



Sam Houston State University
Office of Institutional Effectiveness
ADMINISTRATIVE PROGRAM REVIEW

ADMINISTRATIVE PROGRAM REVIEW SELF-STUDY

The Administrative Program Review (APR) Self-Study is a valuable procedure whereby an administrative unit describes, evaluates, and subsequently improves the quality of its efforts. It involves the identification of a department's strengths and limitations in an objective and thorough fashion. To be successful, the APR Self-Study requires a commitment to change rather than to maintaining the status quo.

Further, the APR Self-Study procedure requires a systematic and thorough examination of the department in light of its stated mission. Such an evaluation allows a unit to determine the success it is having in accomplishing its self-established goals and objectives through careful evaluation. This document provides open-ended questions to facilitate the review and documentation of relevant subject matter applicable to the department operations. The completed Self-Study will be an important document for use by Peer Review Committee Members.

Please enter a response in each box provided. There is no limit to the length of each response and attachments can be included.

APR Self-Study completed by James L. Lusk
Title Director of Career Services
Date 5/15/15



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1. Please describe your department's mission, goals, and primary duties and objectives, including a description of your department stakeholders. How does your department's goals and objectives tie to the SHSU goals?

Mission: SHSU Career Services' mission is to provide quality resources, programming and compassionate support needed to educate and empower our students and alumni to achieve life-long career success.

Goals: To achieve our mission, our goal is to provide comprehensive services to meet the needs of our students and alumni where they are in the career development process and prepare them for the transition into the workforce.

Objectives: To meet this goal we offer career assessments, career counseling and advising, career-related workshops and seminars, up-to-date career information, and career-related resources. We also provide the means to pursue student employment, internships, and full-time employment opportunities through JOBS for KATS online, on-campus interviews, job fairs, and networking with our employers with whom we also serve and develop collaborative partnerships.

Stakeholders: Our stakeholders are students, alumni, parents, employers, campus staff, faculty, administrators, and university colleges/departments with whom we collaborate for programming and services.

Our department's goals and objectives/SHSU's goals and objectives: Our goals and objectives align closely with the University's Mission, Vision, and Supporting Strategy. [SHSU Strategic Plan 2015](#), (March 30, 2015). Specifically, our goals and objectives tie to the University Mission which include providing "high quality service to our students", the University Vision by focusing on "Student Success" while embracing "Innovation" and "Operational Efficiency" in our practices.

All our practices are designed and intentioned to mirror the University's Supporting Strategy of its Mission and Vision: "Lifelong Learning" for career success; a professional and "Stimulating Environment" in our Career Center; "Intellectual Transformation" through our programming and career development educational and counseling services; "Anticipating Needs" of our students, alumni, hiring employers, community and workforce; "Data-Driven Decision Making" through benchmarking, surveys, reports from our career services and counseling professional organizations, The Texas Higher Education Coordinating Board, University's surveys, Office of Institutional Effectiveness reports and other sources of workforce and career-related information; and "Enhanced Outreach" through our marketing, social media, web presence and programming to include not only our main campus students but also those who attend our campuses in The Woodlands Center, University Park and our distance on-line learners.



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- 2. Concerning mission, goals, duties and objectives, please describe changes that have occurred in your department in the last 5 years and any improvements that need to be addressed.**

Changes in the Last Five Years:

- Career Services' goals, duties and objectives have evolved over the last 5 years in order to continue aligning with the University and Division of Enrollment Management's goals of providing programs and services to support quality student recruitment, retention and graduate success. More recently, there has been a greater emphasis upon defining graduate success in terms of workforce readiness and thus supporting SHSU's vision of being the "Best in Educating the Texas Workforce".
- Changes that have occurred during the last 5 years reflect the shift from the initial focus upon building our Career Services' "infrastructure" to now more of a focus on enhancing established services and programs, and also on developing new services and programs to serve a changing student population. Online and distance learners, older non-traditional students, first generation students, veterans, and students with disabilities require us to be flexible, adaptive, and responsive to their unique needs.

