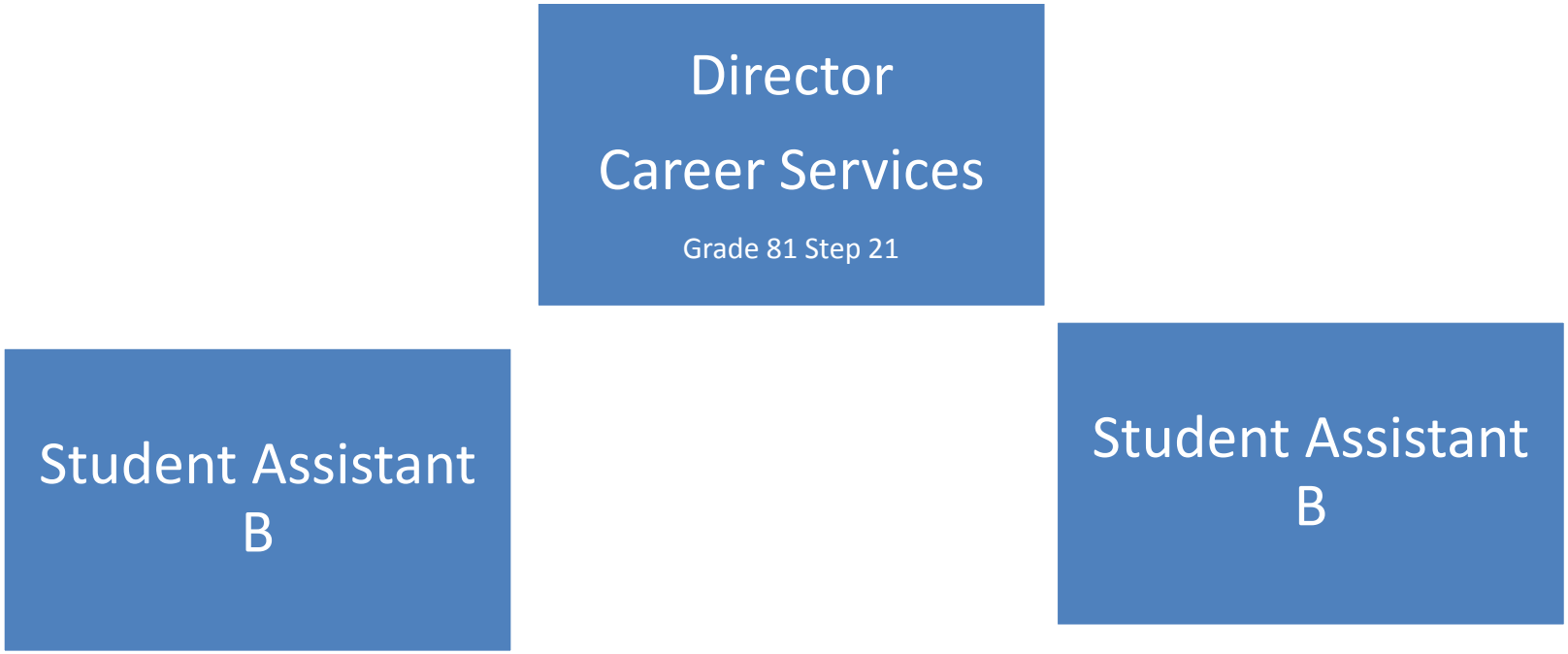
Career Service Organizational Chart



Career Services Review
Spring 2014

The University of Alaska Fairbanks office of Career Services(CS) has experienced many changes since the 2001 self-assessment and is currently in the process of transitioning under the department of Human Resources. Career Services currently reports to the Dean of Students and reported to the Director of Health and Counseling 2005-2007.

In the fall of 2003 Career Services began its first year as a separate entity from Alaska Teacher Placement (ATP). The creation of separate ATP office reduced Career Services staffing from 8 staff to 4 which included a full time Director, Administrative Assistant and two nine month Coordinator positions. During subsequent years staffing levels improved and the two Coordinator positions became 11month positions. Staffing has remained static until the recent transition. UAF was faced with a major budget shortfall June 2013 and Career Services was reduced to one FTE as well as three student employees. The office of Human Resources will be incorporating Career Services beginning summer 2014. The (CS) Director will be retiring in December 2014 and is assisting with the transition.

