

Career Center Office Manual 2016-2017

The Career Center Office Manual

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**Florida State University
The Career Center
Office Manual**

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Policies and Procedures

Introduction

The contents of this Manual are directed at CORE, generic functions of the Career Center, those basic functions that all Career Center staff members share in common. It is understood that these core functions take precedence and have priority over a staff member's individual programmatic activities, i.e., instruction, research, Tech Center, Experiential Learning, Employer Relations and Recruitment Services, fund raising, and Career Advising and Counseling. This manual has been assembled by Rosalyn Bryant, Deborah Crowder, Jeff Garis, Robert Reardon, and Janet Lenz, with contributions by many of the Career Center staff. This manual was extensively revised by Myrna Hoover and Sarah Clark in March 2013 to restructure and revise the Career Center program goals and objectives to reflect the National Association of Colleges and Employers (NACE) Career Standards.

- It is noted that each of the Career Center's programmatic areas, Career Advising and Counseling, Employer Relations and Recruitment Services, and Experiential Learning, may have special policies that are specific to their services, and these policies and procedures are not included in this Manual.
- This Manual is updated and reviewed every year for operational changes and extensively every two years before the Career Center staff retreat in May or June each year. The Budget and Staffing Committee conducts that activity in April of every year.
- Upon employment with the Career Center, new staff members have thirty (30) days to read the Office Manual and sign the acknowledgement form (**Appendix KK**). When major revisions take place, all staff may be asked to read the Office Manual and sign the acknowledgement form.
- An electronic read-only copy of this Career Center Office Manual is maintained on the K: drive as CC Office Manual. New additions to the Manual may be posted before they are printed for the manual's hard copy. Staff will be notified via email when changes are posted to the Office Manual.

The manual's specific purpose is to describe the methods by which the Career Center conducts its business and governs itself. This will:

1. help guard against over-reliance on the institutional memory on the part of senior or more experienced staff members regarding the way things are done;
2. help improve the orientation and training of new Career Center staff members (see **Appendix N** for more specific new staff orientation guidelines);
3. clarify the ways in which individual staff members contribute to the larger Career Center mission and functions;

4. present a method by which the Career Center can positively address persistent, policy related issues, that contribute to staff morale and the achievement of individual and unit objectives; and
5. assist staff members in the high quality performance of their duties.

Please note that this Career Center Manual is intended to be a helpful guide, NOT a “dictatorial edict,” that facilitates the delivery of quality career services to our clients and contributes to strong management of one of the leading Career Centers at the national level. Furthermore, this manual should be viewed as dynamic rather than static and will be continually updated.

I. Career Center Structure and Function

A. Philosophy

1. Office Objective

Our office objective is to be and be recognized as one of the leaders in student services among all departments at Florida State University and throughout the nation. If as an office, we achieve this objective, then it will clearly reflect positively upon us as individuals.

Innovation, creativity and above all, **quality**, are stressed in all our programs and services, and in our approach to the delivery of these programs and services.

It should always be our practice in working cooperatively with any individual student, staff member, faculty member, recruiter, or anyone else, or any other office or department to display a willingness to go “more than half way” to ensure the success of such cooperative efforts.

We are sensitive to our **professional image** with students, the business and university communities. Commitments to students and other clients are considered sacred. We strive to demonstrate to the entire university and business community on a continuing basis that we are credible in describing the nature of our programs and services and that we are well organized and in control of things that lead to the successful delivery of those services.

2. Management Style

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

- a. The staff is self-critical. All staff must be capable of recognizing and accepting their mistakes and learning from them.
- b. Open, constructive communication is encouraged at all levels, and is viewed as a method of problem solving--conflict resolution.
- c. **Decision of consensus is the rule.** Decisions, once made, are supported. Decisions are encouraged to be made at all levels in the organization, where the facts are. What people help create, they support.
- d. A highly communicative/participatory/open/inclusive management approach is part of our style. People want to know as much as possible about their work environment. Problems must be discussed in an open forum and so on. Staff members at all levels must be accessible.
- e. Staff members must be ethical. Decisions and actions must be consistently beyond question from an ethics standpoint. The Career Center maintains **Institutional Membership** with the National Association of Colleges and Employers (NACE). As a result, the Career Center and its staff adhere to NACE's Principles for Professional Conduct in Career Services and Employment Professionals. A copy of these principles

is maintained in the Career Center Professional Library and is also available on-line: <http://www.naceweb.org/principles/>. Many A&P staff and faculty maintain memberships in professional organizations such as American Counseling Association, American Psychological Association, and National Career Development Association. Also, some staff members are Certified Counselors or Licensed Psychologists. All of these associations and licensing boards provide ethical standards for members.

- f. The responsibility for professional development rests to a considerable degree with the individual staff members and immediate supervisors. To behave in an ethical manner here means that time and effort must be put into the professional development of staff. This means mentoring staff and encouraging continued improvement in both skills and performance while creating an environment conducive to professional development.

3. Student Service Orientation

The Student is:

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

B. Mission Statement

1. Introduction

Career development touches upon virtually every aspect of a student's University experience.

In an annual survey by the Higher Education Research Institute, incoming freshmen over the past several years have stated that their ability to prepare for and get a better job was one of the most important reasons why they had decided to go to college.

While one could argue that vocational preparation is not the business of higher education, the connection between a college education and success in working life is an established fact of reality shared by the vast majority of college-bound students and their families.

When a student enters college for the first time, the career development process has already begun, but it is at this point that the importance of career and academic decisions rise to a new challenging level. Decisions will be made that will impact the individual's self-concept, social effectiveness, economic productivity, and civic and moral responsibility throughout a lifetime.

It is the student's career decision, developed and supported by the knowledge and insight provided by a quality education, that completes the total university experience.

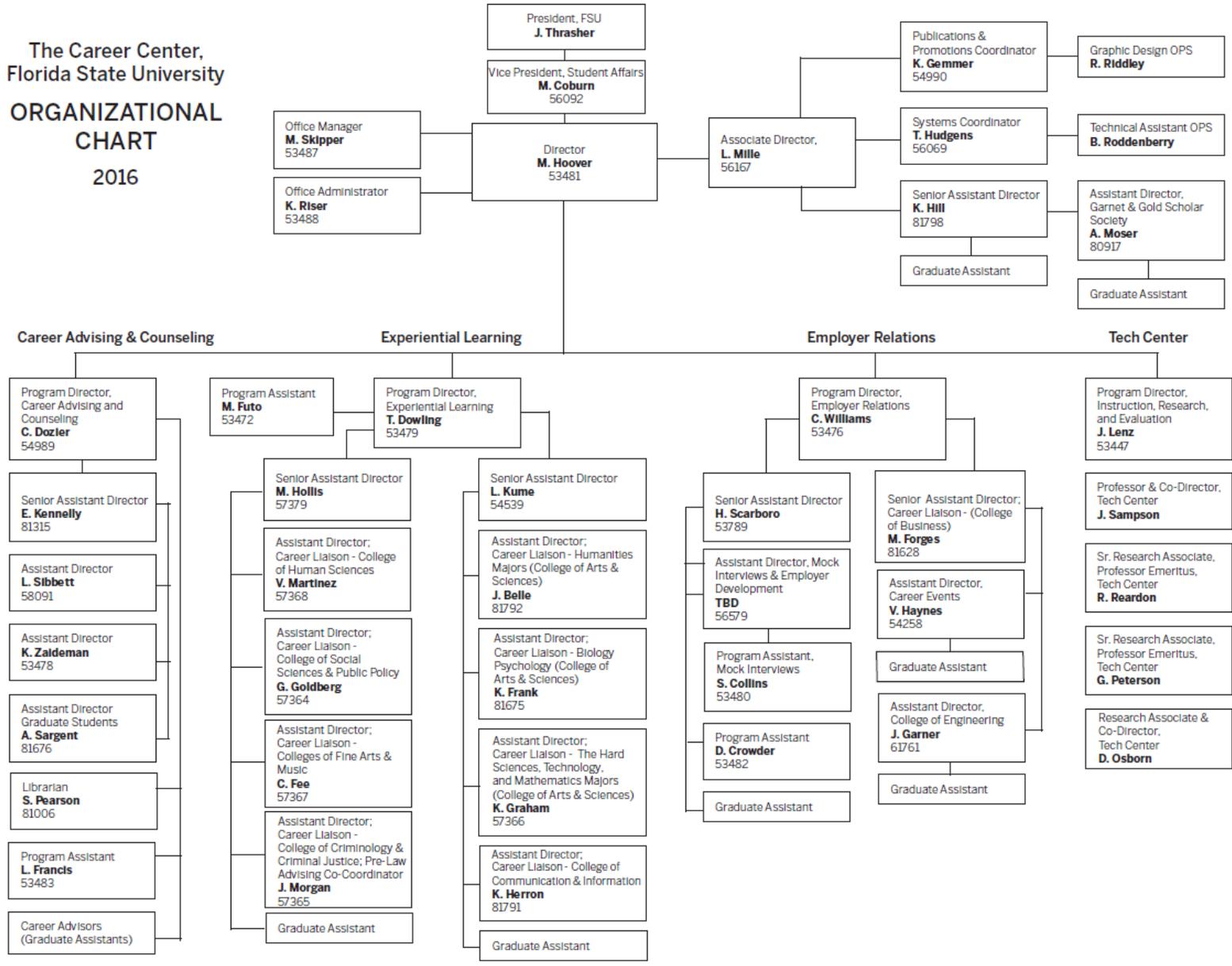
2. The Career Center's role in that process is reflected in the following statement:

The mission of the Career Center is to provide comprehensive career services, train career service practitioners, conduct life/career development research, and disseminate information about life/career services and issues to the university, the nation, and the world. The Career Center has creatively developed an effective, collaborative, interdepartmental array of career services for students and other university constituents. The Career Center is directly involved in instruction and research to support this mission. Administratively located in Student Affairs, Career Center interventions impact virtually every facet of university life, including new student recruitment, employer/community relations, research, and alumni affairs.

3. The Career Center's slogan is *Linking Futures* and should be included in publicity and publications as often as possible.
4. The Career Center develops programs and services to support the University's instructional, research, and service mission through:
 - providing a centralized, integrated career development and employment assistance program for Florida State University students.
 - educating the university community regarding awareness of career development as a concept linking education and work.
 - increasing student awareness of and involvement in career development and employment programs.
 - establishing an organizational structure, physical setting, and the resources necessary to manage effective career development programs, employment services, and evaluation systems.

- C. Organizational Chart (see following page)

The Career Center,
Florida State University
**ORGANIZATIONAL
CHART**
2016



II. Program Goals and Objectives

In this section you will find goals that summarize the comprehensive work of the Florida State University Career Center. The execution of these goals resides in Career Center program offices, e.g., Career Advising and Counseling, Experiential Learning, Employer Relations and Recruitment Services, Tech Center, individual staff, or ad hoc groups of staff, e.g., committees. These goals also include process goals, which involve activities such as public relations and evaluation. Finally, they address the knowledge, skills, and attitudes that students will acquire in the process of participating in Career Center programs and services.

A. Career Advising/Counseling

1. Enable persons, e.g., students and other constituents, to develop and implement career goals.
 - a. Help persons improve self-knowledge, e.g., values, interests, skills.
 - b. Assist persons in expanding knowledge of occupations and understanding the linkages between fields of study and occupations.
 - c. Teach effective career decision-making strategies and skills.
 - d. Assist persons in implementing chosen career goals, e.g., employment, education, other.
 - e. Provide a full-range of career advising and counseling services, including drop-in services and individual career counseling by appointment.
 - f. Provide systematic instruction on the career development process by teaching a credit course entitled, "Introduction to Career Development" and by providing learning activities within the Career Center through other classes/workshops.
 - g. Provide persons with a full-range of print and computer-based career-related assessment instruments, as well as computer-assisted career guidance systems.

B. Career Information

1. Enable persons to have access to current and comprehensive career information as they explore and make career decisions.
 - a. Provide persons with a comprehensive collection of print, computer-based, and other multimedia career information resources to assist them in their career planning and job hunting.
 - b. Plan and conduct outreach program activities related to career development and job hunting for a variety of campus groups, e.g., academic classes, special student populations, student organizations.
 - c. Develop innovative ideas, materials, handouts, resources, and service delivery strategies for helping persons solve career problems and make career decisions.

2. Increase awareness of career programs and services to Career Center constituents, e.g., students, alumni, faculty/staff, employers, other professionals, community members.

- a. Develop print, media, and web-based materials to advertise and promote Career Center services.
- b. Provide programs to promote the Career Center to its constituents, such as Career Center Advisory Board, informational sessions about career services to academic departments, etc. (see **Appendix V** for list of recurring programs).
- c. Produce publications on an annual or semester basis, such as the Annual Report, Career Guide, and Employer Handbook. (see **Appendix S** for list of selected publications).
- d. Participate in core University programs, such as Orientation, Family Weekend, and Preview.

C. Employment Services

1. Enable persons to develop contacts with organizations and representatives associated with employment opportunities.

- a. Assist persons in locating prospective employers.
- b. Assist faculty and administrative staff in developing contacts with employers.
- c. Hold career fairs related to employment and graduate/professional school opportunities on a regular basis.
- d. Provide on-campus recruiting services at the Dunlap Success Center and the FAMU-FSU College of Engineering.
- e. Provide persons with part-time and full-time job announcements, referrals to employers, and assistance in making contacts with employing organizations through print and computer-based applications.
- f. Continuously design, develop, and implement quality, efficient, and effective state-of-the-art computer-based services to bring persons in contact with employer and graduate/professional school representatives.
- g. Provide students networking opportunities with alumni through a career network computer program.

D. Graduate School Planning

1. Enable persons to develop contacts with organizations and representatives associated with graduate/professional school opportunities.

- a. Assist persons in locating prospective graduate/professional school opportunities.
- b. Assist faculty and administrative staff in developing contacts with graduate/professional schools.

- c. Hold career fairs related to graduate/professional school opportunities on a regular basis.
- d. Provide on-campus recruiting services at the Dunlap Success Center and the FAMU-FSU College of Engineering.
- e. Provide persons with graduate and professional school information through print and computer-based applications.

E. Experiential Education

1. Enable persons to obtain professionally relevant employment and experience prior to graduation.
 - a. Assist persons in the exploration of career plans through interactions with professionals and members of employing organizations.
 - b. Provide persons with career exploration opportunities, such as information interviews, employer visitations, externships, short-term volunteer experiences.
 - c. Provide students with opportunities for career-related experience through cooperative education programs, internships, student employment, and long-term volunteer experience.
 - d. Provide an on-campus interview program for students seeking co-op, internship, summer job, or volunteer opportunities.
 - e. Provide persons with announcements of experiential education opportunities, and referral contacts with organizations through print or computer-based applications.
 - f. Develop handouts and brochures that assist persons in obtaining pre-graduation work experience.

F. Human Resources

1. Promote the professional growth of Career Center staff.
 - a. Assist staff in increasing their knowledge of career development interventions through Career Advisor and Graduate Assistant training, workshop presentations, and other internal Career Center training activities.
 - b. Encourage staff members to promote a mutually supportive atmosphere for individual professional development.
 - c. Support staff involvement in professional associations.
 - d. Encourage staff networking within the career services profession.
 - e. Develop individual training programs and materials for new staff.

- f. Conduct Career Center staff meetings bi-weekly during fall and spring semesters.
 - g. Develop individual staff professional goals and objectives annually for review with supervisors.
 - h. Conduct at least two individual staff supervision meetings each semester.
 - i. Conduct performance appraisals with all staff annually.
 - j. Encourage staff to participate in professional development activities that are available within Division of Student Affairs, as well as through other University departments, e.g., course study through academic units, Center for Professional Development, and Human Resources/Employee Assistance programs.
 - k. Encourage staff to attend at least one professional conference or workshop annually (given available funding).
 - l. Encourage staff to submit program proposals and present programs at professional meetings.
 - m. Encourage staff to submit manuscripts and articles for publication in professional association journals and periodicals.
2. Assist other professionals or pre- and/or para-professionals in developing knowledge and skill in the delivery of career services.
- a. Train and supervise career advisors, graduate assistants, interns, practicum students, and student assistants in career development and employment issues and service delivery.
 - b. Develop cooperative relationships with those academic departments preparing professionals or paraprofessionals in areas related to career development.
 - c. Provide limited consultation and technical assistance services to other professionals within and outside of Florida State University regarding career development theory, career service delivery, and computer applications in career development.
 - d. Hold weekly career advisor staff meetings during the fall and spring semesters to provide training and supervision.
 - e. Serve as a practicum site and offer training and supervision to graduate level students providing individual career counseling services.
 - f. Teach graduate-level career development courses as well as serve on doctoral committees (selected Career Center staff who hold faculty rank in the Department of Educational Psychology & Learning Systems [Psychological and Counseling Services Program]).
 - g. Provide consultation and program support in the delivery of career services at the Panama City campus.

- h. Provide orientation to Career Center programs and services to national and international professional visitors (See **Appendix W**).
- i. Hold monthly graduate assistant professional development meetings during the fall and spring semesters to provide ongoing training and development.

G. Financial Resources

- 1. Develop and implement fundraising campaigns to support Career Center programs.
 - a. Conduct the Placement Partners program to provide financial support for career services programs and public recognition of special organizational supporters of the Career Center.
 - b. Provide for recognition of special financial gifts to the Career Center by naming rooms in the facility.
 - c. Operate the Career Advisor Scholarship Campaign program in conjunction with the College of Education to solicit financial gifts from constituents to support endowed scholarship funds for career advisors.
 - d. Solicit additional gifts to support Career Center programs and services

H. Facilities and Equipment

- 1. Provide adequate facilities to fulfill the career services mission and perform functions effectively.
 - a. Create and maintain building policies to support programs and services.
 - b. Follow operating plan to maintain, update, and replace equipment.
 - c. Ensure that the building meets and is in compliance with ADA requirements.
 - d. Maintain procedures and equipment that provide for the confidentiality of client information that meets legal and ethical requirements.
 - e. Provide office hours that meet the needs of constituents.

I. Technology

- 1. Provide career services staff with necessary technology to support Career Center programs and services.
 - a. Examine new technology as it becomes available and implement as needed.
 - b. Maintain operational plan to maintain, update, and replace hardware and software.
 - c. Provide computer access to staff, students, and other constituents as needed.
 - d. Develop and maintain a Career Center website that integrates university branding guidelines and policies.

J. Campus and External Relations

1. Develop positive relationships with potential employers to ensure the efficient flow of information to persons.
 - a. Assist employers in developing linkages with students, e.g., employment vacancy listings, informational programs, career fairs, on-campus interviewing for internships and post-graduate employment, electronically-based resume referral services.
 - b. Operate the Placement Partners program to enable employers to increase their presence and profile among Florida State University students.
 - c. Make employer site visits.
 - d. Obtain employer feedback and evaluation of Career Center programs through the Advisory Board and other targeted surveys (such as career fairs and on-campus interviewing).
2. Promote cooperative relationships with University staff/faculty to gain their active support in the delivery of career services.
 - a. Inform other student service offices and academic units about Career Center programs and services.
 - b. Train academic and other advisors in career planning interventions and Career Center services to improve the referral process.
 - c. Develop a referral mechanism with other student service offices, student programs and services, and academic units.
 - d. Promote the delivery of career services with other student service offices, student organizations, and academic units.
 - e. Establish and develop liaisons with selected colleges, academic departments, and other campus offices (see **Appendix B** for liaisons and sample assignments).
 - f. Represent the Career Center on a variety of DSA and University-wide committees and task forces.
 - g. Operate a faculty/employer/student Advisory Board to provide feedback to the Career Center regarding programs and services.
 - h. Offer selected programs and services in cooperation with the Alumni Association to address the career planning and employment needs of Florida State University graduates (see **Appendix A**).

K. Legal Responsibilities

1. Be knowledgeable of accepted and current professional practices in career services.
2. Ensure ethical and legal guidelines are met when maintaining student data and records.

3. Consult with legal counsel concerning FERPA, privacy of data, defamation law, EEO and referral law, liability issues pertaining to experiential education, international work authorization, safety standards, and laws regarding contracts and grants.

L. Equal Opportunity, Access, Affirmative Action and Diversity

1. Assist constituents in becoming more sensitive and effective in responding to diversity issues in the career planning and employment process.
 - a. Involve students who are members of special populations in the career planning and employment process.
 - b. Develop and implement selected programs and services targeted to the needs of diverse populations including but not limited to women, African-Americans, Hispanics, international students, student athletes, students with disabilities, and returning adult students.
 - c. Monitor the Affirmative Action/EEO/ADA issues in daily activity as they relate to employers and students.

M. Ethics

1. Provide career services to students and other constituents while adhering to the highest standards of ethical behavior and professional practice as prescribed by various associations and organizations, including.
 1. NACE
 2. ACA/NCDA
 3. FERPA
 4. APA
 5. CASS

N. Program Evaluation & Research

1. Research career development and employment issues and provide systematic feedback to the Career Center, the University community, the business community, and the profession about these issues and effective career interventions.
 - a. Conduct and disseminate research on a wide variety of topics related to student career development and employment, e.g., assessment of student career needs, assessment of the effectiveness of career interventions, follow-up of graduating students.
 - b. Make information available on labor market developments from a national and state perspective, highlighting the implications for students and policy makers in the University community.
 - c. Serve as a research site and provide office space for selected faculty from the Department of Educational Psychology & Learning Systems (Psychological and Counseling Services Program).

- d. Conduct research regarding the application and effectiveness of cognitive information processing theory in designing and delivering career services.
 - e. Develop and research new interventions and assessments associated with the career development process.
2. Assess unmet needs for career services of constituents and determine optimum interventions for addressing these needs.
- a. Monitor and report activity levels and trends associated with core Career Center programs and services on a semester and annual basis.
 - b. Conduct systematic qualitative and quantitative evaluations of core Career Center programs and services including career advising and counseling, course instruction, outreach programming, experiential education, and employment services.
 - c. Develop and implement an evaluation plan, including time-frame, procedures, and personnel, for assessing needs or gaps related to all Career Center goals and services.
 - d. Make periodic reports to the director and staff regarding unmet needs for career services from students, alumni, staff, employers, faculty and other Career Center constituents.

III. Core Services

As a centralized, comprehensive career services office, the Florida State University Career Center is involved in a wide variety of programs including career planning services, experiential education, employer relations and recruitment services, course instruction, and research. However, there are three core services that are regarded as at the heart of the Career Center and involve all professional staff:

A. Career Advising and Counseling

All A&P/Faculty staff members are encouraged to provide career advising on a regular basis. In consultation with the Director, the Program Director for Career Advising and Counseling will determine staffing needs to ensure coverage of the drop-in career advising system. Individual career counseling by appointment activity should include supporting records and follow the protocol described in **Appendix C**. **Appendix P** describes policies related to use of assessments with career advising and counseling clients. Also refer to **Appendix I** regarding counseling individuals with disabilities, **Appendix Y** regarding Title IX disclosures, and **Appendix JJ** for internal Career Center policies regarding clients in crisis. The Career Center provides drop-in career advising and individual career counseling appointments to students or alumni from other colleges and does not require a letter of reciprocity. For more information on reciprocity, see **Appendix L**.

B. Programming

All staff are encouraged to provide outreach programming. These programs may include Career Center-sponsored workshops, liaison presentations, jointly-sponsored programs such as Orientation, New Student Preview programs, etc., or programs in response to student/faculty requests such as classroom-based or student organization programs. All program activity (internal or external) should be recorded in a file maintained on the K drive under: K:\CC-Shared\Workshops and Tabling.

C. Employer Relations

All staff members are encouraged to participate in career fairs. Other employer relations activities that may include all staff are: marketing Career Center services to employers, employer receptions, employer career panel presentations, assisting in the employer-in-residence program, and greeting/orienting employers participating in on-campus interviewing. Staff involvement in these activities will be coordinated by either the Program Director of Employer Relations and Recruitment Services or the Program Director of Experiential Learning.