Improvements Needed:

- Providing more career services support to the Woodlands Center and the University Park students which may include needing more staff and until that becomes financially feasible and supported, realigning work schedules of current staff.
- A departmental re-organization that will more efficiently and strategically align our function areas (career exploration and development; employer relations; marketing and outreach [web, social media, on and off-campus program development and promotion]; and office management)
- Acquiring the funding and university-wide support to purchase third-party software to track graduates, produce a user-friendly first destination survey, and consistently publish reliable reports.



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- 3. Concerning staffing, equipment and facilities, please describe significant changes that have occurred in your department in the last 5 years and any improvements that need to be addressed. Include any strategic plans you may have developed.**

Changes in the last five years:

- Added walk-In hours
- Created new positions and added staff
- Identified and developed department core values
- Expanded services to The Woodlands Center and University Park campuses
- Purchased and implemented new technologies
- Added new niche job fairs and events
- Instituted career counselor liaison program
- Reorganized office space to accommodate staffing changes
- Increased outreach to on-line and distance learners
- Increased student awareness of Career Services
- Increased administration of career assessments
- Expanded community outreach and service

Improvements Needed:

- Additional departmental space
- Additional staff (systems support specialist, clerk, career counselor liaisons, employer relations)
- Collaboration with colleges/departments to develop and promote internship opportunities
- Departmental reorganization and realignment of functional areas
- Re-evaluation of current services for relevance and sustainability
- Consistent and accurate data collection
- Consistent and proactive marketing and outreach plan
- Additional staffing and support for SHSU satellite campuses
- Improve technology usage
- Create fair and equitable guidelines to attend off site conferences and training
- Create training manuals to include cross-training

- 4. Please describe your department training and continuing education/development practices for you and your staff.**

- National, regional, and state professional organizations and conferences
- On-campus professional training and development
- In-house training (retreats, webinars, visiting software vendors, staff meetings)



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- 5. Please describe dependencies your department has upon other university personnel, departments, divisions or institutional policies that relate to meeting your goals and objectives. List any areas where improvement is needed.**

Departmental Dependencies: Career Services depends on the majority of on-campus departments/colleges for support and collaboration of services in order to facilitate the completion of our goals and objectives.

Areas for improvement:

- Create and publish confidentiality statement for career counseling and career assessments
- Collaboration with College of Business Administration
- Communication regarding policy and procedure changes/additions, etc. across campus

- 6. Describe any written policies that are in place for your department staff. Please include a description of when and how updates occur, who manages updates and how they are implemented.**

Written policies in place:

- Career Services' Safety/Evacuation Plan
- Leave Requests/Accrual of Time
- General work hours and professional dress via student assistant manual
- Graduate assistant and career counseling training manual
- National Career Development Association (NCDA) and National Association of Colleges and Employers (NACE) guidelines
- Suicide protocol for office/student safety plan
- Employer recruiting policies
- On-campus interviewing policies and guidelines for students
- Human Resources' website for policies and procedures

Policy Management, Updates and Implementation:

- May be initiated by divisional requests/changes, campus crisis awareness and planning
- They are implemented by Director with information sharing/discussion at weekly staff meetings or through email to staff
- Updates occur when a policy is no longer applicable, when need necessitates changes and/or when other policy-makers on campus implement changes affecting ours



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7. What strategies, tools or processes has your department used in the last 5 years to evaluate quality of service, satisfaction of stakeholders, efficiency of operations, and effectiveness of goals and objectives? Please explain thoroughly.

- Each career counselor liaison in collaboration with the college's dean creates their own six month goals and evaluates the program's success
- Review of student and employer surveys after job fairs for program development and improvement
- Six-month reviews and annual performance appraisals with staff
- Planning yearly goals and objectives through the OATDB (Online Assessment Tracking Database)
- External employers conducting on-campus interviews complete a satisfaction survey
- Feedback from members of the Career Services Advisory Board consisting of faculty and staff

8. Please describe your communication with stakeholders via a university website or Internet presence, such as Twitter, Instagram, Facebook, etc. Describe any changes over the last 5 years.

