

# Strategic Planning Sessions Report and Action Items

Office of Career Services Strategic Planning Day  
Wednesday, January 3, 2007  
Meeting Minutes

## 8:00 AM – Continental Breakfast

### 8:45 AM – Meeting called to order – Present:

Mike Heuring, Director  
Rowan Conrad, Career Counselor (C.O.T.)  
Cindy Boies, Career Counselor  
Laurie Fisher, Career Counselor (Left at Noon lunch break due to illness)  
Valerie Marsh, Office Manager/Testing Services Manager  
Daphne Felker, Program Coordinator  
Helen Utsond, Testing Services Coordinator  
Candy Patrick, Receptionist/Credentials Coordinator

### Mike - Formal Report – End Result – Review Objectives for the day, focus on:

- 1) Self-study identified 1 & 2 ratings based on NACE Standards (212) to meet over time
  - a. 3 -5 year track in progress
  - b. Fall '07 or Spring '08 - Outside review team to conduct external review using NACE standards to determine where we are in relation to self study review
- 2) Identify work and stay on track
  - a. Majority of day on sub-standards and where we go from today
  - b. Cindy, Laurie (absent due to illness), Valerie, Mike, Rowan – facilitate a piece
  - c. Daphne, Helen, Candy – invited to facilitate a section if they like

### First Order of Business: Mission Statement Revision –

“The mission of Career Services is to provide quality services, which support the Mission of The University of Montana by educating and assisting clients in achieving academic, professional and personal goals, both now and in the future.”

Second Order - Facilitator, Cindy: Review individual roles, responsibilities, challenges.

**Role Descriptions as presented by staff :**

**Cindy:** Career counseling: Individualized, job seeking, graduation application process, life planning process, alumni appointments, managing Career Resources Library, supervising student staff, lead in training of intern and their role description, produce grad survey, schedule workshops, marketing/advertising CS services, special marketing and public relations, self-described “Social Director” for office celebrations, keeping up to date in professional readings, outreach and board participation with various groups on/off campus.

**Satisfaction:** Helping students move forward/advance in all and different ways

**Biggest challenge:** Time constraints to fit all in that I do

**Rowan:** Career counseling: Work primarily with prospective students 2/3 of which are considering two year or certificate programs (AA or AAS). There are not a lot of C.O.T. students needing help with “How do I get a Job?” No output counseling, except for resume critiquing and skills training (done mostly in classroom presentations). A lot more work with Admissions, Financial Aid, “Mini Griz Central.” Work with Orientation, and coordinating assessment/retention committees at C.O.T., mediation with impass/conflicts.

**Fit:** Advising/retention – Role valued more at C.O.T. Informal role, “glue.” Asset, “institutional memory,” history on how things got that way.

**Like the best:** Satisfaction with working with students/staff

**Challenge:** procrastination with paper work. Love people work.

**Candy:** Reception – Direct traffic appropriately for five (5) departments; Assess needs of clients to refer to one of the 5 departments, and/or schedule appointments; Help when/where I can with overflow work, mailings, job data entry; Hire, train, supervise student employees for Front Desk area; Working amicably with staff, students; Appointment Survey calling/stats; Financial Stats; Payroll, Direct/answer e-mail inquiries. Credential Files – Mailing requests; New file setup; Purging Ten-Year-not-used files; File maintenance – making sure file remain in alpha order and contain “Release Form.”

**What I like the best:** Working with students and staff

**Challenge:** Keeping on top of things

**Helen:** Schedule and administer GRE, Praxis I, and IBT toefl computer-based exams – ETS; Administer IT Certification along with GMAT exam computer-based tests – Pearson VUE; Schedule and administer long-distance learning exams to on-campus and off-campus candidates (both computer and paper/pencil; Schedule and administer CLEP & MAT computer-based exams; Schedule and administer DANTES exam, paper/pencil; Administer paper/pencil NATIONAL exams: ACT, Praxis II, sporadic testing dates for various nursing certifications; Possibly, will be

**administering the MCAT computer based exam for Prometric; Administer assessments: Myers-Briggs, Campbells, and Strong Interest Inventory; Enter jobs on eRecruiting – private sector, local, state and federal jobs; Interview, hire and train part-time students (non-work study).**

