

THE FLORIDA STATE UNIVERSITY CAREER CENTER

CAREER ADVISOR MANUAL 2022-23



The
Career Center
Design Your Career

career.fsu.edu • 850-644-6431 • @fsucareercenter • #DesignYourCareer

WELCOME

Welcome to the Florida State University Career Center! We are excited to welcome you as a Career Advisor. Our Career Center's vision is to be the preeminent career center model for designing and delivering comprehensive, innovative, and inclusive career and employment services. As a Career Advisor, you will have the opportunity to be a part of our Career Center's mission which includes:

- Providing comprehensive career services
- Training career service practitioners
- Conducting life/career development research
- Disseminating information about life/career services and issues to the University community, the nation, and the world caring for and improving human life

Drop-In Career Advising is key to achieving this vision and mission. Our service delivery model reflects the Cognitive Information Processing (CIP) approach to career delivery services, which is an empirically researched design and respected theory in the field of career development. Each year, we reach over 16,000 career advising contacts through our drop-in model, which we could not achieve without your dedication and support. Thank you for your participation in our journey to be a leading Career Center to support students, alumni, community members, and employer partners.

Your contributions in this role are valued and appreciated by our Career, Advising, Counseling & Instruction Team and the whole FSU Career Center staff. We hope this Career Advisor Manual can serve as a tool for you to be successful in your position as it provides some of the basic information about serving as a Career Advisor and the services offered by the FSU Career Center.

Sincerely,

Erin Bennett

Senior Assistant Director of Career Advising, Counseling & Instruction

TABLE OF CONTENTS

ORIENTATION (PAGES 2-6)

The Florida State University Career Center - Vision & Mission Statement.....	2
Career Center Staff.....	2
Career Advisors, Counseling & Instruction Team	3
Career Center Teams and Directory Information.....	4-5
Getting Started as a Career Advisor.....	5-6

WORKING AS A CAREER ADVISOR (PAGES 7-15)

Career Advisor Position.....	7
Student Service Orientation	7
What to Expect.....	8
Service Delivery Model.....	9-10
Scheduling	11
Work Attendance Expectations.....	11
Leave Policy	12
Supervision	13
Evaluation.....	13-15

WORK CULTURE (PAGES 16-17)

Management Style	16
Communication	16
Professional Dress	17
Graduate Assistant Space	17

TECHNOLOGY (PAGES 18-20)

Computer Access.....	18
Career Center Printers.....	18
Microsoft Teams	19
Accounts Needed for Career Advising.....	19-20

ASSESSMENTS (PAGE 21)

Why we Use Assessments	21
What Assessments do we Have.....	21

REFERRALS (PAGES 22-29)

Career Center Internal Referrals.....	22-23
Campus Referrals	23-24
Community Referrals	24
Crisis Protocol.....	24-27
Mandated Reporting	28-29

ORIENTATION

THE FLORIDA STATE UNIVERSITY CAREER CENTER

Vision

The Florida State University Career Center strives to be the preeminent career center model for designing and delivering comprehensive, innovative, and inclusive career and employment services.

Mission

Our values of [Inclusion](#), [Compassion](#), and [Respect](#) play a critical role in our mission to:

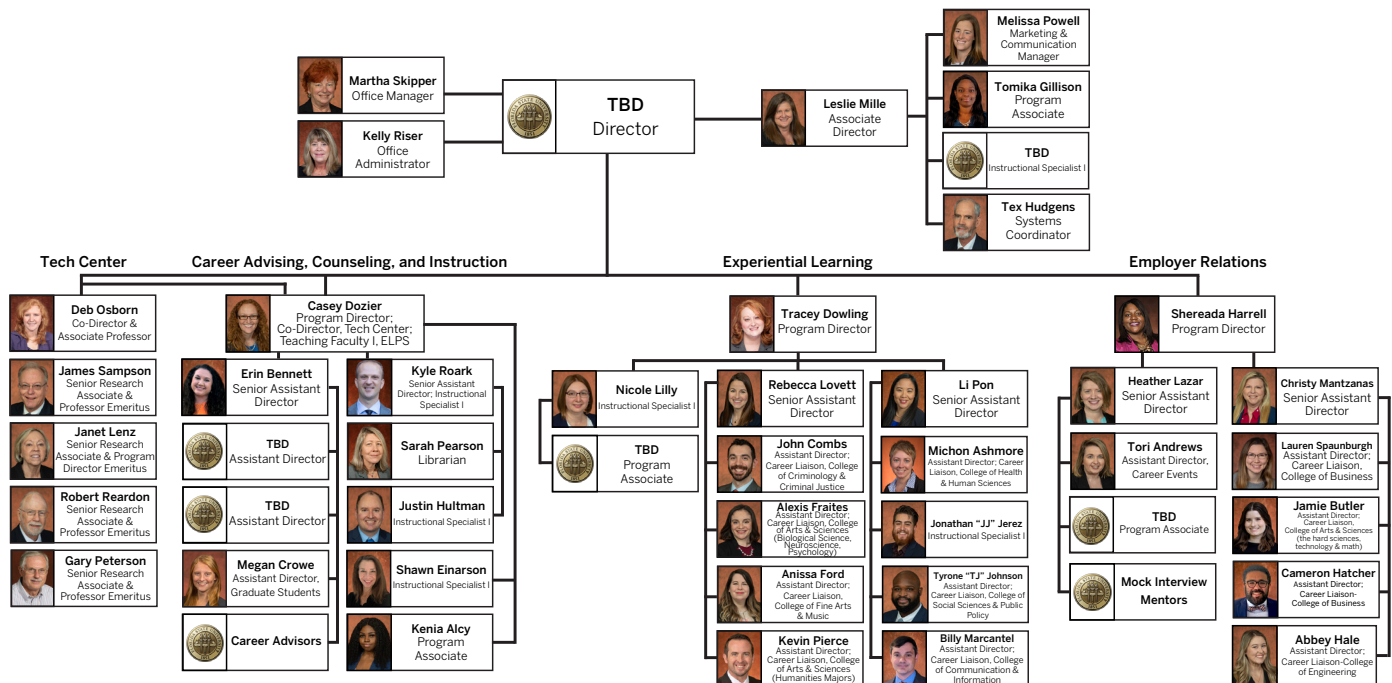
- Provide comprehensive career services
- Train career service practitioners
- Conduct life/career development research
- Disseminate information about life/career services and issues to the University community, the nation, and the world caring for and improving human life

CAREER CENTER STAFF



FLORIDA STATE UNIVERSITY
DIVISION OF STUDENT AFFAIRS
THE CAREER CENTER

THE CAREER CENTER AT FLORIDA STATE UNIVERSITY 2022 ORGANIZATIONAL CHART



The most current organizational chart is always available at career.fsu.edu/about-us/staff-directory.