In an effort to better serve both students and employers Career Services, in 2003, contracted with a company, *ecampus recruiter*, to provide online career management tools for students. Services included online job search, resume/cover letter review, employer interview module and placement tracking. In 2006 this employment management system branded UAFCareerConnect was converted to the software company Simplicity. The contract with Simplicity will end July 2014 and the new system provided by College Central Network(CCN) will be in place. This was done as a cost saving measure and to provide a more user friendly system for students, staff and alumni. CCN requires less monitoring which will save staff time.

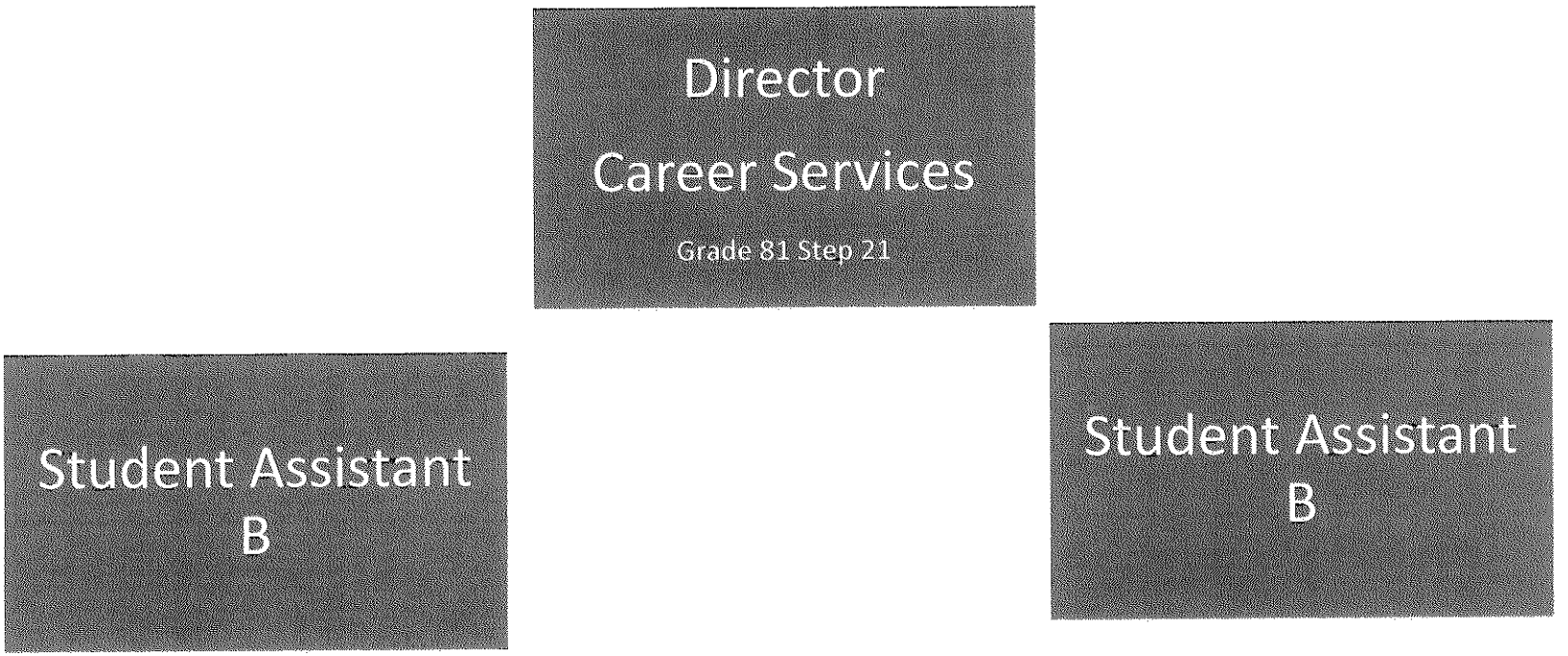
The operational budget FY2001 was approximately 20,000 and grew to 40,000 by FY14.

