Advice Network		

	# of members	750	632
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30	Student Regent Applicants	Total: 6 Semifinalists: 2 Finalist: 0	Total: 6 Semifinalists: 1 Finalist: 0
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#	SUBJECT	2003-04 YEAR July 03 - June 04	2004-05 YEAR July 04 - June 05
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31	MonsterTRAK Jobs Listed	12,221	9,809
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32	Student Corps	Jobs Posted: 76 Jobs Filled: 85 # Hrs. worked: 1370.6 # Students hired: 45	Jobs Posted: 49 Jobs Filled: 38 # Hrs. Worked: 449.75 # Students Hired: 41
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33	Career Center Web Hits	714,705 hits	693,495 hits
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