CAREER ADVISING, COUNSELING & INSTRUCTION TEAM (CACI)

Career Advising, Counseling & Instruction Team is staffed by Career Advisors and professional staff trained in career counseling, development and instruction. The services from this team are based on the Cognitive Information Processing (CIP) approach. The aim of these services is to assist individuals in *solving current career problems and making appropriate career decisions*, as well as improving their skills in solving future career problems.

Career advising services can be accessed through a self-directed, brief staff-assisted, or individual case-managed approach. The CACI supervisors provide clinical career counseling supervision to the Career Advisors (CAs) and Counselors in Training (CITs). The CACI instructors lead or co-instruct the SDS3340: Career Development Introduction course in the fall, spring and summer semesters.

Services

- Drop-in career advising, individual career counseling, and liaison (embedded and non-embedded) engagements.
- Training and supervision of career advisors and career counselors who are in training.
- Teaching SDS3340: Introduction to Career Development

Programs

- ProfessioNole Ready
- ProfessioNole Pathways
- Build Your Foundation

Staff

- Program Director: Dr. Casey Dozier
- Program Associate: Kristina Svec
- Senior Assistant Director(s): Dr. Kyle Roark & Erin Bennett
- Assistant Director(s): Megan Crowe, Aline Dort, & Mackenzie Fisher
- Instructional Specialist(s): Dr. Justin Hultman & Shawn Einarson
- Librarian: Sarah Pearson
- Career Advisors
- Student Assistants

ADDITIONAL CAREER CENTER TEAMS

The **Administration Team**: oversees the administration operations related to:

- Information Technology
- Marketing and Communication
- Outreach
- Data and Assessment
- Human Resources
- Budgeting

The **Employer Relations Team**: develops, maintains, and enhances relationships with employers who provide career development and employment opportunities. Our main programs include:

- Career Fairs
- Info Sessions
- Professionole Clothing Closet
- Mock Interviews
- Employer in Residence
- Career Center Partnerships

The **Experiential Learning Team**: takes theory of Career Center into academic colleges and connects students with opportunities to develop experience outside the classroom.

Our main programs include:

- InternFSU
- FSUshadow
- Experience Recognition Program
- Garnet & Gold Scholar Society

The **Tech Center**: improves the design and use of information technology in counseling and career development, as well as to assist in improving the cost-effectiveness of career services. If you are interested in getting involved with a research team or project, connect with The Tech Center.

DIRECTORY INFORMATION

Hours

The Career Center is open for business: Monday — Friday 8:00 AM to 5:00 PM

Career Advisors in the Dunlap Success Center (DSC) location provide drop-in advising:
Monday — Friday 9:00 AM to 4:30 PM

The Center may be closed or have special hours set for break periods. Regular hours are usually maintained during orientation, registration, and exam weeks, though staffing may be reduced. During the fall and spring semesters, there is a doctoral practicum on Tuesday evenings until 7:00 PM. There are no evening hours in the summer. Other career advising hours for specific academic units may change each semester and are available at career.fsu.edu/About-Us/Hours-of-Operation

Telephone Numbers

850.644.6431 (main voice number)

Staff extensions and emails can be viewed at career.fsu.edu/About-Us/Staff-Directory

Email Addresses

Main Email Line: HireANole@fsu.edu (Main contact for employers, NoleNetwork questions, etc.)

DIRECTORY INFORMATION (CONTINUED)

Program Emails

Career Advisors: career-advisors@fsu.edu

ProfessionNole Ready Program: cc-professionoleready@fsu.edu

InternFSU: internfsu@fsu.edu

Experiential Recognition Program: cc-erp@fsu.edu

FSU Shadow: FSUshadow@fsu.edu

Garnet and Gold Scholar Society: garnetandgoldscholar@fsu.edu

Build Your Foundation: buildyourfoundation@fsu.edu

Street and Mailing Address

Dunlap Success Center

100 South Woodward Avenue PO Box 3064162

Tallahassee, FL 32306-4162

career.fsu.edu

GETTING STARTED AS A CAREER ADVISOR

Career Advisor On-Boarding

You will participate in a Career Advisor Training before the first fall semester you work as a Career Advisor. Your professional development and training will continue throughout the first semester through weekly learning activities and presentations at the Career Advisor Staff meetings, and on desk tasks. Reference the Career Advisor Checklist below to see a sample of actions and resources that you can execute and explore to continue your training and development.

Career Advisor Checklist

During your first semester, these are things you continue doing to enhance your learning. Here are some actions to take and resources to explore during your time on desk:

Actions to Take:

- Process of turning on the computer and connecting NoleNetwork for check-in and the waiting room - How do you start and end and Drop-In?
- Log into NoleNetwork and familiarize yourself with the platform
- Complete PNR Black Badge by the end of your first semester
- Complete SDS and CTI assessments (complete via PARi Connect before the CTI training day)
- Practice logging into PAR and walk through the process of how you would administer the assessment(s) to students
- Interpret SDS and CTI with staff member or supervisor
- Review and discuss referral processes with supervisor
- Conduct a resume, cover letter and personal statement review with your supervisor

GETTING STARTED AS A CAREER ADVISOR (CONTINUED)

Resources to Explore:

- ❑ Review and become familiar with [The Career Center website](#)
- ❑ Review advising resources located in the donut
- ❑ Review Assessment Manuals (CTI & SDS)
- ❑ Learn the layout of the library's book collection. Learn how to use Career Key and become familiar with our classification system and know how to find books.
- ❑ Browse the resources in the Library - review handouts and consider how they can be used with students
- ❑ Check out the virtual library career.fsu.edu/resources/career-guides
- ❑ Explore the binders throughout the library and know what you can find there
- ❑ Do a few of the card sorts – read the directions and consider how you would administer this with a student
- ❑ Know how to log-into NoleNetwork in student mode and be able to show students how to make appointments for the ProfessioNole Clothing Closet, mock interview and others
- ❑ Visit career.fsu.edu/about-us/career-liaisons and familiarize yourself with all the Career Liaisons in preparation for making appropriate referrals
- ❑ Create an account in [Big Interview](#) and become familiar with the platform and how students can use it
- ❑ Visit career.fsu.edu/students/undergraduate-students/ programs-services and familiarize yourself with FSU's professional programs
- ❑ Locate databases like Firsthand, GoinGlobal, etc. and become familiar with them
- ❑ Locate the [Pre-law webpage](#) and be able to assist clients in navigating it
- ❑ Create an account in [LinkedIn Learning](#) and become familiar with the type of courses available
- ❑ Know how to find Sigi3 and Focus2 on our website and learn the passcode: Seminoles

WORKING AS A CAREER ADVISOR

CAREER ADVISOR POSITION

The primary responsibilities of a Career Advisor are to provide superior career advising to all students, alumni, and community members through the FSU Career Center drop-in, brief-staff assisted model in the Career Center Library. Career Advising services focus on the development of self-knowledge, exploration and identification of occupation options, career decision making, and metacognitions related to career decisions and development.