Career Services tracks all appointments separated into various categories. Attached is the full report from FY13/FY14. Current numbers are significantly less due to the reduction in staff.

Career Services currently hosts 10 recruitment events each year with over 100 employers in attendance. Our fall events continue to include, UAF On-Campus Job Fair; Law School Fair; Careers In Energy; Natural Resources; Fisheries and Sciences Fair; and the Fall Job and Internship Fair. Spring events will include Engineering Career Week, the Spring Job and Internship Fair and recognitions of National Student Employee Week.

FY14 Career Services will work in collaboration with the new Career Services Coordinator (to be hired in summer 2015 to transition Career Services from University and Student Advancement to UAF Human Resources. As of January 2015 Career Services will operate under UAF Human Resources.

Career Service Organizational Chart



Career Services Statistics

	July	August	September	October	November	December	January	February	March	April	May	June		*Totals*
Assessments FY-14	4	1	2	3	5	1	1	0	0	0	0	0		17
Assessments FY-13	2	5	0	6	3	0	2	0	2	1	3	1		25
Career Counseling FY-14	10	8	11	13	4	2	9	10	12	4	5	0		88
Career Counseling FY-13	11	20	29	21	21	14	13	17	14	21	8	1		190
Cover Letter Review FY-14	4	2	15	4	0	2	3	5	4	3	2	0		44
Cover Letter Review FY-13	11	17	23	16	11	11	17	22	17	27	14	1		187
Graduate School FY-14	0	0	0	0	0	0	0	0	0	0	0	0		0
Graduate School FY-13	0	1	0	0	0	0	0	0	0	0	2	0		3
Internships FY-14	1	0	2	2	2	0	2	0	1	5	0	0		15
Internships FY-13	0	6	6	3	5	0	8	3	4	9	2	0		46
Job Search FY-14	12	5	8	5	1	0	1	3	1	3	0	0		39
Job Search FY-13	17	19	16	8	16	9	18	16	13	26	14	1		173
Mock Interviews FY-14	1	2	7	0	22	1	1	5	4	6	5	0		54
Mock Interviews FY-13	5	8	29	8	34	8	10	19	5	25	12	7		170
Outreach Events UAF Faculty FY-14	0	0	0	0	0	0	0	0	0	0	0	0		0
Outreach Events UAF Faculty FY-13	0	0	0	0	2	0	0	0	0	0	0	0		2

Career Services Statistics

	July	August	September	October	November	December	January	February	March	April	May	June		*Totals*
Outreach Events UAF Staff FY-14	0	1	0	0	0	0	0	0	0	0	0	0		1
Outreach Events UAF Staff FY-13	6	12	3	1	3	2	5	4	2	5	7	0		50
Outreach Events UAF Student FY-14	0	0	0	0	0	0	0	0	0	0	0	0		0
Outreach Events UAF Student FY-13	1	1	5	3	6	4	1	4	2	2	1	0		30
Outreach Events Community FY-14	0	0	0	6	1	0	0	0	0	0	0	0		7
Outreach Events Community FY-13	9	11	9	12	11	9	11	10	6	18	16	1		123
Outreach Events Employers FY-14	0	0	0	2	0	0	0	0	0	0	0	0		2
Outreach Events Employers FY-13	0	2	4	5	12	4	4	3	2	7	0	0		43
Presentations Given FY-14	0	0	3	2	1	1	2	1	1	0	2	0		13
Presentations Given FY-13	0	15	5	7	12	0	2	10	2	6	2	0		61
Presentation Attendance FY-14	0	0	0	159	30	11	0	0	0	0	56	0		256
Presentation Attendance FY-13	0	580	133	145	261	0	28	158	8	71	12	0		1396
Resume Review FY-14	0	0	100	22	7	2	17	12	16	16	9	0		201
Resume Review FY-13	25	42	127	58	46	22	51	55	45	62	35	8		576
Recurring Appts FY-14	0	0	1	5	2	0	0	0	0	0	0	0		8
Recurring Appts FY-13	16	23	69	23	32	8	34	40	17	34	15	0		311
Walk in Appts FY-14	1	0	2	0	0	0	0	0	0	0	0	0		3
Walk in Appt FY-13	9	16	53	11	10	4	17	20	9	15	9	0		173