**What I like: The students**

**Challenge: Being able to keep up with the tons of procedures for the different testing companies**

**Valerie: Office Manager; Budgeting for four (4) areas in CS; Student Jobs Manager; Reception area supervisor for Lommasson 154 suite. WASEA President and now Past President duties; Testing Management for certification**

**What I like: Love helping students**

**Challenge: Meeting all the expectations of different people in the office**

**Daphne: Computer support, Career Fairs Coordinator; Employer Relations/Recruitment; Ask an Alum Program; Career Development**

**Like best: Love my work and love my fellow staff members**

**Challenge: Learning new positions**

**Mike: Career Counselor for 8 years before becoming Director of Career Services. Responsible for helping each of us to be successful as staff members, provide tools, resources, internal politics, getting involved in bigger picture through committees, working the Deans and Provost; also with professional, regional/national associations, on board of directors. Fit in the big picture, goal setting, decision maker, not micro manage, but be involved.**

**Satisfaction: Students, office growth, influence where we go, direction.**

**Challenge: Bureaucracy - politics, compromise, convincing others of our important role.**

**Laurie: Role is like Cindy's as a Career Counselor, enjoy the students; Liaison between School of Ed and CS; Escalate development of Academic Advising (SOE); co-facilitate presentation for Pre-Ed students, beginning spring semester 2007; Implementation of 100 level course, which takes a realistic look at Elementary Ed requirements (collaboration w/Marlene B., Jayna and I). Liked teaching UNC 195 (now AASC 105) Spring 2006, valuable for students; Incorporate some Academic Advising, and providing resource referral beyond our services.**

**Big Picture: We work well together, flexible with schedules, always willing to pitch in. Like working with students and staff, love it; Like working in and being part of the University community.**

**Challenge: Hard to fit all that I do in and frustrated that people do not take us seriously, and not realize validity/complexity of our services.**

**11:00 AM** – Break

**11:15 AM** – Second Order - Facilitator, Rowan: Continuation of Staff Role Perceptions, “What assists, helps you do your job better, and on developing your role?”

**Daphne:** Staff support, belief in abilities, training, workshops; Associate with MPACE, Technical advising, Direction of technology, development – finish degree; perhaps change major to Communication Studies to learn to deal with difficult individuals

**Cindy:** Fit in Providing services: Outreach/public relations, associations tied to community, URSA Major Advising Board, involved with scholarship reading, Griz Central volunteer

**Rowan:** Involved with “Self-sufficing” housing through the Missoula Housing Authority. Difficult to accomplish projects due to part-time status/detached. Developing my role – Work split time hours at C.O.T./UM campuses, add 3<sup>rd</sup> day?

**Helen:** Become more computer literate/understand more about and training workshops

**Candy:** Continue to take computer/professional growth workshops. Impressed with the growth I have witnessed in the five years that I have been with CS in programs, direction, technology

**Valerie:** Like everyone I work with and in all departments. To develop my role, more training in testing, furthering my education

**Mike:** Appreciate all that we do as a group. Don’t need anything to make my job easier.

**Laurie:** Do more outreach with other departments

**Third Order - Facilitator, Rowan:** Introduction to Self-study Evaluation Process/Recommendations: Describe, make sure we understand 1) Understand item/issue, share different ideas, comments; 2) What actions we have already done; 3) Identify: What, Who, When, How, Follow-up actions to take

**Items generated as a result of self-study review of NACE Professional Standards**

**4.1: [Study Recommendation 2] Begin an ongoing strategic planning process. Couple it with an annual review by the entire staff:**

- a. Annual Review
- b. January all staff strategic planning session

- b. Already have begun to document, and paper trail strategic planning that occurs in other settings and forums.
- c. We initiated a formal all staff strategic planning process
- c. Continue to develop and document our ongoing strategic planning areas and other areas

**Who: Director**

**When: Annually – All staff – Ongoing**

**Where: To be decided**

**How: Prior to annual meeting, develop agenda at a staff meeting and set date**

**Follow up: Review documents and reports: Valerie**

**12:00 PM – Lunch Break**

**1:00 PM – Resumed meeting**

**4.2 [Study Recommendation 7] Look into implementing a more systematic needs assessment process as per student clients and employers. Develop such a process if it looks valuable and is cost-effective. If a more systematic approach is seen to be unneeded or too expensive, document this. (Do this or justify why we are not doing this).**

