Recruit, Hire, Train & Retain Experiential Learning Professionals

Presented by:
• Jennifer Blythe, Florida Atlantic University
• Megan Hollis, Florida State University
• Tracey Dowling, Florida State University
Agenda

• Institution Profiles
• Experiential Education Hires
• Recruitment Process Case Study
  • Recruit, Hire, On-board, Train, Retain, Challenges
• Creating a Culture
• Closing
• Questions
So...what do we know about hiring EL Pros?

- Public Institution
- Founded in 1961
- 30,000+ students
- 6 campus network
- Spread throughout six separate counties
- 180+ degree programs

Florida Atlantic University
- Public Institution
- Founded in 1961
- 30,000+ students
- 6 campus network
- Spread throughout six separate counties
- 180+ degree programs

- College of Arts & Letters
- College of Business
- College of Design & Social Inquiry
- College of Education
- College of Engineering & Computer Science
- Science
- College of Medicine
- College of Nursing
- College of Science
- Graduate College
- Honors College
So...what do we know about hiring EL Pros?

- Decentralized – Career Center
- Departments @ Individual Colleges
- No uniformity in curriculum
- University wide initiative to grow the internship program & culture at FAU
- 6 Professional staff hired in a little over a year
- Opportunity to revamp the Career Center programs
So...what do we know about hiring EL Pros?

- State Public University
- Founded in 1851
- 41,000+ students
- 3 campuses
- 351 degree programs
So…what do we know about hiring EL Pros?

- **2014**
  - Preeminence funding – 7 new CLs hired, assigned to support one academic department

- **2015**
  - Expanded to additional academic department(s) - Spring 2015
  - Expanded to serve academic colleges - Fall 2015

- **2016**
  - Added a new CL position for Fine Arts & Music
  - Added a new CL position for Business
  - Added a new CL for College of Communication & Information

- **2017**
  - Outstanding request for Panama City, FL campus
The Florida State University Career Center is proud to announce the opening for our Assistant Director of Experiential Learning that will serve as the Career Liaison for the College of Criminology & Criminal Justice / FSU Pre-Law Advising Program Co-Coordinator.

The FSU Career Center seeks career services professionals open to an opportunity to conduct career advising in a satellite office serving College of Criminology & Criminal Justice students, proactively engage in employer development/outreach while delivering career development/employability programming for students.

The Florida State University, commonly referred to as Florida State or FSU, is an American public space-grant and sea-grant research university located in the state capitol, Tallahassee. Currently ranked 43rd overall among all public national universities, FSU aspires to be in the Top 25. With a total of 40,838 students enrolled, the student body consists of 75.9% undergraduate, 20.9% graduate and 3.2% unclassified. Women account for 54.8% of the enrollment, and minorities comprise 27.2% of total enrollment. The average age for undergraduate students is 21.1. Students from all 50 states and the District of Columbia, and over 130 countries, are represented.

FSU's Division of Student Affairs was named a "15+ Most Promising Places to Work in Student Affairs" by the American College Personnel Association (ACPA). The study examined criteria such as workplace diversity, staffing practices, work environment, family friendliness, salary/benefits and professional development opportunities at institutions of higher learning across the country in developing the rankings.

To apply, visit https://hr.fsu.edu
Job ID: 39983 (Internal Title - Career Development Specialist)
Closing Date: Open Until Filled
Recruit

Florida State University Career Center
Assistant Director of Experiential Learning / Career Liaison

Career Liaison:

Summary: This position is the primary liaison between the Career Center and the designated academic unit and is responsible for working closely with strategic partners and creating a culture of collaboration among a variety of stakeholders. This position will develop successful partnerships that connect business, employers, students, alumni, to the academic unit and the Career Center. This position will work with employers and potential employers to identify and increase career-related experiential learning opportunities, e.g., co-ops, internships, volunteer, and summer employment. In addition, this position will help students to engage with other entities on campus that support high-impact experiential learning, such as the Office of Undergraduate Research and the Center for Leadership and Social Change. Embedded career liaison will develop successful partnerships that connect employers, students, alumni, and research entities to the academic unit and the Career Center. This position will engage directly with faculty, staff, and academic advisor to inform students and faculty about experiential learning opportunities and collect information about current experiential engagements. This position oversees the successful implementation of all related functions.

Qualifications: Bachelor's degree and two years of experience or a combination of post-high school education and experience equal six years.

Responsibilities:

40% Serve as liaison to a specified academic unit. This includes: Research specific career development needs for the students in that academic unit. Plan, implement, and conduct outreach workshops, presentations, & programs to educate and inform students, faculty/staff, and administrators about internships & programs, and employers.

Advisors/counselors individually or in groups regarding various types of work experience opportunities, resources, registering for services, and job search strategies. Provide accurate data collection for student engagement in experiential learning opportunities, e.g., internships, shadowing, co-ops, and volunteer experiences. Serve as a Pre-Law Coordinator for the university in collaboration with the Division of Undergraduate Studies, with the primary focus being to coordinate administrative aspects of prelaw advising and facilitate connections between campus-wide prelaw advisors and FSU students. Recruit, train, and maintain communication with a group of volunteer staff from the Career Center and other campus units to serve prelaw advisors for students with prelaw questions. Serves as a liaison to the FSU College of Law.