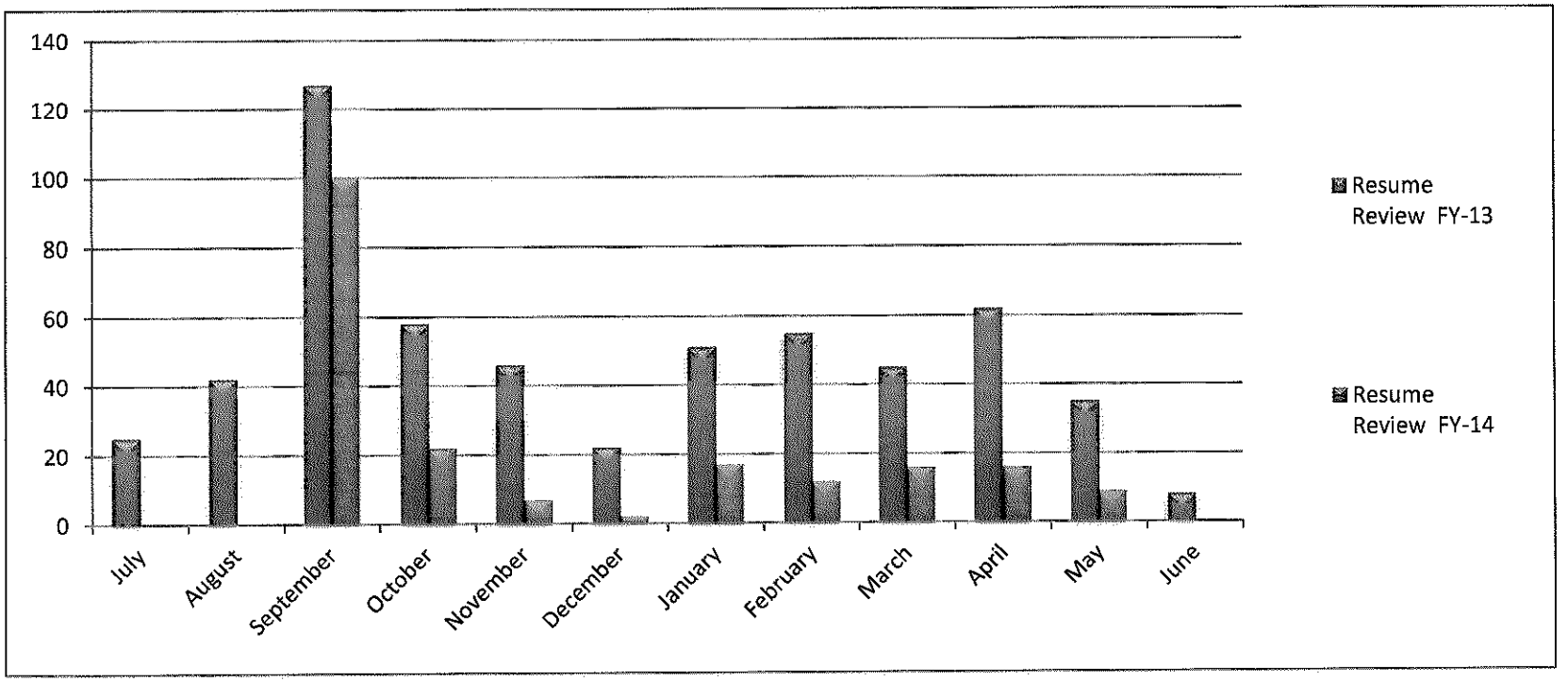
Career Services Statistics

	July	August	September	October	November	December	January	February	March	April	May	June		*Totals*
UAFCC Assistance FY-14	0	0	8	0	0	0	0	0	0	0	0	0		8
UAFCC Assistance FY-13	4	4	10	0	0	3	1	0	3	1	2	0		28
UAFCC Cover Letter Review FY-14	1	2	7	2	1	0	0	0	0	0	0	0		13
UAFCC Cover Letter Review FY-13	0	8	33	2	11	1	5	10	5	4	7	1		87
UAFCC Job Search FY-14	0	0	0	0	0	0	0	0	0	0	0	0		0
UAFCC Job Search FY-13	0	0	0	0	0	0	0	0	0	1	0	0		1
UAFCC Resume Review FY-14	8	12	51	4	4	3	34	12	0	0	0	0		128
UAFCC Resume Review FY-13	4	26	136	43	34	1	26	46	16	10	11	5		358

Career Services Statistics

	July	August	September	October	November	December	January	February	March	April	May	June		*Totals*
TOTALS BELOW														
Presentations & Outreach FY-14			12											23
Presentations & Outreach FY-13														309
Does Not Include Walk-in or Recurring Appts.														
Total Students Assisted: FY-14	41	32	211	55	46	11	68	47	38	37	21	0		607
Total Students Assisted: FY-13	79	156	410	166	181	70	151	188	125	187	110	27		1852