- b. Our needs assessments have been third party and informal
- b. Focus group on interview preparation needs
- b. Communication studies project surveying random student body about Office of Career Services – knowledge of and wants from (needs)
- b. Employer evaluations every Career Fair (4), asking specific needs and improvements
- b. On campus recruiting evaluations – ask about needs and improvements
- c. Laurie – Assessment project on faculty needs – done by 6/30/07 (Director to make sure it is done)
- c. Review and align all Career Services survey documents to include needs assessment(s) and decide what we want to do (Valerie, Daphne, Cindy, Candy – Meet by 2/1/07 & done by 4/1/07 –

**Who: Valerie, Daphne, Cindy, Candy**

**When: Meet by 2/1/2007**

**Where: Lommasson Center**

**How: Evaluation of gathered stats**

**Follow up: Director – 4/1/07**

**4.3 [Study Recommendation 1] Assemble all Career Related Programs under the umbrella of Career Services; Internship Services being the most critical area (the standards assume Internship Services is a part of Career Services)**

- b. Initiated, at the behest of VP Student Affairs and Provost, a common practices survey and solicited a recommendation for combining CS and IS. (Mike will supply details)
- c. No further action on the part of our office is necessary at this time
- c. Committee to meet standard #59

**Who:** Rowan, Daphne, Mike  
**When:** 3/15/07 – Plan done by 6/30/07  
**Where:** Lommasson Center  
**How:** Committee meeting  
**Follow up:** Valerie

**4.4 [Study Recommendation 3] Clearly professionalize the Career Counselor Role both in designation and pay.**

- b. Director has initiated discussions with HR concerning inaccurate job descriptions and title designations
- b. Other avenues are being pursued by director to take steps towards professionalizing Career Counselor pay, e.g., strategic pay
- c. Cindy and Laurie will explore avenues for instituting a Montana University System classification for professional counselors

**Who:** Cindy and Laurie  
**When:** Initial meeting 2/1/07 – Plan done by 6/30/07  
**Where:** Lommasson Center  
**How:** Committee meeting  
**Follow up:** Mike

**4.5 [Study Recommendation 12] Investigate what employment follow-up studies, other than the annual employment and salary study (Graduate Survey), might be valuable and cost-effective. (Alumni)**

- b. We do grad survey at 6 months after graduation
- c. We have no plans to do additional follow-up studies at this time
  - 1) Do not have adequate resources
  - 2) Academic departments are better positioned to obtain this data

**Who:** Cindy  
**When:** 6 months after graduation  
**Where:** Lommasson Center  
**How:** Data gathering  
**Follow up:** None

**5.1 [Study Recommendation 4] Prepare an updated “notebook” of materials for future external reviewers to use in their program assessment efforts. Provide an on-line resource of relevant web links for the use of program evaluators.**

- b. Notebook exists per 12 NACE Standards with documentation. It needs to be updated regularly--ongoing.**
- c. Review and update with more current information using NACE guidelines and external review guide.**
- c. Create a web page that supplements the notebook in creating online resource links to document NACE Standards requirements**

**Who: Mike**

**When: By 8/14/07**

**Where: Lommasson Center**

**How: Scan notebook documents/Create web links**

**Follow up: Rowan**

**5.2 [Study Recommendation 5] Look into more on-campus interview opportunities for students seeking to enter Graduate programs.**

- b. Invite graduate schools to Big Sky Career Fair**
- c. Expand by five (5) states, annually, the database of graduate schools invited to recruit at UM**

**Who: Daphne**

**When: By Spring '08 BSCF**

**Where: Lommasson Center**

**How: Expand database**

**Follow up: Mike**

**5.3 [Study Recommendation 6] Discuss career needs of special needs populations with The Office of Disability Services to assess for career or advocacy needs not being addressed in the career area.**