35% Assist in facilitating, promoting, and expanding interaction with business/industry, government, and nonprofit employers to create and increase experiential work opportunity opportunities, e.g., co-ops, internships, volunteers, and summer employment.

15% Support and assist in the development, direction, administration, and promotion of university-wide experiential learning/education programs for undergraduate students. This includes: Assist with coordination and development of co-op/fellowship events and special programs, e.g., Part-time Job Fair, Internship Panels, and Career Exploration Network events. Advise/counsel individual or in groups regarding various types of work experience opportunities, resources, registering for services, and job search strategies.

10% Assist in delivering other core Career Center programs including teaching the career planning class, career advising, and employer development.

Competencies: Ability to communicate effectively verbally and in writing. Ability to develop and implement policy, procedures, goals, and objectives. Ability to establish and maintain effective working relationships. Ability to interpret academic program requirements and provide advice. Ability to prioritize, organize, and perform multiple work assignments simultaneously. Knowledge of and ability to interpret and apply related federal, state, and local laws, ordinances, rules and regulations. Knowledge of and the ability to interpret and apply related University policies, procedures, principles, and practices. Knowledge of applicable computer applications and basic computer functions.

Knowledge of career counseling tools and resources. Knowledge of the concepts, principles, and practices of career counseling and development.
FSU is located in Tallahassee. Known for its natural beauty and proximity to the gulf coast beaches, it is home to the state capital, two major universities, and a growing metropolitan community of 270,000. Tallahassee shares a deep-rooted history and culture with unparalleled nature and outdoor recreation. A fusion of cosmopolitan flair and charming personality defines the spirit of Florida's Capital City. Stretching along the Florida Panhandle, Tallahassee is a place where college town meets cultural center, politics meets performing arts, and history meets nature—a place where the vibrancy of what to do is matched only by the city's inviting hospitality. Tallahassee offers many opportunities for recreational and cultural activities, and is within a half-day drive to Jacksonville, Orlando, Tampa, and Atlanta.

**Florida State University** is one of the largest universities in Florida with a diverse student population of approximately 41,000 from all 50 states and more than 115 countries. One of the nation's elite research universities, Florida State University—with the Carnegie Foundation's highest designation, Doctoral/Research University-Extensive—is currently on a mission to become a 'Top 25' nationally ranked public university. Florida State offers a distinctive academic environment built on its cherished values and unique heritage, a welcoming campus, and prime location in the heart of the state capital. Recognized nationally for its commitment to diversity, Florida State University is a national leader in the number of doctorates awarded to African-American students and in the graduation rate of African-American undergraduates. Its College of Medicine and College of Law are among the Top 10 best in the nation for Hispanic students. Beyond academia, Florida State also has a top NCAA Division I Sports program with recent conference and national titles in football, women's basketball, baseball, and women's soccer.
Good Afternoon Candidate,
I am pleased to inform you that you have been selected as a candidate for consideration for the position of Assistant Director, Experiential Learning/Career Liaison at the Florida State University Career Center.

We would like to extend the invitation to conduct a Skype interview with our Search Committee. Please respond and indicate which time slot would work best with your calendar – be sure to mention potential availability for more than one time slot (Note - times are listed in EST).

Your Skype interview should last no longer than 20 minutes, open times:
- Wednesday, May 25th 9:30 AM
- Wednesday, May 25th at 10:00 AM
- Wednesday, May 25th at 10:30 AM
- Wednesday, May 25th 11:00 AM
- Wednesday, May 25th 11:30 AM

Our Skype call will come from the FSU Skype User account “FSUCareerCenter”. Be sure to include your Skype ID with your response.

Thank you for considering employment opportunities with the FSU Career Center.
We look forward to talking with you,
Search Committee Chair
Career Liaison Candidate Screening Interviews

Candidate Name: ___________________________ Interview Date/Time: ___________________________

1. Please share with us specifically your interest in the Career Liaison position with Florida State University Career Center. (If not addressed, then ask: Why FSU? Why Tallahassee? Why this role versus a traditional career services strictly career counseling or employer relations role?)

2. In your current or most recent role, what has been the most challenging experience?

3. In your current or most recent role, what has been the most enjoyable experience?

READ: Career Liaisons at FSU are required to communicate and collaborate effectively with several very different groups of stakeholders; specifically, employers, students, and academic faculty and staff. The next few questions are going present some situations specific to these unique populations. Please answer to the best of your ability.

4. How would you approach advising this student on resume creation and internship applications for Summer?
   - Approaches you after a March internship workshop
   - Junior, _______ major
   - Several short stints in hospitality positions with multiple employers
   - Has a list of campus club memberships, but no significant leadership roles or committee work
   - Seeking paid summer internship at a ________ in South Florida or Tallahassee

5. Several of the students in your academic college have mentioned a desire to intern with a specific employer. The FSU Career Center does not currently have a recruiting relationship with this employer. What tools would you use to build a relationship? What information would you request from this employer to share with your students?