Staff involvement in the core services described above will be reviewed with the supervisor on a semester basis. If necessary, to insure quantity or quality of staffing for any core service, the Career Center Director may require A&P or Faculty involvement in these services.

Specific core programs and services that are quantified and included in the Career Center annual report are:

- Career Advising, Counseling and Assessment
- Career Planning Class, SDS 3340
- Career Outreach Programs

- Co-op/Interns/Externs/Student Employment
- Career Fairs
- On-Campus Recruiting
- Job Listings and Resume Referrals (See **Appendix Q** for resume critiquing policies)
- Mock Interviews
- Career Portfolio
- Garnet and Gold Scholar Society

IV. Governance and Planning

A. Staff Meetings

Staff meetings are held from 9:00-10:30 a.m. on Fridays, typically monthly, and include all Career Center USPS, A&P staff, and faculty. Additional staff meetings are scheduled on an “as needed basis.” Career advising training and development (in-service) meetings are held every Friday during fall and spring semesters for one hour. One in-service staff meeting is scheduled per month with all Career Center staff participating. One staff member will cover the career advising desk for each Friday training meeting to ensure continuing services. When no staff meetings are scheduled, staff are encouraged to keep Friday mornings open for committee meetings.

The Director is responsible for preparing an agenda for staff meetings including the following categories:

1. Announcements
2. Discussion Issues
3. Follow-up Agenda Items
4. Committee Reports
5. Meeting Agenda Items

If staff members have items that they wish to appear on the agenda, the items must be added to the agenda, which is housed in Sharepoint, by 5:00 PM the day before the staff meeting. Special programs or guest speakers are held on an occasional basis. Program suggestions are always welcome and should be provided to the Director.

B. Annual Retreat and Goals/Objectives

Each May or June, the entire Career Center staff meets at an off-campus location (such as Wakulla Springs) to address goals for the upcoming year. These sessions are necessary to the success of an office and for the development of the annual report to the Vice President of Student Affairs.

Annual Career Center goal statements will be written by July of each year or otherwise as specified by the Vice President of Student Affairs and the Career Center Director. These annual goal statements should reflect the long-term strategic plan for the Career Center and the individual staff assignment of responsibilities and duties.

C. Budget

The Career Center Director has final budget control and authority of all budgets used in the Career Center.

The Budget and Staffing Committee meets periodically with the director to review the budget, including sources of income, fundraising, and expenditure of funds. This committee makes recommendations to the Director regarding priority of use of funds and reviews proposals for fund use or transfer.

Because the Career Center has been approved to collect client fees (see fee schedule, **Appendix E**), e.g., employer fees for career fairs and Placement Partner contributions, it is vital that we adhere to appropriate cash handling procedures (see **Appendix F – Career Fair Deposits & Fiscal Reports**). The Budget and Staffing Committee, chaired by the Director, will schedule periodic administrative self-assessments to ensure the Career Center’s ability to respond effectively to Internal Audit and Management Services.

D. Standing Committees

The following permanent, standing committees are identified and described. Committee heads and members are typically appointed during the annual retreat by the Director in consultation with staff members regarding their interests and preferences. Recommendations by committees are presented to the Director for approval. Committees should report back to their teams (EL, ER, CAC, Admin) regarding any initiatives developed in committee meetings. Committees also report periodically to the full staff and the Director at staff meetings. Agenda items may be developed by committee members themselves or referred by the Director and other members. All staff members are required to participate on a minimum of one (1) committee. See **Appendix D** of the Office Manual for a breakdown of committee membership.

1. **Career Center Advisory** - This committee, composed of students, faculty/administrative staff members, and employers, assists the Director in strategic program development, evaluation, and planning; it includes the Director and selected members of the Career Center staff, and is chaired by the Director.
2. **Budget & Staffing** - This committee reviews the allocations of OPS, Expense, OCO, Placement Partners, Foundation, Vending, Incidental and Travel budget resources available to the Career Center. It also advises and assists the Director about relevant activities; the committee recommends the annual level of funding for both core service and professional library acquisitions, and professional development activities; it reviews and makes recommendations about cash handling procedures; it reviews fee cost-recovery mechanisms used in the Career Center. This committee also reviews all open lines and staff positions; it recommends the assignment of student assistant positions to individual staff and function within the Career Center. This committee is chaired by the Director.
3. **Library & Information Resources** - This committee includes staff representatives from each Career Center unit and determines the policy to review the current collection and recommends print and digital resources to be included in the Career Center Library. The process for adding online resources is outlined in **Appendix AA**. The committee also reviews staff requests for career resources and provides the Director with reports of library resource needs. This committee is chaired by the Career Center Librarian.
4. **New Programs** - This committee includes staff representatives from each Career Center unit (including a graduate student (CA or GA) chosen based on interest for each proposal) and reviews proposals for new services/programs for implementation within the Office. Staff who wish to create a new program will submit a written proposal (see suggested criteria for evaluating proposals in **Appendix G** of the Office Manual) to the Committee Chair and attend one or more committee meetings to discuss the nature of the program and Career Center-wide implications associated with implementation. The

committee will provide feedback to the staff member(s) based on the proposal, and make a recommendation to the Director for further action or approval.

5. **Publicity & Communication** - This committee reviews Career Center publications, promotional/marketing materials, and initiatives and may also review any publication upon request and recommend changes/additions as necessary. This committee is also responsible for creating and updating The Career Center's marketing plan, discussing any marketing campaigns related to Career Center initiatives, and reviewing any updates with social media. This committee includes members of each Career Center unit and is chaired by the Publications and Promotions Coordinator. Refer to **Appendix BB** for the Social Media policy.
6. **Development, Service and Recognition** - The mission of this committee is to enhance Career Center morale, ensure recognition of staff members' professional and personal accomplishments, provide information about professional development opportunities and manage community service efforts. The committee does this by sponsoring a staff birthday celebrations, observing holidays/special events through various programs and initiatives, and publishing professional accomplishments in campus publications. The committee is also responsible for coordinating the annual United Way fundraising campaign, managing the holiday service project, providing information about current community service and university professional development happenings, and organizing Career Center service opportunities and in-house professional development opportunities. This committee includes members of each Career Center unit and is chaired by either a volunteer member or a member that is selected by the committee. This committee is funded through optional staff contributions.
7. **Systems and Technology** - This committee reviews technology available for possible use within the Career Center, making recommendations for changes in existing technology usage to incorporate that technology. It also receives and reviews staff proposals for computer-related needs, and provides the Director with reports of software and hardware needs annually. The committee also assists the Career Portfolio Project Coordinator in the management of the Career Portfolio system, including monitoring system operation, making decisions about system enhancements, planning strategies for campus-wide marketing, and planning and implementing system evaluation. Additionally, the committee creates and reviews SeminoleLink policies and assists in managing new SeminoleLink initiatives for the Career Center. The committee is responsible for reviewing and communicating to Career Center staff any new features, products or opportunities for increased usage of Symplicity modules/initiatives providing recommendations for implementation. Refer to **Appendix R** (Equipment Use) and **Appendix JJ** (iPad Checkout) for policies related to technology. The committee is co-chaired by the Systems Coordinator and one other staff member as appointed by the Director.
8. **Research and Evaluation** - The Research & Evaluation Committee was created to assist with a variety of Career Center goals and activities including: compiling data about the range of CC research and evaluation activities, examining the current array of CC research and evaluation activities and determining gaps in the data being collected, recommending specific research and evaluation goals to be included in the CC's yearly goals and objectives, serving as a "sounding board" for proposed research and

evaluation projects, both internal and external to the Career Center, taking responsibility for insuring that research and evaluation activities are conducted on a regular basis, and finally, exploring ways to collaborate with other campus units and departments in conducting research. The committee collaborates with the DSA Assessment, Research & Evaluation (DARE) Team in submitting and reporting on work related to IEPs and NOLES Learn activities.

9. **Distance Learning** – This committee oversees the development, implementation, and evaluation of distance career services available to distance learners and alumni. This includes the delivery of comprehensive career services across all departments; career advising, employer relations, and experiential learning. The committee will oversee the implementation of career advising and counseling services from a distance and integration into Symplicity (i.e. resume critiques and distance advising appointments). The committee will also evaluate current career services from a distance to create marketing materials and evaluate the need for new distance outreach (i.e. virtual employer visits or recruiting from a distance). See **Appendix M** for Distance Advising policies.
10. **Workshop Task Force** – This task force oversees the development of streamlined and consistent workshop delivery. This includes but is not limited to: creation of approved workshop PowerPoint templates; an organized system in the K: drive for standard workshops; and development of policies on what workshops will be offered. **Workshop policies are outlined in Appendix CC.** The task force will also oversee the conversion of workshop tracking and reporting from the K: drive into Symplicity.
11. **Diversity & Inclusion Task Force** – This task force evaluates the current resources and programs available for our stakeholders as it related to Diversity and Inclusion and Career Development. Additionally, the Taskforce is responsible for benchmarking with peer institutions to gain a better understanding and best practices on how they create a community that supports and celebrates diversity and inclusion. It is the responsibility of the taskforce to identify any gaps that the Career Center may have in comparison to our peer institutions, and provide recommendations to the Career Center Director as it relates to resources, staff and graduate student training, and more.
12. **Career Services Manager (CSM) Task Force** – This task force is a one-year task force that will evaluate the career services management software systems currently available to career centers. This task force is responsible for benchmarking with peer and aspirational institutions in regards to their software systems and the effectiveness of these systems as they relate to the needs of the FSU Career Center. This task force will create opportunities for Career Center staff to provide feedback prior to a final recommendation being made. It is the responsibility of the taskforce to recommend a software system to the Director by March 30, 2017.

E. Career Fairs

On occasion, Career Center staff receive requests from campus personnel, student organizations, and related groups to develop specialized career fairs targeted at particular schools/colleges, departments, or student populations. Any Career Center staff member receiving these requests should direct the request to the Assistant Director, Career Events and Employer Relations. Also, the staff member serving as liaison to the respective college or

department should be notified of any request for a specialized career fair. The Career Center constantly seeks to diversify our current career fairs in order to meet the employment needs of FSU's student population and to address the needs of specific student groups. This may be accomplished through various methods—strengthening the recruiter database in a particular area with employer representation reflected in Seminole Futures or other existing fairs, encouraging faculty to utilize their networks, web-based research or development of a new specialized career fair with a proposal submitted to the New Programs Committee.

V. Personnel

A. Personal Goals Statement/Assignment of Responsibilities

In July of each year, supervisors will meet with professional staff members and outline individual goals for the coming academic year. Goals will reflect both core functions of the Career Center and special program functions. Specific duties and activities will be identified in each functional category. Individual staff assignments will reflect the larger Career Center mission, the generic and annual goals and objectives, and the staff member's skills and interests.

Career Center faculty complete the Annual Assignment of Responsibilities (AOR) form and A & P staff will complete a Personal Goals Statement, which reflects the broader goals as established in the annual goal setting session. The format for the Personal Goals Statement may include:

1. Continuing goals
2. Innovative goals
3. Professional development goals

Once submitted, both supervisor and supervisee agree upon these goals. Each staff member's agreed-upon goal statement becomes a component upon which the performance appraisal will be conducted.

B. Performance Appraisals

All Career Center staff receives a performance appraisal annually, conducted by their supervisor, on the following schedule:

1. Faculty - April
2. A & P - August
3. USPS - The month of the staff member's employment anniversary.

In all cases, after staff and their supervisors have met and discussed the appraisal, a copy is sent to the personnel representative, a copy is placed in the staff member's file, and staff will be given a copy for their records. Signing of the appraisal does not indicate agreement with the content. It simply indicates that the staff member has read the appraisal and discussed it with the supervisor. If staff members disagree with their appraisal, they may always attach a letter explaining their positions.

C. Staff Calendars/In-Out of Office

The electronic In/Out Board will be used to maintain an office in-out daily schedule. Staff should sign-out of the office noting their destination. This promotes professional communication and is particularly important in cases of emergency.

All A & P/Faculty staff members are encouraged to communicate with the support staff in their area regarding their schedule. The Office Manager will maintain a copy of the Director's schedule.

Other than the lunch period, staff members are encouraged to verbally communicate with their supervisors when leaving the Career Center. If the supervisor is not available, communication should be made with the Office Manager, the Director, Associate Director, or another Program Director.

D. Annual and Sick Leave/Comp Time

All Career Center staff shall maintain University Pay and Leave reports. Requests for annual leave should receive prior approval by the supervisor. When medical appointments are scheduled, please communicate sick leave requests in advance. When ill and unable to come to the office, please phone in and communicate directly with your supervisor. When the supervisor is not available, communication should be made with the Director or staff member in charge.

When out of the office for extended periods (vacation, sick leave, conferences), Career Center staff are encouraged to utilize automatic replies on their Outlook emails and put an extended absence greeting on their voice mail.

Pay and leave forms are to be signed by the staff member's immediate supervisor. A&P employees typically are not eligible for comp time per University policy (exceptions are holidays and weekends). For USPS staff, requests for comp time must be submitted in writing in advance and may be approved only by the immediate supervisor. In the absence of the supervisor, pay and leave forms may be signed by the Director and the designated "person in charge." However, comp time approval may only be signed by the immediate supervisor.

E. Travel

Conference, training, and other travel requests should be made well in advance to allow for coverage and monetary/transportation support. Travel Authorization Request (TAR) forms must be completed for any travel, even if funded by an outside department (other than The Career Center).

A TAR form projecting travel expenses must be submitted to the Office manager **2 months** in advance of the travel dates. The Office Manager will record the amount of professional development monies the staff person has available for the fiscal year on the travel form. (These monies are determined each year by the Director in consultation with the Budget and Staffing Committee.) The travel request form will then be given to the supervisor of the staff person requesting travel funds. The supervisor will approve or deny the request and submit the approved request to the Director for final approval **7 weeks** prior to the travel date. The Director will approve or deny the request. Once a decision has been rendered, the Office Manager will notify the staff person of the decision.

Travel funds are awarded on the basis of the following travel policy:

<u>Priority</u>	<u>Purpose</u>
1	Program presentation
2	Fulfill responsibilities as an office holder in an organization related to the Career Center mission.
3	Represent the Career Center.

4
5

Professional development in a specific area related to job function.
College relations visits not fully funded by the employer.

1. **Money** - If one is going on office business and has obtained pre-approval from the Director for advance financial assistance, lead time is necessary for getting the money. Where the travel request comes from, i.e., Travel Office or the Foundation, dictates how long it will take to receive a cash advance or advance registration payment. Travel requires at least 30 business days' lead time and the Foundation takes about seven days to receive funds. Graduate students who are OPS or volunteer staff in the Career Center, doing research in areas relating to career services, and who are presenters or program chairs on a program proposal accepted at a state or national conference may be reimbursed for travel expenses up to \$800.00 for a national meeting and \$500.00 for a state/regional meeting, depending on availability of funds. As stated above, the Director, in consultation with the Budget and Staffing Committee, will pre-determine the travel allocation amount each year. Presenters must attach acceptance of proposal with travel request.
2. **Car** - Cars should be reserved through Avis at the state rate. (See <http://policies.vpfa.fsu.edu/controller/index.html> for rental contract and state number). Try to reserve a car at least two weeks in advance. If several members of the staff or university community are going to the same destination, carpooling is encouraged. If going alone, be prepared to drive a compact car. Staff may drive their own vehicle, but mileage/gas will not be reimbursed.
3. **Meal Allowances** – Breakfast (travel before 6am, beyond 8am) - \$6, Lunch (travel before noon, beyond 2pm) - \$11, Dinner (travel prior to 6pm, beyond 8pm) - \$19
4. **Per Diem** – If you choose per diem, you are only given \$80 per day, and this does not allow for meal and lodging reimbursements.
5. **Toll/Turnpike/Parking** - These may be legally paid for, but receipts are required.
6. **Hotel/Motel** - Receipts are needed. The Career Center cannot pay for room service or phone calls not pertaining to business. If personal charges are incurred, please ask the hotel/motel to provide separate receipts for business and personal charges. For travel conducted within Florida, remember that we are sales tax exempt and should not be charged. A copy of the Sales Tax Exemption form is readily available for traveler's use. Please mention this when making your reservations.
7. **Registration Receipts** - If the registration was not prepaid and you have to pay on-site, bring back anything that is given as a receipt. Receipts vary from written ones to conference tags. Also remember to provide a copy of the Conference Agenda which may or may not show meals included.
8. **Credit Card Charges** - Business expenses charged on a credit card must be accompanied by a receipt if reimbursement is to be made. An American Express Corporate Card with no annual fee is available through University Travel. Using this card often eliminates the need for travel advances.

F. Professional Membership/Development

Career Center A&P and Faculty staff members are encouraged to join, participate, and serve as leaders in international, national, regional and state associations reflecting the career development profession.

The Career Center maintains institutional memberships that cover staff member annual membership fees in the following organizations:

- NACE
- Florida ACE
- SoACE

The Career Center covers individual memberships for select/designated staff members in the following organizations:

- NCDCA
- ACA
- NASPA
- CEIA
- NSEE
- Career Resource Management (Librarian)
- American Library Association (Librarian)

Memberships in professional associations other than those noted above are to be paid individually by staff members. Staff members should check with their immediate supervisor to find out what memberships are covered within the scope of their position. Exceptions for membership include presentations, or board membership per Director's approval (cost of membership to be in travel allocation).

Credentialing should be paid by individual staff members (e.g. NCC). Training as deemed appropriate by the immediate supervisor and the director may be approved but must be directly related to the duties of the position.

Per-person professional development allocations will be determined at the beginning of each fiscal year. Refer to the Travel Policy (Section E) for specific requirements pertaining to professional development-related travel.

Team Leads (Program Directors, Associate Director) will be allocated \$150 to hold a staff development retreat once per academic year for their teams. Staff development retreats can be held at the time of their choice and may consist of an activity for professional development and team building.

SDS 3340 Lead Instructors will be allocated up to \$60 per semester to show appreciation for the co-instructors in their section. These funds can be used by the Lead Instructor to provide breakfast or lunch for their co-instructors. Lead Instructors must pay for the food and then get reimbursed (exception: University Center Club).

Staff are allotted one day per year to participate in a community service activity of their choosing. Staff will NOT need to use annual leave for this activity.

G. Graduate Assistants, Student Assistants, and Interns

Coordination of student assistants, graduate assistants, work/study students and other students receiving OPS funding is provided through the Office Administrator. The Office Administrator communicates with the Director, the Budget and Staffing Committee, and appropriate student supervisors regarding student assistant funding. **When hiring graduate assistants, work with the Office Administrator to ensure that you use the proper offer letter to be in compliance with university requirements.** See **Appendix X** for specific hiring policies and procedures.

Students interested in working with the Career Center will be directed to the Office Manager, who will email staff about potential applicants. Applicants will also be encouraged to leave a resume with the Office Manager who will keep resumes in a binder on the bookshelf for one year. Hiring supervisors may request to see resumes on file at any time during the year. Student assistant supervisors will interview students and make hiring decisions. If hired, students will be referred to the Office Administrator to process paper work. If not hired, student assistant candidates may be referred to other units for consideration. Each student assistant supervisor will prepare a schedule of student assistant required coverage times and student assistants will be selected in consideration of their ability to meet scheduling needs of the Career Center unit.

Supervisors seeking to hire Federal Work Study (FWS) student assistants will notify the Office Administrator at the beginning of each semester of the number of FWS assistants they would like to hire. FWS applicants will contact the Office Administrator when seeking job openings as directed on the Financial Aid Website for FWS applicants. FWS applicants will be informed that they will need to prepare a resume. The Office Administrator will disperse the students' contact information to the interested hiring supervisors. Supervisors will then contact FWS applicants for interviews. If hired, students will be referred to the Office Administrator to process paperwork.

At the beginning of each fall and spring semester, attendance at a Career Center orientation and training program is required for all new student assistants. The Associate Director of Administration and the Office Manager will coordinate the training. Student assistant supervisors will provide their new students with a training guide. Each student assistant is required to read the manual and sign an acknowledgement form.

Additional student assistant policies include:

- A list of all Career Center student assistants will be developed by the Office Administrator, showing names, area assignments, funding, and supervisor
- Generally, students are not to be studying during work hours unless they receive approval from their supervisor
- Student assistants will be evaluated according to the evaluation form in **Appendix H**.
- Students are not permitted to transfer to another Career Center unit without approval of their immediate supervisor; generally, this practice will be discouraged. However, in some instances, other Career Center assignments will be a better match for certain students with special skills and interests
- If, for any reason, student assistants have a negative experience with their work in the Career Center, they will be encouraged to communicate immediately with their supervisor; if necessary, students are also encouraged to speak with the Office Administrator and/or the Director

*CAREER CENTER UNDERGRADUATE AND GRADUATE STUDENT STAFF
DESIGNATED OFFICE TITLES*

Graduate Assistants (with fee waivers)

Career Advisors
Employer Relations & Recruitment Services Graduate Assistants (3)
Garnet and Gold Scholar Society Graduate Assistant
Experiential Learning Graduate Assistants (2)
Programming and Assessment Graduate Assistant
SDS 3340 Lead Instructors

Graduate Student Assistants (no fee waivers)

Interns
SDS 3340 Co-Instructors

Interns (for credit)

Mock Interview
Employer Relations & Recruitment Services
Garnet and Gold Scholar Society
Experiential Learning
SDS 3340

Graduate Student Volunteers

Graduate Student (Doctoral Practicum)

Student Assistants

Social Media Assistant
Undergraduate OPS/FWS appointments

H. Courtesy Appointments

The Career Center often receives requests from persons who want to observe our service delivery model and/or conduct research. In these cases, a courtesy appointment will need to be filed with FSU Human Resources. This will enable the visitor to have access to the FSU network. See the Office Administrator for assistance with completing courtesy appointment paperwork at least two weeks prior to the start date.

I. Career Center Staff Dress Policy

It is important for staff to dress professionally in representing the office and the University. Staff and supervisors should be aware of our dress and image that we are presenting to students, employers, and members of the University community. All staff should exercise “reasonable judgment” in their dress. For example, jeans and other informal attire are not suitable on typical business days. Exceptions would include event preparation, cleaning days, break weeks, travel days, etc. The office typically observes “dress down Fridays” with business casual (not jeans) permitted. Occasionally, a Friday may be designated as a special jeans day. Also, semester breaks may be designated as jeans days as well. However, staff should be aware of any external events/meeting in which they are representing the Career Center and dress accordingly on Fridays. It is not realistic to define the range of professional attire, but supervisors can advise staff regarding dress if, in the supervisor’s opinion, individual staff members are not using “reasonable judgment” in dress during typical business days. Just a few examples of dress items to pay attention to include:

- Clothes that are too tight
- T-shirts (no collars) and tank tops
- Necklines too low
- Skirts/dresses too short
- Slits in back of skirts/dresses too high
- Tennis/athletic shoes
- Leggings
- Casual flip-flops

In short, the Career Center’s dress code has three levels: typical business days, business casual Fridays, and jeans days. This dress code applies to staff, career advisors, and graduate assistants. Other student assistants may wear jeans and other attire typical for attending classes, but supervisors have the prerogative of informing students of any inappropriate dress.

VI. Communications

A. Internal

This category includes the use of internal staff communication, bulletin boards, telephone messages, voice mail, e-mail, Lync, and other procedures for inter-staff communications.

Information that needs to be shared with all staff should be sent to the Career Center distribution list (CC-Career Center).

Telephone messages will be placed in staff member mail boxes and handled in a discrete, confidential manner. Persons taking phone messages will sign and date all messages.

The Office Manager will produce a staff roster each Fall, Spring, and Summer semester.