The Career Advisor (CA) position states that all CAs are required to work **10 hours per week**. 8.5 hours are reserved for career advising shifts, while 30 minutes is allocated for supervision meetings with supervisor. The final 1 hour is dedicated for a weekly staff meeting with CACI staff and CAs.

STUDENT SERVICE ORIENTATION

Excerpted from the Career Center Office Manual

The student is:

- the most important person on the campus, without students there would be no need for our office or this institution.
- not a cold enrollment statistic, but a flesh and blood human being with feelings and emotions like our own.
- not someone to be tolerated so that we can do our thing. They ARE our thing.
- not dependent on us. Rather, we are dependent on them.
- not an interruption of our work, but the purpose of it. We are not doing them a favor by serving them. They are doing us a favor by giving us the opportunity to do so.

The Career Advisor should:

- greet the client the moment they walk through the door.
- ask the client "What brings you in today?"
- use the client's name when referring to them, if you do not know how to pronounce, ask.
- demonstrate positive regard and encouraging feedback to all clients.

WHAT TO EXPECT (ON-DESK EXPECTATIONS)

Beginning of shift:

Career Advisors are expected to arrive at The Career Center 5 minutes prior to shift time, in order to ensure they are ready to be on-desk at the time of shift.

- Be sure that your nametag is on and visible to clients
- Confirm that NoleNetwork is logged into 1st floor waiting room
- Confirm that student sign-in computer is on and ready for students to input their FSUID
- If no students are waiting, check CareerDocs for any assignments that need grading

During shift:

Be sure you are demonstrating appropriate levels of customer service to any client who comes into The Career Center, the client is your priority. CA's are expected to be ready for a client to walk-in at any point during their shift.

- You are not responsible for having all the answers, however you should demonstrate information seeking behavior to clients, empowering them to increase their levels of readiness.
- If you do not know the answer to a question or need help with a particular topic, start by asking a fellow CA. If they do not know the answer, ask a staff member.
- When no clients are waiting, be sure to check CareerDocs throughout your shift.
- If no students are waiting, and there are no assignments to be graded in CareerDocs, use this dedicated time to complete ILP action items and increasing your knowledge of our resources.
- Distractions such as cell phone use, headphones, school assignments, food/snacks etc. **are not permitted** while on-desk.

It is preferred that 1 CA be in the donut at all times, to ensure a high level of customer service. If all CAs are meeting with clients, the Student Assistant is expected to communicate with incoming clients to sign them in and instruct them to wait in the waiting area for the next available advisor.

End of shift:

Career Advisors are responsible for monitoring time during their scheduled shifts. As you are approaching the end of your shift be mindful of how much time you have left to work with a client. You can advise a client when you have 10 or less minutes before the end of your shift and let them know they can sign back in to meet with an advisor if they have more follow-up questions. You are not expected to go past the end of your scheduled shift, however, be sure you are providing appropriate hand-offs to incoming advisors to ensure that clients feel supported.

Example Wording:

- *Hi "Client Name" we have about 10 minutes to go over your resume together. After that time I will be leaving, however you are able to meet with the other advisors here to go over your personal statement with them.*
- *Hi "fellow CA" I just reviewed "Client's Name" resume but they are also wanting feedback and information on their personal statement and grad school applications. I have let them know to sign back in to meet with an available advisor.*

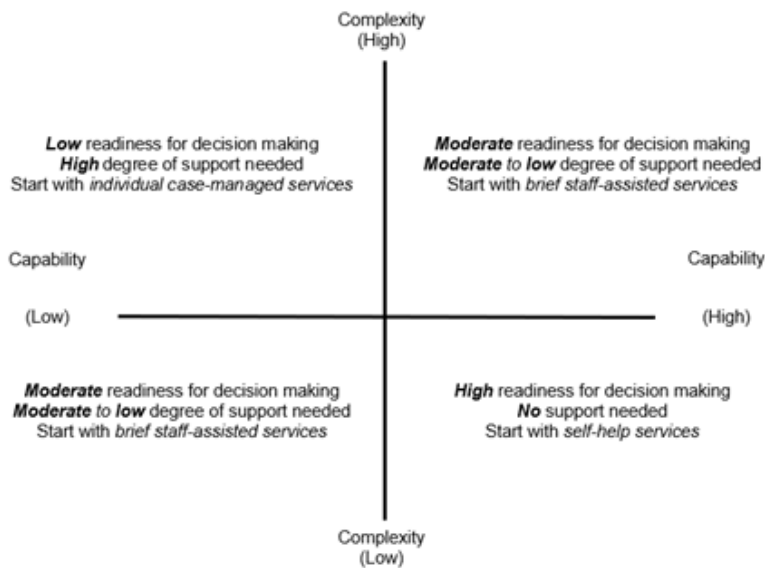
SERVICE DELIVERY MODEL

The Career Center uses the Cognitive Information Processing Theory as a foundation for our services. The aim of the differentiated service delivery model (the CIP approach) is to provide:

- the right resource
- used by the right person
- with the right level of support

As a Career Advisor you will be responsible for evaluating where a client falls in terms of their career readiness to determine the best form of services to provide.

A Two-Dimensional Model of Decision-Making Readiness for Selecting Initial Career Interventions



Adapted from "Using readiness assessment to improve career services: A cognitive information processing approach," by J. P. Sampson, G. W. Peterson, R. C. Reardon, and J. G. Lenz, 2000, *The Career Development Quarterly*, 49(2), p. 161. <https://doi.org/10.1002/j.2161-0045.2000.tb00556.x>. Copyright 2000 by the National Career Development Association. Adapted with permission.