6. As you transitioned into your role as Career Liaison for an Academic College, you were warned that a specific Department has historically been resistant to Career Center Staff Member outreach efforts in regards to collaboration. After sending an introduction email and leaving a few strategic voicemails, none of the faculty or staff within this Department have responded. What strategy would you implement to build a collaborative relationship with this Department and overcome their hesitancy?

Trigger Question > Experience with Career Center technology in addition to MS Office and presentations?

Did the candidate give evidence of ability and interest in contributing to the comprehensive focus of FSU Career Center (career counseling, research, teaching, employer relations)? Comments:

Did the candidate give evidence of ability and interest in contributing to the collaborative partnerships necessary to lead and work with staff, colleagues, and stakeholders? Comments:

General comments:

Strengths: ___________________________________________ Areas of improvement: ___________________________

Overall, I find this candidate to be: ___________________________________________

Highly acceptable __________ Acceptable _______ Marginal ______ Not acceptable ______ No opinion

Bring to campus: yes ______ no ______ maybe ______
Candidate First Name,

We are certainly excited about hosting you for an on-campus interview for the Career Liaison role on Monday, April 18th.

Please find your agenda attached as a PDF document.

For your presentation, please limit your delivery to 30 minutes total (recommended 20-30 minutes delivery followed by Q&A from the audience). Q&A will consist of open forum questions from Career Center staff as well as invited partners from the College of Fine Arts & College of Music.

Further, please find driving and parking directions to campus below - I will meet you on the first floor of the Dunlap Success Center. Attached is your parking pass that will need to be displayed on your dashboard.

Lastly, in preparation for your on-campus interview, please send your reference list over at your earliest convenience.

Looking forward to meeting you,
Reference Name,

The FSU Career Center has the privilege of hosting Candidate Name on-campus as a Candidate for our Career Liaison/Assistant Director of Experiential Learning role on Monday, April 18th.

In order to move forward with her candidacy, we are reaching out to her self-identified professional references.

Overall, our professional career services role would require building relationships with other Division of Student Affairs offices, provide career advising to undergraduate students, event management, present workshops and generate job postings through external employer outreach. Ideally, we are seeking candidates that are skilled at building structure within ambiguity and exhibit flexibility when priorities change. Attached, as a PDF document, is the detailed job description to provide a more detailed look at the role and responsibilities.

To help us identify the best possible candidate to join our Experiential Learning Team, please respond to the following questions:

• What was the primary nature of your working relationship with Candidate?
• What would you consider Candidate’s “shining strength” that made her invaluable in your work together?
• What areas of development did you communicate to Candidate? How did she receive your feedback? Did she incorporate your feedback in future behaviors?
• How is Candidate received by her co-workers?
• Did you ever have to address work attendance issues, late work arrivals or short turnaround time in annual leave requests with Candidate?
• Please describe Candidate’s reaction when things do not go as planned.
• Please describe Candidate’s political acumen and ability to work with senior leadership.
• From your observation, does Candidate take ownership of the success or failure of her assigned projects? Would you say she takes initiative to find new ways to ensure her projects succeed?
• How independently does Candidate work as opposed to checking in with her supervisor and stakeholders?
• If there is anything overlooked in the above questions, you are welcome to share any additional pertinent information regarding Candidate’s knowledge, skills and abilities.
• If you were in a hiring position, would you rehire Candidate to work for you?

Due to our the short turnaround time of our hiring process, we would appreciate your responses no later than Monday, April 25th.

If you would prefer to talk through rather than type your responses, please feel free to contact me at (850) 644-9774.

Thank you,
Search Committee Chair
1. Please share with us your interest in the Career Liaison position with Florida State University Career Center.

2. How does this position fit into your long term goals?

3. What two or three things are most important to you to be successful in your job?

4. What are you doing when you are the happiest at work?

5. Tell us about a successful team activity you were a part of, and how you contributed to its success.

6. A faculty member in your liaison area mentions in a meeting that she offers students DIS opportunities in her research lab. She wonders what extra support you will bring to the table when she is already providing experiential learning opportunities. How would you help this faculty member understand the role of the EL department in relation to the academic department?

7. How do you define customer service?

8. There are times when we need to say “no” without saying “no”, can you tell us how you would handle this?

9. Have you ever encountered a conflict at work, how did you handle it?

10. What do you want us to know about you that is not on your resume?

11. Do you have any questions for us?

Did the candidate give evidence of ability and interest in contributing to the comprehensive focus of FSU Career Center (career counseling, research, teaching, employer relations)? Comments:

Did the candidate give evidence of ability and interest in contributing to the collaborative partnerships necessary to lead and work with staff, colleagues, and stakeholders? Comments:

General comments:

Strengths:  

Areas of improvement:

Possible Career Liaison Academic Unit:

Overall, I find this candidate to be:

____ Highly acceptable  ____ Acceptable  ____ Marginal  ____ Not acceptable  ____ No opinion
The Career Center

Hiring Manager: 

Interviewed by: 

Which liaison role do you wish to see this candidate in? Circle one:

Pre-Law Co-Coordinator
Psychology/Biology
College of Fine Arts
College of Criminology & Criminal Justice
College of Arts & Sciences
College of Music

Did the candidate give evidence of ability and interest in contributing to the comprehensive focus of FSU Career Center (career counseling, research, teaching, employer relations)? Comments: 

Did the candidate give evidence of ability and interest in contributing to the collaborative partnerships necessary to lead and work with staff, colleagues, and stakeholders? Comments: 

Would the candidate represent the Career Center professionally in these scenarios? Circle your response.