B. External

This category includes speaking with members of the electronic and print media, the submission of public announcements about services and programs, bulletin boards maintained on-campus for informing students about services, professional articles for journal publication and professional presentations, client complaints, reporting of criminal activity, protest policy, and use/disposal of user/client records.

1. Media

The Career Center Director is the spokesperson for all external media regarding career issues and trends, Career Center services, and related activities. The Director will designate a member of the professional staff to speak with the media in the Director's absence. A Program Director will speak to the media when it is a relevant topic to their area.

Career Center communications products and activities will be reviewed periodically, or as needed, by the Promotions and Publications Committee to determine their effectiveness, needed changes, and continuation.

Any Career Center requests for a Memorandum of Understanding (MOU) (non-unit specific) will be directed to the Director. Unit-created MOUs will be approved by the Director prior to dissemination. For guidelines and best practices for creating MOUs, see **Appendix EE**.

2. Mass Emails to Students from The Career Center

All Career Center staff members can recommend mass emailing to students. To recommend a mass email, please submit a draft of the announcement and the demographic profile of the intended students to the Program Director in your unit or Director for review. Upon review and approval, the message can be sent and copied to all staff. Messages sent to all FSU students must have the approval of the Director via the Vice President for Student Affairs.

3. Client Complaints

The Career Center shall serve as a general advocate for clients when they have concerns or complaints about employers or services. It is our responsibility as a Career Center to respond to concerns from clients, ensuring fair and professional treatment.

When a client voices a complaint to any Career Center staff member about an employer, the staff member should refer the client to the Program Director or Senior Assistant Director, ER to determine whether follow-up needs to occur on the complaint.

Possible reasons to contact the employer:

- Illegal actions or questions during the interviewing process
- Unprofessional or unethical actions as outlined in the NACE Code of Conduct
- Client is very upset and has justifiable negative feelings towards employer

Further disciplinary action will be assessed on a case by case basis.

Procedures for Facilitating Client Complaints

- a) Ask the client what his/her expectation is of the Career Center. Do they want us to contact the employer? If follow-up is required, complete a Client Complaint Form.
- b) Ask clients if they want to be named in any employer contact or prefer to remain anonymous. If clients consent to be named, they must sign the complaint form. If the client does not want to be named, then no signature is required.
- c) If employer contact needs to be made, call or e-mail the appropriate contact person for the organization, inform them of the complaint, and offer it as constructive feedback and/or ask for their explanation of the situation. Work towards resolution of the issue between the client and employer.
- d) Follow-up with the client and communicate what action was taken by the Career Center on their behalf.
- e) Enter notes of the complaint and follow-up action(s) in the SeminoleLink employer notes. The statement should include dates and the CC staff's initials.

At the conclusion, give the Client Complaint Form (**Appendix DD**) to the ER Program Director to be entered into a master file.

Clients complaining about Career Center services should be given the Client Complaint Form (**Appendix DD**). The form should be referred to the Career Center Director for follow-up and resolution.

Bias and Discrimination

Florida State University has established support systems and processes to aid community members in reporting and responding to acts of bias and discrimination. These systems provide free and confidential services for students to report behavior

believed to be an incident of bias or discrimination. The following form should be used to report incidents of bias or discrimination between students or against students: https://fsu.qualtrics.com/jfe/form/SV_beKZZMJS3b97qN7. This form can also be accessed at the bottom of the Career Center website.

4. Protests at Career Center Event Venues

The Career Center follows the policies outlined by Florida State University and the Donald L. Tucker Civic Center regarding protests on their respective properties. Refer to **Appendix GG** for the guidelines and instructions.

5. Live Chat Policy

The Live Chat program on the Career Center's website homepage provides live messaging for students, alumni, and community members who have career center questions and is managed by the Career Center's CAC Program Assistant. Live Chat is covered between 9:00 am – 4:30 pm, Monday through Friday. When it is not live, messages will go to careermail@admin.fsu.edu where the Assistant Directors or Senior Assistant Director of Career Advising and Counseling will distribute those emails to the appropriate liaison/staff person or respond directly to the question. For full instructions on the Live Chat program, see **Appendix FF**.

6. Job Opportunity Vacancy Announcements

All members of the Career Center staff will have the capability and responsibility of handling job vacancy announcement phone calls. All part-time job vacancy announcements should be directed to the EL and Student Employment Program. Specific instructions are outlined in **Appendix HH**.

7. Reporting of Criminal Activity (Clery Act Reporting)

Florida State University compiles an annual safety and security report in compliance with the federal law that mandates the disclosure of certain statistics regarding criminal incidents that occur within the geographical boundaries of an institution of higher education (Clery Act). If any Career Center staff file a police report, this should be reported immediately to the Associate Director for Administration (primary) or the Director (backup) who are designated at the Career Center's Campus Security Authorities (CSAs). The CSA will then enter the information into the FSU Police Department's Clery Act Data Form.

C. Mail

The mail "room" is DSC 2110. Each staff member has a personal mailbox that should be checked daily. Career advisor and graduate assistant mailboxes are in room 1210. Incoming mail is delivered and outgoing U.S. mail is picked up at 10 a.m. and 2 p.m. daily.

D. Telephones

Each staff is equipped with an Avaya telephone, but staff need to study the appropriate operator's guide carefully to take advantage of the many programmable features. To

ensure that persons are answering our phones and to reduce the use of the reception desk voicemail, we will follow the phone protocol listed below for answering the Career Center main phone line. The first “line of coverage” will be Student Assistants, then the Career Advising and Counseling Program Assistant.

If neither of these options is available, persons transferring the phones will follow the protocol below based on the day of the week. Note, on any given day, the person who is asked to cover the phones, may request that the phones be “bumped” to the next person on the list due to the workload that person is currently experiencing. Also, if the person assigned to a particular day is not available out the office, etc., the person seeking coverage will simply go down the list to the next person. On rare occasions, if no one is available to help with phones, we will use the voice mail system. Also, at the end of each day, the last person answering the main phone line will transfer it to voice mail. On Tuesday nights, the doc practicum student s will be responsible for transferring the main phone line to voice mail.

- | | |
|-----------------------------|-----------|
| 1. ER Program Assistant-MI | Monday |
| 2. ER Program Assistant-OCR | Tuesday |
| 3. EL Program Assistant | Wednesday |
| 4. Office Manager | Thursday |
| 5. Office Administrator | Friday |

When adequately trained, student assistants may serve as back-up coverage in any unit. Generally, it is recommended that phones be answered with “Good morning/ afternoon, Career Center.” All Career Center staff members are provided with a voice-mail system.

E. Facsimiles

The 1st, 2nd, and 3rd floor copiers can be used for faxing documents (for staff business use only.) The primary machine to be used for faxes is on the 2nd floor. Outgoing faxes should include a Career Center cover-sheet. Incoming faxes will be placed in the appropriate staff mailboxes; when the recipient is not identified, faxes will be placed in an in-box near the machine.

F. Cell Phone Policy

Because The Career Center provides direct services to students, alumni, community members, and employers, staff should be cautious with their cell phone use while at work. Since many people use their cell phone as a combination phone, calendar, email device, etc., the use of mobile devices at work is allowed, but care should be taken that it does not interfere with interactions with students, employers, clients, and colleagues. Ringers should be kept in the vibrating or off position. If you are expecting a call or need to be available to take a call during a meeting or other event, let others know that you may need to take a call. Otherwise, do not take calls while meeting with others. Clients and guests who wish to make or receive cell phone calls while in the Career Center library or computer lab should be asked to move to the lobby areas.

G. Social Media Guidelines (Individual Accounts)

Social media technology can serve as a powerful tool to enhance communication with multiple stakeholders. This technology can provide many benefits, including preparing

Florida State University students to succeed in their educational and career endeavors. In recognition of the public and pervasive nature of social media communications, as well as the fact that in this digital era, the lines between professional and personal endeavors are sometimes blurred. It is recommended that Career Center employees exercise caution and common sense when using personal social media sites as comments/posts may be considered a reflection of the Career Center, the Division of Student Affairs, and Florida State University. The Florida State University Office of University Communications has outlined guidelines and recommended practices for use of personal/individual social media accounts. Please refer to these guidelines at <http://unicomm.fsu.edu/brand/social/guidelines>. For policies regarding Career Center social media accounts, refer to **Appendix BB**.

VII. Facilities

A. Career Center Professional Library

The Career Center establishes, coordinates, and maintains a resource collection for staff and graduate student use. This collection includes professional journals, newsletters, assessment catalogs, workshop guides/handouts, as well as other materials such as sample career center publications from other universities. The staff resource collection is located in the Career Center Professional Library, room 2126.

Certain materials that arrive monthly, e.g., *NACE Journal*, are kept on the bookshelves in the professional library and are available for your use. Feel free to come in and browse.

B. Heat, Air Conditioning, Light, Building

The Office Manager is the official Career Center Facilities Coordinator. If you encounter difficulties with heat, air conditioning, or other aspects of the building, report them to the Office Manager. DO NOT report them directly to the Service Center.

If you have furniture or equipment problems, again contact the Office Manager. Do not trade furniture or borrow furniture (even from a consenting colleague) without first clearing such "swaps" with the Office Manager.

C. Interviewing

The Career Center maintains a total of 29 interview rooms on the 3rd floor of the Dunlap Success Center. In order to reserve an interview room, check with the Senior Assistant Director, Employer Relations and Recruitment Services. If there is availability, a room will be reserved for staff use. Please do not use an interview room without making a reservation. Also, please do not remove or re-arrange the furniture in an interview room without notifying the Senior Assistant Director for Employer Relations and Recruitment Services and returning the furniture to its original position. If there is a question about the appropriateness of using an interview room, please check with the Director prior to making a reservation.

Interviewing through Video Conferencing

Florida State University Information Technology Services assists faculty and staff in their video conferencing needs. Employers may also utilize this service to interview students for a nominal fee.

Information Technology Services will provide the employer with an estimate of charges based on their need. They will arrange the technical support, equipment coordination, and facilities necessary to ensure a successful videoconference. Employers wanting to utilize this service should be directed to Customer Service at (850) 644-4357. To place a request for video conferencing services directly with the Office of Telecommunications, please visit their services request webpage at: <http://www.its.fsu.edu/Communications/Video-Conferencing>

(*Note that Skype interviews have taken the place of videoconferencing in most situations.)

D. Employer Lounge

The Career Center maintains a lounge for employers' use complete with refrigerator, microwave, telephone, wireless internet connection, and coffee-maker. **Use of the employer lounge and items in the lounge is limited to employers only.** Please note that it is inappropriate to use the employer lounge when a fully-equipped staff lounge is available in room 1005.

E. Audio-Visual Equipment

All DSC program rooms (1006, 2201, 2202, 2208) are equipped with projectors and computers, as well as connections for laptops. Shared conference room 2001 has a large screen display which can be used in conjunction with a laptop, either through wireless connection or VGA cable. Shared conference room 2002 is equipped with a computer and a projector, as well as plug-ins for a laptop. Career Center conference rooms 2101 and 2118 and shared conference room 2204 are equipped with projector, computer, and wireless mouse/keyboard.

The following equipment is available for check out: portable projectors, laptops, wireless microphones, wired conference phone, wireless conference phone, digital camera, video camera, and 2 tripods. These items are kept in IT storage rooms. Requests for checking out equipment should be made through Sharepoint support request at least 2 days in advance. Specific procedures and instructions can be found in **Appendix O**.

Requests to use Career Center AV/Computer equipment *on-campus* by University offices and staff other than the Career Center must be approved by the Career Center Director, Office Manager or Budget and Staffing Committee member. The equipment must be checked out through the Office Manager or Systems Coordinator including completion of a Career Center AV/Computer Disclaimer form for *on-campus use* (see **Appendix J**).

Career Center or other University staff requesting to use Career Center AV/Computer equipment *off-campus* must complete Disclaimer Form ER244.

F. Copy Machines

Copy machines are located on all 3 floors of the Dunlap Success Center; 1st floor in room 1203, 2nd floor in room 2110, and 3rd floor in the reception area of 3000. Each staff member and graduate student will have an ID # to account for their copying activity. Graduate students working with a particular staff member on various projects or activities (e.g., teaching the career development class) should use the copier code of the staff member who is supervising them. It is inappropriate to make personal copies on the office copy machine. Staff may use the pay copier in the Career Center Library for personal copies.

Because toner is very expensive, the recommended limit of color print jobs is 50 pages. Color printing requests larger than this should be coordinated in advance with the Publications and Promotions Coordinator. For additional information on this policy, see **Appendix S**.

If the copy machine jams or shows an error, please try to fix it using the machine jam directions. However, if the procedure becomes more complex, call the Office Manager quickly!

G. Staff Break Room

The Dunlap Success Center has a staff break room in room 1005 for use by Career Center staff and the Center for Leadership and Social Change. It includes a refrigerator, microwave/convection oven, ice maker, and coffee maker. In addition, there is a kitchenette located on the 2nd floor (2100A) equipped with a small refrigerator, microwave oven, and coffee maker. There are some simple rules:

1. If you put something in the refrigerator, please take it out before it rots.
2. Be sure you identify your items in some form or someone else may eat your lunch!
3. **Clean up your own mess!** Your mother is not here to clean up after you, so you will have to learn to do it yourself. This is important. Please clean any utensils or other kitchen items immediately following their use. Thank you.

See the Dunlap Success Center Building Policies (**Appendix T**) for additional policies on staff break room use.

H. Office Supplies

Selected office supplies will be maintained centrally in the 2nd floor storage room 2112. Staff members needing specific office supplies should request them through their supervisor. Requisitions also require the Director's approval.

On occasion, Career Center staff will need to order badges, plaques, and related items from Awards 4U. Staff wishing to purchase items through Awards 4U should check with the Director or a Budget & Staffing Committee member.

I. University Center Club Account

The Career Center maintains an account at the University Center Club under the Director's name. The account may be used by Career Center staff other than the Director. However, the number of "guest passes" is limited on an annual basis and the use of the University Center account must be approved **in advance** by the Director. Following approval, the staff member using the account must make prior arrangements with the University Center Club i.e., reservation time, number in the party and person authorized to sign the account via the Career Center Office Manager. It is important for the authorized signer to insure that the account is placed on the Career Center's "Z Account"—not the Director's personal account. The Career Center account number always starts with the letter Z.

J. Plasma Screens, Bulletin Boards and Signage

Content for plasma screens, bulletin boards, banners, and signs is coordinated by the Promotions and Publications Coordinator with support of the Promotions and Publications Committee, and in conjunction with the Center for Leadership and Social Change for shared space.

Maintenance of the screens is provided by the Career Center Systems Coordinator.

Additional policies for usage of these items can be found in the Dunlap Success Center Building Policies (**Appendix T**).

K. Office Decor

The Dunlap Success Center offers us an attractive facility. Let's be sure that our physical environment matches the professionalism of our staff. It is particularly important that all public areas be neat, organized, and professional in appearance.

Please do not affix any item to your wall or public area walls with tape as tape destroys the paint. If staff members wish to put pictures, certificates, etc., on walls, please use picture hooks. If picture hooks are needed, see the Office Manager.

L. Room Reservations

Dunlap Success Center rooms are reserved using EMS. Rooms may be not used by departments or persons not affiliated with the Career Center or Center for Leadership and Social Change, unless a staff person is hosting the group. Room reservation policies and procedures are outlines in **Appendix O**.

M. Parking

The Career Center provides parking accommodations for employers and guests at the Dunlap Success Center. During recruiting season, (third week of each semester through the week after Spring break and the week prior to Thanksgiving) these spaces are reserved for employers recruiting on-campus. See **Appendix U: Parking for Career Center Reserved Spaces** for specific instructions on reserving parking for visitors.

N. Computers

Each Career Center staff member is provided with a personal computer capable of functioning in the Windows environment network. All staff members have access to the University network which includes e-mail, organizer, and word processing software. Additional software network applications may be acquired through consultation with the Director. All staff members are required to sign a Technology and Equipment Use Policy (**see Appendix R**).

Problems associated with the performance of the University network should be communicated to the Systems Coordinator. Computer hardware problems and repair requests should also be communicated to the Systems Coordinator.

In addition to staff computers, the Career Center maintains a computer lab (1201) for student/client use. In addition to housing specific applications, the lab provides Internet access. Policies regarding use of Internet applications can be found in **Appendix K**.

O. Building Access

The Career Center is open during normal business hours, Monday through Friday from 8:00am until 5:00pm, except on holidays when the University is closed. The Career Center is accessible to staff via swipe card access using a Florida State University identification card

(FSUCard). The building is accessible to staff 24 hours daily. Requests for card swipe access are made through the Office Manager.

After business hours, staff members may enter using their FSU Card but must make sure the door closes behind them. If an exterior door is propped open during alarmed hours, the alarm will be activated and the police will be notified. Building hours may be modified to provide access to the building before or after normal business hours. Building hours will only be extended when a staff member is present to oversee the safety of attendees and the security of the building. Requests for extended building hours should be submitted to the Career Center's Office Manager.

The Director, Associate Director, Systems Coordinator, Office Administrator, and Office Manager are authorized by the FSU Police Department to request changes to the established building locking/unlocking hours.

See the Dunlap Success Center Building Policies (**Appendix T**) for comprehensive policies on building security and access. For a complete building layout of the Dunlap Success Center, see **Appendix Z**.

P. Emergency Preparedness

To prepare for a campus-wide emergency, The Career Center will:

- create a cc-mail or e-mail distribution list of all staff
- have all cellular telephone numbers for every staff member
- use the regular distribution system
- nominate someone to personally contact each staff member, utilizing a checklist of who had been notified (in case of power failure and/or downed telephone lines).

Services for Alumni

The Career Center recognizes the importance of supporting the career-related needs of FSU alumni. Alumni career services are provided through The Career Center, Dunlap Success Center. In cooperation with the Alumni Association, The Career Center offers the following services to alumni:

Career Planning and Job Search Advising/Counseling

Career Advisors are available on a drop-in basis Monday through Friday, as well as one evening per week. Career Advisors provide immediate assistance to briefly discuss alumni career concerns, including discussions of interests, skills, career goals, career information, resume critiques, general job search assistance, or attending graduate/professional school. For more in-depth assistance, career counseling by appointment is also available.

Career Library

Our Career Library provides a variety of resources useful in the career planning and job search process including:

- Occupational information
- Print/multimedia corporate and government employer information
- Employer Directories
- Job opening files
- Career resource handouts
- Books and guides on resume writing, interviewing, and other related topics
- Career Expositions

The Career Center sponsors several career expositions and networking events each year that are open to alumni including:

- Seminole Futures (Fall and Spring)
- Veterans Networking Night (Fall)
- Graduate and Professional School Exposition (Fall)
- Education and Library Career Exposition (Spring)
- Engineering Day (Fall and Spring)
- Government & Social Services Career Fair (Spring)
- Communication & Information Day (Fall and Spring)
- Tallahassee Engineers Networking Night (Spring)
- Seminole Success Night (Spring)
- Statewide Job Fair (Summer)

Career Center Web site and NACElink Internet-based Employment Listings

The Career Center web site, www.career.fsu.edu, provides up-to-date information about programs and services. Alumni not local to Tallahassee should be referred to the online library links that contain a variety of valuable resources on the topics of Career and Life Planning, Occupational Information, Education and Training, Work Experience, Job Search Skills and Employment Leads.

Also, through a partnership with NACELink, international, national and local job listings received by The Career Center are listed online through SeminoleLink. Alumni are encouraged to obtain Plus Services, a necessary step in order to view these job listings.

SeminoleLink contains two types of job postings:

1. Those posted specifically for FSU students and alumni, available by clicking the Job tab in SeminoleLink and then “SeminoleLink Opportunities”
2. National job postings compiled by US.jobs, available by selecting “NACELink Network (Additional internet job listings)”. These listings are often a great resource as they contain jobs that require some professional experience.

Alumni access SeminoleLink with their Blackboard log in. **If they need to activate their FSUId or have forgotten their password, they should be directed to campus.fsu.edu to activate or reset their password.** Alumni only need their SSN to activate their FSUId.

ProfessioNole

Alumni, parents, and friends of FSU can volunteer to provide career-related information and assistance to FSU students and alumni through the SeminoleLink career network. As Professional Network members, alumni will be contacted by students who would like to learn more about a particular career field, industry, or employer, discuss internship possibilities, or get advice about their job search. As a graduate of FSU, alumni may also choose to use this network to assist with their career-related concerns. To become a member, simply complete the online registration by visiting www.career.fsu.edu and clicking on “ProfessioNole”.

Distance Career Counseling

We often receive requests from alumni to provide distance career advising services on various aspects of the job search process, such as resume/cover letter critiques, questions about interviewing, and/or employment opportunities. We also receive requests to advise and/or provide information related to non-job search topics, such as going to graduate school or changing careers.

We do offer distance services such as on-line resume critiques, providing information regarding appropriate resources, and other requests that do not involve in-depth discussion or exploration. It is useful to inquire about the potential to visit the Career Center in the Tallahassee area.

If this is not possible, the receiver of the request should determine if they are able to assist with the indicated concern and if they are able, should response directly to the request. If the receiver is unable to assist in the matter, the request should be forwarded to the Alumni liaison who will determine an appropriate course of action. Please be sure to inform the requestor the Career Center strives to meet the needs of FSU Alumni and we will respond to their request as soon as possible. To ensure the request is being addressed, make sure to receive confirmation from the Alumni liaison that they have received the request for services.

Career Portfolio

FSU has developed an online portfolio system for students and alumni. The “Career Portfolio” can be accessed at portfolio.fsu.edu. The FSU Career Portfolio allows you to present your:

1. profile (background, goals, and/or objectives)
2. resume or CV
3. references
4. unofficial transcripts

5. artifacts/examples of work
6. skills

To illustrate your skills, the Career Portfolio presents a matrix of skills that may be gained from experiences. You may share your portfolio by giving employers or other referred users a personalized access key that lets you track who is viewing your portfolio.

On-Campus Recruiting (OCR) and Mock Interviews

Recent graduates/alumni are allowed to participate in On-Campus Recruiting, Information Sessions and Mock Interviews if they have graduated within the previous 12 months and are still seeking an entry-level position. To participate, alumni must follow same procedures as current students by accessing or registering for SeminoleLink account at www.career.fsu.edu.