- b. CS working with DSS on the Workforce Recruitment Program to get students in the Federal Registry Database (jobs), i.e., WRP recruiter will be recruiting on campus in spring '07**
- b. In conjunction with DSS, CS offers technology assistance, i.e., ADA workstation in Resource Library**
- b. Proactively and reactively collaborate with special needs service organizations in assisting their clients with career related issues**
- c. Mike, Daphne, Cindy, and Candy will meet with Jim Marks and**

**DSS designees to discuss unmet career needs of special needs clients**

**Who: Mike, Daphne, Cindy, and Candy**

**When: By 8/1/2007**

**Where: Lommasson Center**

**How: Meeting w/Jim Marks & DSS designees**

**Follow up: Helen**

**3:00 PM – Review of meeting and determine next meeting dates**

**Next meetings: Half Day – 8:00 AM to 12:00 PM -**

**Wed, Jan 31, 2007 & Wed, Feb 14, 2007**

**Location: Lommasson Center Griz Conference Room**

**Agenda: a) Finish Study Recommendations 5.4 – 5.7**

**b) Continue to discuss staff role strengths**

**c) Revisit recommendations, what we can/cannot do, and come up with action items that will address compliance issues relating to NACE standards for external review team visit next year.**

**Follow up on day's actions:**

**Daphne: High lights – Meeting not as bad as I thought it would be**

**Lows – A lot of ideas to process**

**Valerie: High lights: Watch cooperation among staff members; Co-facilitation was good**

**Lows: A lot of information to process**

**Helen: High lights: Learned a lot**

**Lows: A lot of information to process and a very long day**

**Candy: High lights: The meeting was not as bad as I anticipated; relieved to have facilitator note takers, that was great!**

**Lows: A lot of information to process and felt lost at times**

**Rowan: High lights: To be here with staff members, cooperative facilitation**

**Lows: Eating all the wrong foods for me**

**Cindy: High lights: Appreciated different contributions, and it was fun**

**Lows: Laurie not feeling well and had to leave and could not partake**

**Mike: High lights: Get to hear other people's take on things**

**Lows: It was a long day**

**4:00 PM – Meeting adjourned**



**Office of Career Services Strategic Planning Day  
Wednesday, January 31, 2007  
Meeting Minutes**

**8:10 – Meeting called to order – Present:**

**Mike Heuring, Director  
Rowan Conrad, Career Counselor  
Cindy Boies, Career Counselor  
Valerie Marsh, Office Manager/Testing Services Manager  
Daphne Felker, program Coordinator – (Left at 9:45 AM)  
Helen Utsond, Testing Services Coordinator  
Candy Patrick, Receptionist/Credentials Coordinator**

**Absent from Meeting – Laurie Fisher, Career Counselor**

**First Order of Business: Finish Study Recommendations 5.4 – 5.7 from January 3, 2007 meeting**

**5.4: [Study Recommendation 8] Explore options for more interviewing space (and better parking options) for visiting employers.**

- a. Interview space**
- b. We are currently able to accommodate scheduling extra interviewing space**
  - a. Not enough parking for recruiters**
  - b. We issue recruiters parking day passes**
  - c. Ask Director of Admissions if we can use their reserved space in hourly parking lot**
  - c. Check with Campus Security regarding paying for and reserving an all day slot, and special parking permit services in the pay lot behind our building on a basis similar to how we reserve entire lots for career fairs.**

**Who: Daphne**

**When: Summer 2007 – To be completed by start of Fall Semester 2007**

**Where: Not applicable**

**How: Contact Campus Security**

**Follow up: Mike, August 31, 2007**

**5.5: [Study Recommendation 9] Add an additional counseling office for interns and future counseling staff expansion (current counseling staff, even with intern help, is overextended).**

- a. We have no room for expansion**

- a. No professional office for intern or additional counselor
- a. Demand for counseling service exceeds available counselor time
- b. We are utilizing an interview room for intern and additional counselor appointments
- c. Explore options for shared space in Lommasson Center 154
- c. Ask (Lommasson Center Departments) for priority for additional space
- c. Ask UM space committee for priority on any space that comes available in Lommasson Center. Formal request.