- Campus committee service: YES NO UNSURE
- Meeting with Academic Unit Faculty and Staff: YES NO UNSURE
- Presenting to student organizations: YES NO UNSURE
- Teaching SDS 5340: YES NO UNSURE
- Community networking events: YES NO UNSURE
- Career Center events: YES NO UNSURE
- One-on-one with employers: YES NO UNSURE
- One-on-one meetings with students: YES NO UNSURE

General comments:

Strengths:

Areas of Improvement:

Communication Skills:
- Speaks clearly in small or large groups. Has good command of English.
- Is organized, articulate, and engaging.
- Answers questions clearly and concisely.

Acceptably effective: 
- Speaks quite clearly, but lacks style at times.
- May be verbose but still makes the point. Answers to questions may lack clarity.

Somewhat ineffective: 
- Difficulty following because of failure to organize ideas. Fails to engage listeners.
- Speaks too quickly, drone on, fail to answer questions.

Unacceptable: 
- Insufficient knowledge or expertise to evaluate.
- Insufficient knowledge or expertise to evaluate.

Collegiality:
- Has experience in effectively working with others on various types of projects. Shows strong interest in participating in departmental activities.
- Has limited experience working on team projects. Expresses some interest in departmental activities. May need some encouragement to participate.

Interpersonal Skills:
- It is approachable, comfortably interacts with new people. Easily engages in conversation. Makes eye contact. Shows good listening skills. Displays confidence in expressing opinions. Listens respectfully to opinions of others. Strong potential to contribute to a positive environment.
- Interacts with others in a reasonably comfortable manner, but may show some reserve or unease. May not exchange opinions easily, either by not listening well or not confidently expressing own ideas.

Technological Competence:
- Understands and has experience of interest in technological applications. Familiar and comfortable using email and social media to connect with student population.
- Has a small amount of interest or experience in technological applications. Demonstrates transferable skills in learning and using new technologies.

Student Engagement:
- Shows strong interest in student activities. Students would find this candidate approachable and engaging.
- Students would continue to connect with this candidate after a few meetings.

- Shows little interest in students. Students would not actively seek out this candidate in order to connect with the candidate.

Overall, I find this candidate to be: 

- Highly acceptable
- Acceptable
- Marginal
- Not acceptable
- No opinion

Unable to evaluate:
- Insufficient knowledge or expertise to evaluate.
Candidate,
I am delighted that you verbally accepted the offer to join the FSU Career Center in the Assistant Director for Experiential Learning/Career Liaison role with a start date of Friday, September 25th.

Please find your formal offer letter attached as MS Word document. To move forward in your formal hiring process, a timely response to this email with the acceptance of the offer in writing is necessary.

Additionally, in order to move your hiring appointment along quickly and seamlessly, our Human Resources Office Administrator will be in touch with you shortly via email to begin the paperwork process.

To prepare for your arrival on our end, please email your:
• Preferred shirt size for your official FSU Career Center
• Preferred name for your official FSU Career Center name badge and door tag
• Professional headshot

As always, you are welcome to reach me at (850) 644-9774 with any questions during your transition to our team.

Looking forward to working with you,
Search Committee Chair

Members of the Search Committee,
Thank you for your commitment to identifying top talent for the Experiential Learning Team.

Formal offers were extended to Candidate Name and Candidate Name……and both candidates verbally accepted our offer to join the FSU Career Center with a start date of Friday, September 25th.

Candidate Name and Candidate Name both were extremely complimentary of their warm reception by our Search Committee and the Career Center Team.

Please note – this news is not for public consumption as Director will make an official Career Center announcement shortly.

Appreciatively,
Search Committee Chair

It is my pleasure to announce that Candidate has accepted the position of Assistant Director, Experiential Learning & Career Liaison for the College of _________. Candidate will start on Friday, September 25th Please join me in welcoming Candidate!

Candidate we are very excited to have you join our team!
-Director
Academic Unit Champion Name:
The Career Center is pleased to announce that Candidate has joined the Experiential Learning Team as the Career Liaison for the College of ______.

Candidate comes to Florida State University as a Nationally Certified Counselor with more than seven years of experience as a career development counselor at both University and University, Program Management with College and a seasoned relationship builder through leadership within Non-Profit. Candidate earned a bachelor’s degree in Major from University as well as a master’s in Major from University and, in addition, is a doctoral candidate in Program from University. Attached is Candidate resume for your review.

Candidate began her journey with us on September 25, and is currently completing onboarding and training. Our goal is for Candidate to begin holding office and drop-in hours within the College following the Labor Day holiday.

As a result, Candidate will be reaching out to schedule meetings with you and/or your staff to learn about needs and goals of your Department’s student population.