Revised LRM 05/14

CAREER CENTER LIAISONS 2016 – 2017

APPENDIX B

College/Department	Staff Member	Contact Information
Alumni Association	Leslie Mille	lmille@fsu.edu
Applied Sciences (Panama City)	Emily Kennelly	ekennelly@fsu.edu
Arts & Sciences		
Classics, English, History, Modern Languages & Linguistics, Philosophy, Religion	Jackie Belle	jbelle@fsu.edu
Biology/Psychology	Kaela Frank	kfrank@fsu.edu
Anthropology, Chemistry & Biochemistry, Computer Science, Earth, Ocean & Atmospheric Science, Mathematics, Physics, Scientific Computing, Statistics	Krystle Graham	kngraham@fsu.edu
Athletics Department	Janet Lenz, Calvin Williams	jlenz@fsu.edu , calvin.williams@fsu.edu
Business	Melissa Forges, Calvin Williams	mforges@fsu.edu , calvin.william@fsu.edu
Center for Academic Retention & Enhancement	V'Rhaniku Haynes, Sean Collins	vhaynes@fsu.edu , scollins@fsu.edu
Center for Global Engagement	Heather Scarboro	hscarboro@fsu.edu
Center for Leadership Social Change	Austin Moser	amoser2@fsu.edu
Communication and Information	TBD	TBD
Criminology & Criminal Justice	TBD	TBD
Dean of Students/First Year Outreach (FYE) /SGA	TBD	TBD
Disability Resource Center	Leah Sibbitt	lsibbitt@fsu.edu
Education	Lauren Kume	lkume@fsu.edu
Engineering	Jami Lynn Garner	jgarner@fsu.edu
Fine Arts	Carey Fee	cfee@admin.fsu.edu
Graduate School	Amanda Sargent	acsargent@fsu.edu
Human Sciences	Victor Martinez	vmartinez@fsu.edu
International Programs	Kelvin Rutledge	krutledge@fsu.edu
Law & Prelaw Advising	TBD	TBD
Libraries/Information Studies	Sarah Pearson	sarah.pearson@fsu.edu
Medicine	Kristin Zaideman	kzaideman@fsu.edu
Motion Picture Arts	Kelli Gemmer, Michelle Futo	kgemmer@fsu.edu , mfuto@fsu.edu
Music	Carey Fee	cfee@admin.fsu.edu
Nursing	Casey Dozier	casey.dozier@fsu.edu
Panama (Republic of)	Debbie Crowder	dcrowder@fsu.edu
Social Science & Public Policy	Geneva Goldberg	ggoldberg@fsu.edu
Social Work	Tracey Dowling, Kelvin Rutledge	tdowling@fsu.edu , krutledge@fsu.edu
Undergraduate Studies/Advising First	Emily Kennelly, Casey Dozier	ekennelly@fsu.edu , casey.dozier@fsu.edu
Veterans	Megan Hollis	megan.hollis@fsu.edu

COLLEGE/DEPARTMENT/UNIT LIAISON ACTIVITIES

Required Activities for All Liaisons:

1. Ensure the college/department/unit gets copies of Career Center materials (e.g., Career Guides, bookmarks, publicity flyers for career fairs, etc.).
2. Email job and event notices that might be of interest to students in college/department/unit to key staff in that area. This includes, but is not limited to, the weekly report generated by the Assistant Director, Employer Relations.
3. Develop selected materials, services or programs (career panels, workshops) to help students with career planning and employment strategies, and to identify the range of career alternatives and job opportunities that may be of interest to students in that college/department/unit. This could include revising and updating previously existing Career Center materials (e.g., match major sheets, resume and cover letter samples, mock interview questions, etc.) and resources related to a particular discipline.
4. Create promotional links (e.g., websites, social media accounts, etc.) between the Career Center and college/department/unit.
5. Invite advisors and other staff/faculty from the college/department/unit to the Career Center (e.g., Career Center open house, individualized tour, workshop, etc.).
6. Serve as a contact and conduit for the exchange of information and referrals between the college/department/unit and the Career Center.
7. Promote all Career Center programs and services (e.g., ProfessioNole, the Career Portfolio, ERP/ECP, SeminoleLink, etc.) to provide students from the college/department/unit tools to identify career-related information, skills employers seek in candidates, internship and full-time career opportunities, and recruiting programs and events.
8. Field workshop requests, both directly and through general Career Center request form, from faculty, staff, and student organizations affiliated with the college/department/unit.
9. Become familiar with the career/academic needs of students within the college/department/unit and inform/train other Career Center staff regarding this information.

Recommended Activities for Non-Embedded Liaisons:

1. Make recommendations regarding career information and/or job search resources that should be maintained by the Career Center to meet the specific needs of students in the college/department/unit.
2. Recommend website links that relate to the needs of students in a particular college/department/unit.
3. Attend meetings of academic advisors/faculty/staff and provide the Career Center with current information associated with their respective college/department/unit and inform the college/department/unit of current Career Center services.

4. Meet individually with students from a particular college/department/unit who need more in-depth assistance with their career planning and/or job hunting.
7. Provide opportunities to include employers in workshops/events/programs in the college/department/unit to provide employability skills information and development.
8. Connect with employers in attendance at Career Center events that align with student interest in the college/department/unit.

Required Activities for Embedded Liaisons:

1. Advise students individually or in groups regarding various types of work experience opportunities, resources, and job search strategies. Hold drop-in career advising hours around peak times for student traffic within Academic Unit. As needed, schedule 1:1 appointments with students from Academic Unit.
2. Plan, implement, and conduct workshops, programs, and presentations to educate and inform students, faculty/staff and administrators about internship programs, employability skills and graduate school admission. Coordinate, market and deliver “From Nole to Professionole” professional development series and “Don’t Cancel Class” specialized for specific Academic Unit.
3. Solicit employability skill development presentation opportunities through Registered Student Organizations and faculty affiliated with the Academic Unit.
4. Attend meetings of academic advisors/faculty/staff and provide the Career Center with current information associated with their respective college/department/unit and inform the college/department/unit of current Career Center services.
5. Support new student, transfer, and family college/department/major specific orientation sessions, “Get to Know Your College” events, or other programming upon request by Academic Unit.
6. Become familiar with the career/academic needs of students within the college/department/unit and inform/train other Career Center staff regarding this information.
7. Make recommendations regarding career information and/or job search resources that should be maintained by the Career Center to meet the specific needs of students in the college/department/unit.
8. Recommend website links that relate to the needs of students in a particular college/department/unit.

Open houses are a great initiative for campus partners to observe our space and educate about our programs and services. While the event can occur at any time of the day, it is recommended to only offer a **two hour window with a structured schedule** (see sample schedule below):

Time Slot	Open House Activity
30 minutes	Career Center Welcome/Overview of Programs and Services (CC Team Leads present)
30 minutes	Career Center Facility Tour
15 minutes	Open House Break (CC Staff Welcome!)
15 minutes	Career Center Programming and Initiatives Updates Targeted at the population
15 minutes	Wrap Up

The planning process should include:

1. Choose three dates/times the open house could occur for your liaison area
 - a. Confer with the Office Manager on the Director's availability to deliver the welcome message/open house introduction for proposed dates/times
 - b. Confer with Sr. Asst. Director, ERRS, that the facilities tour would occur on a good date/time for OCR
 - c. Check Academic Calendar to ensure proposed dates do not overlap with high traffic or down times during the semester for academic affairs employees (drop/add, mid-terms, finals, etc.)
 - d. Check Career Center events calendar to ensure proposed dates do not conflict
 - e. Check with the Dean and/or their administrative assistant to confirm their availability or that of the Associate Deans.
2. Reserve the room in EMS
 - a. 2201/2202 is recommended for reservation but select whether to have room partition based on size of invitees.
3. Send invitation to all CC Team Leads for the open house
4. Request e-mail invitation from Publications & Promotion Coordinator
 - a. Send to Liaison faculty and staff ONLY
 - b. Include a RSVP contact in order to plan for numbers and send event reminders
5. Arrange refreshments using the Publix Purchase Order
 - a. Connect with Office Administrator for use
6. Tailor the PPT presentation with information pertinent to the College/Unit being hosted
7. Provide Career Center resources that are applicable for guests
 - a. Create Career Center folders (not Hire A Nole folders)
 - i. Career Guides
 - ii. CC Event Handouts
 - iii. Match-Major Sheets for Majors in the College/Unit
 - iv. CC Program Handouts
 - v. CC Annual Report
 - vi. Graduating Senior Survey
 - vii. Dean's Brief (if approved by the Director!)
8. Send out notification, in advance, to CC Staff Members inviting them to mingle and meet the guests
9. Provide the CC Director with a list of RSVP's prior to the event
10. Request "Welcome" sign from the Publications & Promotions Coordinator

The FSU Career Center appreciates the continued support from the FSU community, and we are enthusiastic about providing comprehensive career services to students, faculty, alumni and employers. We encourage you to include career related activities as part of your course material and/or student organization. In order to preserve the high level of customer service that students deserve and expect, and prepare for time periods of increased traffic, we ask that you partner with us on your assignments or activities that require students to visit the FSU Career Center. Please consider the following options **prior to the first week of classes** so we can best accommodate your students:

1. Consider having the Career Center deliver a specialized Workshop
2. Notify the Career Center about course assignments/student organization activities
3. Discuss and craft your assignment/activity with the Career Center liaison assigned to your college/department or group.

1. Consider a Workshop

To help maintain quality service delivery, if your class or group includes 50 or more students, we recommend that you request a workshop and/or stagger due date deadlines as opposed to requiring your students to drop-in individually. You can access a complete list of [workshop topics](#) and complete the online [workshop request form](#). Sample assignments and workshops are explained further at the end of this document.

2. Notify the Career Center

Even when given ample notice, students tend to procrastinate which makes it difficult to accommodate all students immediately before a deadline. We recommend that faculty and student organizations stagger due dates for assignments (e.g., students with last names A-G are due week 5, H-N due week 6, etc.). In addition, the Career Center would appreciate notification when you assign a resume review, cover letter review, and/or mock interview on your semester's course syllabus or for your student organization's professional development.

3. Discuss options with your Liaison

Feel free to consult with Career Center staff about career-related assignments and/or activities. Our [contact information](#) and [liaison areas](#) are available online.

For planning purposes, we ask that you send the following information **prior to the first week of classes each semester** or else we may be unable to accommodate assignments submitted after this time:

For course assignments, please send the following to careermail@admin.fsu.edu

- Instructor's name:
- Instructor's email and phone number:
- Course number & section:
- Number of students enrolled:
- Career assignment description:
- Due date(s):

For registered student organizations, please send the following to careermail@admin.fsu.edu

- Name:
- Contact email and phone number:
- Number of students completing assignment/activity:
- Career assignment/activity description:
- Due date(s):

Sample career related workshops or assignments may include:

- Resume/Cover Letter Workshops or Assignments
- Mock Interview Workshop or Assignments
- Other Career Topic Assignments and Resources (e.g., self-exploration activities, interview preparation)

Resume/Cover Letter Workshops or Assignments

With a class or group of 50 or more students, we recommend that you request a workshop as opposed to having everyone drop-in for a resume critique. The resume critiquing workshop is designed for individuals who have developed resumes and would like assistance in making them better! You will have the opportunity to critique your own resume in a group format, with the assistance of a career advisor. Evaluation of the information included in different sections of your resume and tips on formatting your resume to improve its presentation to potential employers and graduate schools are the focus of this workshop. The cover letter workshop covers what to include in a cover letter and how to communicate effectively in writing with employers. These workshops can be covered separately or combined. [Request a workshop](#) for your class or student organization today. Materials about [writing a resume](#) and [cover letter](#) are also available.

Mock Interview Workshop or Assignments

When students complete mock interviews at the Career Center, they must first upload their resume into [Seminole Link](#) and be approved for Plus! Services. This process typically takes 48 business hours and may require resume revisions for a student to be upgraded to Plus! Services. A resume rubric (see attachment) has been created to help students and faculty understand standards used for Plus! Services. Once accepted into Seminole Link Plus! Services, then students can sign-up for a mock interview. These interviews fill up quickly especially toward the end of the semester, so staggered deadlines would also be useful as many students tend to procrastinate. Alternatively, we can offer a workshop that introduces students to the most common interview styles, strategies to answer and ask questions, and recommendations for post-interview follow up. [Request a workshop](#) for your class or student organization today.

Other Career Topic Assignments and Resources

Other topics the Career Center can assist with include Networking (including LinkedIn and Information Interviews), Internship/Making the Most of Your Internship, Graduate School Application Process/Writing Personal Statements, Job Search, Job Fair Preparation, Researching Employers, and Salary Negotiation. Access more information, resources, links, and handouts on all of the topics above [here](#).

Additional options for career related activities include:

- Ask students to use LinkedIn to identify five to ten professionals in their field of interest (using the [Find Alumni function](#))
- Have students develop a list of everyone in their network (thinking of friends, family, service providers, teachers, alumni, co-workers, supervisors, etc.)
- Assign students to conduct an [information interview](#) with FSU alumnus in the [ProfessioNole Database](#)

Career Center Location, Contact Information, and Drop-in Hours

Dunlap Success Center
P.O. Box 3064162
100 South Woodward Avenue
Tallahassee, Florida 32306-4162
Phone: 850.644.6431; Fax: 850.644.3273
E-mail: careermail@admin.fsu.edu
Website: career.fsu.edu

Drop-in Hours:

- Monday – Friday 9 a.m. – 4:30 p.m.
- Tuesdays – 8 p.m. – *Fall & Spring only*

Florida State University Career Center Policies & Procedures for Individual Career Counseling

Staffing

Career Center full-time master's level and higher professional staff (FTE 100%), excluding the librarian, publications coordinator, and systems coordinator, have the option of designating a selected number of slots for individual career counseling appointments. Part-time professional staff (FTE .50 or less) will primarily be engaged in drop-in career advising, but they have the option of making themselves available for a limited number of hour-long appointment slots set in consultation with the Program Director. Individual counseling appointments are also provided by doctoral and master's practicum students and interns.

Schedule for Individual Appointments

A schedule of individual career counseling appointments is maintained in the CAC Program Assistant's Office. A copy of individual career counseling appointments is available upon request.

In general, no staff appointments slots are offered during times when doctoral practicum students are providing coverage, unless demand is such that adding additional appointment times is warranted. Professional staff has the option of scheduling additional appointments at their discretion. In addition, graduate students who have completed career advisor training, the Foundations of Career Development course, and who are completing internships or practicum in the Center, have the option of offering individual counseling appointments during a particular semester. Other graduate student career advisors may choose to have one or more appointment slots with permission of the Program Director for Career Advising and Counseling.

Individual appointments may be scheduled in the following ways:

- 1) During their career advising time, professional staff, interns, doctoral/master's practicum students, and other career advisors may see individuals who they feel need additional time and assistance. In this case, staff/students may choose to refer these individuals for individual career counseling.
- 2) Professional staff members may get referrals from a campus or community individual, liaison contacts and related individuals; they may choose to see the referral as an individual counseling appointment.
- 3) Graduate student Career Advisors may see clients they feel need more assistance than can be provided in the drop-in career advising format (see "Guidelines for Referrals to Individual Career Counseling"). The Career Advisor may schedule an appointment during any of the time slots, including those for doctoral and master's practicum students and interns.

Individuals who telephone and request an individual appointment should, in most instances, be encouraged to come in on a drop-in basis for an initial interview. In general, community individuals or alumni who are career changers, particularly those who are first time users of the Center, will probably be better served through an

individual appointment. Student assistants and support staff who receive these calls have the option of referring the call to a Career Advisor, the Program Director for Career Advising and Counseling, or another professional staff member for further screening. Career advisors and professional staff have the option of deciding that a particular person might best be served through an individual career counseling appointment rather than drop-in career advising. All staff are asked to be familiar with the “Guidelines for Referral to Individual Counseling” that follows at the end of this document.

In general, appointments are only to be scheduled for the current week. **Staff who are currently seeing a person for individual counseling are responsible for blocking out future slots for clients who are going to be seen over several weeks. If a slot on the schedule is not blocked out, it is assumed to be an available opening.**

Waitlist for Individual Appointments

The waitlist is used to track those clients waiting for an open appointment. When a client needs to be added to the waitlist an “Intake Form” needs to be filled out by a Career Advisor. There are blank intake forms in the career advising desk. The CA will record as much information as is helpful and prudent. There are colored intake forms to be used for clients who may need more immediate assistance. On a weekly basis the Program Assistant reviews the waitlist and intake forms to notify CAC staff on the waitlist status and ensure clients are getting scheduled for appointments. If a person is assigned an appointment slot, their intake form will then be removed from the Waitlist folder and placed in a client folder.

Number of Sessions

Clients can be seen for a **maximum of 12** sessions per semester. CC staff members with clients needing assistance beyond the 12 session limit should review the case with the Program Director for Career Advising and Counseling prior to scheduling additional sessions. Doctoral and Master’s practicum students should consult with their practicum supervisor. The staff member providing the counseling may choose at any point to make a referral to other campus or community services appropriate to the client’s situation.

Client Records

In order for a client contact to be counted as an individual counseling appointment on the Career Center weekly log, certain records must be maintained (if records are not maintained, the client contact is counted under “career advising contacts”). Client files are maintained in a locked file cabinet located in the first floor career advisor office. Access to these files is restricted to Career Center staff members who are involved in providing individual counseling. Client files contain the following items:

- Client Information Sheet –including the informed consent, statement on confidentiality
- Copies of any assessment instruments (e.g., CTI, MVS, SDS, etc.)
- Counselor case note form
- Individual Learning Plan (ILP) (carbonless form version)
- Release of Information form

Note: If a Career Advisor generates an ILP with a drop-in client, but then subsequently completes an intake form for individual counseling, a copy of the ILP and any other preliminary assessment materials should be placed with the intake form. Career Advisors who see drop-in clients referred for individual counseling may share in written

or verbal form any pertinent client information with the Career Center staff member providing the individual counseling. Staff members seeing individual clients are responsible for ensuring that accurate and complete records are maintained. Client files will be maintained for seven years after the last appointment, after which time they will be destroyed.

GUIDELINES FOR REFERRING PERSONS TO INDIVIDUAL COUNSELING:

Given the limited number of slots allocated to individual counseling, we would like to ensure that this Career Center resource is used by those individuals with the greatest need. The criteria below are designed to help staff make determinations regarding who might best be helped through an individual counseling appointment. A request for an appointment by an individual is not a sufficient reason to schedule one!

Examples of clients considered appropriate for individual counseling include:

- 1) clients who have **not** benefited from prior career advising service delivery in a self-directed or brief- staff assisted mode.
- 2) clients needing more than self-help assistance with career decision-making (e.g., undecided or indecisive clients).
- 3) clients whose Career Thoughts Inventory (CTI) total T-score is 58 or higher; Career Advisors can make their own judgments regarding referrals of clients with lower CTI total scores who may have particular negative thoughts (individual CTI items) that could be best addressed through one-on-one counseling; also, through further conversation with clients, Career Advisors can use their judgment to determine whether persons with high CTI total scores are potentially “faking bad” and may not be as “needy” as the elevated total score might suggest.
- 4) clients whose presenting comments/questions are lacking in specificity and/or suggest that they may have a low vocational identity (e.g., "I'm really confused," "I have no idea what I want to do," "I really need help"), and who continue to present themselves in this manner after the initial intake.
- 5) adults who have experienced a job loss (e.g., been fired, downsized, etc.), who are initiating a job search campaign, and who are having difficulty coping.
- 6) adults with multiple, complex issues, e.g., are clearly dealing with other life issues in addition to their career concerns (e.g., divorce, recent onset of a disability, loss of a loved one, etc.) and who are having difficulty coping.
- 7) individuals with a disability who require more time and assistance than can be provided in a drop-in mode of service delivery.

Staff members (including support staff, library assistants, and student success assistants) who have questions about whether an individual seeking a counseling appointment is an appropriate referral are encouraged to speak with a Career Advisor, the Program Director, Senior Assistant Director, or Assistant Directors of Career Advising and Counseling.

CLIENT FILE PROCEDURE

Location of Folders

Active files are located in the First Floor CA office in the locking lateral file cabinet on the back far wall. Inactive and active files are located in the left lateral file cabinet (active files are located in the top two hanging cabinets). Keys 2 and 4 provide access to both active and inactive files.

Folder Creation

Student assistants will make preloaded blank client folders with at least 8 client note spaces. These folders will not be labeled. These blank files are stored on the right side of the lateral file cabinet. If folders run out, empty folders and materials are in the bottom drawer of the hanging file cabinet.

Once you have started a client folder, place the folder in the tray labeled "To be Labeled." Once completed, new client folders should be placed in the tray labeled "To be Filed" right hand side of the active client file cabinet for labeling and binding by the Program Assistant.

Structure of Folder

Listed below are the location and order of folder contents. Not all folders will have all of the contents below. Those items with a * are provided in all blank client folders.

1. Left side of folder order (anything the client signs, except ILP)
 - a. Client Information Sheet (facing forward)*
 - Check for full name and date of birth
 - b. Informed Consent
 - Check for client and counselor signatures and dates
 - c. Release of Information Form(s)*
 - d. Outside of CTI form (profile facing outward)*
Inside of CTI could be given to client for homework after interpretation*
 - e. Self-Directed Search Professional Summary
 - f. Strong Interest Inventory Summary Page
 - g. MBTI Summary Page
 - h. MMPI profile (and any supporting/interpretive materials i.e., report)
 - i. Other assessment reports as necessary
2. Right side of folder (contact record, notes, and ILP)
 - a. Client Contact Record*
 - Check for client name, date of birth, FSU ID/email, and make sure record is current
 - b. Client notes (placed in reverse chronological order) *
 - Check for client name and counselor signature on each note
 - c. Individual Learning Plans (in reverse chronological order if multiple and separate from notes)*
 - d. Fig. 1 What's Involved in Career Choice
 - e. Fig. 2 Guide to Good Decision Making

3. Middle of folder (current working materials)
 - a. Clutter free.
 - b. Client gets copies of resources needed for homework (e.g., ILP [carbon copy], assessment results and reports as appropriate, etc.).

Folder Labeling

Program Assistant will label folders using the SMEAD software. The folders will then be filed by first three letters of last name, then first initial For example, John Smith would be SMIJ.

Program Assistant will bind the folder in the locations and order specified above in Structure of Folder.

Date of Birth (DOB) and FSUID (e.g., DLC7550) is collected on the Client Information Sheet. This will help us determine if two John Smiths are the same person. The FSUID will also help us integrate into SeminoleLink in the future.

Folder Filing

Please place folders in the tray “To be Filed” for shelving by a Program/Student assistant.

As the active files grow, location of the active files will change (e.g., expand into adjacent filing cabinets).

Career Center Committees
2016-2017
 (Rev. 8/3/16)

Appendix D

Budget & Staffing	CC Advisory	Library & Information Resources	New Programs	Systems & Technology	Research & Evaluation
M. Hoover *(C)	M. Hoover *(C)	S. Pearson *(C)	M. Forges *(C)	T. Hudgens *(C)	J. Lenz *(C)
T. Dowling	T. Dowling	J. Belle	J. Belle	S. Collins	C. Dozier *(C)
C. Dozier	C. Dozier	C. Fee	K. Graham	M. Hollis	C. Fee
J. Lenz	J. Lenz	K. Frank	M. Hoover	L. Mille	G. Goldberg
L. Mille	L. Mille	J. Lenz	L. Sibbett	S. Pearson	K. Rutledge
K. Riser	C. Williams	K. Rutledge	(Grad. Asst.)	B. Roddenberry	TBD Assessment
M. Skipper	M. Skipper	K. Zaideman		C. Williams	
C. Williams					

Marketing, Publicity & Communication	Development, Service & Recognition	Distance Learning	Workshop Taskforce	Diversity Taskforce	CSM Taskforce
K. Gemmer *(C)	L. Kume *(C)	E. Kennelly *(C)	L. Mille *(C)	V. Martinez *(C)	H. Scarboro *(C)
J. Garner	D. Crowder	T. Dowling	TBD Assessment *(C)	K. Frank	D. Crowder
L. Kume	L. Francis	M. Forges	J. Garner	M. Futo	V. Haynes
V. Martinez	M. Futo	A. Moser	K. Gemmer	V. Haynes	M. Hollis
A. Moser	K. Graham	A. Sargent	G. Goldberg	K. Zaideman	T. Hudgens
R. Riddley		H. Scarboro	A. Sargent	(Grad. Asst.)	E. Kennelly
L. Sibbett					

*C – Abbreviation for Chair

**Career Center Employer Fee Schedule
2014-2015**

CAREER FAIRS

Seminole Futures	\$ 700
<i>Includes 4 participants</i>	
Gov't Agencies & Chamber of Commerce Members	\$ 500
Additional Participant	\$ 50
Additional Table	\$ 250
Electrical Outlet	\$ 60
Engineering Day	\$ 700
<i>Includes 4 participants</i>	
Gov't Agencies & Chamber of Commerce Members	\$ 500
Additional Person	\$ 50
Additional Table	\$ 250
Electrical Outlet	\$ 60
Grad/Professional School Fair	\$ 200
<i>Includes 2 participants</i>	
Additional Participants	\$ 25
Additional Table	\$ 50
Education & Library Career Fair	\$ 150
<i>Includes 2 participants</i>	
Additional Participant	\$ 25
Additional Table	\$ 50
Government and Social Services Fair	\$ 50
<i>Includes 2 participants</i>	
Additional Participant	\$ 25
Additional Table	\$ 50
Health Professions Fair	\$ 100
<i>Includes 2 participants</i>	
Additional Participant	\$ 25
Additional Table	\$ 50
Part-time Job Fair	\$ 40
<i>Includes 2 participants</i>	
Additional Person	\$ 25
Additional Table	\$ 50
Electrical Outlet	\$ 30

Appendix E (continued)

Placement Partners

Gold	\$5,000
✓ Full Page ad in Career Guide	
✓ Logo on Website and Expo Entrance Unit	
✓ Registration fees waived for 4 expos)	
✓ Additional 4 participant fees – total of 6, additional expo table and electrical outlet	
Garnet	\$3,000
✓ Name in Career Guide	
✓ Name listed on Website and Expo Entrance Unit	
✓ Registration fees waived for 3 expos	
✓ Additional 4 participant fees waived – total of 6	

Revised 10/14 lrm

DEPOSIT AND FISCAL REPORTS PROCEDURES FOR CAREER FAIRS AND ALL OTHER CHECKS

The FSU Career Center accepts checks for payment of fairs participation and various sponsorship opportunities and follows FSU guidelines for cash handling. Requests for background checks are initiated three weeks prior to hiring staff that are responsible for cash handling ([Appendix 1](#)) and once hired staff are trained in the following cash handling policy. In addition, all staff involved in cash handling will review and sign the FSU's Cash Management Policy ([Appendix 2](#)). The following outlines the division of responsibilities and the procedural guidelines for staff involved in cash handling.