- Creation of Career Services pages for Facebook, LinkedIn, Pinterest, Instagram, and Twitter to market our services and programs
- Full-time staff created personal LinkedIn profiles with professional photos to more effectively network with stakeholders
- Maintain an active website with a menu serving Students, Employers, Alumni, Faculty/Staff, Distance Learners, and Parents
- Connected to the website is our JOBS for KATS program which is not only a job posting site but a multi-functional on-line portal to other services such as resume creation and uploading, job fair registration information, resume referrals and mass emails, on-campus interview scheduling, and InterviewStream (online mock-interview software)
- Emails/Texting through JOBS for KATS, Career Services website, SHSU Events page, and Today@SAM page
- Offer presentation scheduling form for organizations, staff, and faculty on the Career Services website



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9. Please describe the strengths of your department?

- Our primary strength is our staff with diverse educational and professional backgrounds, all of whom are dedicated to serving our students, alumni, faculty, staff, administrators, and our community
- Our staff is well-trained, credentialed, and active in numerous professional development organizations
- We collaborate extensively across campus with other colleges/departments and the community in offering programs and services
- We offer a variety of programs, including more than double the average number of career fairs offered by career centers nationwide
- We have a professional and welcoming office centrally located on campus
- Recognized by the Texas Higher Education Coordinating Board as being ranked #1 among the 39 Texas public four-year universities with the highest percentage of graduates employed in the fourth quarter in which the program year ends
- Good budgeting (we are able to provide the tools our staff needs to do their jobs)

10. Explain in detail the greatest challenges faced by your department?

- Paper-based scheduling of office appointments
- The need to establish a graduate follow-up survey that is supported campus-wide
- A largely reactive rather than proactive marketing approach of our programs and services
- The need for additional staff as demand for our services has grown
- The need for more space as we have outgrown our current facility to house staff and visiting employers conducting interviews
- Meeting the demand of increased requests for presentations and after hour presentations.
- Underutilization of costly specialized software
- Not being included or informed on specific University changes or additions that may or may not affect the department
- Effectively detecting job scams posted on JOBS for KATS
- Establishing and/or heightening our value across campus
- Maintaining a high level of customer service
- Increasing student attendance at our events (career fairs, workshops, etc.)
- Balancing the need for increased services and events without the additional staff needed to sponsor an event efficiently and productively
- Lack of adequate staffing. We have increased services, events, student traffic, orientations, and presentations, increasing the need for IT staff, administrative staff, career counseling liaisons, and employer relations staff
- Need for adequate and on-going staff training



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11. Please describe any changes not previously listed in your responses that would contribute to your department's success in reaching its goals and objectives.

- Adopt and incorporate the mission statement crafted in the Administrative Program Review process.
- A departmental re-organization that will more efficiently and strategically align our function areas (career exploration and development; employer relations; marketing and outreach [web, social media, on and off-campus program development and promotion]; and office management)
- Creation of programs, policies, and procedures for new liaison counseling program
- Incorporating recommendations resulting from our Administrative Program Review



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Please use this table to list your department staff and their primary departmental duties. Please remember to include yourself. Put the employee's name in the "Staff Member" cell, then list duties underneath. Add rows as needed.

	Pam Laughlin, Director of Career Services
List of Duties	Oversees all functions of the Career Services office including staffing, facilities management, and ensuring University policies and procedures are followed.
	Creates, reviews, and updates Career Services' policies and procedures for visiting hiring employers, full-time staff, student workers, and graduate assistants as needed to comply with FERPA, ADA, American Counseling Association's Ethics, National Association of Colleges and Employers' Principles for Professional Practice, and state and government EEO policies.
	Establishes both short-term and long-term departmental strategic plans with goals and objectives designed to align with University and the Division of Enrollment Management's mission, vision, and strategic plans. Assesses and reports outcomes in the Online Assessment Tracking Database (OATDB) and in other reports as needed.
	Envisions, creates, and implements new programs and services.
	Creates, submits for approval and then manages finalized departmental annual budget.
	Submits reports and SHSU Career Services' updates to the Enrollment Management Division Office.
	Attends the Enrollment Management Division's Team Leaders bi-weekly meeting.
	Meets bi-weekly with immediate supervisor, the Associate Vice-President for Enrollment Management.
	Plans and facilitates weekly Career Services staff meetings and an annual Summer Staff Retreat.
	Represents Career Services at other various meetings and on committees both on-campus and off-campus.
	Provides information such as occupational salary ranges, hiring trends, and placement rates to administrators, institutional research staff, faculty, students and parents upon request which requires the ability to keep abreast of economic, demographic, and workforce trends.