Capability: the ability for an individual to make informed and careful career choices

Complexity: Contextual factors, originating in the family, society, the economy, or employing organizations, that make it more (or less) difficult to make career choices

SERVICE DELIVERY MODEL (CONTINUED)

Instead of one service level for all, three levels of service are used to meet individual needs:

Self-help services:

- for individuals with high readiness for decision making
- Guided by the user Served in library-like or remote setting
- Little or no assistance needed

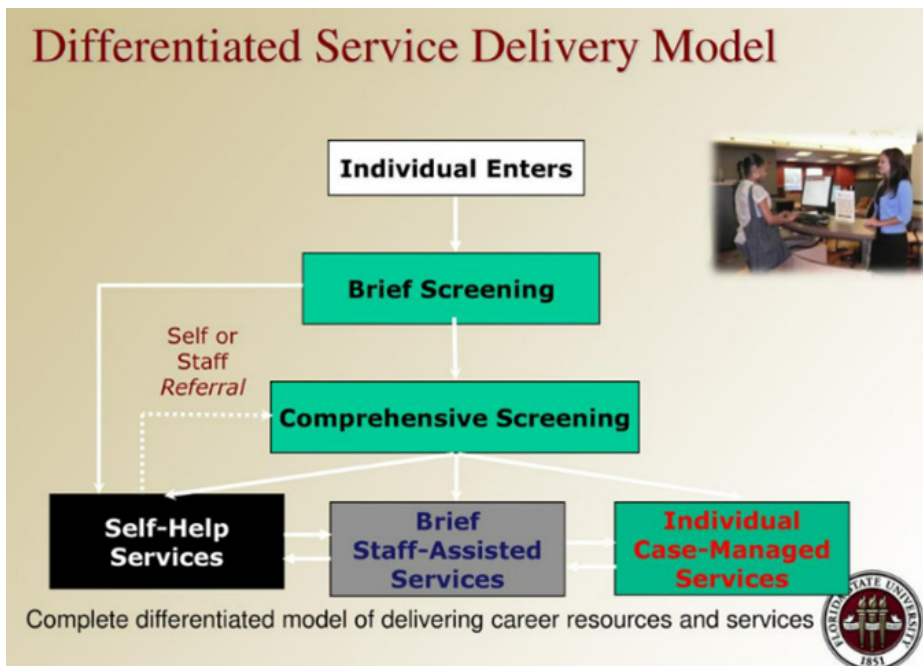
Brief staff-assisted services:

- for individuals with moderate readiness for decision making
- Guided by a practitioner Served in library-like, classroom, or group setting
- Minimal assistance needed

Individual case-managed services:

- for individuals with low readiness for decision making
- Guided by a practitioner Served in an individual office, classroom, or group setting
- Substantial assistance needed
- If you believe a client falls into the low readiness area, and are going to complete a referral for individual career counseling please jump to the Referrals section.

Differentiated Service Delivery Model in Action



Individual enters and completes a brief screening, "What brings you in today?" Based on the response:

- Client has concrete request and can move into self-help once connected to resources.
- Client's request requires moderate support and working with a CA.
- Client does not have a concrete request and requires a more comprehensive screening.

If a more comprehensive screening is required, evaluate if an assessment would be beneficial for you and the client to complete to determine their level of readiness.

SCHEDULING

Each semester Career Advisors are asked to provide their schedule availability for their assistantship hours. CAs are asked to provide maximum flexibility in designating hours they are available to work on the Career Advisor desk. Note that Career Advisor meetings are held every Friday from 1:30-2:30, unless otherwise notified. The schedule should list only academic course, internship and practicum requirements. Completed schedules are turned into designated CACI staff for use in planning the career advising drop-in coverage. Once the schedule is completed, you will receive a copy for your own files. Career Advisors should arrive 5 minutes prior to the start of their scheduled shift time to ensure they are prepared to begin at the start of their shift.

WORK ATTENDANCE EXPECTATIONS

Due to the nature of the role, these policies may be adapted to fit the needs of each cohort, so they may change depending on the semester.

- CAs will be present and ready to begin their shift at the start of the hour or half hour.
 - CAs are encouraged to arrive 5 minutes prior to their shift to easily transition.
- CAs will submit bi-weekly hour log to their supervisor:
 - The Supervisor will log the number of hours to internally track progress.
 - It is encouraged the CA also log their own hours and be aware of the time they need to bank/make-up hours throughout the semester.
 - Supervisors will check-in with the CA about their hour(s) progress throughout the semester in weekly meetings.
- CAs can bank hours for future leave and will make up missed hours.
 - It is encouraged CAs bank hours in advance before requesting leave.
 - It is required all CAs make-up any hours for leave by the end of the semester.
 - CAs can bank or make-up hours by covering other CAs shifts without approval.
 - Banked or make-up hours outside covering a CA's shift require approval from the Senior Assistant Director.
 - CAs will discuss with supervisors opportunities to bank/make up hours which can include but are not limited to – supporting a drop-in shift during high traffic times, working remote hours to complete Career Docs or PNR grading, supporting a large career event such as a job fair or workshop, etc.
- CAs will attend all Weekly Friday CA Meetings. Request for leave conflicting with these meetings will be carefully examined before approval.
 - If the CA misses the meeting it is their responsibility to read over the meeting notes and discuss with their supervisor about information/topics missed.
 - The meeting hour should be made up through covering a leave request from another CA, assisting a drop-in shift during high traffic times, working remote hours to complete Career Docs or PNR grading, supporting a large career event such as a job fair or workshop, etc.

LEAVE POLICY

Due to the nature of the role, these policies may be adapted to fit the needs of each cohort, so they may change depending on the semester.

- CAs will identify their times/dates for leave – the earlier the better.
 - It is encouraged to bank hours ahead of time for any leave requested.
- CAs will request coverage from fellow CAs at least two weeks in advance – fellow CAs can use this opportunity to bank hours or make-up for missed hours.
 - If no CAs are available to cover all shifts, request coverage from full-time staff.
 - It is the CA's responsibility to make every effort to get all shifts covered by CAs and/or full-time staff.
- CAs will request permission of leave from Senior Assistant Director at a minimum of one week in advance – the earlier the better.
 - Request permission by submitting an email and CCing the CA's Supervisor. Include the following information in the email:
 - > Name – time/date of requested leave shifts
 - > What shifts have secured coverage and by who
 - > What shifts still need to be covered
 - > Respond to the email thread as shifts continue to get covered
- It is at the discretion of the Senior Assistant Director to approve CA's leave.
 - The CA will be notified of leave approval via email.
 - Leave approval will be based off the nature of the request, how many hours can be covered, the CA's ability to follow the procedure, and give best efforts to secure coverage.
- The CA requesting coverage will send a reminder to all other CAs/Staff supporting their coverage one week in advance and CC their supervisor.