DIVISION OF RESPONSIBILITIES:

Mail Distribution/Check Collection:	Office Manager, ERRS Program Assistant (D.C)
Collection Point:	Program Assistant, ERRS Program Director
Receipts & Deposits:	Program Assistants, ERRS Program Assistant
Reconciliation & Invoicing:	Assistant Director, Employer Relations and Events
Omni Ledger Review/Reconciliation:	Office Administrator

CHECKS: When fairs or sponsorship mail arrives, the Office Manager distributes the unopened fair and sponsorship mail to collection point locked file. If the Office Manager is not available when the exposition or sponsorship mail arrives only the ERRS Program Assistant, or the ERRS Program Director may accept/sign for the checks. If the check is opened it is recorded on the transaction log located at the collection point work station and the check is placed in the locked file. The Program Assistant records the transactions in the log located at collection point. ([Appendix 3](#)) After recording, the checks are immediately processed for deposit or locked in the locked file until they are processed.

RECEIPT AND COPYING OF CHECKS/REGISTRATION FORMS: The Program Assistant copies each check and files the copy in the corresponding binder. The Program Assistant endorses all checks for deposit. Copies of checks and deposit forms are given to the Office Administrator and Director.

DEPOSITING MONIES: The Program Assistant ensures that deposits are made to the Cashiers' Office for all career fairs and ensures that deposits are made to the FSU Foundation for all other monies when:

Currency (checks) in the amount of \$500 has accumulated.
On a bi-weekly basis; daily – when necessary (i.e. career fair week).

DEPOSIT AND FISCAL REPORTS PROCEDURES FOR CAREER FAIRS AND ALL OTHER CHECKS

Page 2

CAREER FAIR REGISTRATIONS AND CAREER GUIDE ADVERTISEMENT DEPOSITS -

The Program Assistant prepares a Revenue Deposit Form (DT118) ([Appendix 4](#)) and a deposit log for deposits ([Appendix 5](#) or [Appendix 6](#)). Copies of each deposit form are placed in the deposit binder and a copy of the deposit log is given to the Office Administrator. The Program Assistant takes the original Revenue Deposit Form (DT118) and all checks in a moneybag to the University Cashier's Office for deposit. Upon completion of the deposit, a representative from the University Cashier's Office will issue a receipt, which is filed in the deposit binder.

All Other Deposits – The Program Assistant deposits all other checks to the FSU Foundation and provides the Office Administrator and the Director with a copy of the checks and back up documents. The Program Assistant completes and signs the Non-Gift Transmittal Form ([Appendix 7](#)) and/or Gift Transmittal Form ([Appendix 8](#)) as appropriate and provides copies to the Director and The Office Administrator. The Office Administrator maintains a file copy of the Non-Gift Transmittal and Gift Transmittal Forms and back up documentation in the Master Foundation Transmittal log. The Program Assistant will also maintain copies of the Non-Gift Transmittal and Gift Transmittal Forms and copies of checks deposited to the FSU Foundation.

VERIFICATION & RECONCILIATION: The Program Assistant maintains the deposit receipt and a copy of the Revenue Deposit Form (DT118). A copy of the deposit receipt is given to the Office Administrator. The Assistant Director, Employer Relations and Events will verify deposits for accuracy and documentation and reconcile them against the internal transaction forms and all registration transactions. The Office Administrator will log all deposits to the Foundation Log Sheet, monitor postings by the Foundation to the Career Center account, and reconcile the ledger on a required monthly basis.

RECORD KEEPING: The Program Assistant will record payments in the Symplicity Career Fair Management System and will file a copy of the check and invoice in the coordinating fair binder.

INVOICING AND REPORTING: The Assistant Director, Employer Relations and Events invoices fair, sponsorship participants and career guide advertisements, and maintains invoice records and fiscal reports. The Program Assistant periodically meets with the event coordinator to present fiscal reports and discuss related issues. At the end of each semester, the Assistant Director, Employer Relations and Events submits a complete fiscal report to the Office Administrator, Program Director Employer Relations and Recruitment Services and the Career Center Director.

**DEPOSIT AND FISCAL REPORTS PROCEDURES FOR
CAREER FAIRS AND ALL OTHER CHECKS**

Page 3

CAREER FAIR ON-SITE CHECK PAYMENT PROCEDURES: Employers may submit registration fee payment at the fair. The Program Assistant will accept the check payment from the Employer. Payment will be immediately applied to the account and an updated invoice will be emailed to the Employer. The Program Assistant will secure payment in a locked case located at the Employer Assistance station.

[Appendix 1](#)

[Appendix 2](#)

[Appendix 3](#)

[Appendix 4](#)

[Appendix 5](#)

[Appendix 6](#)

[Appendix 7](#)

[Appendix 8](#)

(Created 05/93; revised by KP & NV 11/2008, revised MH, NF, PR 3/11, revised by MH, NF 6/11. revised by CHP 4/12, revised by VH 12/14)

New Program Proposal Guidelines

Appendix G

Staff who wish to implement a new program or service at the Career Center are encouraged to address the following items in their written proposal. The New Programs Committee will review the written proposal and may use the items below to evaluate it.

1. Title

- a. Include title of program, name of staff submitting proposal, date submitted

2. Context & Goals

- a. What organizational need does this address?
- b. Is there a relevant history of prior work regarding the need?
- c. Which Career Center stakeholders are/are not impacted by the proposal?
- d. Was this program/service recommended by any stakeholders (key campus personnel, national experts/consultants, organizational leaders, etc.?)
- e. What goals and/or learning outcomes will this program/service accomplish?
- f. How does this proposal relate to the Career Center's Mission and Strategic Plan?

3. Plans

- a. Will this interact with any other Career Center programs?
- b. What resources will be needed? Include such items for consideration as:
 - i. Personnel
 - ii. Training
 - iii. Marketing
 - iv. Costs
 - v. Consultation
 - vi. Technical support
- c. Are there any alternative programs/services available that should be considered?

4. Action

- a. Provide an outline of how the proposed program/service would operate, to include such items for consideration as:
 - i. Timeline of events
 - ii. Logistics/work flow
 - iii. Staffing
- b. Are you able to test the program/service on a trial basis? If so, describe what that would involve.

5. Outcome

- a. How will the goals of the program be evaluated? Who will be responsible for evaluating the goals?
- b. How will the evaluation be conducted?
- c. What evaluation criteria will you use?
- d. How will the evaluation and/or results of the program/service be shared? Who will be responsible for sharing the results?
- e. Using those criteria, how will you provide evidence of the effectiveness of the program/service in the short and long term?

FSU CAREER CENTER • SUCCESS ASSISTANT EVALUATION

Name: _____ Semester: FA SP SU Year: _____

Position: _____ Work period: _____ to _____

Supervisor: _____ Title: _____

Evaluate success assistant in the following areas:

1. INTERPERSONAL RELATIONSHIPS

- Exceptionally well-accepted
- Works well with others
- Works satisfactorily with others
- Has difficulty working with others
- Works poorly with others

2. ABILITY TO LEARN

- Learns very quickly
- Learns readily
- Average learning
- Somewhat slow to learn
- Very slow to learn

3. JUDGEMENT

- Exceptionally mature
- Good decision making
- Usually makes right decision
- Sometimes has poor judgment
- Consistently uses bad judgment

4. ATTITUDE

- Very enthusiastic
- Interested and industrious
- Average in interest
- Somewhat lacking in interest
- Poor attitude

5. QUALITY OF WORK

- Excellent
- Very good
- Average
- Below average
- Poor

6. QUANTITY OF WORK

- Excellent
- Very good
- Average
- Below average
- Poor

7. DEPENDABILITY

- Completely dependable
- Very dependable
- Usually dependable
- Rarely dependable
- Undependable

8. INITIATIVE

- Excellent
- Very good
- Average
- Below average
- Poor

9. APPEARANCE

- Follows dress code
- Needs improvement

10. ATTENDANCE

- Regular
- Irregular

11. PUNCTUALITY

- Regular
- Irregular

12. OVERALL PERFORMANCE

- Excellent
- Very good
- Average
- Below average
- Poor

13. FUTURE HIRING POTENTIAL

- Would definitely rehire
- Might rehire
- Would not rehire

14. Suggestions for improvement.

15. Significant changes since last evaluation, if applicable.

16. Additional comments (use reverse side if necessary).

Evaluator name: _____ Date: _____

Assistant Signature: _____ Date: _____

POLICIES & PROCEDURES FOR WORKING WITH INDIVIDUALS WHO HAVE A DISABILITY

Career Center staff members work with a variety of different people, therefore it is important to understand and provide the services and resources that may be helpful for each individual. When working with an individual who has a disability, remember:

- Treat adults like adults. If you offer assistance, wait until your offer is accepted before assisting.
- The person might need assistance, but it might not be what you think she/he needs.
- Listen attentively when talking with someone who speaks slowly, and wait for him/her to finish speaking. If you don't understand what was said, ask the person to repeat themselves, paraphrase what you heard, ask them to write their question or statement, or ask them to say it a different way.
- Don't worry if you use expressions related to a disability. (Have you *heard* about...? Have you *seen*...?)

The Career Center is responsible for providing resources in alternative formats upon request and making reasonable accommodations when needed. To obtain a list of resources that may be useful when working with an individual with a disability, refer to Career Issues and Services Related to Assisting Persons with Disabilities. This can be found on the K-drive by taking the following path: K:\CC Shared\DATA\CCIS\Career Advising and Counseling\Training\Disability.

Students who are currently enrolled at FSU can receive services from the Student Disability Resource Center, whereas community members cannot. So, if you are working with a community member who needs accommodations, see the University Community Referral Directory or the Community Resource Directory, which are located on the ready reference shelf.

When a student who is deaf needs an interpreter to communicate to use Career Center services or attend events (workshop, advising, career planning course, Seminole Futures, interviews, forums, focus groups, etc.), he/she should follow the SDRC policies and procedures in arranging for an interpreter to be present. If an individual(s) who is deaf, is not a student, and needs an interpreter to communicate (for advising, workshop, etc.), the individual should request the Career Center to provide an interpreter 5 days in advance. Here are some suggestions on how to locate an interpreter:

- The individual may know of an interpreter that he/she prefers to use.
- Ask the SDRC for a list of freelance interpreters.
- You can also view the National Registry of Interpreters for the Deaf at <http://www.rid.org> If this option is used, make sure the interpreter is nationally RID certified or at least state-certified.

If an alternative format is requested, the resource should be provided in another format within one week. If an individual calls requesting information in an alternative format, any staff member can handle the request.

For information about the services provided by the SDRC, refer students to their Web site: <http://disabilitycenter.fsu.edu/index.html>. This Web site also provides information for faculty and staff about a variety of different disabilities as well as possible accommodations.

If you need assistance or have further questions related to assisting an individual with a disability, check with your supervisor and/or a Disability Liaison. Questions concerning these policies should be referred to one of the Disability Liaisons.

Date Borrowed: _____ Date Returned: _____

FSU Career Center On-Campus AV/Computer Use by Outside Departments

Equipment Borrowed: _____

Department: _____

Staff Member: _____

Period of Use: From: _____ To: _____

**Signature of Director, Office Manager or
Budget & Staffing Committee Member**

Date

I hereby acknowledge receipt of the equipment described above and accept full responsibility for same. I have reviewed the training for these materials.

Signature of Staff Requesting Use

Title

Date

POLICIES & PROCEDURES FOR USING INTERNET APPLICATIONS IN THE CAREER CENTER

The Career Center provides Internet access to clients in two locations, the Career Center Library and the Computer Technology Lab. Individuals can use this Internet Access to obtain information needed for career, educational and employment assistance. The following policies apply to Internet access the following locations.

Give users a copy of the guide, or refer them to the online version of, The Internet Job Search, if they have not seen this previously.

Once use is demonstrated, (if needed) it is up to users, not career advisors/staff, to browse sites that might be relevant to their particular situation.

The library and lab computers are not to be used for researching non-career related topics, sending e-mail or surfing the Internet.

Staff and advisors assisting clients with Internet access in the Career Center Library should:

- Demonstrate to clients how to search an on-line system through the Career Key computers.
- Limit Internet use to 15 minutes on the Career Key machines. Users wishing to spend a longer amount of time should be referred to Strozier Library. Internet access in the CACG Lab is primarily for use with CACG systems that require this application. In the event that the library machines are not available for Internet use, users may access the Internet through the CACG Lab. However, priority use will be given to those persons needing to use a CACG system. Staff reserves the right to “bump” Internet users in order to access CACG systems.

Questions concerning these policies and procedures should be referred to the Program Director for Career Advising, Counseling, & Programming or the Career Center Librarian.

RECIPROCITY

FCC and SeacNet (ACC/SEC) schools offer reciprocal services to students and alumni without receipt of a letter.

Each University determines the range of services provided to students and alumni from other institutions.

FSU's Career Center offers the following services:

- walk-in career advising and individual career counseling appointments
- access to career library and related materials
- access to employer addresses and contact names

FSU's Career Center does not offer the following services:

- on-campus interviewing
- credentials file service
- internship/coop ed referrals
- access to JOBTRAK or Seminole Profiles

FSU students or alumni requesting a letter of reciprocity for another school will be referred to the Career Center Director. The Director will send a letter on the individual's behalf to the school with a copy maintained by the Office of the Director. (see copy on the following page)

FSU's Career Center does not require a letter of reciprocity from students or alumni from other colleges.

SAMPLE RECIPROCITY LETTER

April 27, 2015

Mr. James W. Kellen, Director
Career Center
University of Alabama
McCorvey Drive, 330 Ferguson
Tuscaloosa, AL 35487-0293

Dear Mr. Kellen:

I would like to request reciprocal services for Ms. Angela Atwood who will graduate from the Florida State University with a B.S. degree in Criminology in August 2015. Ms. Atwood would appreciate any assistance that your office could provide.

With the exception of on-campus interviewing, the FSU Career Center would be happy to provide reciprocal career services to your students or alumni.

Sincerely,

Myrna Hoover
Director

c: A. Atwood

Career Center Career Advising Policy/Procedure For Distance FSU Students and Non-FSU Affiliated Individuals

Career Center staff members (including career advisors and support staff) often receive requests via email or phone for advice from students (including students in distance degree programs) and as well as those who for various reasons are unable to come into the Career Center during normal hours. The requests typically deal with various aspects of the job search process, such as resume/cover letter critiques, questions about interviewing, or employment opportunities. Occasionally the requested advice or information deals with non-job search topics, such as going to graduate school or changing careers. Career Center (CC) staff members have several options for responding to these requests:

The receiver of the request should inquire about the status of the requestor (i.e. current FSU student, distance learner, alumni, staff, non-FSU affiliated individual). This will help inform the process of assisting the individual.

FSU Alumni and Non-FSU Affiliated Individuals

1. Depending on the nature of the request, alumni, FSU current staff, and non-FSU affiliated individuals should first be directed to the Career Center web site, www.career.fsu.edu, for information pertaining to their request.
2. For those visiting Tallahassee in the near future, they should be encouraged to come to the Career Center, especially if the request could be more effectively addressed in person.
3. For those who will not be in Tallahassee and whose request cannot be addressed through our web site, the procedure for responding to requests should follow these guidelines:
 - a. If the staff member who receives the initial career advising or information request is qualified to respond, attempt to answer the request immediately with a *brief email message or phone conversation*. If not, record the person's request, name and contact information (email and/or phone number), inform the requestor that a CC staff member will follow-up when time permits, and forward the request to an appropriate staff member in the following order:
 - 1) Career Center Liaison
 - 2) Available Career Advisor
 - 3) CAC staff member
 - b. If the requestor is unavailable when called back, leave only a name and phone number. Make a note on the requestor's document the date and time of the follow up call.
 - c. On some occasions we receive requests from local students, FSU staff, and others who are in town, but who state that they cannot come to the Career Center. While we may be able to provide brief assistance over the phone, they should be advised to come in and should be made aware of evening hours when these are available.
4. If the request entails extensive research or career advising, inform the requestor that the Career Center does not provide individual research services or in-depth career advising over the phone or via e-mail for Non-FSU affiliated individuals. Suggest visiting local public and academic libraries, local college or university career centers who may be willing to assist especially those within the State of Florida University System, or community-based services such as workforce centers. Suggest the Career Center library links resources that might be helpful.

5. If the request is to critique a resume, cover letter, personal statement etc., the document can be emailed (MS Word format) to careermail@admin.fsu.edu if the requestor is an FSU Alumni. Alumni may receive 3 document critiques per semester. Alumni can send an email to careermail@admin.fsu.edu to request a document critique and a CAC staff member will respond. **The Career Center does not critique documents via distance for non-FSU affiliated individuals.**
6. The Career Center does not mail documents related to career information or job search to individuals (unless otherwise noted by the Program Director of CAC). Reaffirm the usefulness of our web site and other web resources for finding this type of information.

Distance Learners

1. Distance learning students may email careermail@admin.fsu.edu to request a resume, cover letter, or document critique. The Career Advising and Counseling department will respond to document critiques and provide limited email or brief phone advising as appropriate. These students will be directed to our "Distance Learners" page of the Career Center website for additional services of special interest and online resources.
 - a. A distance learner is defined as a current FSU student who is completing academic courses and/or degree programs from outside of Tallahassee.
 - b. A distance learner may also include a current FSU student who is studying abroad, enrolled in an online course/program, or completing an academic internship abroad for at least one semester.
 - c. A distance learner may also include a current FSU Panama City student.

Note: While the Center's drop-in career advising and individual appointments are open to community individuals (those without any current or past FSU affiliations), the Career Center does not provide in-depth **distance** career advising services to non-students or alumni of other institutions. Possible referrals for these individuals (depending on their needs) include their former institution, local workforce centers, career professionals in their state (see NCDA, www.ncda.org or NBCC, www.nbcc.org websites).

Revised 3/26/15

FSU Career Center New Staff Member Onboarding Process

The FSU Career Center New Staff Member Onboarding (NSMO) is designed to acclimate new staff members to the Career Center, its functions, procedures, policies, and staff. The NSMO provides benefits to multiple constituencies: new staff members, current staff and the University. The NSMO draws upon the many competencies and talents of the Career Center staff. Several key components of the NSMO program are noted below:

Supervisor Preparation

Coordinate meetings with all key staff members

Set meeting to discuss, among other things:

- Compiling & submitting data for CC annual report
- Unit Policies & Office Manual
- Absence/Emergency Contact Procedures
- Vacation/Sick Leave
- CC Historical Information

For A & P staff and faculty a **standard format business card** is ordered in the smallest increment (500). After that supply is depleted, staff member may revise/edit business card as desired.

Rationale: Having business cards immediately available serves to make the new staff member feel welcome. In addition, the new staff member is able to provide necessary contact information to recruiters, colleagues, etc., via a business card. In some units, the business card is an immediate necessity as the new staff member is quickly introduced to recruiters and other contacts. Also, the staff member feels that she/he is “ready to hit the ground running.”

Optional

New staff, in consultation with their supervisor, may choose to participate in a short period of observation/shadowing in each unit within the first 3 weeks of employment. The staff member would typically spend 1 hour observing each unit with which they are not directly affiliated.

Rationale: This activity would augment the traditional meetings with staff and give the new staff member a true idea of what goes on in each unit. In addition, these experiences should enable the new staff member to speak confidently regarding other units. In sum, it allows the new staff member to see how each part (unit) comes together to make a whole (center).

Pre-Arrival Checklist:

Director

- Generate Offer Letter
- Send letter to New Staff Member
- Send Contract to OVPSA for signatures
- Notify supervisor that ePAF/Contract has been approved, signed and returned
- Provide Office Asst. with copies of signed contract for New Staff folder

Office Administrator

- "Prepare Job Offer" via OMNI
- Make copy of ePAF for file, supervisor and employee
- Oversee compilation of CC New Staff packet
- Update staff database

Office Manager

- Order business cards
- Order shirt(s)
- Order nametag
- Prepare sample ID request form (Packet)
- Prepare staff member mailbox

Promotions & Publications Coordinator

- Revise CC Org Chart
- Print new master staff list

Senior Assistant Director, CAC

- Add to SeminoleLink Queue "Pick List" for Career Advising

Supervisor

- Generate email to all CC staff, introducing new staff member, including contact info
- Set time for new staff member to meet with Office Administrator to complete back-up paperwork, review timesheet procedures, and review official FSU Packet
- Create Sharepoint calendar for staff to sign up to meet with new employee

Systems Coordinator

- Order PC if needed
- Set up PC/Windows Domain Acct
- Order Outlook Acct
- Configure Outlook
- Update Website staff list
- Give PF permissions
- Update distribution lists
- Add to In/Out Board

On-Site Checklist:

Supervisor

- Provide list of staff members for individual meetings
- Set initial meeting to discuss:
 - Compiling & submitting data for CC annual report
 - Unit Policies & Office Manual
 - Absence/Emergency contact procedures
 - CC Historical Information
 - Professional memberships
- Provide token of office welcoming
- Provide a tour of CC and nearby departments
- Review phone/mail procedures
- Discuss general questions/concerns

Office Administrator

- Review official FSU procedures via online “New Employee Checklist” (including orientation procedures)
- Provide and review CC New Staff packet
 - Copy of Contract & PAF
 - Copy Code Instructions
 - Staff-to-Meet Sheet
 - Career Center Manual
- Review timesheet procedures

Office Manager

- Update liaison list
- Update committee list

Promotions and Publications Coordinator

- Arrange for photo for staff board

Associate Director for Administration

- Set up EMS account and provide training
- Review Building Policies

Policies & Procedures for Scheduling Rooms and Equipment through EMS

Updated 11/5/15

Rooms

1. Rooms are to be reserved for and utilized by only the departments who reside in the building, and student groups who reside in or are advised by a staff member in the building.
2. Staff members have access to make reservations in the EMS system.
3. Rooms can be scheduled for the current semester ONLY, until such time as the Associate Director and Office Manager have notified staff that they can schedule for the upcoming semester.
4. For requests for space further in advance than current semester, submit your request to the Associate Director for approval at the Director level.
5. Absolutely no scheduling of rooms will occur more than 1 year in advance.
6. Absolutely no changes of any other person's reservations should be made. For space conflict issues, notify the Associate Director or Office Manager.
7. Conference rooms for the other departments can be utilized when other rooms are not available; notify the Associate Director of the department.
8. If event/meeting is canceled and the room will not be used, cancel the reservation in the EMS system.
9. Ensure that your reservation title makes sense to other staff and participants. This is especially important for the rooms that have Room Wizards, designated by *RW* in EMS. The room wizard will display the first 23 characters of your reservation title.
10. Report any problems with the room or room equipment, as well as any damage to the room, furniture, or equipment, as soon as possible to the Associate Director.