As these totals are presentations, outreaches and attendees the numbers are not included in the "Total Students Assisted" bottom line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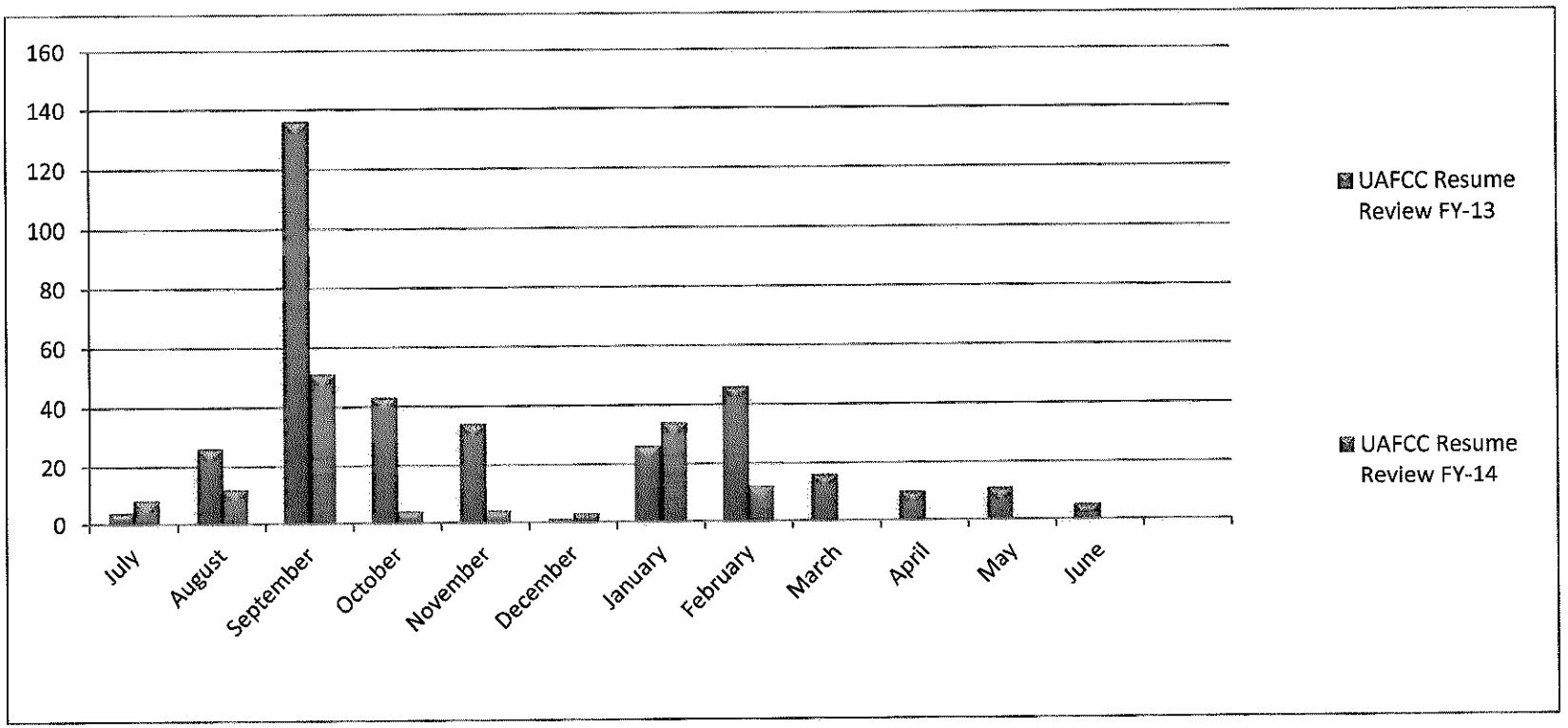
Resume Review FY-13