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	Critiques and edits marketing and correspondence materials representing our office before their release or publication—frequently designs PowerPoint slides, and/or promotional materials for new programs and presentations as needed.
	Assists with Career Services' job fairs and other career-related events and programs throughout year.
	Collaborates with other university departments (i.e. New Student Orientation, Services for Students with Disabilities, Student Money Management Center, and Student Success Initiatives) to co-host and provide programs and services for our students/alumni.
	Schedules appointments with students and alumni to provide career counseling, career assessment interpretations (Myers Briggs Type Indicator and the Strong Interest Inventory) resume critiques, and facilitates group assessment interpretations and presentation requests when needed.
	Approves purchases, time sheets, leave reports, sick and vacation leave requests, travel requests, Personnel Action Forms, staff participation in the SHSU Human Resources Training programs and professional conferences, and other transactions.
	Attends various conferences such as the Texas Association for Employment in Education (TAEF), Southern Association of Colleges and Employers (SoACE), the National Career Development Association (NCDA) and the Houston Area Consortium of Career Centers (HACCC) throughout the year.
	Volunteers as ABIV Building Liaison which involves making room reservations, unlocking rooms for programs, placing work orders for building maintenance and repairs, communicating emergency and maintenance notifications received to all departments in ABIV, and announcing building closures due to national test (i.e. ACT, LSAT) administrations.
	Vet and provide/oversee the customization and implementation of third party software such as Titanium (calendar software), JOBS for KATS, and InterviewStream for Career Services.
	Completes performance appraisals for four full-time staff who report directly to me.



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	Cenaiyda Carranza, Assistant Director (Career Exploration & Development)
List of Duties	Oversees and manages career assessments completed by undergraduate and graduate students online and in person to include web batch management for University 1301 professors and graduate level professors.
	Manages, trains, and supervises four full-time career counselors. Obtains panelists and facilitates the “What is Your Story” program each fall semester. This program is comprised of four academic/employment-focused panel sessions and is primarily designed for freshmen students to increase their career exploration and career decision-making awareness and pursuits.
	Provides career counseling, career assessment interpretation (Myers Briggs Type Indicator and the Strong Interest Inventory) mock interviews, resume critiques, and facilitates group assessment interpretations and presentation requests.
	Provides walk-in services for career counseling and resumes once a week and oversees the scheduling of staff for two other walk-in days of the week.
	Provides support services to our Career Services satellite location at The Woodlands Center two days a month. Oversees and manages all types of student appointments and presentation requests to include the Spring Career Insights Workshop series.
	Organizes and facilitates biweekly career counseling team meetings to include updates on liaison programs, staffing of difficult cases, event coverage, and topic presentations by team members. Organizes and facilitates a career counseling team retreat at the end of each spring semester.
	Completes six month reviews for new career counselor hires and annual performance appraisals for four full-time counselors.
	Represents Career Services office as an advisory board member for the ELITE program, Counselor Education Advisory Board, and The Woodlands Center Advisory Board.
	Attends the National Career Development Association conferences and CPP webinars, and other workshops on/off campus for ongoing learning and training for CEUs as required for LPC renewal every two years.
	Manages and facilitates coverage of our online InterviewStream (mock interview) program.