Steps for Sudden Emergency/Illness Leave

- In the case of a sudden emergency or illness, the CA will email the Senior Assistant Director, Supervisor and copy all fellow CAs who share the shift(s) that will be missed.
 - Include in the email:
 - > Time/dates of shift(s) that will be missed.
- The Supervisor of the CA will coordinate getting coverage for the missed shifts.
- CAs will be responsible for making up any time that is missed due to an emergency or illness later.

It is important every CA/staff follows this procedure to avoid gaps in Drop-In coverage. We encourage all CAs/staff to consider contributing to covering shifts to embrace a team approach and support each other's work-life balance. Please be mindful that when a CA/staff plans for coverage - operations will run smoothly to serve our Seminole students and community members!

SUPERVISION

All Career Advisors have a primary supervisor assigned to them at the beginning of each semester. Supervision will be provided through both formal and informal methods. Career Advisors on graduate assistantships will meet for 30 minutes weekly with their primary supervisor. This time is part of the Career Advisors 10 hour week commitment. Supervisory meetings are used to discuss specific client cases, ILP projects, liaison activities, and/or related tasks.

EVALUATION

The Florida State University Career Center Graduate Assistant Evaluation (see copy below) is used as part of the Career Advisor evaluation process. Career Advisors are asked to complete the performance appraisal on themselves at the end of each semester. Supervisors will also complete a copy of the appraisal and a final individual supervision meeting will be held to discuss their respective ratings.

Evaluations are useful in seeing where you are, how you have improved, and what competency areas you can improve on. This information can be useful when developing your Individual Learning/Staff Development Plan for the next semester.

Florida State University Career Center

Graduate Assistant Evaluation

Graduate Assistant: _____ Supervisor: _____

Semester/Year _____ GA Role: _____

Evaluation: Following is a list of areas in which you may have observed behavior of the Graduate Assistant working under your supervision. Please indicate by use of the rating scale your assessment in each area.

	Excellent	Good	Area of Concern	N/A (Not Observed)
I. Student Characteristics				
Demonstration of interest in the field (willingness to learn, enthusiasm for work).				
Ability to organize (thoughts, material, and time).				

EVALUATION (CONTINUED)

Grasp of fundamental purpose or philosophy of the office.				
Initiative (willingness to accept responsibility, to offer leadership, to make suggestions, to act on own).				
Oral Communication (listening as well as speaking, giving reports and presentations).				
Written Communication (ability to express ideas, choice of grammar).				
Ability to carry through on tasks (completion of assignments, performance of duties, dependability).				
Self-confidence (ability to lead informal meetings, discussion groups, do things which challenge competencies).				
General physical appearance (neatness, appropriate attire).				
Maturity (ability to accept criticism, engage in discussion of ideas and work performance).				
Evidence of individual growth and professional development as a result of the assistantship.				
Ethical and professional awareness as evidenced in contacts with students, staff, and others.				
II. Staff Relations	Excellent	Good	Area of Concern	N/A (Not Observed)
Established working relationship with supervisor.				
Involved in workplace activities.				
Interacts effectively with staff members and people in other offices.				
Exchanges ideas with staff members.				
Reacts well to constructive criticism and evaluation of performance.				

EVALUATION (CONTINUED)

Demonstrates effective interpersonal communication skills (verbal and written).				
---	--	--	--	--

Overall Rating:

___ Excellent

___ Good

___ Official Concern

*If official concern is cited, options for remediation must be communicated in writing as an addendum to this form. A copy of this form with addendum should be forwarded to the Dean of the Graduate School who will then forward the documents to the appropriate person in Human Resources.

Additional Comments (*these are helpful for the GA, even if performance is satisfactory*).

Supervisor's Signature

Date

Graduate Assistant's Signature

Date

This form must be completed, discussed with the Graduate Assistant, and turned in to the Career Center Office Administrator by the end of each semester.

WORK CULTURE

MANAGEMENT STYLE

Excerpted from the Career Center Office Manual

The Career Center is an office of individuals each with their own personality and characteristics. And while this is true, certain general characteristics of the management style will allow us to achieve our objectives:

- The staff is self-critical. All staff must be capable of recognizing and accepting their mistakes and learn from them
- Open, constructive communication is encouraged at all levels and is viewed as a method of problem solving – conflict resolution
- A highly communicative/participatory/open/inclusive management approach is part of our style. People want to know as much as possible about their work environment. Problems must be discussed in an open forum and so on. Staff members at all levels must be accessible
- Staff members must be ethical. Decision and actions must be consistently beyond question from an ethics standpoint.

COMMUNICATION

Microsoft Teams Communications

The Microsoft Teams application is one of the common ways that staff on the Career Advising, Counseling, and Instruction team stay in contact with Career Advisors. This is an application recommended to download to one's phone and laptop in order to stay in communication, receive messages and remain up-to-date with what is occurring with daily operations.

You can use Microsoft teams to send quick messages to individual CAs, the CA group chat and/or your supervisor and other CACI staff. Items appropriate for a chat are quick updates, questions, reminders, desk coverage requests.

Staff Email Usage

As a Career Advisor, it is important to monitor your FSU email. It will also be the best location to receive information in regards to daily operations, upcoming events and workshops. It is recommended to check one's staff email in addition to Microsoft Teams messages in order to stay up-to-date with Career Center information and not solely relying on one method of communication versus the other.

You will use your FSU email to formally request leave from the Senior Assistant Director and your supervisor, to confirm desk coverage and for formal processes such as your Career Advisor Evaluations. NOTE: If you would like to keep an easily accessible record of communication, you should use an email as opposed to Microsoft Teams chat.

PROFESSIONAL DRESS

When working at the Career Advisor desk or representing the Career Center at public events (e.g., workshops), Career Advisors are expected to dress and conduct themselves as professionals. Business casual dress will enhance your credibility with clients, employers, and other visitors. Excessively casual dress (e.g., leggings, shorts, jeans, hoodies, sneakers, flip flops/Berkenstocks, slides) is inappropriate and will undermine your credibility and the professional image of the Career Center.

Please also be mindful of dress/skirt length, low-cut necklines, and clothing that is tight-fitting. Even when you are not working with clients or scheduled for desk, it is important to maintain professional dress when entering the Career Center (i.e. Career Advisor meetings). The Director will occasionally email all staff announcing a "Jeans Day," which means you can come to work in jeans. This is usually done on a Friday or break week when we are not expecting many visitors. Staff may be encouraged to wear their Career Center shirts or polos on particular days, such as the Part-Time Job Fair. Consult with your supervisor if you have questions about the appropriateness of attire.