Equipment

1. Equipment should be reserved in EMS *PRIOR TO* obtaining the equipment, ensuring that the checkout time includes time for return of equipment. See **Appendix JJ** in the Career Center Office Manual for specific procedures for iPad checkout.
2. On the day of (or before if you will need it first thing in the morning), see the Systems Coordinator or Office Manager to check out the equipment. They will get the equipment for you and ask you to sign the equipment out.
3. Ensure that all pieces and parts of the equipment you check out remain with the equipment and are returned in the same condition in which you checked it out.
4. Return the equipment to the Office Manager so that they can log it in and return it to its appropriate storage cabinet.
5. If you will not use the equipment, cancel the equipment reservation in the EMS system.
6. Report any problems with equipment as soon as possible to the Associate Director and Systems Coordinator.
7. Departments should reserve departmental-specific equipment before reserving shared equipment.

Career Center Policies & Procedures Regarding Use and Storage of Assessment Materials

The Career Center has a variety of print, computer, and web-based career assessment materials that are used in the process of delivering career advising and counseling. This document is intended to provide guidelines for CC staff using these materials.

Guidelines for Use

Category I

Category I includes assessment materials used by CC professional or paraprofessional staff members who have successfully completed the Career Advisor (CA) training program. Assessments in Category I include items such as:

- Card Sorts
- CHOICES Planner
- CTI
- Self-Directed Search
- SIGI³

More details on these resources can be found in Module 3-*Exploring Your Interests, Values, & Skills* and in the mobile files. These materials are kept in Section I of the Career Center Library. Staff members using these materials with clients should **write an ILP** indicating which resources are being used and the purpose of each activity in helping clients address their career goals.

In the case of drop-in clients, any completed materials are given to the client and no file is maintained. With respect to SDS professional summaries, these may be given to the client if the CA has time to review them with the client. If not, they should be placed in the Shred-it Box in the first floor GA office. Clients who are being seen on an individual appointment basis may choose to keep client materials in their Career Center folder or they may choose to take them. Professional or counselor summaries/reports, as well as other client file folder materials, will be maintained in clients' folders for a period of seven years, after which time they will be destroyed.

Category II

Category II includes assessment materials used by professional staff, doctoral practicum and master's level students, and interns in the context of **individual counseling**. Assessments in Category II include:

- Career Attitudes & Strategies Inventory (CASI)
- Myers-Briggs Type Indicator (MBTI)
- Strong Interest Inventory (SII)

Paper copies of the CASI are kept in a file cabinet in the first floor GA office. Web-based versions of the MBTI and the SII are available for use with clients on computers in the CACG

Lab--see instructions for use in the CACG Lab Notebook. Staff members using the SII or MBTI should thoroughly review the instructions for administering the assessment and retrieving reports **prior to** using them with clients.

Category III

Category III assessments are used in the context of the doctoral counseling practicum and include items such as:

MMPI
PAI/PAS
Beck Depression Inventory (BDI)

and related resources that may be acquired by Educational Psychology & Learning Systems (EPLS) faculty members. EPLS faculty members are responsible for ensuring that doctoral students receive appropriate training and supervision in using these assessment materials.

NOTE: Staff members choosing to use materials in **Category II or III** should have completed the following activities prior to using these materials:

1. Successfully completed the CA training program.
2. Completed and scored the assessment on themselves.
3. Had their results interpreted by someone trained in the use of the instrument.
4. Reviewed the professional manual.
5. Received specific training through a workshop, class, presentation, etc., on the particular assessment being used.

In addition, counselors-in-training should receive ongoing supervision, as needed, in providing interpretations of client results. It is assumed that staff using materials in Categories II or III on an ongoing basis will periodically seek out continuing education and development related to a particular assessment by attending training sessions on use and interpretation of the assessment (these sessions could be in-house, part of a class or a workshop sponsored by a professional association or private vendor, an online class, etc.).

Ethical Issues

Regardless of the assessment materials being used, staff members should be familiar with the ethical standard guidelines provided by the American Counseling Association, www.counseling.org, the National Career Development Association, www.ncda.org, and the National Board for Certified Counselors, www.nbcc.org, as well as the "Standards for Educational and Psychological Testing," published jointly by the American Educational Research Association, the American Psychological Association (<http://www.apa.org/ethics/>), and the National Council on Measurement in Education (<http://www.ncme.org>).

Storage

Print copies of most assessment instruments will be maintained in the file cabinet opposite the CA mailboxes. Paper SDSs, CTIs, and CTI Workbooks are stored in the Career Center Library. Additional copies may be found in the cabinet in the CACG lab. Print manuals for various assessments are kept on the bookshelf in the first floor GA office. Other articles or brochures pertaining to a particular instrument will be kept in a folder in the vertical, four-drawer filing cabinet in the first floor GA office. Professional Manuals for computer-based assessments will be kept on the bookshelf in the CACG Lab. If there are digital media (e.g., CD-ROMs, or USB drives) associated with the use of a particular assessment instrument, these will be kept in the AV cabinet in the CACG Lab.

External Requests for Assessment Materials

Persons external to the Career Center, either university staff or community individuals (e.g., counselors, psychologists, etc.), who request one or more copies of assessment instruments used in the Center, should be referred to the Program Director for Career Advising and Counseling. As a general rule, the Career Center does not give away copies of assessment instruments. On occasion, helping professionals will send their clients to the Career Center to take a specific assessment. We do not provide career assessments **on demand**. Any assessment resources used with a client are done in the context of a career advising or counseling relationship between a Career Center staff member and the client seeking assistance. The Career Center staff member, in consultation with the client, will make judgments about which assessments, if any, are most appropriate for addressing the client's career decision-making concerns.

The Career Center also periodically receives requests from groups within and outside the University community that wish to have a particular group complete an assessment instrument and have a group interpretation. These requests should be referred to the Program Director for Career Advising and Counseling or the Career Center Director. Costs for these types of presentations will be negotiated on a case by case basis, depending on the assessment tool requested, the size of the group, and the length of presentation requested.

Revised 12/22/09

Appendix Q

Resume Critiquing Policy

In order to ensure some consistency across Career Center staff members with respect to resume critiquing, any staff member (including professional/faculty, support, and paraprofessional) providing resume critiques must have completed the following steps prior to critiquing resumes:

- 1) _____ Review the Career Center's Resume Writing Guide, the Resume Critiquing Tips sheet, and the Resume Rubric*.
- 2) _____ Attend or present a resume writing workshop (or watch a resume writing workshop on video, presented by a Career Center staff member).
- 3) _____ Attend or present a resume critiquing workshop, or sit in on a minimum of 5 individual resuming critiquing sessions conducted by another qualified staff member
- 4) _____ Have previously had their own resume critiqued by a person qualified in this area.

*The Career Center Resume Rubric is used to provide students/alumni feedback on their resumes. A numerical 'score' of 12 or higher qualifies the resume for SeminoleLink PLUS! Services. Please provide feedback to all students/alums to encourage them to make the necessary changes/modifications to their resume.

Revised 10/09/2012

Resume Critique Tips*

1. Introduce yourself to the person in a friendly manner; invite him/her to sit down so you can review his/her resume; you may want to ask: "Has anyone else reviewed your resume prior to this visit?"
2. Try to find out the purpose or potential audience for the resume.
3. Read the entire resume. You may want to say something like, "let me read through your resume then we'll talk about it."
4. Whenever possible, note one or two positive things about the resume, especially things relating to the person's accomplishments, and comment on them.
5. Generally it is most helpful to start the resume critique by focusing on **content** items first (as opposed to format). This may include the objective or items in the education or experience sections. Note that there are some general rules and guidelines, e.g., spell your name right! Note that "most recent to least recent" is the rule of thumb.
6. Make an important, or the most important, point first. This will help to establish your credibility with the person.
7. Explain the "why" of things as you go. It is good practice to preface suggestions with the basic rule behind them, e.g., "One of the guidelines in resume writing is to list more important information first," or "A general rule of thumb in resume writing is to list the most important information first."
8. Be instructive, not judgmental. Phrases such as: "This is the wrong way" or "You've got a problem here" are not the way to go. Instead you can say: "One option you might consider is..." and continue with: "here's the thinking behind that suggestion..."
9. Check for any content items that are not in the resume. Have they forgotten to include something that might be important such as computer skills, campus activities, and volunteer experience?
10. Expect individuals who are developing their resume to do their OWN writing; if they are really struggling with phrasing you may provide some suggestions, but remember they need to feel comfortable with the wording and it must accurately reflect their experiences. Avoid the trap of doing the work for them.
11. Discuss form, i.e., spacing and layout, last. Refer people to the sample notebooks on the Ready Reference shelf or other resources when appropriate. Teach the basic rules, but remember the importance of the individual's personal preference. It should reflect their needs and objectives. But encourage them to have several other people proof it.
12. Share information about duplication options, type of paper, etc. Check to see if they are aware of issues associated with electronic resumes and scan able resumes. Refer them to Career Library resources on these topics.
13. Watch the time, especially when it is busy in the Center; in general, critiques should last no more than 15-20 minutes (and even less during busy weeks, e.g., prior to Seminole Futures). If more time is needed, encourage the person to do another draft and come back for another critique. Let them know about the Employability Skills Lab where they can make revisions and print another copy. If there are additional issues beyond the resume critique (they are discouraged, anxious, overwhelmed when it comes to job hunting), use an ILP to reflect additional activities that may be helpful and/or offer the option (when available) of an individual appointment.

*Adapted from the Cornell University, Career Development Office, College of Agriculture & Life Sciences, *Peer Advisor Training Manual*.

Name _____ Date: _____ Major: _____ Critiqued By: _____ Academic Year: _____

Have you attended a Career Center Resume Writing Workshop or had your Resume Critiqued by a Career Advisor **YES NO**

	1 point	2 points	3 points
Format	Resume is not an appropriate length (typically 1-2 pages). The font is too big or may be hard to read. There is too much white space.	The font and spacing of the resume is difficult to read. Information such as dates, location, position name, company are missing or some information is inconsistent (dates, bolding, underlining).	The resume makes good use of space, has consistent formatting throughout, and can be easily scanned.
Header	The header is hard to read and missing information. Email address may be inappropriate.	Your name and header information may be difficult to read or may not stand out on the page. Phone numbers may not be clearly labeled, some information may be missing, or there may be extra commas, spaces, or other characters misplaced.	Header information is easy to read and contains necessary information.
Objective or Professional Summary (OPTIONAL)	<i>Objective or professional qualifications summary is not tailored to the position.</i>	<i>Resume includes an objective or professional qualifications summary that is vague or too long and may not be targeted enough toward the position.</i>	<i>Resume includes an objective or qualifications summary that is short, specific and targeted to the position.</i>
Education Section	This section needs to be in reverse chronological order. Some information may be missing.	This section is missing some crucial information, i.e. institution listed without a location, graduation date, major and name of degree are not listed.	This section is organized, clear, and well defined. It highlights the most pertinent information. This section may include relevant coursework or honors and achievements (if applicable).
Experience Section	Positions need to be listed in reverse chronological order (within each section). Descriptions are not detailed and offer little illustration of what was done. No locations and dates of employment/experience are listed.	Descriptions are not in the form of concise statements beginning with action verbs. Descriptions may not be detailed and targeted to the employer. Positions, dates, locations or titles may be missing.	Places of work, location, titles, and dates are included for each position. Descriptions are detailed and tailored to the targeted employer with proper use of action verbs. If applicable, this section could include multiple categories (experience, volunteer and additional experience).
Other Sections	There are no additional sections such as: honors/awards, activities, campus involvement, professional organizations/associations, leadership and other transferable skills such as computer and language skills.	This section is missing key information such as positions held, affiliations/organizations, or dates of involvement. Section may contain acronyms. Leadership, teamwork, and other transferable skills are not apparent through the use of these sections.	These sections are well organized and easy to understand. They relate directly to the position for which one is applying. Leadership, teamwork, and other transferable skills are apparent through the use of these sections.
Communication Skills	There are spelling and grammatical errors. Resume does not display attention to details.	There are no spelling or grammatical errors however the level of writing is simplistic and could be enhanced.	There are no spelling or grammatical errors. Communication skills are excellent.
Total Score = _____/21 points	Resume needs improvement to stand out to employers. 6-11 points	Resume is <u>acceptable</u> but improvement could be considered. 12-17 points	Resume is strong and targeted to your intended industry/position. 18-21 points

Note: Save your document in a widely used format (e.g., PDF or Word) when sending electronically; you may also choose to use high quality paper when printing

Name _____ Date: _____ Major: _____ Critiqued By: _____ Academic Year: _____

Have you attended a vita writing workshop, viewed an online vita workshop, or had your vita critiqued by a Career Advisor _____ YES _____ NO

	1 point	2 points	3 points
Format	Vita is not an appropriate length (vitas may be several pages long; make sure vita is not too short). The font is too big or may be hard to read. There is too much white space.	The font and spacing of the vita is somewhat hard to read. Information such as dates, location, position name, organization, etc., are missing or some information is inconsistent (e.g., dates, bolding, underlining).	The vita makes good use of space, has consistent formatting throughout, and can be easily scanned.
Identification	The header is hard to read and missing information. Email address may be inappropriate.	Your name and header information is not easy to read or may not stand out on the page. Phone numbers may not be clearly labeled, some information may be missing. There may be extra spaces or other characters misplaced.	Header information is easy to read and contains necessary information.
Professional Objective/Summary of Qualifications (OPTIONAL)	<i>Objective or professional qualifications summary is not tailored to the position.</i>	<i>Vita includes an objective or professional qualifications summary that is vague or too long and/or may not be targeted enough toward the position.</i>	<i>Vita includes an objective or qualifications summary that is short, specific, and targeted to the position.</i>
Education Section	This section needs to be in reverse chronological order, starting with the most recent degree, even if the graduate date is in the future. Some information may be missing.	This section is missing some crucial information, i.e., institution listed without a location, graduation date, major and name of degree are not listed.	This section is organized, clear, and well defined. It highlights the most pertinent information. This section may include relevant coursework or honors and achievements (if applicable).
Experience Section	Positions need to be listed in reverse chronological order (within each section). Descriptions are not detailed and offer little illustration of what was done. No locations and dates of employment/experience are listed.	Descriptions are not in the form of concise statements beginning with action verbs. Descriptions may not be detailed and targeted to the employer. Positions, dates, locations, or titles may be missing.	Places of work, location, titles, and dates are included for each position. Descriptions are detailed and tailored to the employer with proper use of action verbs. This section could include multiple categories, e.g., experience, teaching, research, and additional categories, as appropriate to the position announcement.
Other Sections	There are no additional sections such as: publications, presentations, research, honors/awards, professional activities/associations, service involvement, transferable skills such as computer and language skills.	This section is missing key information such as positions held, affiliations/organizations, or dates of involvement. Relevance of items included not apparent. Section may contain acronyms. Transferable skills are not apparent through the examples provided.	These sections are well organized and easy to understand. They relate directly to the position for which one is applying. Transferable skills are apparent through the examples provided.
Communication Skills	There are spelling and grammatical errors. Vita does not display attention to details.	There are no spelling or grammatical errors, however the level of writing is simplistic, vague and/or too jargony--could be enhanced.	There are no spelling or grammatical errors. Does an excellent job of communicating applicant's qualifications.
Total Score = _____/21 points	Vita needs improvement to stand out to employers. 6-11 points	Vita is <u>acceptable</u> but improvement could be considered. 12-18 points	Vita is strong and targeted to your intended field/position. 19-21 points

Note: Save your document in a widely used format (e.g., PDF or Word) when sending electronically; you may also choose to use high quality paper when printing

Appendix R

The Career Center
Florida State University
Technology and Equipment Use Policy

Staff Member Name: _____

The following policies apply to the use of technology equipment and services in The Career Center:

Staff Initial	Information
	All staff shall review and agree to uphold the Information Technology Services policies and guidelines available online at http://its.fsu.edu/ .
	Staff shall uphold the copyrights on digital information, including software, music, videos and electronic documents.
	Music and videos are not to be stored on the network servers. If you own music or video files, you may store them on your local computer with permission from your supervisor.
	All software used on Career Center machines will be installed by the Technology Coordinator or person designated by the Coordinator. If licenses are not owned by The Career Center, they must be obtained before the software can be installed. Licenses must be owned for each instance (machine) of the software installed, unless the license specifically allows for multiple installations. The Coordinator maintains our license library and updates it as software is installed and/or removed from machines, purchased, or sent to surplus.
	Career Center computer IP addresses, usernames and passwords are to be safeguarded.
	Staff are not to give out FSU email addresses of other staff members to parties outside of FSU for non-work-related functions.

Staff Signature

Date

THE FSU CAREER CENTER PROMOTIONAL MATERIALS & PUBLICATIONS REQUEST POLICIES

The purpose of this policy is to provide guidelines on how to promote and publicize all Career Center initiatives in an effective and timely manner. This includes creating and disseminating promotional information via various print and electronic media, outlining all requirements and considerations for the request details, and adhering to all timeline requirements.

Printing In-House (Limited) vs. Outsourcing

If promotional items requested need to be outsourced please provide the Publications and Promotions Coordinator **with ten business days' notice** since the process involves:

1. Providing a draft of the request,
2. Obtaining final draft approval from requestor and finalizing files to send,
3. Receiving a proof from the printer, which needs the Coordinator's final approval,
4. Once approved waiting for delivery of the order.

It is more economical to outsource when the order is:

- 20 or more brochures
- 5 or more 18x24 signs
- 20 or more 8.5x11 cardstock posters
- 11x17 cardstock posters must be outsourced as we can't print these in-house.
- 100 or more cardstock quarter or half-page handouts

Requests on Sharepoint

ALL publications requests should be submitted through Sharepoint and **NOT** emailed directly to the Publications and Promotions Coordinator. Additional follow-up instructions and communications can be handled through email, phone, or in person.

- ***NOTE:** If you are requesting materials for the same event, i.e., posters, palm cards, 8.5x11 flyers for Engineering Day, please submit 1 request to the Coordinator in Sharepoint.

Minimum Time Frames

(Except for emergencies/some event items like table tents and career fair guides)

- New Designs – Provide **at least two weeks' notice** on Sharepoint for design requests alone; **plus another two weeks for outsourcing** to print – process can take up to **4 weeks**
- Edits on Current Designs – Provide **at least one week's notice** on Sharepoint; **plus another two weeks for outsourcing** to print – process can take up to **3 weeks**

Information to Include

1. Quantity
2. Color vs. Grayscale Versions
3. Paper Options
 - a. Regular or Cardstock: Glossy vs. Matte
 - b. Dimensions: Palm Card vs. Poster
4. 1-Sided vs. 2-Sided
5. Deadline
6. Special Requests: Laminated, hole punched, stapled into booklet, etc.

Promotional Material or File Options

- **Posters** (8.5x11, 11x17 – PDF or JPEG versions (PDF preferred))
- **Yard Signs/Large Signage** (18x24 – PDF)
- **Handouts** (Half Sheets – 2 per page; Quarter Sheets – 4 per page)
- **Table Tents** (2-sided or 4-sided)
- **TV Slides** (Can be distributed around campus but DSC space is limited; [see DSC building policies for plasma screens](#) – send as a JPEG)
- **Website Rotating Banner** (Space is limited; rotation determined at the discretion of the Publications and Promotions Coordinator)
- **E-mail or Social Media Distribution** (PDF or JPEG versions (JPEG preferred))

Policy for Event Items with Quick Turnaround

In some cases, it is impossible to provide 3-4 weeks lead time on a publication due to employer registration deadlines, sponsorships, etc. (i.e. Seminole Futures Career Fair Guide). In that case, the following procedure should be followed:

- Provide the Publications and Promotions Coordinator with the day and time that you will need the final product.
- If the item needs to be outsourced, the Publications and Promotions Coordinator will consult with UPS for their absolute latest deadline to produce the rush publication.
- The Publications and Promotions Coordinator will communicate that to you, and it is your responsibility to work with the Coordinator in order to complete the file for submission to UPS.

Draft Policies

- Please try to review carefully when provided with a draft and **ideally try not to request more than 3.**

Printer Policies

- **The 2nd and 3rd floor Konica** can be used to print black and white AND high-quality color copies.
 - It can print on 8.5x11, 8.5x14, or 11x17 paper.
 - Try to limit sending too many copies to print at once so others will have access to the printer; it is suggested that no more than 50 color or over 100 black/white copies are sent to print at once so please send in multiple batches.
 - On the 3rd floor, if you are printing anything other than 8.5x11, make sure to load the paper first as it will not be previously loaded.
- If printing more than 50 color copies on either printer please be mindful of wasting costly ink cartridges. More than 50 color copies should be outsourced to UPS.
- Staff should make sure that black and white is the default when printing on the copier or from staff computers. Color should only be used on documents that deem it absolutely necessary. Use a white instead of full color background to save ink.

Request to Marketing Team (Graphic Design Assistant, Social Media Intern)

- **Graphic Design Assistant** – Contact the Graphic Design Assistant directly for projects such as welcome signs and staff cards. Submit all other requests via Sharepoint, and the Publications and Promotions Coordinator will determine which projects will be delegated to the Graphic Design Assistant. The Graphic Design Assistant will work with the Publications and Promotions Coordinator and the requestor to make sure that all needs are met.
- **Social Media Intern** – Contact the Social Media Intern and the Publications and Promotions Coordinator via email for all social media requests. See the [Social Media Policy](#) appendix for more information.

Dunlap Success Center

Building Policies and Procedures

(Appendix T)

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Additional Documents

Room Information Sheet

- *Available on departmental shared drive*

Standard Furniture Arrangement Diagrams

- *Available on departmental shared drive*
- *Laminated copy available in each program room (1006, 2201, 2202, 2208)*

Dunlap Success Center

Building Policies and Procedures

Tenants

The tenants of the Dunlap Student Success Center are the Career Center and the Center for Leadership & Social Change.

The mission of the Career Center is to provide comprehensive career services, train career service practitioners, conduct life/career development research, and disseminate information about life/career services and issues to the university community, the nation, and the world.

The mission of the Center for Leadership & Social Change is to transform lives through leadership education, identity development, and community engagement.

Shared Policy versus Departmental Policy

The policies and procedures outlined in this document refer specifically to shared space and equipment in the Dunlap Student Success Center. Spaces that are shared by both departments include four program rooms (1006, 2201, 2202, 2208), two conference rooms (2001, 2204), first and second floor lobbies (1000, 2000), staff break room (1005), and the courtyard and grounds. Shared equipment includes all equipment in program and conference rooms, a document camera on a cart, a portable projector, and the lobby plasma displays. Each department maintains its own information pertaining to non-shared programs and spaces. For more information, see the Career Center or Center for Leadership & Social Change departmental policies and procedures.

Building Access

Building Hours

The Dunlap Student Success Center is open during normal business hours, Monday through Friday from 8:00am until 5:00pm, except on holidays when the University is closed. Holidays when Florida State University (FSU) is officially closed can be found on the academic calendar at the Office of the Registrar at <http://registrar.fsu.edu>. The building will be alarmed from 11:00pm to 5:00am weekdays (Monday – Friday) and all hours on weekends and holidays.