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	Vinessa Mundorff, Assistant Director (Employer Relations)
List of Duties	Establishes and maintains relationships with employers and staff/faculty on campus to build presence and awareness of who and what Career Services does to support and prepare students for the workforce.
	Manages one full-time employee and completes annual performance appraisal.
	Maintains relationships with the Career Services Advisory Board members representing colleges and departments campus-wide. Board members attend a lunch meeting twice a year. These relationships develop into collaboration with each of these colleges and departments which have grown since 2010.
	Assists with the daily posting and screening of jobs in JOBS for Kats.
	Serves as a key contact with vendor CSO who provides the JOBS for Kats software to implement and update software changes.
	Assists with Job Fairs, other events, and presentations.
	Initiates and collaborates with various departments on campus for yearly calendar of events such as Career Expo Kick-Off Party, Mock Interview Day, Etiquette Dinner, Learning to Lead, Soft Skills panel and Graduate Students Sports Management event, Austin Internship program, and Women's Conference for SHSU Women.
	Contacts employers for relationship building and Corporate Sponsorship to secure funding for various activities throughout year.
	Participates in the Huntsville Chamber of Commerce LEADS Breakfast, Ambassador Program and Networking events regularly. Member of their Leadership Program and served as a board member.
	Attends CSO and SoACE conference and Talent Management training.
	Maintains office "Dress for Success" mannequins and displays.
	Organizes and facilitates weekly employment meetings to include updates on current programs, staffing, event coverage, on campus employers and student/alumni needs.



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	Managed youth advisory program through City of Huntsville and the Chamber of Commerce to engage Leadership in Juniors (at the High School Level) and incorporated financial aid, leadership and services department, visitor's office, money management and career service office to help in community awareness and enrollment of university
	Assists in communicating between departments on new job fairs with Veterans and Alumni office
	Stays abreast of various ways to market our services to include Social Media outreach through Facebook, LinkedIn, and Twitter Also markets to departments, faculty/staff, and students on campus through Don't Cancel that Class Represents HACCC at all monthly meetings and has chaired HACCC Drive in Conference in Summer for several years and assists with Texas Job Fair Committee, Elected to become President for 2015-2016



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List of Duties	Greg Monteilh, Employment Specialist
	Organizes on campus interviews, information sessions and table marketing for employers based upon their preferences and schedules utilizing Jobs for Kats, Student Services, The Woodlands Campus, other colleges and departments.
	Reaches out to colleges and departments in order to recruit students for upcoming on-campus interviews, employer presentations, and special events that would benefit students.
	Attends monthly HACCC meetings with Assistant Director of Employer Relations and assists with coordinating events for the HACCC Drive-In Summer Conference and the Texas Job Fair. Held Leadership roles with the Executive Board.
	Attends Woodlands Chamber of Commerce meetings and serves on board to coordinate the Woodlands Chamber of Commerce Job Fair
	Represents Career Services at job fairs, events, and presentations while placing an emphasis in customer service and marketing the university.
	Connects with students through appointments or on-campus interviews to help them with their personal job search and networking with companies.
	Coordinates with the College of Business Administration Accounting Department chair and project coordinator to provide interview rooms for spring semester accounting internship recruitment.
	Collaborates with the Political Science department and the Austin Internship program to help screen, prepare, and select candidates for these highly competitive internships.
	Serves as Career Services' host to serve the needs of visiting employers and to ensure students attend interviews that they registered for on Jobs for Kats.
	Attends CSO, SoACE and Talent Management training/conferences during the year.
	Attends all weekly staff meetings and meets with direct supervisor to discuss corporate sponsors, on campus employment, and student interviews.
	Compiles monthly and semester activity reports for Career Services office.
	Provides career coaching with students/alumni on job searching, networking, resumes, mock interviews and using InterviewStream.