GRADUATE ASSISTANT SPACE

The Graduate Assistant Suite (Grad Pad) on the first floor (1210 DSC) is used by a variety of persons who have duties in the Career Center, including interns, graduate assistants, teaching assistants and doctoral practicum students. Please take responsibility for keeping this area clean by tossing any unfinished food, drink, and other trash. Also, please keep noise to a minimum in this area. You should not expect to use this space for virtual synchronous courses and/or meetings as it is meant to be a common space for all graduate assistants. Should you need a private space, ask to use a meeting room, counseling room or vacant office for this purpose, you can request this by checking in with the CACI Program Associate.

TECHNOLOGY

COMPUTER ACCESS

Career Advisors are assigned desks in 1210 DSC the "Grad Pad". At each desk, there is a computer for Career Advisors to use. You each have a private network drive where you can store private documents. There is also a "K: Drive" which is where Career Center staff store shared documents. For example, PDF versions of career guides are stored in "K:\CC-Shared\Pubs\Guides". These drives are accessible through "My Computer" on your windows desktop.

Other computers are available in the Computer Lab in 1201 DSC. Do not use the Computer Lab or other public computers for work related to clients or class. For confidentiality purposes, it is very important to make sure you do not save client notes, assessments or other aspects related to your advising work on any of the computers.

Also, please do not save your projects/assignments/documents to a public Career Center computer. If you do, your information may be deleted. In addition, saving information to the computers and not deleting it makes extra work for persons managing the Computer Lab.

If you are leaving your computer for a length of time, please log out for security reasons.

Please do use antivirus and spyware on your personal computers in order to not introduce malware to Career Center computers. Problems with hardware should be reported to the CACI Program Associate and/or the Career Center's Systems & Technology Coordinator.

CAREER CENTER PRINTERS

Career Center printer & copy machines are located in the library and computer lab. These should be used only in relation to your Career Advisor duties and not for class assignments and/or personal use. To use, you must first hit the **Access** key, hit **0**, then enter your **access code** and hit the **Login** key. (Your access code will be set up during your technology onboarding) When you are finished copying, hit the **Access** key again and select **logout** to clear your access code from the machine. Report malfunctions to the CACI Program Associate.

The printer located in the library is for public use. Report malfunctions to the CACI Program Associate.

MICROSOFT TEAMS

As a team we leverage the Microsoft Teams platform as a form of communication and organization. You will gain access to the CC General Team which has several different channels. We recommend adding the Career Advising, Counseling and Instruction channel to the top of your feed. In this channel you will find the schedule, the CA manual, advising resources and other important documents related to the Career Advisor role. You may also engage with the DSR Fun channel which helps the team to connect and build community with weekly polls, service opportunities and more. If you have any questions related to the use of teams please connect with your supervisor.

ACCOUNTS NEEDED FOR CAREER ADVISING

You will receive an invitation to create your account for the following platforms:

NoleNetwork: You will receive an email to your FSU email address with information on setting up your STAFF access to the NoleNetwork platform. Be sure to note your username and password. You will use NoleNetwork to:

- Start, end or edit student appointments
- Log and track workshops you present
- Explore job postings and upcoming events

Pariconnect: You will receive an email to your FSU email address with information on setting up your STAFF access to Pariconnect. Be sure to note your username and password. You will use Pariconnect to:

- Send the SDS and CTI assessments via email to clients
- Run reports for completed assessments for clients

As an advisor you will want to create your own accounts for the following platforms in order to demonstrate their use with clients:

ProfessioNole Mentors: Visit the Career Center website homepage and locate the ProfessionNole Mentors button. Once on the ProfessionNole Mentors page, select "Activate your Student Mentee Profile" to create your account. Be sure to note your username and password. You will use ProfessionNole Mentors to:

- Help clients to update their profile to tailor mentorship suggestions
- Search through available mentors to support students' options knowledge

CareerShift: Visit the Career Center Library database page to access CareerShift. Select the "Sign Up Now" button to create your account. Be sure to note your username and password. You will use CareerShift to:

- Demonstrate using a job board other than NoleNetwork
- Help clients to find open jobs, contacts and research companies

ACCOUNTS NEEDED FOR CAREER ADVISING (CONTINUED)

Firsthand: Visit the Career Center Library database page to access Firsthand. Select the “Get Started” button to create your account. Be sure to note your username and password. You will use Firsthand to:

- Search for a job or internship, to learn about an industry or profession
- Find example resumes, cover letters, interviewing tips by industry

Peterson’s: Visit the Career Center Library Education Tab or Considering Graduate School webpage to access Peterson’s Test and Career Prep. Select the “Log In” button in the top right corner to log in or create a new account. Be sure to note your username and password. You will use Peterson’s to:

- Provide information related to graduate school entrance exams
- Connect students to 2 full length free practice tests for either (GRE, GMAT, LSAT, MCAT, MAT and PCAT)

As an advisor you may utilize other databases and resources that require an FSU Login and/or. When visiting these links from our website you should be granted access or be prompted to enter a password.

GoinGlobal: Visit the Career Center Library database page to access GoinGlobal.

- Use this database to find country-specific career and employment information
- Discover world-wide internship and job postings, H1B employer listings, and corporate profiles
- Help the client find valuable information on working and living in a specific country or city with career resources for 30 countries

ArtSearch: Visit the Career Center Library database page to access ArtSearch.

- Checkout as a guest and use code: removed for proprietary reasons
- Search jobs in: Arts - Culture - Education - Theatre - Museum - Gallery - Library
- Options include full time, part-time, internships, contract and temporary employment

Backstage: Visit the Career Center Library database page to access Backstage using this password:

- Go to: backstage.com/accounts/offer/
- Use offer code: removed for proprietary reasons
- For students that are interested in acting, dance, performance, etc. This allows them to create a free account for 1 year
- Use this database to look for work, an internship, acting and performance news, publications and more.

ASSESSMENTS

WHY WE USE ASSESSMENTS

During the career advising process, Career Advisors may use a variety of career assessment materials as tools for conceptualizing a client in terms of career readiness, self-knowledge and options knowledge. These tools can help you to learn more about your client based upon their presenting concern and career goals. If you have questions regarding the decision to administer an assessment or how to interpret and explain to a client be sure to consult with your supervisor.

WHAT ASSESSMENTS WE HAVE

If you are unfamiliar with how to administer, review and interpret any of these assessments please meet with your supervisor.

To Assess Career Readiness:

Career Thoughts Inventory (CTI)

Career State Inventory (CSI)

Decision Space Worksheet (DSW)

To Assess Self and Options Knowledge:

Self-Directed Search (SDS)

Computer Assisted Career Guidance Systems (CACGs)

- *FOCUS2*
- *SIG13*

Card Sorts

A CLIENT COMES IN REQUESTING AN ASSESSMENT...NOW WHAT?