Resume Review FY-14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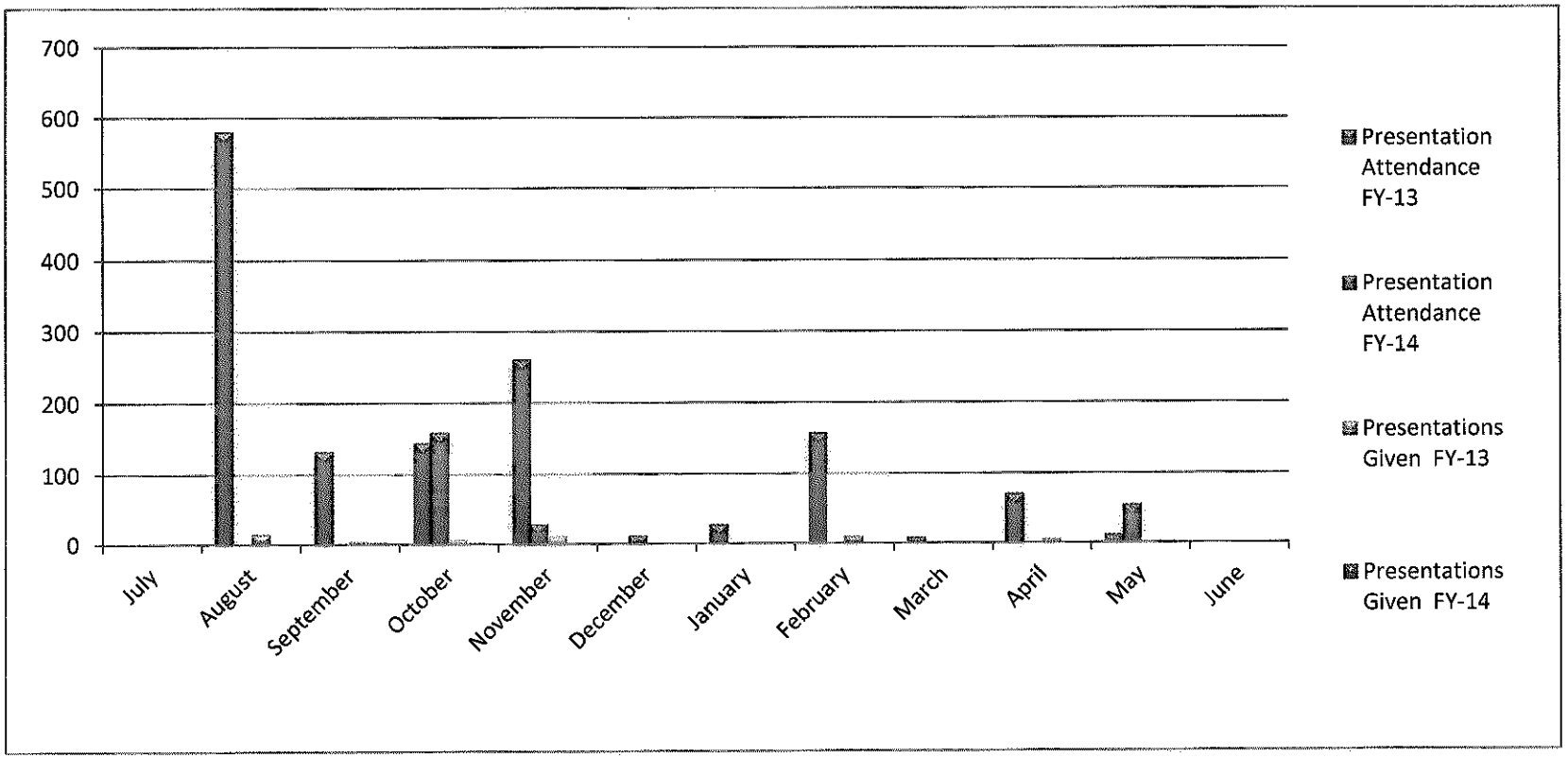
UAFCC Resume Review FY-13
UAFCC Resume Review FY-14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Presentation Attendance FY-13
Presentation Attendance FY-14
Presentations Given FY-13
Presentations Given FY-14