You can reach Candidate at:
• Dunlap Success Center, Career Center #2119
• (850) 644-XXXX
• xxxxx@fsu.edu

Candidate will report to Senior Assistant Director for Experiential Learning Megan Hollis (megan.hollis@fsu.edu).

Best,
Search Committee Chair
Career Center Colleagues,
Thank you for your warm welcome of Candidate to the Career Center Team.

As the Career Liaison for the College of __________, Candidate’s Academic Unit Office will be embedded within the Department of __________ (Room # Building Name).

Once established, Candidate’s drop-in hours will be announced to the Career Center listserv and posted to the Career Center Hours of Operation Page (http://career.fsu.edu/About-Us/Hours-of-Operation).

Candidate’s Career Center Office is on the second floor, DSC #_____. You can reach her at (850) 644-XXXX or xxxxx@fsu.edu

And, you can now view and share calendar requests with Candidate on MS Outlook.

Candidate will report to Senior Assistant Director for Experiential Learning Name.

Best,
Search Committee Chair
Hire – what we learned

• Director deliver charge to the Search Committee
• Pre-block Search Committee calendars
• Pre-block Career Center Staff calendars
• Keep your Academic Unit champions in the loop
• Move quickly!
• Check references in conjunction with search
Train

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<tr>
<th>TRAINING ITEM CHECKLIST</th>
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**ADMINISTRATION**

<table>
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<tr>
<th>Item</th>
<th>Estimated Length of Training</th>
<th>Who/What</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Center Office Manual</td>
<td>1+ hours</td>
<td>Review with Supervisor and as you progress through your on-one-on meetings with the staff. Sign compliance form within 1 month.</td>
</tr>
<tr>
<td>DSA New Hire Orientation</td>
<td>3+ hours</td>
<td>Held at the beginning of each fall and spring.</td>
</tr>
<tr>
<td>EMS</td>
<td>30 min.</td>
<td>Office Manager will set up new account and review procedures for requesting space within the Duplex Success Center (DSC)</td>
</tr>
<tr>
<td>ER &amp; EL Policy Manual</td>
<td>1+ hours</td>
<td>Review with Supervisor, paying close attention to areas that correlate with New Hire’s duties/responsibilities.</td>
</tr>
<tr>
<td>FSU Human Resources New Employees Orientation</td>
<td>2+ hours</td>
<td>Office Administrator will show New Hires where on FSU Human Resources website to locate the orientation PowerPoint. This will be started on first day.</td>
</tr>
<tr>
<td>OMINI</td>
<td>30 min.</td>
<td>With Office Administrator, review the OMINI system (logging in, user paycheck, update contact information, etc.).</td>
</tr>
<tr>
<td>Requesting Space Outside of DSC</td>
<td>30 min.</td>
<td>Review with Supervisor the policies and procedures for requesting space within the Union, Student Services Building, and academic spaces.</td>
</tr>
<tr>
<td>Workshop Expectations</td>
<td>30 min. – 1 hour</td>
<td>With Associate Director, review workshop expectations (survey, event, document reviewed, actual attendance, etc. )</td>
</tr>
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**TECHNOLOGY, SOFTWARE, AND OTHER SYSTEMS**

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<tr>
<th>Item</th>
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<th>Who/What</th>
</tr>
</thead>
<tbody>
<tr>
<td>K Drive</td>
<td>30 min.</td>
<td>With supervisor, overview of where/what to save on the K Drive</td>
</tr>
<tr>
<td>Phone System Review</td>
<td>15 min.</td>
<td>With Supervisor, review the office phone system. (forwarding calls, voicemail, etc.)</td>
</tr>
<tr>
<td>SharePoint</td>
<td>30 min.</td>
<td>With Technical Systems Coordinator, review key areas within SharePoint, creation of documents, technical print requests, etc.</td>
</tr>
<tr>
<td>Symplicity/Seminalink</td>
<td>1 – 1.5 hour session</td>
<td>With one of the system administrators, learn more in-depth, best practices, and tips for success. Pre-requisite: account creation.</td>
</tr>
<tr>
<td>TEC Classroom Access</td>
<td>15 min.</td>
<td>Completes form to be able to utilize classroom computers in the absence of the instructors. See: <a href="https://itcenter.fsu.edu/webtools/account/accsl_form.aspx">https://itcenter.fsu.edu/webtools/account/accsl_form.aspx</a></td>
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**CAREER ADVISING AND COUNSELING RESOURCES**

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<th>Who/What</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Portfolio</td>
<td>30 min. – 1 hour</td>
<td>With Associate Director, review the steps for creating a Career Portfolio, administrative view if necessary, etc.</td>
</tr>
<tr>
<td>CA Training Checklists</td>
<td>5+ hours</td>
<td>For those staff who will serve on CA desk; review the abbreviated CA Training checklist. (CAC Program Director will provide to you)</td>
</tr>
<tr>
<td>CHI, SDS, and other assessments</td>
<td>1 hour</td>
<td>With CAC staff member, take the assessments and learn how/why they are utilized. If required for job, learn how to administer the assessments with clients. Assessments can include: SDS, FOCUS 2, SIG, and Card Sort.</td>
</tr>
<tr>
<td>Digital Resources: Career Shift A to Z Index, etc.</td>
<td>30 min. – 1 hour</td>
<td>Review with Librarian resources that can be utilized by clients and for employer development as relevant. Assessments can include: SDS, FOCUS 2, SIG, and Card Sort.</td>
</tr>
<tr>
<td>FERPA</td>
<td>30 min. – 1 hour</td>
<td>Learn what is public record and what cannot be discussed regarding a student or other community members with outside sources. See: <a href="http://register.fsu.edu/ferpa/definitions.htm">http://register.fsu.edu/ferpa/definitions.htm</a></td>
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Other Items:

