Sam Houston State University

Office of Institutional Effectiveness

ADMINISTRATIVE PROGRAM REVIEW

ACTION PLAN for Administrative Unit Career Services Date: September 30, 2015

Objective	Action Required	Timeline	Progress
MISSION STATEMENT Adopt Mission Statement proposed in the APR Process as final.	List Mission Statement on Career Services web page and office informational brochure. Review and update Mission Statement yearly for relevancy.	The placement of the Mission Statement on the Career Services web site home page can be accomplished by Oct. 30, 2015. The inclusion of the Mission Statement in the office informational brochure will occur when the current supply of the professionally-produced copies is depleted and a new brochure is designed and printed.	Report on progress at least annually.
FACILITIES Our self-study and the Peer Review Committee Reviews both identified the need for more interview rooms for visiting employers conducting interviews. Also identified as a concern was the fact that the multipurpose waiting area could easily present confidentiality issues for students waiting for career counseling appointments or for those interviewing with competing companies. Additional office space to house needed new staff positions is also a challenge but one that must be addressed to implement any strategic plans for staff growth.	Request permission and support to hire an outside consulting firm to review our current office space allocation and usage. This firm will propose the most cost-effective solution to accommodate our growing services and to support our strategic plan for staffing. The consulting firm's report will be shared with upper management for their review and consideration of possible solutions. Solutions will be implemented as funding and approvals allow.	Selection and hiring of consulting firm is executed in the 2015-2016 academic year. Report is produced and submitted to higher administration decision-makers no later than the 2016-2017 academic year. Recommendations made by the consulting firm and approved by university upper management will be implemented by 2020.	Report on progress annually.

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STRATEGIC PLAN FOR STAFFING **1.** Change student "Research Graduate Assistant" position to a "Graduate Assistant" designation as this title more correctly describes the job duties of the student in the position and qualifies the individual for employment benefits.	Submit the proper documentation and post Graduate Assistant benefits-eligible position with Human Resources.	Post this position when we next hire a graduate student to assist staff with resume critiques, mock interviews and presentations – within the next two academic years.	Report on progress in the 2016-2017 academic year.
2. Clarify in writing for future job postings, the part-time student assistant position in which the student serves as an intern to the Career Services Marketing and Events Coordinator. List the position as "Career Services Marketing Intern".	Change the name of job archived as "Event/Marketing Assistant" to "Event/Marketing Intern" in JOBS for KATS.	January 2016 or when student currently in this position graduates or terminates employment with Career Services.	Report on progress at the end of the 2015-2016 academic year.
3. Add an internship (part-time) student position to assist our Employer Relations Team. Duties will include assisting with scheduling interviews and providing logistical support for visiting employers.	Consult College of Business Administration faculty teaching Human Resources majors for assistance in aligning job duties to complement academic studies. Post position in JOBS for KATS.	Spring 2016 semester	Report on progress at the end of the 2015-2016 academic year.
4. Add a full-time clerical position to work at the Career Services' front or "Welcome Desk". Duties will include overseeing the appointment calendar for the office, and hiring, training and supervising student assistants.	Secure budget, submit the proper documentation to HR to request and post new position for Administrative Assistant I.	Spring 2016 semester	Report on progress at the end of the 2015-2016 academic year.
5. Add a full-time System Support Specialist position to the Career Services staff. This individual's duties will be to manage, trouble-shoot and resolve office technology issues including those associated with Interfase (JOBS for KATS), Titanium, InterviewStream, and SkillsOne. He or she will also maintain our Career Services' website and our social media communications.	Secure budget, submit the proper documentation to HR to request, and post new position for the System Support Specialist position.	Spring 2016 semester	Report on progress at the end of the 2015-2016 academic year.