On occasion, helping professionals and other FSU Staff will send their clients to the Career Center to take a specific assessment. **We do not provide career assessments on demand.** Any assessment resources used with a client are done in the context of a career advising or counseling relationship between a Career Center staff member and the client seeking assistance. The Career Center staff member, in consultation with the client, will make judgments about which assessments, if any, are most appropriate for addressing the client's career decision-making concerns.

REFERRALS

On occasion, you will need to make referrals to other Career Center staff, campus offices and services, as well as agencies and organizations in the community. If you are unsure about recommending a particular office or organization, please consult with a supervisor.

CAREER CENTER INTERNAL REFERRALS

To Make an Appropriate Referral:

1. Share with the individual the basis for the referral.
2. Inform the individual of what usually occurs or is available from the referred organization or individual.
3. Support clients in making referrals. Provide as much contact information as possible (i.e., name, address, phone number, hours, and directions).
4. Inform a CACI staff member if you are working with a distressed student. The FSU Faculty & Staff Emergency guide provides resources available for assisting distressed students.

Referring to Individual Career Counseling

As a CA, you are expected to refer students to career counseling as applicable to their level of readiness. Career Counseling is recommended for individuals who demonstrate **low capability and high complexity factors**. Factors related to low capability may include circumstances such as lack of understanding of the career exploration process, overwhelmed by the career process, lack of motivation, mental health related factors (symptoms of depression or anxiety), negative thoughts, etc. Factors related to high complexity may include external pressure from family, friends, etc., internal pressure, self-esteem concerns, economic, multicultural considerations, etc. These clients may be best served by meeting regularly with a certified counseling staff and/or counselor-in-training.

BOOKMARK THIS!

The link to complete all career counseling forms is: career-fsu.titaniumhwc.com/.

The “New Client Referral/Intake Form” is to be filled out by the client, while the “New Client Referral Form (staff use only)” is to be filled out by CAs and staff.

NOTE: You will be asked for the **client’s first and last name, and birth date on both forms.**

DO NOT fill out your name and birth date. The client’s information is needed in order to link the two forms together. If you don’t know their birthday, you can put the date the intake was completed

CAREER CENTER INTERNAL REFERRALS (CONTINUED)

Referring to Career Liaisons

Liaisons are industry-specific resources for clients to utilize when they need more information than what general career advising offers.

Examples of when career liaisons may be an appropriate referral:

- After you have gone over general job/internship search and the client continues to have questions regarding how to get industry-specific jobs/internships
- Clients have specific questions/concerns regarding graduate school materials or processes including but not limited to medical school, nursing school, law school, etc.
- Clients have information on what skills, certifications and/or experiences they need to be competitive in their field
- Clients want more information on potential employment/networking opportunities in their field of study

Use this link to review Career Liaisons for FSU colleges and various departments on campus: career.fsu.edu/about-us/career-liaisons

When referring clients to a career liaison, you may demonstrate how to find the liaison's drop-in hours, contact information, and appointment options. There are no referral forms involved, however, we recommend building an ILP with the client to demonstrate what action items they can do before meeting with and to discuss with their career liaisons. Clients will likely need to contact the appropriate liaison in some format such as email, phone, or drop-in (this will be listed on the website).

CAMPUS REFERRALS

Referring to Campus Resources

There are many campus resources that may be appropriate to refer clients to. Keep in mind that many of these services are dedicated to current students, and may not be available to alumni or community members.

Use this link to explore all campus resources for students: studentaffairs.fsu.edu/resources/resources-for-students

Common campus resources to refer students to include:

- Academic Advising
- Campus Housing
- Case Management
- Center for Global Engagement
- Counseling & Psychological Services
- Office of Accessibility Services
- Office of Financial Aid
- Student Veterans Center
- Victim Advocate Program

CAMPUS REFERRALS (CONTINUED)

Referring to Campus Resources (continued)

The referral process for many of these offices is a matter of identifying a point of contact. As a career advisor, you will demonstrate this information seeking behavior to clients, and help them explore the resources they have available.

COMMUNITY REFERRALS

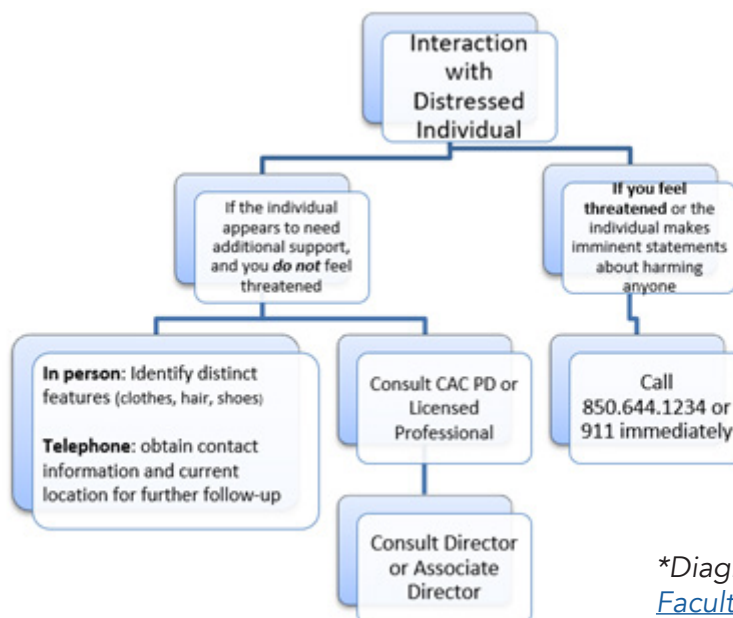
Referring to Community Resources

The Career Center works with a variety of clients, including not only students, but also alumni and community members (individuals who are not students or alumni). Some common community resources include but are not limited to:

- 211 Big Bend: provides human service information, resources, and assistance, emotional support, crisis assistance, etc. 211bigbend.org/
- CareerSource: provides comprehensive employment and workforce services careersourcecapitalregion.com/
- The Kearney Center: resources for individuals experiencing homelessness kearneycenter.org/
- Ready4Work: provides support, life and job skills training for people with a history of involvement with the criminal justice system, and places them in employment that offers a sustainable quality of life. operationnewhope.org/
- Veterans Resources: cms.leoncountyfl.gov/Home/Departments/Office-of-Human-Services-and-Community-Partnership/Veterans-Services/Resource-Information

CRISIS PROTOCOL (from Career Center Office Manual)