**Who:** Mike

**When:** When opportunity presents, i.e., staff reallocation/retirement

**Where:** Not applicable

**How:** Staying alert to opportunities and maintaining positive relations within Lommasson center. Also, each year submit to space committee

**Follow up:** On going process

**5.6: [Study Recommendation 10] In consultation with the Vice President for Student Affairs and the University attorney, explore the range of items included in the “legal” section of the standards. (In many cases the panel was unsure about the questions, let alone the answers).**

- a. Not sure we fully understood, so did not rate accurately
- b. Director consults regularly with University legal counsel regarding issues that arise
- b. Career Services counselors belong to professional associations and receive professional publications that address these issues
- b. Career Services counselor consult with professional colleagues around the country
- b. Periodically review policy and procedures to ensure compliance with laws and standards
- c-1. Continue to keep abreast of new legal and professional issues that impact Office of Career Services
- c-2. Include all staff on NACE Journal publications
- c-3. Director will review legal section of NACE standards with University legal counsel

**Who:** Mike

**When:** c-1 On going

c-2 Will start now

c-3 Will start April 1, 2007

**Where:** E-mail

**How:** Not applicable

**Follow up:** Rowan by June 30, 2007

**5.7: [Study Recommendation 11] Revise the overall evaluation scheme to be more regular and systematic in data collection, analysis, and reporting no matter what the outcome of item seven (7) turns out to be.**

- b. Currently doing annual Graduate Survey**
- b. Annual Student Affairs assessment project**
- b. Counseling – Currently doing:**
  - Counseling appointment phone surveys**
  - Customer service cards**
  - Workshop evaluations**
  - Periodic classroom presentation evaluations**

**5.7: [Study Recommendation 11], Con't:**

- b. Recruiting – Currently doing:**
  - Career fairs and Student Job Fair employer evaluations**
  - Career fair student evaluations**
  - On campus recruiting employer evaluations**
  - Ask an Alum Luncheon evaluations**
  - Ask an Alum online mentoring evaluations**
  - Periodic on campus recruiting employer evaluations**
  - NACE Survey for Recruiters**

**9:15 AM – Break**

**9:30 AM – Meeting resumed**

**Second Order – Career Services Mission Statement revision carried over from Strategic Planning meeting held on January 3, 2007**

**Unanimously approved for Career Services Mission Statement revision to read as follows:**

**“The mission of Career Services is to provide quality services, which support the Mission of The University of Montana by educating and assisting clients for achievement of academic, professional and personal goals, both now and in the future.”**

**Revised mission statement to be incorporated in recruiting e-mails and on web site**

**9:45 AM –**

**Review of Study Recommendations 5.3 – 5.7  
Agenda determined for next meeting on February 14, 2007:**

## Testing Services

**“How does the office work for me, my job, my work, how it fits in the big picture,” continued from Ideas Meeting held December 20, 2006:**

- LF –**
- 1) **Value** – How does my space work for me
  - 2) **How does each of us fit into the big picture**
  - 3) **Think about ways to bring in other departments**

- CB -**
- 1) **Start to gather materials – difficult process**
    - a. **How are we collecting data now**
    - b. **And not collecting data now**
  - 2) **How do we improve our ratings**
    - a. **Document? How do internal auditors gauge**
    - b. **Or validate**
  - 3) **Better interface with each other**
  - 4) **Establish priorities – Action planning**
    - a. **How do we work best**

- RC – List items – Where do we go next and how do we get there**
- a. **Leave an hour at end of meeting for strategic planning for next meeting**

- COP -**
- 1) **Communication for reception between the 4 departments**
  - 2) **Fill-in work for down time at Front Desk**
  - 3) **Improve reception area for eye level contact with clients**

## **Additional items to agenda from Ideas Meeting held December 20, 2006:**

- **How do we reach our conclusions and are they “enough” for the External auditors?**
- **How do the auditors assess?**
- **Employer development dollars**
- **Hiring for vacant positions**
- **Review and dissect document**
- **Hiring in testing of professional/classified staff versus students**
- **Strategic Plan for testing**
- **IT Position**
- **Communication with and knowledge of all offices in Lomasson 154**
- **Down time at front counter**
- **Revamp reception area design**

**10:00 AM – Meeting adjourned**

## **ACTION ITEMS LIST**

**4.1: [Study Recommendation 2] Begin an ongoing strategic planning process. Couple it with an annual review by the entire staff:**