UNIVERSITY OF ALASKA FAIRBANKS

Career Services - Program Review

Service Unit Template

Updated: January 7, 2014

Unit Analysis Questionnaire

Please complete the following questions as part of the UAF Administrative & Support (A/S) Program Review process. Submit data and responses no later than Friday, January, 31, 2014 to Briana Walters, Office of Management and Budget (bdwalters@alaska.edu)

Questions are intended for unit leadership to answer with respect to structure/organization, function, associated budgets, efficiency and resourcing decisions.

1. Briefly describe your unit and its core functions.

2. What is the FTE count within your unit? Include total of each FTE on restricted v. unrestricted funds, using the table below.

Unit Name: Career Services	# FTE (0.0)	Salary & Benefits (Labor) Budget ($0,000.0)	Operating Budget ($0,000.0)	Total Labor + Operating + Other Budgets
Restricted		$	$	$
Fund 1	1FTE/2 Student employees	$151,160.00	$41,000.00	$192,160.00
Other		$	$	$
Totals:		$	$	$

   a. Please attach an updated organizational chart, including FTE, job family classification and working title for each position.
   b. Has your organizational structure changed over time? If so, explain changes in budget or FTE trends for the past 3-5 years.
   As of June 2013 the organizational structure of Career Services changed significantly. Due to retirements and urgent budget cuts the Career Services office was reduced from 4 FTE to 1 FTE (retiring December 2014) and 3 student employees. For the FY15 year Career Services will operate from July 1 - December 31 under the Office of University and Student Advancement (USA) with 1 FTE (81) and 2 student employees. The Office of Human Resources will take over management of Career Services, hiring 1 FTE(78/79) in the summer of 2014 to transition with the retiring staff member.

3. How are your business operations and administrative staff organized? For example, do you have a business office/centralized processing center or are administrative staff distributed throughout your operations?
   The Coordinator of Dean of Student's office assists Career Services when necessary. Due to the size of the office, our operational tasks are shared among the staff.

4. What are the primary and secondary services your unit provides? Please list with short descriptions, if necessary.
   1. Primary - Career exploration and development, including experiential opportunities both on and off campus.

2. Primary - Develop effective job search skills and candidate presentation skills
3. Primary - Link with alumni, employers, professional organizations to explore career possibilities including on-campus recruitment events
4. Primary - Utilize technology in the career development and job search process and to identify current and future employment trends
5. Secondary -Prepare to manage career after graduation
6. Secondary -

a. Describe any revenue generated as a result of these services, if applicable.
Fees from recruitment events (registrations for job fairs) totaled $14,000.00 in FY14. Ad revenues to support the publication of the College to Career Guide totaled $8600.00.