Internal Career Center Emergency Protocol for the FSU Community



**Diagram adapted from the Faculty & Staff Emergency Guide*

Identify Signs of a Distressed Individual

Here are some signs to look for, but this is not an exhaustive or comprehensive list:

- Bizarre/inappropriate behavior
- Garbled, disjointed thoughts
- Changes in eating, sleeping, class attendance
- Noticeable or alleged alcohol/drug use
- Suicidal thoughts (direct or indirect references to death)

If you determine that an individual is in distress, but not violent:

1. Notice any recognizable features (clothing, hair color, shoes) or have a colleague remain nearby
 - a. If the individual were to disappear, then you have a description to give FSU Police
2. Consult in the order described below:
 - a. First, consult with the Career Advising, Counseling, & Instruction (CACI) Program Director
 - b. If the CACI Program Director is unavailable, consult with the Licensed Professional provided by the CACI Program Director
 - c. The Program Director or senior CACI staff member will consult with the Director (or Associate Director)
3. **Confirm that the Director is aware of the individual in distress as well as the plan of action before the individual leaves the CACI staff member**
 - a. Gather contact information for the individual in distress
 - b. Request them to sign a two-way release of information (if applicable)

Continued on next page...

CRISIS PROTOCOL (CONTINUED)

CACI staff, credentialed professionals, and the Director/Associate Director will typically complete the following steps:

4. Determine how the individual would best be served. Some options may include:
 - a. Call the Counseling Center (850.644.8255) to inform them you are on the way (if time permits)
 - b. Walk the individual to the Counseling Center (request to skip paperwork if needed, contact the Associate Director of Health and Human Services at the University Counseling Center [Dr. English] regarding this request)
 - c. Call the Counseling & Psychological Services Center with the individual to set up an appointment (IF the need is not immediate)
 - d. In all instances listed above, inform the client, complete, and ask the client to sign the two-way release form, place the form in a sealed envelope and walk it over to the Counseling & Psychological Services Center. Ask to consult with the lead counselor on duty.
5. The Director will decide if and/or who would call Dean of Students for further follow-up

Protocol for Community Members

1. Follow steps #1-3 outlined on the previous page, which apply for FSU students and community members

CACI staff, credentialed professionals, and the Director/Associate Director will typically complete the following steps:

2. Determine how the individual would best be served. Some options may include:
 - a. If the individual **is in crisis** during normal operating, daytime hours, walk the individual over to the Counseling & Psychological Services Center, and follow step 4.d. outlined above.
 - b. Call Big Bend 211 crisis hotline (dial 211 or 850.224.6333)
 - c. Call the Suicide Prevention Hotline (1.800.273.8255)
 - d. If the individual needs to speak with a counselor, but is NOT in immediate crisis – call the Human Services Center 850.644.3857
3. The Director will decide if any further follow-up or action is needed.

RESOURCES

Counseling & Psychological Services Center * *for FSU students only*

Walk-in sessions (8 a.m. - 4 p.m. Monday through Friday)

Phone (available 24/7): 850.644.TALK (8255)

counseling.fsu.edu

Dean of Students * *for FSU students only*

Case Management Services

Student Disability Resource Center

Victim Advocate Program

dsst.fsu.edu

Human Services Center (low-cost counseling)

January through July: appointment times vary and are typically offered during one evening per week

850.644.3857 ; hsc@coe.fsu.edu

education.fsu.edu/hsc

Big Bend 211 Hotline (24/7 telephone counseling)

Dial 211, or 850.224.6333

211bigbend.org

Suicide Prevention Hotline (24/7 telephone counseling)

988, or 1.800.273.8255

suicidepreventionlifeline.org

FSU Police Department

911, or 850.644.1234

police.fsu.edu

MANDATED REPORTING

All Responsible Employees, including but not limited to faculty, adjuncts, staff, graduate assistants and student employees – must report any student or subordinate disclosure of sexual misconduct within two business days.

Title IX – FSU Career Center Roles & Responsibilities

titleix.fsu.edu

knowmore.fsu.edu/

What is our role at the FSU Career Center under Title IX to respond to reports of sexual misconduct?

- We are **all** required to report disclosures **unless** they occur within individual career counseling and the client is protected through confidentiality of Informed Consent. Information disclosed during an individual counseling session is **not** subject to Title IX as the information is considered a confidential disclosure. Currently updating the informed consent to reflect this fact.
- If you are a faculty or staff member and you become aware that a student has been a victim, or if you are a supervisor and become aware that an individual under your supervision has been a victim, you **MUST** report the incident to:
 - Reports are made through the Title IX system
https://cm.maxient.com/reportingform.php?FloridaStateUniv&layout_id=1
 - If the harasser is faculty, staff, visitor, or a contractor – report to Title IX Director (850.645.2741) - <https://knowmore.fsu.edu/title-ix/meet-title-ix-office-staff/>
 - If the harasser is a student (even if the survivor asks you not to tell anyone) – report online at titleix.fsu.edu

Who is a supervisor in the Career Center under Title IX?

- In the Career Center, the term supervisor refers to staff, CAs, and GAs. When in doubt – consult with your immediate supervisor about questions regarding when to report if you hear about sexual misconduct. Failure to report leads to disciplinary action by the university.

Where might a student disclose sexual assault in the Career Center?

- A disclosure can happen anywhere: drop-in career advising, GGSS advising, SDS3340, staff offices, career events, mock interviews, real interviews...you never know when or where a student might choose to disclose. Be prepared to inform students of Title IX.

MANDATED REPORTING (CONTINUED)

What do I say to a student who begins to disclose or discloses a sexual assault?

- **Attempt to interrupt students before they disclose:**

"I'm so glad you shared this information with me, and I would now like to provide you with some helpful information and resources. First, I want to inform you that I am legally mandated to report any sexual misconduct to the university. Since you have not given any details (date, times, location, names), I want you to know that should you choose to disclose details regarding sexual misconduct, that information will be reported to the university immediately."

If the student disclosed details:

You mentioned (e.g., names/locations of any sexual misconduct); we are legally mandated to report any sexual misconduct to the university. Incidents of rape must also be reported to law enforcement, pursuant to the University's Sexual Battery Policy.

<http://policies.vpfa.fsu.edu/bmanual/battery.html>

If the student becomes upset:

"My goal is to keep you (and other students) safe on-campus. The university will strive to keep your information confidential, and I am happy to give you names and phone numbers for individuals on-campus with whom you can speak to who are not mandated reporters:

- *FSU Victim Advocate Program (for all crime victims)*
- *University Counseling Center (for students)*
- *Employee Assistance Program (for employees)*
- *University Psychiatric Services"*



The
Career Center

Design Your Career

@FSUCAREERCENTER     