- Career Liaison Onboarding Document Summer 2016
- May – August Weekly Calendar
- Strategic Plan
- Annual Report
- Dean’s Briefs
- Match Major Sheets
- Experiential Learning Team Report
Onboarding: New Hire’s Responsibilities and Best Practices

- When meeting with Team Leads, solicit them the best order to talk with their different team members, what areas should you pay close attention to, etc.

- Ask to shadow different staff members, both within and outside your team, to gain a better understanding of office procedures and events/services.

- If provided, review your position manual. They should provide step-by-step procedures to completing daily activities, but also provide insight on different processes including historical information.

- If serving as a liaison, embedded or not, talk with other liaisons to ask about their best practices on developing relationships with these units.
  - Embedded liaisons have a lot of best practices to help.

- If you supervise other employees:
  - Set up regular recurring one-on-one meetings with staff members to review areas of responsibility
  - Recommend that for the first month, you meet with the staff members more frequently to get to know them better and learn their roles.
  - For that first meeting, discussion can include, but not limited to:
    - Review their job description, specific responsibilities and evaluation format
    - Discuss your expectations, leadership style, etc.
    - How to connect you when ill or late reporting to work; preferred method for them to request leave time
    - Preferred communication styles of both you and the supervisee (phone, email, text, open door policy, etc.)
    - Any additional questions the supervisees might have.

- When setting up your email, be aware that the Career Center has a Recommended Best Practice for email signature, ensuring that the information is recognizable and easy to read by our customers.
  - Simple fonts like Arial, Verdana and Calibri are easiest to read on computer monitors and screens. Avoid complex script and cursive fonts. Recommend font sizes of at least 11.
  - Black type is the most legible and recommended text color for your signature.
  - Use a white background. Colored backgrounds may make the email difficult to read.
  - Images should be limited to Career Center web and social media icons.
  - Do not include inspirational personal quotes, taglines, marketing messages, etc.
  - Exception: Career Liaison Drop-in Advising Hours.
  - University Communications said some departments choose to add a confidentiality statement, but that is not a University-wide requirement.
  - Sample:

Name:
Title:
Florida State University: Career Center
Dunklin Success Center
PO Box 900462
190 South Woodward Avenue
Tallahassee, FL 32306-462
Phone Number (Fax and Mobile are optional)
Email address: www.career.fsu.edu

Career Center First 3 Weeks Onboarding Schedule

New Hire – Candidate Name

1st Friday and Week

Friday, May 20th

8:00 – 9:00 AM  Welcome At-Abode! Coffee with Lauren, Megan, and Carey (our treat!) Settle into office PIU
9:00 – 10:00 AM All Staff Meeting (DSC 1006)
10:00 AM – 11:00 AM EL Team Meeting (DSC 2118)
11:00 AM – 1:30 PM Office Manual Review/FSU Card Lunch with Lauren
1:30 – 5:30 PM FSU Paperwork Insurance-Official PIU Onboarding Presentations Review
Kelly Ryan, Office Administrator (DSC 2108)
2:30 – 3:30 PM Technology Set up
Ingrid Tudor, Technology Coordinator (DSC 1216)
3:30 – 4:30 PM Office Time
4:30 – 5:00 PM Check-in with Tracey (DSC 2114)

Monday, May 23rd

8:00 – 9:15 AM Breakfast with EL Team @ Suranne Room (meet at CC)
8:30 – 10:00 AM Office Tour/Registration to Staff
10:00 – 11:00 AM Office Overview and Welcome
Kimberly Hornick, Director (DSC 2108)
11:00 – 12:00 PM Office Time (reviewing office manual and EL, EL manual)
12:00 – 1:00 PM SuceFt Cruise Chat with EL Team (Meet in DSC 397)
1:30 – 2:30 PM Office Time
2:30 – 4:30 PM Pre-Law Orientation Session with Lauren (Meet in lobby at 2:30pm)

Tuesday, May 24th

8:00 AM – 9:30 AM Office Time, set up calendar email (signature block), Skys for Business, etc.
9:30 – 10:30 AM Keys-Timesheet submission/Mailbox
Marsha Skaggs, Office Manager (DSC 2108)
10:30 AM – 11:30 AM Meeting with Administrative Team Lead
Sara Mays, Associate Director (DSC 2107)
12:00 – 1:00 PM Lunch
1:30 – 2:30 PM Meeting with Team Lead Experiential Learning
Tara Donahue, Program Director (DSC 2114)
2:30 – 5:00 PM Review an on-off Official FSU Onboarding Online Presentations: Insurance, Campus Policies, etc.