Card Access

The Dunlap Student Success Center is accessible to staff via swipe card access using a Florida State University identification card, hereinafter referred to as

the FSU card. Exterior swipe card access points are located at the two entrances to the building (1st floor north entry and 1st floor southeast entry). Additionally, each department has swipe card access. The Career Center access points include suite 1200, suite 2100, and the elevator reader that controls access to the third floor. The Center for Leadership & Social Change access points include suite 1100, suite 1102, and suite 2203.

The building is accessible to staff 24 hours daily. After business hours, a staff member may enter using his or her FSU Card but must make sure the door closes behind them. If an exterior door is propped open during alarmed hours, the alarm will be activated and the police will be notified.

In addition to Career Center and Center for Leadership & Social Change employees, other staff, faculty, or students associated with DSC programs may be granted access to the Dunlap Student Success Center. Requests for access should be submitted to the Career Center's Office Manager or the Center for Leadership & Social Change's designated staff member. It is preferred that requests be made two weeks in advance.

Each student organization with office space in the Center for Leadership & Social Change may have executive board members who are approved for swipe card access to the building. The students' cards will provide access from 8:00am – 11:00pm daily. Student groups that are officially advised by a full-time staff member of the Career Center or the Center for Leadership & Social Change may also have executive board members who are approved for swipe card access to the building. CLSC student groups may use the building until 11:00 p.m. Students will not have access during Thanksgiving break, spring break, or winter break when the University is officially closed.

Not all approved cardholders will have access to the building during closed, non-alarmed hours. For example, a student who facilitates a weekend Community Outreach Project may only be granted access to the building for a set number of hours that overlap the scheduled project time.

Arranging Extended Building Hours

Building hours may be modified to provide access to the building before or after normal business hours. Building hours will only be extended when a staff member is present to oversee the safety of attendees and the security of the building. Requests for extended building hours should be submitted to the Career Center's Office Manager or the Center for Leadership & Social Change's designated staff member. Only staff may request extended building hours. It is preferred that requests be made two weeks in advance.

When hours are extended, it is possible to have only one department open. For example, when the Center for Leadership & Social Change holds extended hours for Community Outreach Projects, only the interior door for the Center for

Leadership & Social Change will remain open. Likewise, when the Career Center has extended hours for Tuesday night doctoral practicum, only the interior doors for the first floor of the Career Center will remain open.

Last minute requests to alter building hours will be handled on a case-by-case basis; however such requests may not be able to be fulfilled.

Extended Building Hours versus Access during Closed Times

Building hours will only be extended when a staff member is present to oversee the safety of attendees and the security of the building. For small group meetings, access may be granted to individual staff and students, as opposed to extending the building hours.

Planning Programs during Non-Business Hours

Programs that occur after normal business hours should assign a greeter to wait at the main entrance and open the door for attendees. Additionally, the lobby signboard should be positioned so it is visible from the outside of the building. The information on the sign should include the program name, room number, and a phone number for late attendees to call in order to be let in to the building. Keeping the building locked and providing individual entry for participants is important for the safety of staff and students and the security of the building. Once finished with programs that occur after normal business hours, the lobby signboards should be erased and replaced to their original default positions.

Interior Keyed Doors

Interior keyed doors include private offices, common spaces (break room), storage spaces, and stairwells. Each staff member will be issued keys appropriate for his or her position. Student groups will not be issued keys to shared building spaces. It is important that staff members keep track of keys. Lost keys should be reported immediately to the departmental key manager. The staff member should then file a police report and work with the key manager to obtain a replacement key.

Z Key

- A Z-key is required to access the storage closet in program room 1006 and the server room (room 2117).
- The following people have a Z-key: Office Manager for the Career Center, Systems Coordinator for the Career Center, Publications and Promotions Coordinator for the Career Center, Associate Directors for both departments, Director of Finance and Administration for the Center for Leadership & Social Change, and other designated staff for the Center for Leadership & Social Change.

If You Set Off the Alarm

Stay calm and don't leave the area. The alarm cannot be disengaged onsite. Wait for the police to arrive. Show your FSU card and explain what happened.

Program and Conference Rooms

The following information pertains to shared spaces including program rooms (1006, 2201, 2202, and 2208), conference rooms (2001 and 2204), and the first and second floor lobbies.

Approved Use of Shared Spaces

The common areas in the Dunlap Student Success Center are available for reservation by the Career Center, the Center for Leadership & Social Change, student organizations that have office space in the Center for Leadership & Social Change, and student groups that are officially advised by a full-time staff member of the Career Center or the Center for Leadership & Social Change. In order for student groups to utilize the building, a member of the organization must attend a building orientation, sign building use guidelines and be granted swipe card access. The Dunlap Student Success Center is not available for use by outside groups or departments. Exceptions may be made at the discretion of the directors.

Hosting Partners in the DSC

As stated in the section above, the DSC is primarily available for use by the two departments and the student groups officially advised by their staff members. Space permitting, it may be possible to occasionally host a partner for an event. Space scheduled for partners will be approved at the discretion of a Director or Associate Director on a case-by-case basis. A partner is a group whose mission aligns with that of the departments housed in the DSC but is not a program of either department. During business hours, partners may use space if a staff host is responsible for the setup, takedown, and troubleshooting for the group. Partners may use space in the DSC with staff supervision after business hours only when a staff member is present for the duration of the event.

Reservations

Reservations are made using the Event Management Software (EMS) Enterprise system. EMS is a room-scheduling software designed to manage meetings and events that take place in a facility. EMS is also used to check out equipment and vehicles. Each department will determine who is able to make reservations. When requested, staff members should submit room requests for classes, programs, and events for upcoming semesters to the DSC Building Committee for review.

In the event two parties wish to use the same space at the same time, a group may be moved into another space, if one is available. The DSC Building Committee will notify staff when the system is available to schedule rooms for an upcoming semester. Typically, confirmed class reservation requests are entered into EMS 5 weeks into the semester before the class takes place. Confirmed program reservation requests are entered into EMS 8 weeks into the semester before the class takes place. Student Organizations are entered 10 weeks into the semester prior to when the space is needed, and Partnerships are entered 13 weeks into the semester prior to when the space is needed. Special events may be programmed up to one year in advance with the approval of the directors.

Room Setup and Breakdown

Staff members are responsible for setting up program rooms and conference rooms. At the conclusion of each event, staff members should reset furniture, clean whiteboards, turn off projector and computer, pick up trash, and lock the door. All materials should be removed. Following programs please reset furniture in each room and the divider in room 2201/2202. A diagram of the *Standard Furniture Arrangement* for 1006, 2201, 2202, and 2208 is available in each room at the media console. Any items found in the room will be taken to lost and found, located in either 1100 or 1200.

Displaying Items in Program and Conference Rooms

The walls in shared program rooms 1006, 2201, and 2202 are tackable. Some of the conference rooms have tackable boards. No tape or other materials should be used to display materials on painted surfaces, light fixtures, ceilings, or floors. Remove tacks from walls and boards at the conclusion of each reservation.

Food and Beverage

When planning a meeting or an event that includes food and beverage, please minimize spills by using cups with lids or serving canned drinks. Programs that utilize large coolers to serve beverages should prevent beverages from dripping onto the carpet by placing a drop cloth or bucket below the spout.

Room Equipment

All staff members and student group representatives are required to attend training(s) in order to utilize the equipment that is available in each of the program and conference rooms. The Career Center Systems Coordinator and the CLSC Technology Coordinator will coordinate training for their respective groups. Additionally, the Career Center Systems Coordinator will train the CLSC Technology Coordinator and/or other designated CLSC staff members.

All program rooms and conference rooms are equipped to make presentations and meetings easy to set up and conduct. All rooms are equipped with the capacity for projection onto a screen using a laptop or document camera. Rooms allow users to connect to a projector via laptop, with the exception of conference room 2001, which is equipped to connect a laptop directly to a plasma screen. Additionally, rooms 2202 and 2208 are equipped with Smart Boards.

A desktop computer is located on the media console in each program room. Anyone with a myFSU account has access to the program room computers using their login. For security purposes, staff members should not log guests on to computers for an event at which they will not be present. Please do not adjust the presets for the audio equipment. Wireless microphones are available for checkout in EMS (see section *Equipment in EMS*).

Shared Equipment

The Systems Coordinator for the Career Center maintains equipment in common spaces.

Training

Training will include basic usage and troubleshooting. Student tenants should receive the same training as staff members. No one should use equipment that they have not been trained to operate. Trainings include program and conference room equipment, microphone/sound system, EMS Room Reservation system, SmartBoard, document camera, and departmental equipment.

Reserving Equipment

Each department will determine who is able to make reservations. When requested, staff members should submit equipment requests for upcoming semesters to the Building Committee for review. In the event two parties wish to use the same piece of equipment at the same time, accommodations may be made. The Building Committee will notify staff when the system is available to schedule equipment for an upcoming semester. Special reservations may be programmed up to one year in advance with the approval of the directors.

Equipment Storage

All shared equipment available for checkout is stored in the server room (room 2117). Please follow departmental guidelines for obtaining equipment.

Maintenance

Shared equipment that is damaged, broken, or in need of maintenance should be reported to the Systems Coordinator for the Career Center.

Staff Break Room

The staff break room is located in room 1005. This space is available for staff members to eat as well as for special event preparation. In addition to the large staff break room, there are smaller kitchenettes located in both departments that include convection ovens/microwaves, mini-refrigerators, and sinks. The Career Center kitchenette is located in room 2100A and the Center for Leadership & Social Change kitchenettes are located in 1100D and 2203H. The kitchenette in 2203H also has a small ice machine (for small quantity needs on the second floor program and conference rooms).

Both departments share food left in the main kitchen. Items intended to be shared in only one department should be kept in a departmental kitchenette.

Cleanliness

Because this space is shared by all of the employees in two departments, it is important that staff members clean up after themselves. This includes putting away food and drink, washing dishes, and wiping down countertops. Also, the sink in the staff break room is the ONLY sink with a garbage disposal. Staff members should not dispose of food in other sinks.

Reserving the Kitchen/Catering Use

Events that require food or catering are a regular part of our work. It is important to be considerate of our coworkers and our shared spaces. The staff break room kitchen can be reserved using EMS (defined above). When the refrigerator or break room is reserved, please e-mail the Building Committee so they can make other staff members aware of the reservation.

Appliances

Appliances include a commercial refrigerator, an ice machine, a toaster oven, and a convection/microwave.

Refrigerator

Please label all items that you place in the refrigerator with your name and date. The refrigerator will be cleaned out regularly and before any events that require the refrigerator and freezer space. Any unlabeled items will be discarded at that time.

Displaying Items in Shared Spaces

It is important that the appearance of the DSC reflects the professionalism of both the Career Center and the Center for Leadership & Social Change.

Anyone wishing to display any item in the public or shared spaces of the Dunlap Success Center, including staff members and student tenants, must have their items approved by the publication staff for the Career Center and/or the Center for Leadership & Social Change. Requests can be made via e-mail or publications can be delivered directly and the publication staff will collaborate at their earliest convenience to determine if publications are approved and where approved publications will be displayed.

Wall Hangings

To protect and maintain the building, items may not be affixed to the walls using tape of any kind. Only items approved by the publication staff may be hung in shared spaces. Once approved, items should be hung using appropriate tools. If you have questions, please speak to the Building Committee.

Banners

Once approved by the publication staff, banners may only be hung from the balcony railing in the lobby. The publication staff members coordinate to determine when banners are displayed. Only banners for the Career Center and/or CLSC will be displayed.

Plasma Displays

The shared plasma televisions in the first and second floor lobbies are used primarily to display marketing for programs housed in the Dunlap Success Center and current news events. The television displays are not available for student groups or outside departments/organizations to promote events. Each department controls its own plasma televisions and the content displayed on departmental screens may differ from the shared screens.

Content

Information displayed should pertain to students, employers, and guests visiting the DSC. Examples include meetings, contests, events, services, and application deadlines.

Each shared display will loop up to 12 slides. This includes 2 common slides (Welcome and Lost & Found). Each slide will be displayed for 10 seconds. Content-heavy slides may not be able to be read in this amount of time. Each department may have up to five slides to be used on a first-come, first-serve

basis. Depending upon the number of slides needed by each department, more slides may be available for the other department. If at any time there are more events to promote than available slides, larger events may take precedence. Both publications staff should be familiar with the events of their department in order to collaborate to ensure that events or services are promoted fairly.

Requesting a Slide

Requests for information to be displayed on the plasma televisions should be submitted to the publications staff 6 weeks prior to an event. Slides will run 2-4 weeks in advance of an event, depending upon concurrent programs and events. Exceptions may be made by the publications staff on a case-by-case basis.

While slides are being displayed, the plasma televisions are capable of simultaneously displaying cable television. The selected stations should pertain to students, employers, and guests visiting the DSC. Examples of appropriate channels include coverage of international, national, and local news, local events, or news related to or covering the FSU community. Any request for changing the channel of the plasma screens should be directed to the publications staff.

The FSU Alert application software is installed on the plasma screens. In the event of a campus emergency (severe weather, active killer, etc.) pertinent information supersedes all other slides. The warning disappears from the screen when there is no longer a danger or threat to campus.

Safety

Building Safety

Environmental Health and Safety conducts alarm system testing on a regular basis to ensure that staff members are prepared to handle an emergency.

Students in Crisis

If a student is behaving in a way that makes you think they are a danger to themselves or others, call 644-1234 or 911. If the threat is not immediate but you are concerned that a student may harm themselves or others, call:

Monday – Friday from 8:00am until 5:00pm
University Counseling Center (850) 644-2003
Dean of Students Department (850) 644-2428

Evenings and Weekends
Call the FSU Police Department at (850) 644-1234 and ask for the Crisis Management Unit.

PARKING FOR CAREER CENTER RESERVED SPACES

The Career Center in conjunction with Parking Services strives to provide parking accommodation to facilitate the major Employer Relations programs by maintaining nine (9) permanently reserved parking spaces in two locations:

- Student parking garage on the corner of S. Woodward Ave and Traditions Way has two (2) permanent Career Center spaces on the bottom floor of the garage to the right after entering the garage.
- Thagard gated lot on Collegiate Loop: This gated lot has seven (7) permanent Career Center spaces and eight (8) temporary spaces with “flip” signs available as needed.
- Guest Parking is also available on an hourly or all day basis at the stadium pay lot.

In the rare event that the parking accommodation requests exceed the number of available spaces, a request for additional spaces must be made to the Office of Parking Services. Depending on the number of spaces requested will depend on the options (and possible costs) that the Office of Parking Services will present to us.

In order to utilize Career Center reserved parking the following procedures have been established:

Student Parking Garage

1. The Program Assistant, CAC is responsible for managing usage of the two (2) reserved spaces in the garage. These spaces are primarily utilized for Career Center visitors who have individual career advising/counseling appointments and will need parking accommodation due to not having valid parking decals for their vehicles. Clients using these spaces will be issued one of the laminated parking permits which must be returned to the Program Assistant, CAC upon their departure from the Career Center.
 - **Students with valid parking decals should not be issued a laminated permit and should be directed to park in designated student parking lots on campus.**

Thagard Gated Lot

1. The spaces in the Thagard gated lot are to be utilized for employers conducting On Campus Interviews, SDS Employer Panel participants, and other events where employers/visitors are visiting the Career Center and will need parking accommodation. The eight (8) additional spaces equipped with “flip” signs are available on an as needed basis with prior notification required by the Office of Parking Services.
2. The Sr. Assistant Director and Program Assistant, ERRS are responsible for managing usage of the Thagard spaces.
3. Staff should send an email to the Sr. Assistant Director and the Program Assistant of ERRS to request parking accommodation for expected Career Center guests and should include the following information: Date/time and number of total spaces required; name, phone number and email address of the person needing parking accommodation. **Career Center staff should request parking accommodations as early as possible in advance so that requests can be processed and disseminated to the individuals seeking parking accommodation. (Note: One week in advance is recommended)**
4. Parking permits and directions are emailed to the provided email address by ERRS staff. Permits issued for parking accommodation in the Thagard gated lot are valid only for that lot and for the Career Center’s reserved spaces. **Improperly parked vehicles and those that do not display the Career Center issued permit are subject to a \$100 citation. The Career Center does not have the authority to dismiss parking citations. All appeals will be submitted by the individual receiving the citation directly to University Parking Service’s website.**

DETAILED PROCEDURES

Career Center ERRS staff:

- a. Will have seven (7) permanent spaces and eight (8) temporary spaces (with “flip” signs) available for use in the parking lot located on Collegiate Loop between the #2 Student Parking Garage and the Thagard building. The seven permanent spaces will have fixed signs installed. The eight temporary spaces will have “flip” signs installed. When the spot is not in use, the “flip” signs will indicate STAFF/FACULTY. When needed by Career Center, the “flip” signs will indicate for “Reserved for Career Center.”
- b. Will call/email the Office of Parking Services one week prior to request that the “flip” spaces will be needed. The call/email will indicate the dates, times and number of spaces that will be needed to accommodate recruiter/guest parking.
- c. Will handle distribution of parking permits and directions to recruiters/visitors being accommodated. This pass will have the visitor’s name/company, date, and career center contact phone numbers.

GENERAL COMMENTS

1. FSU Parking Service patroller will be called when any vehicle is illegally parked in any of the Career Center spaces.
2. The eight temporary Career Center parking spaces will be located within the existing Staff/Faculty (red) spaces.

Any abuse of the university parking policies may be grounds for parking services to revoke the reserved spaces.

CONTACT INFORMATION

Career Center

- Employer Relations front desk: 644-0796
- Sr. Assistant Director: 644-6493
- Program Assistant: 644-4023

Office of Parking Services

- Carla Ross, Program Associate: 644-9157 cross@fsu.edu
- Anitra Akins, Assistant Director, Parking Services: 644-0012 aakins@fsu.edu

(Created: 9/12/08|updated: 12/2014)

Recurring Career Center Programs

January

Part-Time Job Fair
 Landing an Internship Workshop Series
 Engineering Day Career Fair
 Seminole Success Night
 Seminole Futures Career Fair

February

Communication & Information Career Fair
 Government and Social Services Fair
 First-Year Outreach Presentations
 On-Campus Interviewing
 Mock Interviews
 Doing Well by Doing Good: Helping Careers
 Panel
 Preview Days
 Landing an Internship Workshop Series

March

Health Professions Career Fair
 Tallahassee Engineers Networking Night
 On-Campus Interviewing
 Mock Interviews
 Preview Days
 Landing an Internship Workshop Series

April

Education and Library Career Fair
 On-Campus Interviewing
 Garnet and Gold Scholar Society Induction
 Ceremony
 Landing an Internship Workshop Series

May

Orientation
 Statewide Job Fair

June-July

Orientation
 Career Center Advisory Board Meeting
 CARE Lunch N Learn Series

August

Garnet and Gold Scholar Society Induction
 Ceremony
 Part-Time Job Fair

September

Landing an Internship Workshop Series
 Nole to ProfessioNole Workshops Series
 Engineering Day Career Fair
 Veterans Networking Night
 Seminole Futures Career Fair
 On-Campus Interviewing
 Mock Interviews

October

Landing an Internship Workshop Series
 Nole to ProfessioNole Workshops Series
 Pizza and a Major Workshop Series
 Graduate & Professional School Fair
 Career Portfolio Contest
 On-Campus Interviewing
 Mock Interviews
 Criminology Internship Fair
 First-Year Outreach Presentations
 Communication & Information Career Fair

November

Landing an Internship Workshop Series
 On-Campus Interviewing
 Mock Interviews
 Psychology Speed Networking Event

December

Landing an Internship Workshop Series
 Garnet and Gold Scholar Society Induction
 Ceremony

Ongoing

Presentations on career-related topics to student
 groups, classes, and community groups
 Garnet and Gold Scholar Society Information
 Sessions and Senior Workshops

Inquiries for Career Center Internships and Visitors

When an international student, a student from another American university, or an overseas visitor requests to “intern” at the FSU Career Center or even arrange an extended visit, the following procedures should be followed.

1. The student or visitor will submit a resume/vita and cover letter to the appropriate staff member as determined by the Budget and Staffing Committee.
2. The student/visitor will respond to the relevant questions listed below.
3. The student/visitor will complete a phone or Skype interview with appropriate staff member.
4. In the case of a student seeking an internship placement, once the student is offered the internship, the student will receive an offer letter outlining the terms of the internship and activities or projects to be completed by the intern. A sample is included below. Some visitors (non-students) may require an invitation letter from the Career Center to receive funding from their institution or a government agency. The letter below can be adapted for this purpose.
5. The internship or visit should not exceed one semester unless otherwise approved by the Budget and Staffing Committee.
6. Visitors and interns should be prepared to incur all costs for travel and living expenses.

Questionnaire for Intern Applicants and Visitors



Please answer the following questions:

1. What is the timeline for your visit? When do you intend to arrive and how long will your visit last?
2. Will you seek to live on campus or off campus? Both options are available to visitors.
3. What do you hope to gain from this experience?

For students seeking to **intern**, the following questions should be addressed:

1. Are there particular standards or guidelines that the FSU Career Center needs to follow for you to meet your internship/visit requirements?
2. Will you need to be formally enrolled as an FSU student to get credit for your internship, as stated by your home institution?
3. This will be an unpaid internship. Are you prepared to incur all costs associated with travel and living expenses while at Florida State?

Additional questions for international applicants

1. Do you plan to visit other areas of the United States while you are here?
2. What is your level of English fluency?

Sample offer letter

October 10, 2011

Dear Marie:

We are looking forward to welcoming you to the Florida State University Career Center in early 2012. This letter will confirm the details of your visit. As we discussed, you will arrive in Tallahassee in February 2012. We will provide office space in the Career Center, Room 2115, Dunlap Success Center. During your time with us you will have opportunities to complete the following activities:

- Learn about the workings of a large Career Center, with national and international recognition, based in a Division I research university with over 40,000 students
- Access the resources of the Center for the Study of Technology in Counseling & Career Development, www.career.fsu.edu/techcenter
- Shadow career advisors to observe how career theory is implemented in practice
- Observe credit-based career classes that illustrate how career theory is integrated into instruction
- Learn about the design and delivery of career resources in a state-of-the-art career center
- Gain knowledge regarding how training for future career counselors is integrated into a higher education setting
- Interact with a diverse and highly regarded career services staff
- Participate in career advisor staff development meetings
- Make a presentation to Career Center staff on career guidance and counseling services in Switzerland

As previously discussed, you are responsible for incurring all costs associated with travel and living expenses while visiting and/or interning at the FSU Career Center.

We can explore additional activities that would be helpful to your study visit goals once you arrive. We are excited to welcome you to our city and the Florida State University campus. Please contact me if I can be of assistance as you finalize your travel plans.

Regards,

Kathy Dorsett, MS/EdS
Assistant Director
Career Advising & Counseling

Career Advisor and Graduate Assistant Staff Appointment Procedures

Graduate Assistants (Higher Education Master's Students)

Fall Semester:

- 20 hours per week appointment
- Appointment and training **begins one week prior to the start of classes**
- Appointment **ends the last day of classes**
- A total of **six** graduate assistants are appointed in the fall

Spring Semester:

- 20 hours per week appointment
- Appointment **starts the first day of classes** and **end times the last day of classes**
- **Spring Break Week** work hours missed **must be made up** sometime before semester ends
- A total of **six** graduate assistants are appointed in the spring

Summer Semester:

- **No** Graduate Assistants are appointed in the summer

Graduate Assistant Supervision: Staff employed in the six positions listed below may hire and are responsible for the supervision of **one** graduate assistant out of the individuals that are appointed for the fall and spring semesters.