**What:** Continue to develop/document ongoing strategic planning areas and other areas

**Who:** Director

**When:** Annually – All staff – Ongoing

**Where:** UC

**How:** Prior to annual meeting, develop agenda at a staff meeting and set Date

**Follow up:** Review documents and reports

**Actions Taken:**

**This item has been incorporated into the annual operations of the Office of Career Services.**

**4.2 [Study Recommendation 7] Look into implementing a more systematic needs assessment process as per student clients and employers. Develop such a process if it looks valuable and is cost-effective. If a more systematic approach is seen to be unneeded or too expensive, document this. (Do this or justify why we are not doing this).**

**What:** Laurie – Assessment project on faculty needs – done by 6/30/07; Review/align all Career Services survey documents to include needs assessment(s) and decide what we want to do .

**Who:** Valerie, Daphne, Cindy, Candy

**When:** Meet by 2/1/2007

**Where:** Lommasson Center

**How:** Evaluation of gathered stats

**Follow up:** Director – 4/1/07

**Actions Taken:**

**January 23, 2007:** Valerie, Daphne, Cindy and Candy developed a needs based assessment question to be added to all Career Services survey document: “What additional services could Career Services offer?” See external reviewers “notebook” of materials, *Research, Assessment and Evaluation Section*, for documentation samples.

**April 27, 2007:** Created list of questions, developed online survey instrument, obtained faculty email list, electronically distributed survey to all UM faculty.

**4.3 [Study Recommendation 1] Assemble all Career Related Programs under the umbrella of Career Services; Internship Services being the most critical area (the standards assume Internship Services is a part of Career Services)**

**What: No further action on the part of our office is necessary at this time; Committee to meet standard #59**

**Who: Rowan, Daphne, Mike**

**When: 3/15/07 – Plan done by 6/30/07**

**Where: Lommasson Center**

**How: Committee meeting**

**Follow up: Valerie**

**Actions Taken:**

**Career Services Program Manager and School of Business Administration (SOBA) Director of Career Advancement are holding regular consultation and planning meetings to insure seamless programmatic operations between the two areas. Internship Services representative is not a part of these meetings as per arrangements between themselves and SOBA.**

**4.4 [Study Recommendation 3] Clearly professionalize the Career Counselor Role, both in designation and pay.**

**What: Cindy and Laurie will explore avenues for instituting a Montana University System classification for professional counselors**

**Who: Cindy and Laurie**

**When: Initial meeting 2/1/07 – Plan done by 6/30/07**

**Where: Lommasson Center**

**How: Committee meeting**

**Follow up: Mike**

**Actions Taken:**

**Through a series of e-mails with Sheila Wright, UM Compensation/Job Analyst. The definitions of the Career Counselor position, classified as Employment Services Coordinator I and II were obtained and reviewed. Proposals for changing the classifications to more accurately reflect the position of Career Counselor were discussed between Sheila and the Director of Career Services. Director is in the process of exploring options with Human resources.**

4.5 [Study Recommendation 12] investigate what follow-up studies, other than the annual employment and salary study (Graduate Survey), might be valuable and Cost-effective. (Alumni)

**What:** We are not going to do additional follow ups

1) Do not have adequate resources

2) Academic departments are better positioned to obtain this data

**Who:** Cindy

**When:** 6 months after graduation

**Where:** Lommasson Center

**How:** Data gathering

**Follow up:** None required

5.1 [Study Recommendation 4] Prepare an updated “notebook” of materials for future external reviewers to use in their program assessment efforts. Provide an on-line resource of relevant web links for the use of program evaluators

**What:** Review/update with more current information using NACE guidelines and external review guide;

Create a web page that supplements the notebook in creating online resource links to document NACE Standards requirements

**Who:** Daphne

**When:** By Spring '08 BSCF

**Where:** Lommasson Center

**How:** Expand database

**Follow up:** Mike

**Actions Taken:**

“Notebook” is updated as relevant documentation becomes available. Web resource is being created.