Wednesday, May 25th

8:00 – 9:00 AM Office Time
9:00 – 10:00 AM Meeting with Team Lead: TECH Center
Dr. John Laws (DSC 2122)
10:00 AM – 12:00 PM Tour of Library & Shadow Career Advising Walk-ins
Sarah Pearson and C&I (First Floor – DSC)
12:00 – 1:00 PM Lunch
1:30 – 4:30 PM Shadow, Vector, Matrices in Academic Unit (SAM 207)
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<td>Independence Day Holiday</td>
<td>Learning Goal: Employer Research</td>
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<td>SEC/ACC Career Center Directors Conference</td>
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<td>EL Team Meeting 9-10am</td>
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<td>Learning Goal: Post Internships</td>
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<td>Get ready for Fall 2016! Possible Workshops/Meetings in AU</td>
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<td>Career Center Retreat @ Mission San Luis</td>
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<td>CC Staff Meeting 9-10am</td>
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<td>EL Team Meeting 9-10:30am</td>
<td>In-Service 1:30-2:30pm</td>
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<td>CA Training &amp; Reverse Career Advising Shadowing</td>
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<td>First Day of Fall 2016 classes!</td>
<td>First Week in your Academic Unit (you got this!)</td>
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#### Week 13

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Train – what we learned

- No meeting marathon days
- Talking points for current employees
- The order of information matters
- Emphasize entrepreneurial nature of role
- Autonomy!
- You cannot be all things to all people simultaneously
- Career Center employee vs. College employee
Retain

- Biweekly 1:1 supervision meetings
  - Weekly for first month
- Reverse shadowing in Academic Units
- Monthly Experiential Learning Team meetings
- Annual goal-setting
  - Individual
  - Team
  - Career Center
- Retreats
  - Semesterly check-ins
  - Annual SWOT Analysis
- Assign long-term projects, committee representation
- Dean’s Briefs
- RECOGNITION
Retain – Perks, Professional Development, Oh my!

Lunch & Learn

Welcome to the Noles Professional Institute 2017 Cohort

Congratulations!
You have been selected to participate in the 2017 Noles Professional Institute!
March 7 & 8, 2017, 8:00am-5:00pm
FSU Rez Retreat Center

About DSA Awards

The DSA Awards and Recognition Ceremony is held each spring to recognize the hard work and commitment of staff members and campus partners to the Division of Student Affairs. This special program gives us an opportunity to recognize our peers for their exemplary service to the community, as well as thank them for extended years of service. Along with recognizing our peers and campus partners, the program also includes a dessert bar reception. The DSA Awards and Recognition Ceremony is done in collaboration with Division of Student Affairs departments.

Nominations will be accepted through the online submission below.

DSA Awards Nomination Form
First Name,
Myrna, Calvin, & I believe you would represent the FSU Career Center EL Team well at the Marine Corps Educator’s Workshop June 2017 in Quantico, VA (Calvin can provide tentative dates).

This is an all-expenses paid trip to Quantico, VA where the Marine Corps takes care of their flight, hotel, and meals while sending them to where we screen and evaluate future Marine Officers at Officer Candidate School. During EWS they’ll see how we teach leadership and set college graduates up for their follow on careers leading Marines. In years past, some attendees got a ride on HMX-1, the President's helicopter! It's a very in depth view of what a career as a Marine Officer would entail for a Florida State University graduate

Melissa, V'Rhaniku, Calvin, Heather, Megan, Kristin and Amanda have attended before if you’d like some additional insights. Please let Calvin & I know if you are able and interested in attending.

Best,
Team Lead

First Names,
I wish you both a great time at NPI! I hope the experience gives you a space to reflect and grow through professional development and make connections throughout DSA. I really enjoyed attending last year and hope you will find it rewarding.

If you need anything the next two days, just let me know.

Cheers,
Supervisor
Gov. Rick Scott challenges Florida universities to help graduates get jobs

Gov. Rick Scott wants Florida's universities to make sure psychology majors and students pursuing other popular degrees can find jobs after graduation.

He's challenged the universities to get all graduates in their two, most in-demand majors into full-time jobs within a year of commencement. The employment rate in those fields for students who do not head to graduate school currently averages about 60 percent, Scott's office said.

Psychology is the top major on at least six state campuses, including the University of Central Florida, Florida State University and the University of Florida. Other popular majors are business, mass communications, English and criminology.

Some majors, including psychology, have drawn criticism from state leaders, who say they don't mesh well with Florida's job market. But a few, such as nursing at UCF, produce graduates who are all but guaranteed decent-paying jobs. Nursing is the second most-popular major at UCF.
OVERALL CAREER LIAISON METRICS

Their presence has contributed significantly during their first semester embedded within their Academic Units.