5. How do your business and administrative practices reflect UAF's mission and core values? Consider the practices within your unit and those that your unit is involved in.
   a. How do your services support and enhance UAF's core themes: to educate, discover, prepare, connect and engage? Career Services educates students and staff on current employment trends nationally and locally, we assist them in making informed career decisions and developing further educational plans, we help them understand how their professional interests and competencies relate to occupational and job requirements. To enable students to more easily discover their career path we provide career assessments to identify interests and values, access to employers for inquiry about various occupations and provide assistance in finding internships and relevant on-campus experiences(student employment).Publishing the College to Career Guide, providing classroom presentations, workshops and one on one advising Career Services prepares students to present themselves professionally by assisting with the construction of resumes and cover letters and practicing interview skills. Each year Career Services hosts over 100 employers to campus for on-campus recruiting events to connect and engage UAF students with local and national companies. We encourage students to begin their interaction with these events as freshman for the purpose of optimizing their job search skills and familiarity with employment trends. We work throughout the year to foster our relationships with employers who consistently recruit with us and to seek new employers interested in recruiting UAF students.
   b. How does your unit support a commitment to high-quality service?
   We ask our students to provide written feedback concerning the success of their job search. Did their resume get them an interview? Did our interview preparation help them perform more confidently?
   c. Are there opportunities to make business processes more effective and efficient? If so, how? Career Services uses an online software product to connect students with employers, potential internships and entry level jobs. This
   d. How does your unit ensure compliance and accountability without imposing unnecessary burdens? We are all FERPA trained and complete all required safety training.
   e. How does your unit address risk? In month staff meetings we review upcoming events and any potential We have an office emergency procedure and we discuss safety hazards in our office and potential events hazards (lifting, weather conditions during an event effecting mobility in and out of

6. Please describe your largest customer group(s). If these customers were to rate business services in your unit, what do you think they would say? Please choose your perceived customer service experience on the scale below (circle one). Students are our largest customer group and would most likely rate us "moderately acceptable".

Not Acceptable - Slightly Acceptable - Moderately Acceptable - Very Acceptable - Completely Acceptable

   a. If you have conducted a recent customer satisfaction survey, please share the results as an attachment.
   b. If you have conducted a survey or would like to see improvement with your level of perceived service selected above, please describe actions you are taking to create positive change.

7. How do you compare with other units (internal) or organizations (external) of relative size or scope (universities or other service providers)? Career Services currently does not meet the CAS standards. The Career Services office has not, since 2001, compared well both in terms of FTE and services offered, with the peer institutions.

8. Process Improvement:
   a. What processes or administrative workflows work particularly well in your unit? The recruiting events hosted by Career Services are well received by both students and employers. The online system for reviewing resumes provides an efficient process for resume review for students who do not have time for a face to face appointment.
   b. What processes would you want to improve, change or eliminate within your unit?

9. "Shared services" is the consolidation of business operations that are used by multiple parts of the same organization. The goal of a shared service model is to allow each business unit/department to focus its limited resources on activities that support the UAF mission and core values.
   a. Do you see opportunities to implement shared service models? If so, where and how? We are currently entering a shared service model with Human Resources
   b. Are there processes in your unit that could be shared with other units, or pooled? What impacts would you expect, in terms of service and efficiencies? Shared services regarding on campus student employment should result in some efficiency. Career Services sees many students seeking on campus employment and Human Resources manage UAKjobs. If students had questions concerning their account as well as needing assistance with their application documents, both would be available in one office.

10. Impact of decreased funding:
   a. What services would be most impacted by a 10% reduction in personnel funding, and how would they be impacted? Career Services has been severely impacted by a 75% reduction in FTE which has resulted in less service to students, less employer outreach
   b. What services would be most impacted by a 10% reduction in non-personnel funding, and how would they be impacted? Less outreach to students and employers, specifically impacted by less advertising dollars.

c. Would you consider shared service models to ensure the same level of services continue in the event of a personnel reduction?

11. Metric Performance:
Identify any administrative metrics you are using that reflect your key service areas. Include actual or quantifiable performance data in addition to targets or performance goals for the last 3-5 years, if available. Note changes in trends based on performance/metric change. Examples: volume or number of items processed within a defined period of time, length of time it takes to complete each average transaction (days), accuracy rates, customer satisfaction, etc.
Attached please see the Career Service statistics comparing FY 13 to FY14