6. Create a student peer-advisor team to assist staff with giving presentations, resume critiques, and mock interviews.	Review “best practices” of universities with Career Services student peer-advisor programs. Create training materials and designate a member of the Career Counselor Team to supervise program. Order supplies for programs and post positions in JOBS for KATS.	Plan program Summer 2017 to implement Academic Year 2017-2018.	Report on progress following Summer 2017 until implemented.
7. Hire staff (part-time and/or full-time) to join the Career Services’ office located on The Woodlands Center campus. Provide increased outreach and better serve our distance and non-traditional students who often require unique services and our office to be open later hours.	Meet yearly with The Woodlands Center (TWC) campus Director to assess the needs of the students and faculty regarding career services and career-related programming. Propose staffing changes/additions accordingly. Secure budget, submit the proper documentation to HR to request, and post new positions for The Woodlands Center campus.	Ongoing documentation of TWC services and programming provided by Career Services. Ongoing informal needs assessment. Formal needs assessment conducted prior to submitting any proposals for new staff positions during the five years prior to next APR review in 2020.	Report on progress after positions are approved.
8. Expand the Employer Relations Team to include another full-time position which will be responsible for developing employer contacts, providing outreach, and working with academic departments to develop and promote internship, co-op and/or externship opportunities for our students.	Secure budget, submit the proper documentation to HR to request, and post new position for the Employer Relations Team. Consult National Association of Colleges and Employers (NACE) Benchmark Surveys for best practices regarding title, division of duties, and average salary for employer relations team members.	Academic year 2017-18 or sooner if budget allows.	Report on progress after position is approved.
9. Add Career Counselor Liaisons to serve the College of Fine Arts and Mass Communication, the College of Health Sciences, the College of Humanities and Social Sciences, and the College of Sciences.	Secure budget, submit the proper documentation to HR to request and post new positions.	By 2020 or sooner if budget allows.	Report on progress after positions are approved.

STAKEHOLDER FEEDBACK 1. Consistently provide surveys for stakeholder feedback after Career Services events or services to include both employer and student/alumni participants.	Modify current surveys used at Job Fairs to be used at all Career Services events each year. Tally, publish, and archive results. Create surveys for students/alumni following their career counseling/advising sessions. Continue to collect employer surveys following the completion of their on-campus interviewing/recruiting visits.	Begin developing surveys 2015-2016. Implement 2016-2017 academic year.	Report progress yearly.
	Publish annual reports summarizing stakeholder feedback for that academic year. Share information with administrators, faculty and deans and other campus stakeholders.	Implement 2016-2017 academic year.	Report progress yearly.
2. Partner with CSO to purchase and implement The Outcomes Survey® which is an online tool for gathering employment and graduate school admissions data from new college graduates based upon prevailing national demands and standards.	Request and schedule vendor The Outcomes Survey® demo presentation for upper administration, Institutional Effectiveness, Office of Academic Planning and Assessment, and other stakeholders. Propose purchase of CSO's The Outcomes Survey® services; secure funding.	Dependent upon acceptance of proposal, adequate funding and if accepted, set/up and customization of The Outcomes Survey® to our institution.	If accepted and implemented, The Outcomes Survey® provides real-time access to all of our data via an administrator dashboard; pre-formatted campus-level reports at graduation, three-months, six-months and one year; and aggregate National reports at six months and one year.
POLICIES Consistently review Career Services' internal and external policies as well as outside entities' policies to ensure they are up-to-date and still relevant to our department.	1. Review Career Services' internal and external policies and indicate date reviewed on each document. 2. Review and update Career Services' Student Assistant and Graduate Assistant Handbook yearly or as often as needed. Indicate date reviewed/updated within each revised copy.	Begin review during break between 2015-2016 semesters. Ongoing after initial comprehensive review.	Review annually.

	3. Review University policies and Emergency Management Plans yearly. 4. Keep abreast of NACE, American Counseling Association, and the National Career Development Association's policies and professional ethics to align our practices accordingly. 5. Continue to consult our University Assistant General Counsel and other policy experts as needed.		
COMMUNICATION OUTREACH Improve marketing and communication outreach by implementing a more organized and strategic approach.	1. Create a Career Services' marketing template/checklist to provide an organized, consistent and strategic outreach plan. 2. Add mobile and desktop apps. 3. Task management of communication outreach technology to individual hired to fill the proposed Career Services System Support Specialist position.	Template is already being developed and modified for Fall 2015 events. Checklists for each major event will be established for the 2015-2016 academic year. An overall yearly strategic outreach plan will be developed as well. Summer 2016. Spring 2016 if position approved.	Report progress at the conclusion of the 2015-2016 academic year.