The impact has been felt across all internal and external stakeholders increasing exposure to employability skills workshops, increasing alumni and employer connections as demonstrated by:

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<th>August 2014</th>
<th>September 2014</th>
<th>October 2014</th>
<th>November 2014</th>
<th>December 2014</th>
<th>Running Total</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ProfessioNole*</td>
<td>676</td>
<td>676</td>
<td>684</td>
<td>690</td>
<td>703</td>
<td>787</td>
<td>787</td>
<td>16.4%</td>
</tr>
<tr>
<td>Internship Listings*</td>
<td>102</td>
<td>156</td>
<td>344</td>
<td>261</td>
<td>214</td>
<td>129</td>
<td>1,104</td>
<td>-</td>
</tr>
<tr>
<td>Part-Time Job Listings*</td>
<td>91</td>
<td>132</td>
<td>103</td>
<td>145</td>
<td>108</td>
<td>70</td>
<td>649</td>
<td>-</td>
</tr>
<tr>
<td>Academic Unit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employer Outreach**</td>
<td>N/A</td>
<td>1,078</td>
<td>1,432</td>
<td>159</td>
<td>51</td>
<td>333</td>
<td>3,053</td>
<td>-</td>
</tr>
<tr>
<td>Faculty/Staff Contacts**</td>
<td>N/A</td>
<td>99</td>
<td>81</td>
<td>76</td>
<td>59</td>
<td>80</td>
<td>395</td>
<td>-</td>
</tr>
<tr>
<td>SeminoleLink Plus!</td>
<td>538</td>
<td>250</td>
<td>244</td>
<td>84</td>
<td>148</td>
<td>61</td>
<td>1,325</td>
<td>146%</td>
</tr>
<tr>
<td>Employability Workshops**</td>
<td>N/A</td>
<td>35 workshops/1,005 students</td>
<td>26 workshops/1,284 students</td>
<td>43 workshops/957 students</td>
<td>16 workshops/551 students</td>
<td>2 workshops/33 students</td>
<td>120 workshops/3,797 students</td>
<td>-</td>
</tr>
</tbody>
</table>

* Denotes increases calculated for overall numbers
** Denotes increases by majors served within Academic Units. Baseline measurements are not applicable as these numbers were not tracked at the Academic Unit level prior to Career Liaison appointments.
Challenges

**TO-DO LIST:**
1. Embrace messy learning.
2. Embrace ambiguity.
3. Keep calm and embrace the culture.

**YOU CAN'T DO TODAY'S JOB WITH YESTERDAY'S METHODS AND BE IN BUSINESS TOMORROW.**

**We Are Here to Help:**

**Change is a Good Thing!**
Creating a Culture - FAU

FAU IS WHERE YOUR FUTURE BEGINS
JOIN US ON OUR JOURNEY IN PUSHING THE BOUNDARIES OF HIGHER EDUCATION
EXPLORE JOBS AT FAU

INNOVATION & UNBRIDLED AMBITION

We have over 30,000 students from all 50 states and over 180 countries, 21 intercollegiate teams, 180 plus degree programs, and an administration that thrives on discovery and excellence. Florida Atlantic's faculty and staff are trailblazers and innovators with a passion for finding creative solutions while advancing science, art, and technology in all disciplines. Our work environment is a hub of cultures from across the nation and the world, making FAU a place where collaboration flourishes.

Student success, excellence, and community engagement are some of our highest values as a university. These values are prominent throughout FAU’s community and are essential to the employee experience. To learn about the vision and mission of FAU, please visit: www.fau.edu
Creating a Culture - Setting Expectations

Internship Team Pillars built on FAU Student Affairs principles:

<table>
<thead>
<tr>
<th>Pillar 1</th>
<th>Let's Discuss: Productivity Expectations - Team members will focus at the tasks at hand, prioritize accordingly, and proactively ask for guidance and assistance. The internship team is constantly striving to produce at the highest level and exceed expectations. Each team member should monitor his/her productivity; report outcomes on a weekly basis and at times more frequent basis; ask for feedback; and make any necessary adjustments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pillar 2</td>
<td>Let's Discuss: Accountability Expectations - Team members are accountable for their own actions and it is their responsibility to ensure that they are on task. It is not the responsibility of those around them. They are responsible for meeting stated deadlines - if adjustments must be made this should be done prior to the deadline date in consultation with the Director. It is expected that all team members “own” their actions.</td>
</tr>
<tr>
<td>Pillar 3</td>
<td>Let's Discuss: Supervision Expectations - The Director strives to ensure a transparent internship center where all team members are aware of responsibilities, activities, projects, procedures, achievements and goals. If a team member is unclear on any aspect it is the responsibility of the team member to vocalize the situation and the responsibility of the Director to clarify and/or provide the necessary resource, approach, and/or pathway to a solution.</td>
</tr>
</tbody>
</table>

Discussed during on-boarding process
Creating a Culture - Creating Cohesion

- Team members have:
  - Different roles
  - Different strengths

- Help them to recognize it
  - What I bring to the table…

- Group word cloud
  - What jumps out?
Creating a Culture - Creating Cohesion

- Team members support & recognize each other
- How do other’s see my contribution?
  - What my team members bring to the table….?
- Individual word clouds
Closing Thoughts

• Believe in your team
• Be humble
• Care about your team so you will:
  • be demanding of them…when you should be
  • be compassionate…when they need to talk
  • discipline them…when they deserve it
  • praise them…when they earn it
  • be strong enough to risk not being liked

Care about your team so they can be better than they thought they could be