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Researches labor market trends and reviews salary averages

Reviews job postings on JOBS for KATS and alerts students/alumni/professors/staff/faculty of career opportunities



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	Michelle Meers, Career Counselor
List of Duties	Provides career counseling, career assessment interpretations, resumes critiques, mock interviews, and other career development services to SHSU students and alumni.
	Assists with managing online group career assessment completions throughout year.
	Recruits, screens, and interviews new graduate assistants and provides them training following their hiring.
	Provides career assessment group interpretations and facilitates various on-campus and off-campus presentations upon request.
	Manages a two hour block of walk-in appointments with another staff member one day a week.
	Teaches a University 1301(Freshman Student Success) class each fall semester.
	Co-manages Career Services' social media presence on Facebook, Twitter, LinkedIn, and Instagram to promote our programs and services and to provide followers with up-to-date career related information.
	Volunteers her expertise as a professional photographer at Career Services' events as needed.
	Represents Career Services at FORWARD meetings throughout year to better serve currently enrolled former foster students at SHSU.
	Attends biweekly career counselor team meetings, weekly staff meetings and the annual National Career Development Association conference for job-related information, university updates, and professional development.
	Manages and disseminates Career Services' online resume critique requests and rotates the responsibility for the management of Interviewstream online interviews one week a month.
	Provides LPC-Supervision for LPC-Interns employed with SHSU but who are not Career Services staff.



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	Michelle Haynes, Career Counselor Liaison (College of Criminal Justice)
List of Duties	Provides career counseling, career assessment interpretations, resume critiques, mock interviews, and Interviewstream monitoring at the Career Services office and at her office in the College of Criminal Justice.
	Provides career assessment group interpretations and facilitates various career-related presentations upon request – a special emphasis is placed upon her facilitating those that may be most relevant to Criminal Justice majors.
	Manages a two hour block of walk-in appointment times with another staff member one day a week.
	Rotates monitoring InterviewStream online interviews one week a month.
	Assists with resume critique requests sent through the JOBS for KATS system and through Career Services' email account with an emphasis working with those sent in by Criminal Justice majors.
	Attends biweekly career counselor team meetings and weekly staff meetings.
	Volunteers a few hours a week at the SHSU Counseling Center to obtain clinical experience to meet LPC-Intern hour requirements and also meets offsite with a LPC-S counselor on weekends for required supervision meetings.
	Meets with the College of Criminal Justice marketing director and advising staff to plan and implement the College of Criminal Justice Summer Camps and other activities throughout year.
	Collaborates with the College of Criminal Justice's internship program coordinator to assist students with resume critiques and interview preparation to ready them for their successful application to the program.
	Assists with the selection of the "What is Your Story" panel that emphasizes Governmental and Public Service areas targeting freshmen with those specific majors and/or interest areas.
	Assists with Job Fairs and staffing of various Career Services' events and collaborative programs with other departments on campus.



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	Arica Castleberry, Career Counselor Liaison (College of Education)
List of Duties	Provides career counseling, career assessment interpretations, resume critiques, mock interviews, and Interviewstream monitoring at the Career Services office and at her office in the College of Education.
	Provides career assessment group interpretations and facilitates various career-related presentations upon request – a special emphasis is placed upon her facilitating those that may be most relevant to Education majors or located at satellite SHSU campuses serving predominantly Education majors.
	Manages a two hour block of walk-in appointment times with another staff member one day a week.
	Rotates monitoring InterviewStream online interviews one week a month.
	Assists with resume critique requests sent through the JOBS for KATS system and through Career Services' email account with an emphasis working with those sent in by Education majors.
	Attends biweekly career counselor team meetings and weekly staff meetings.
	Assists with the selection of the "What is Your Story" panel that emphasizes Education and areas targeting freshmen with that specific major and/or interest area.
	Assists with Job Fairs and staffing of various Career Services' events and collaborative programs with other departments on campus.
	Meets with Educator Prep program director and other key staff in the College of Education to collaborate on events throughout the year.
	Works with Employer Relation Specialist to coordinate any on-campus interviews for Education students at The Woodlands Center during fall and spring semester.
	Coordinates the Teacher Speaker Series or other outreach programs for students in student teaching areas at main campus, The Woodlands Campus, and University Park.
	Collaborates with College of Education to implement InterviewStream for their students' use to meet requirements of the Teacher Education Preparation Program.