5.2 [Study Recommendation 5] Look into more on-campus interview opportunities for students seeking to enter Graduate programs.

b. Invite graduate schools to Big Sky Career Fair

c. Expand by five (5) states, annually, the database of graduate schools invited to recruit at UM

**Who:** Daphne

**When:** By Spring '08 BSCF

**Where:** Lommasson Center

**How:** Expand database

**Follow up:** Mike

**Actions Taken:** Because of the timing of the Big Sky Career fair, we are exploring the possibility of creating a graduate school fair.

**5.3 [Study Recommendation 6] Discuss career needs of special needs populations with The Office of Disability Services to assess for career or advocacy needs not being addressed in the career area.**

**What: Meet with Jim Marks and DSS designees to discuss unmet career needs of special needs clients**

**Who: Mike, Daphne, Cindy, and Candy**

**When: 8/1/2007**

**Where: Lommasson Center**

**How: Meeting w/Jim Marks & DSS designees**

**Follow up: Helen**

**Actions Taken:**

**January 17, 2007: Director met with Director of Disability Services for initial discussion of possible collaborative programmatic efforts.**

**February 8, 2007: Sponsored NACE virtual seminar for career counselors, academic advisors, disability coordinators, internship coordinators titled “Career Services for Students with Disabilities.”**

**February 19, 2007: Career Services co-sponsored Federal government workforce recruitment recruiting trip to UM for students with disabilities.**

**October 16, 2007: Career Services will host a disability related Ask-an-Alum Career Leadership Luncheon.**

**5.4: [Study Recommendation 8] Explore options for more interview space (and better parking options) for visiting employers.**

**What: Parking options for visiting employers/recruiters**

**Who: Daphne**

**When: Summer 2007 – Complete start of Fall Semester 2007**

**Where: N/A**

**How: Contact Campus Security**

**Follow up: Mike, August 31, 2007**

**Actions Taken:**

**Program Manager had conversations with Associate Vice President for Enrollment Services regarding parking spaces for employers behind Lommasson Center. Ideas were generated and Program Manager will follow-up.**



**5.5: [Study Recommendation 9] Add an additional counseling office for interns and future counseling staff expansion (current counseling staff, even with intern help, is overextended).**

**What: Additional office space for Career Services Intern/additional counseling needs**

**Who: Mike**

**When: When opportunity presents, i.e., staff reduction**

**Where: N/A**

**How: Staying alert to opportunities and maintaining positive relations within Lommasson Center 154**

**Follow up: On-going process**

**Actions Taken:**

Spring semester, 2007 - COT Career Counselor reassigned to Mountain Campus one morning per week to help ameliorate counseling staff overload.

**5.6: [Study Recommendation 10] In consultation with the Vice President for Student Affairs and the University Attorney, explore the range of items included in the “legal” section of the standards.**

**What: c-1 Continue to keep abreast of new legal and professional issues that impact Office of Career Services; c-2 Include all staff on NACE Journal publications; c-3 Review legal section with University legal counsel, especially #176 and #178.**

**Who: Mike**

**When: c-1 On going**

**c-2 Will start now**

**c-3 Will start April 1, 2007**

**Where: E-mail**

**How: N/A**

**Follow up: Rowan by June 30, 2007**

**Actions Taken:**

All staff are now included on the routing of the NACE Journal as well as NCE electronic “Spotlight” releases.

April 2, 2007 – Director asked University Legal Counsel and the Vice President for Student Affairs to review “Legal Responsibilities” section of professional standards and provide feedback based on their knowledge of, and experiences with, the UM Career Services operation. Both indicated that they felt Career Services met all of the standards put forth in the “Legal Responsibilities” section.

**5.7: [Study Recommendation 11] Revise the overall Evaluation scheme to be more regular and systematic in data collection, analysis, and reporting no matter what the outcome of item seven (7) turns out to be).**

**What: Make a formal calendar of assessment efforts that will include “Who, What, When, Where, How;” Make decisions about what should be added, subtracted or changed; Review results and track implementation of recommendations**

**Who: Rowan**

**When: To be completed by Fall Semester 2007**

**Where: N/A**

**How: MS Word document**

**Follow up: Mike**

**Actions Taken:**

**Assessment Coordinator is in the process of updating the Career Services “Assessment Documentation Notebook.”**