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	Mitch Parker , Career Services Marketing and Events Coordinator
List of Duties	Organizes all Career Services' events to include setting dates for events, reserving rooms, securing employer participation, and providing customer service to meet the needs of these employers.
	Communicates and confirms reservations of employers who will attend job fairs and collects payment through the JOBS for KATS online payment program.
	Updates and maintains employer contact information in JOBS for KATS database.
	Inventories and organizes supplies and materials in advance of year's events. Orders in advance what supplies are needed through the Career Services' Administrative Assistant.
	Collaborates with marketing intern to create marketing materials that promote specific events for the Career Services' office throughout year.
	Works closely with ARAMARK to order food and with other vendors to rent tables, pipe and draping for events.
	Collaborates with faculty and staff to provide the logistics needed for events that are co-sponsored by Career Services and other departments on campus.
	Markets events through flyers, posters, JOBS for Kats mass email, updates on the Career Services' website and social media, submission of event information for inclusion in the Student Services weekly email message, Today @ SAM, campus-wide plasma screen locations, and in campus radio, television and newspaper announcements.
	Gathers all student and employer surveys following events to compile a program evaluation summary, identify areas needing improvement and communicate results consistently to Career Services staff and academic deans and chairs for "niche" events.
	Attends weekly staff meetings and Summer Staff Retreat.



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	Susan Cooke , Administrative Assistant/Office Manager
List of Duties	Assists with all aspects of handling day to day logistics for the department, coordination between departments and operating units.
	Resolves office issues and streamlines office processes as well as provides development and direction to staff regarding University policies & procedures.
	Performs duties of office manager to include coordinating and performing office purchases, receiving and reconciling invoices for payment processes, P-Card reconciliation, mail, payroll, travel requests and reimbursements, deposits, record management, preparation and posting of new positions, request approvals and process payments for new and renewed memberships and appropriate counseling staff licensures.
	Manages, tracks and processes changes to departmental budget as well as assists with preparation of annual budget. Responsible for the maintenance and preparation of various financial records, reports, statistics, expenses, and accounts.
	Reviews and pays contracts to include software purchases and renewals, inventory maintenance, ordering of on-line assessments, ordering of supplies and equipment for the office, ordering printing materials, places work orders concerning maintenance and equipment for department to include PC support or installation.
	Supervises one staff member that manages JOBS for KATS and provides direction regarding front desk/departmental issues; Provides direction and problem solving solutions for staff member supervising student assistants in regard to hiring, managing, streamlining, and student office procedures.
	Manages presentation schedule by scheduling, assigning a facilitator, and confirming presentation dates and times.
	Assists Director of Career Services with specialized tasks, reports, correspondence. Prepares reports of statistics concerning operations of the Career Services office for submission to the Director/VP/President. Acts as liaison between Director and staff in handling of matters which involve policy decisions.
	Assists with job fairs and events as requested.



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	Patsy Grona, Staff Assistant II
List of Duties	Manages the JOBS for KATS job posting system by approving employers, contacts, and jobs which requires extensive research. Assists student with registering, job searching, and managing their resumes and cover letters, as well as managing other employment related documents online.
	Hires, trains, manages and coordinates job responsibilities of six student assistants and evaluates performance of work. Initiates and makes requests concerning six month raises for student assistants.
	Responds and disperses daily email correspondence received in relation to the Career Services office. Prepares monthly reports to include statistical data for JOBS for KATS and Career Services for report to supervisor.
	Collaborates with Financial Aid in reference to Work-Study positions.
	Assists University personnel and employers with details concerning job postings. Prepares informational letters regarding responses to JOBS for KATS commonly asked questions and to Career Services email general inquiries.
	Participates in webinars and professional development concerning the operations and changes in relation to the JOBS for KATS job posting system.
	Assists with job fairs and events as needed. Fills in at the Welcome Desk as needed by answering calls, assisting visitors, and employers. Oversees the organization and cleanliness of the Welcome Desk, lobby, and offices and reports issues/concerns for correction to supervisor.
	Handles Welcome Desk Problems that arise and sets policies and procedures concerning the operations of the Welcome Desk to include tasks involving departmental staff, visitors, and students. Requires skilled independent judgment and decision making abilities.