- Associate Director
- Assistant Director, GGSS
- Assistant Director, Experiential Learning
- Senior Assistant Director, ERRS
- Assistant Director, ERRS-Career Events
- Assistant Director, ERRS-Engineering

Career Advisors:

Fall Semester:

- 10 hours per week appointment
- Appointment **begins the first day of classes** and **ends the last day of final exams**
- Training sessions **up to 8 hours** in length each day will **begin approximately 2-3 weeks prior to the first day of classes.**

Spring and Summer Semesters:

- 10 hours per week appointment
- Appointment **begins the first day of classes** and **ends the last day of classes.**
- May work but **not required to make up hours not worked during Spring Break Week**

Career Advisor Supervision: Program Director, Career Advising & Counseling (CAC)

OPS Staff

Fall & Spring Semesters:

- Appointment **begins the first day of classes** and **ends the last day of classes.**
 - **Social Media Student Assistant – (One)** at 15-20 hours per week (generally this is an unpaid internship – may be paid with approval of Director)
 - **Career Center Reception Student Assistants - *Federal Work Study hires only**

Summer Semester:

- Appointment **begins the first day of classes** and **ends the last day of classes.**
 - **Career Center Reception Student Assistant(s) – (One to Four)** for a total of 20 hours per week

OPS Staff Supervision:

- Promotions & Publications Coordinator (**supervises Social Media Student Assistant**)
- CAC Program Assistant (**supervises Career Center Reception Student Assistants**)

HIRING GRADUATE ASSISTANTS

(See also: POLICY/PROCEDURE #30)

APPENDIX X(2)

CAREER ADVISORS

There are two stages to hiring a Career Advisor. The first stage is recruiting possible candidates through the Educational Psychology and Learning Systems counseling programs and website information. The second stage is the hiring process.

The Career Center is only able to pay a Career Advisor's salary. If the budget provides, the College of Education will cover the student's tuition and matriculation fees with a waiver. All questions regarding tuition waivers should be directed to the student's academic program director in the College of Education (the person in this position may change). A position can only become a graduate assistantship if it meets the Federal wage and hour minimum.

Steps to Recruit and Hire Career Advisors

When hiring a Career Advisor for an assistantship, ensure that the Career Center's Office Administrator and the Career Advisor's Program Director is informed. These individuals are the best contacts for information regarding what is required. The following steps outline the recruitment and hiring process for Career Advisors:

1. Recruitment is primarily conducted through the Career Counseling Program Coordinator as this individual recruits graduate students in Career Counseling.
2. Candidates are interviewed and selected by the Career Advising and Counseling staff with input from others (e.g., Director).
3. Extend the offer to your chosen candidate. The Office Administrator needs a signed copy of the offer letter. Please make sure that the student is aware of the following:
 - a. Assistantships are renewed on a semesterly basis.
 - b. Assistantships cannot be confirmed by the Career Center until the beginning of the fiscal year (July 1st).
 - c. Assistantships do not run during the summer.
4. Instruct the student to complete all necessary paperwork with the Office Assistant prior to the beginning of the semester. This will include their appointment papers. The Office Assistant will need to see the student's photo ID and Social Security card (no copies).
5. Verify that the student has been coded as a Graduate Assistant on their appointment papers. In most cases, the code will be Z9185. (Note: This code should only be used for graduate students who are receiving an assistantship. If you hire a graduate student who is not receiving an assistantship, they need to be coded as OPS.)
6. The Office Administrator will email Employee Wizard Forms to the student, or they can be completed in the Office Administrator's office. The I-9 Form and Loyalty Oath will be completed by the Office Administrator.
7. Instruct the student to take their appointment papers to the Program Assistant in their department. The Department will process the tuition and fee waiver.

Once processed, the Career Advisors receive a bi-weekly stipend. They are not required to complete a timesheet.

HIGHER EDUCATION GRADUATE ASSISTANTS

There are two stages to hiring a Graduate Assistant from the Higher Education Program. The first stage is recruiting possible candidates at Visiting Days. The second stage is the hiring process.

The Career Center is only able to pay a Graduate Assistant's salary. If the budget provides, the College of Education will cover the student's tuition with a waiver. All questions regarding tuition waivers should be directed to the Academic Program Specialist for the Higher Education Program.

The 2015-2016 hourly rate for graduate assistants is \$13.00/hr. for first years and \$14.00/hr. for second years.

Steps to Recruit Higher Education Students

Each Spring semester (normally in February), the Higher Education Department hosts 'Visiting Days'. This program is designed for prospective students to interview for possible graduate assistantship positions in various offices on-campus. To get the best candidate pool for the interviews, the following steps should be taken.

1. Notify the Associate Director as soon as you know that you will have an open position. The Associate Director will coordinate with the Visiting Days employer representative.
2. Once the employer representative knows an employer has an open position, the employer will be notified of Visiting Day Meetings and receives updated information through email.
3. The College of Education needs to have the necessary funding to cover the student's tuition and matriculation fees before proceeding. The employer representative and Higher Education Program Coordinator will update employers on the status of tuition waivers but it is up to the College of Education to award the waiver to particular students.
4. Once approved, the position will be listed on the Visiting Days website.
5. Prior to Visiting Days, resumes of the prospective students will be available to you on the Visiting Days' Blackboard site. Review the resumes and select individuals to interview. You will be asked to provide a list of names to the schedule coordinator (individual changes each year - normally a current Higher Education student).
6. After interviewing the candidates, you can extend an offer after the agreed upon date. The employers participating in Visiting Days decide upon a date to begin extending offers. This allows employers to make their selection and check references.
7. Extend the offer to your chosen candidate. Please make sure that the student is aware of the following:
 - a) Assistantships are renewed on a yearly basis.
 - b) Assistantships cannot be confirmed by the Career Center until the beginning of the fiscal year (July 1st).
 - c) Assistantships do not run during the summer.

Steps to Hire Higher Education Students

When hiring a Higher Education student for an assistantship, ensure that the Career Center's Office Administrator, the Higher Education Program Director and Employer Representative is informed. These three individuals are the best contacts for information regarding what is required and can explain the details associated with this process.

1. Instruct the student to complete all necessary paperwork with the Office Assistant prior to the beginning of the semester. This will include their appointment papers. The Office Assistant will need to see the student's photo ID and Social Security card (no copies).
2. Verify that the student has been coded as a Graduate Assistant on their appointment papers. In most cases, the code will be Z9185. (Note: This code should only be used for graduate students who are receiving an assistantship. If you hire a graduate student who is not receiving an assistantship, they need to be coded as OPS.)
3. The Office Administrator will email Employee Wizard Forms to the student, or they can be completed in the Office Administrator's office. The I-9 Form and Loyalty Oath will be completed by the Office Administrator.
4. Instruct the student to take their appointment papers to the Program Assistant in the Higher Education Department. The Department will process the tuition and fee waiver.

Once processed, the Graduate Assistant receives a bi-weekly stipend. They are not required to complete a timesheet.

Title IX – FSU Career Center Roles & Responsibilities

titleix.fsu.edu
knowmore.fsu.edu

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

- We are **all** required to report disclosures **unless** they occur within individual career counseling and the client is protected through confidentiality of Informed Consent. Information disclosed during an individual counseling session is **not** subject to Title IX as the information is considered a confidential disclosure. Currently updating the informed consent to reflect this fact.
- If you are a faculty or staff member and you become aware that a student has been a victim, or if you are a supervisor and become aware that an individual under your supervision has been a victim, you **MUST** report the incident to:

- If the harasser is **faculty, staff, visitor, or a contractor** – report to *Renisha Gibbs* (850.645.8082)
- If the harasser is a **student** (even if the survivor asks you not to tell anyone) – report online at titleix.fsu.edu or contact the Title IX Director, *Jennifer Broomfield*, (850.644.6271)

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

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

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

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

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

Attempt to interrupt students before they disclose:

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

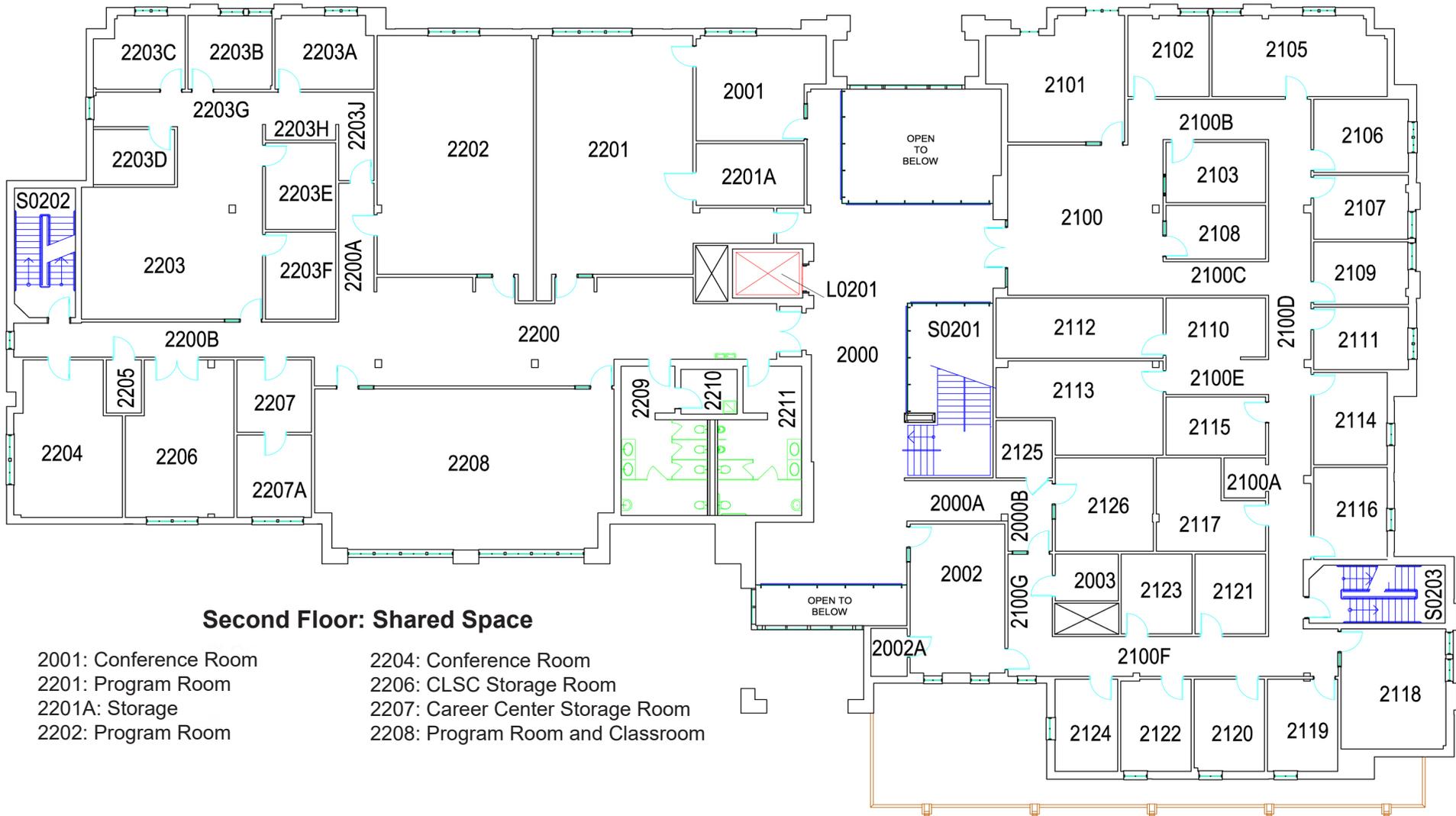
If the student disclosed details:

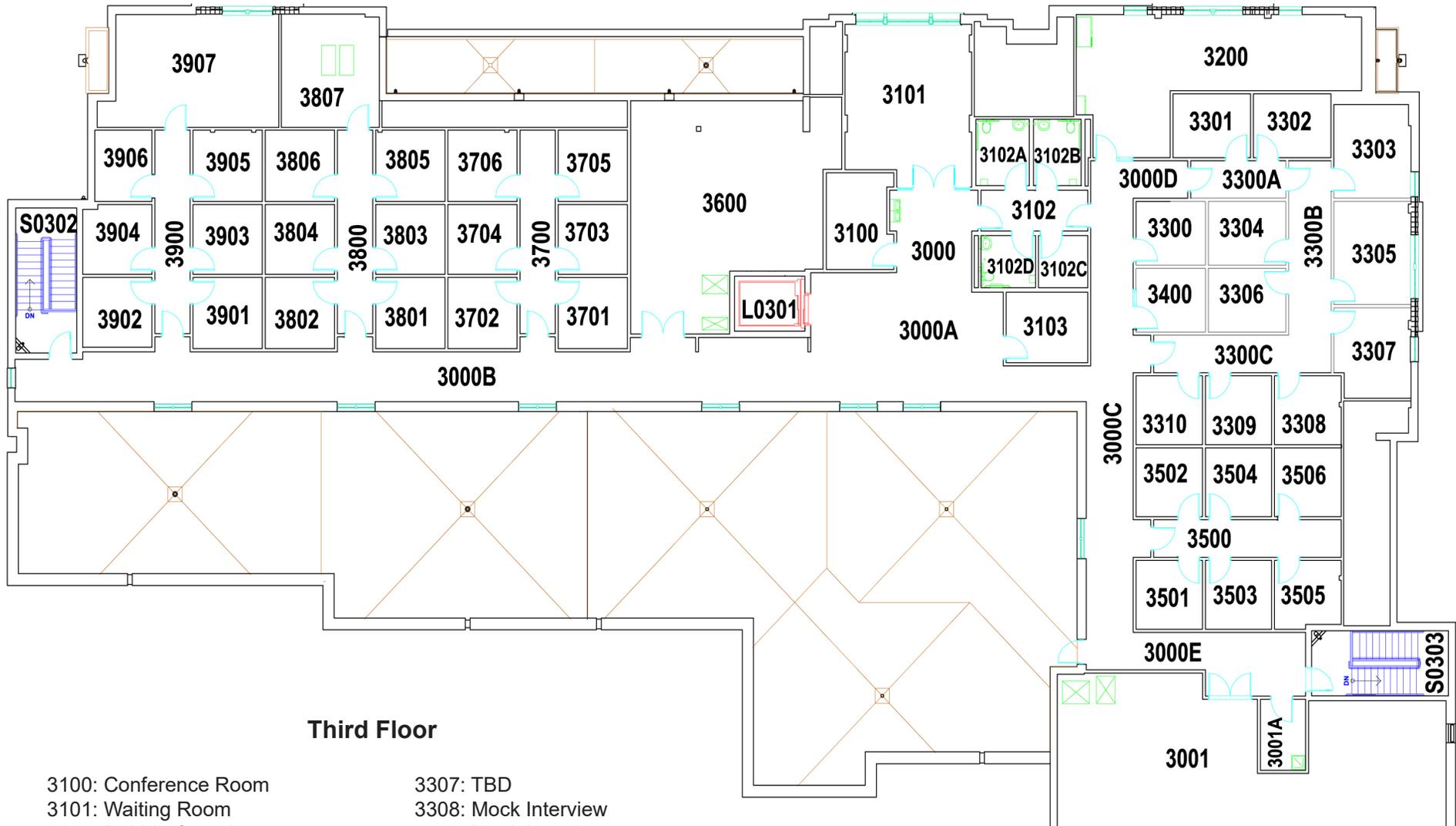
You mentioned (e.g., names/locations of any sexual misconduct); we are **legally mandated** to report any sexual misconduct to the university. Incidents of rape must also be reported to law enforcement, pursuant to the University's Sexual Battery Policy (<http://policies.vpfa.fsu.edu/bmanual/battery.html>).

If the student becomes upset:

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

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





Third Floor

- | | |
|------------------------|-----------------------|
| 3100: Conference Room | 3307: TBD |
| 3101: Waiting Room | 3308: Mock Interview |
| 3103: Debbie Crowder | 3309: Mock Interview |
| 3200: Employer Lounge | 3310 Mock Interview |
| 3301 Jackie Belle | 3400: Jami Lynn Cook |
| 3302 Carey Fee | 3907: Conference Room |
| 3303: V'Rhaniku Haynes | |
| 3304: Melissa Forges | |
| 3305: Heather Scarboro | |
| 3306: Sean Collins | |

PROCESS FOR ADDING ONLINE RESOURCES

The FSU Career Center Library regularly evaluates its online resources for usefulness and usability for our clients. If you would like for your organization's link to be considered for inclusion on our website, please read our policy below to determine if your website meets our criteria. **If you feel your website complies with our guidelines, please complete the evaluation form on page two and return it to sarah.pearson@fsu.edu with your website information.** At that point, it will be considered for inclusion. The final decision is made by a committee that meets quarterly for the purpose of evaluating online resources. You will be notified of our decision at that time. Thank you for your interest.

OUR POLICY

Content: The library collects and/or provides access to materials that meet the needs of our clients. A resource should fall within the career planning and job search topics and **fill a need not adequately covered by other resources.**

Source: The library collects and/or provides access to quality resources from professional associations, government agencies, credible publishers, college and university sources, and professional network sources. If a resource does not fall under one of the above categories (e.g. a self-published book or an online producer of career information), it should contain an "About Us" or similar sections(s), with the physical address of the producer, the credentials of content writer(s), and any other qualifications or expertise clearly documented (e.g. a person who gives financial advice should have education and/or experience in finance, a person who gives advice in career planning should have education and/or experience in career development). Source information should be easily and clearly identified in/on resources.

Currency: The CC collects the most recent edition of print and multimedia resources possible; websites for the online library collection should have been created or updated within the past year. For example, a resource added to the collection in 2007 should have a date of 2006 or 2007. It is acceptable for a website to contain documents with earlier dates, provided that the site itself was updated within the past two years.

Organization:

- Information is easy to find via indexes, table of contents, menus, internal search engines, etc.
- Layout is consistent from page to page and throughout resource
- Resource is broken down into manageable sections

Design / Presentation:

- Resource is free of grammatical, spelling, and other typographical errors
- Typestyles and background make pages clear and readable
- Any graphics, sound or video enhances the resource
- Advertising does not "overshadow" the content of the resource

Leads to other resources:

- Suggested readings, website addresses, links, etc. should add value to the resource
- Website links should:
 - contain a policy or explanation of their purpose
 - be organized into easily-understood categories or sections
 - connect directly to the specific web page(s) where information may be found
 - be free, or offer sample information or searches, etc. prior to requesting personal data or charging the user

Website Evaluation Form

Name of Website _____

URL _____

Standard/Guideline	Yes	No
1. Does the site follow NCDA's "Guidelines for the Use of Internet for Provision of Career Information and Planning Services, as well as the ethical guidelines for Internet-based counseling services endorsed by ACA & NBCC: www.ncda.org/about/polnet.html#guidelines (NCDA Guidelines) www.counseling.org/gc/cybertx.htm (ACA's Ethical Guidelines for Online Counseling) www.nbcc.org/ethics/webethics.htm (NBCC's Ethical Practice of Internet Counseling)?		
2. Does the site contain a clear identification of the name and address of the organization for which the website was developed?		
3. Does the site have the title of the website prominently displayed near the top of the page?		
4. Does the site include a short statement about the purpose of the site?		
5. Does the site contain an index near the beginning of the site which can be internally linked back (e.g., return to index, return to top) to various locations on the page?		
6. Does the site have correct grammar, punctuation, and spelling throughout?		
7. Does the site contain a link to the home page (if any) of the organization for which the web site was developed?		
8. Does the site include enough images to be attractive but not so many that the page takes excessive time to load when using modems?		
9. Are the graphics used appropriate?		
10. Is an email address listed for further questions or comments and/or a link to Frequently Asked Questions (FAQ)?		
11. Is the target audience clearly identified (e.g., adults, international, school, businesses)?		
12. Is the career development content up-to-date and accurate?		
13. Would the content hold the attention of the target audience?		
14. Does it appear to be free from bias or stereotyping (e.g., gender, ethnic, age)?		
15. Does it appear to be user-friendly (i.e., easy to use and navigate by target audience)?		
16. Does it include a date when the site was last updated?		
17. Does the site provide information about the qualifications of the developer of the content for the web site and/or persons who provide services?		
18. Is the content concise and use a clear vocabulary?		
19. Is information provided for user support and/or technical assistance?		
20. Does the site provide access to persons with disabilities?		
21. Is an evaluation plan of the site included?		
22. Is information provided on how user feedback is incorporated?		
23. Is data security and confidentiality addressed?		

Overview:

The Career Center's social media involvement serves as a method for keeping students engaged with Career Center events and services, employers informed and linked to targeted students, and FSU Colleges and Departments connected with appropriate services. Social media provides a way for The Career Center to build relationships with multiple audiences through efficient, extensive channels.

Personnel:

The Social Media Intern and Promotions & Publications Coordinator will work together (with input as needed from the Publications Committee) to maintain and update the following accounts: Facebook, Twitter, LinkedIn, YouTube, Instagram, and Pinterest.

Facebook:

The Career Center's Facebook account is currently utilized as the primary social media source for information on upcoming career fairs, workshops, information sessions, and on-campus interviews, as well as career-related articles and tips. The Facebook account is maintained daily through status updates posted through Facebook's Scheduler. Content includes inspirational quotes, behind-the-scenes pictures of staff, and photo albums from career fairs and tabling.

Twitter:

Twitter's concise, 140-character limit provides The Career Center a highly interactive platform. Uses include promoting employer events, increasing knowledge of The Career Center's services and events, providing helpful career tips, and posting links to useful videos and websites containing career-related information. Commonly, tweets are scheduled more frequently than Facebook statuses. Through Twitter, The Career Center can quickly provide updates, answer followers' questions, and participate in career-related discussions. Unlike Facebook, Twitter can be used for day-of event reminders and has also become an effective vehicle for interacting with employer partners and FSU Departments.

Approved hashtags include (but are not limited to):

- #HireANole
- #SeminoleFutures
- #EngineeringDay
- #PartTime (to be used only after #HireANole)
- #FSU
- #SeminoleSuccess
- #MotivationalMonday
- #FindItFriday
- #GGSS
- #PictureYourselfHere

Career Center staff is welcome to engage with The Career Center Twitter account via their personal Twitter accounts. If they choose to do so, we ask that they also include The Career Center Twitter handle (@FSUCareerCenter), and we encourage them to use the hashtags listed above. Career Liaisons are encouraged to tag their respective Colleges/Departments if the information shared pertains to that area.

LinkedIn:

The Career Center's LinkedIn group serves as a medium for current FSU students, alumni, and business partners to provide career information, discuss professional and career-related issues, and share articles about topics such as employability skills development. Career Center staff members are welcome to post relevant, professional content in the group using their personal LinkedIn accounts.

YouTube:

The YouTube channel serves as a platform to post videos of Seminole Success Stories, employer feedback/interviews, virtual workshop coverage, and other promotional videos. The Promotions & Publications Coordinator is the contact person for the YouTube channel.

Instagram:

The Instagram account serves as a highly visual form of communication with FSU students. Primary uses include fostering Seminole spirit, sharing event highlights, promoting Seminole Success Stories and Career Center resources, sharing short, 15-second videos, and collaborating with other University Colleges and Departments. An Instagram account can be linked to Facebook and/or Twitter, thus making it simpler to post photos on other accounts. Instagram also utilizes hashtags. The Instagram account has the same approved hashtags (see above) as our Twitter account.

Pinterest:

Pinterest, The Career Center's virtual career library, is best used as an additional outlet for career-related resources. Through the pin-board style, The Career Center informs users about services, provides helpful career tips through photos and infographs, and posts links to useful videos and websites that contain career-related information. Pinterest boards allow The Career Center to organize in targeted ways that fit our services model.

Possible board titles include (but are not limited to):

- Career Tips for Veterans
- Career Portfolio (includes all Career Portfolio skills)
- Dress For Success – Men
- Dress For Success – Women
- Employer Partners
- Etiquette
- Financial Planning
- Graduate Schools
- Internships
- Interviewing Tips
- Job Search
- Major Exploration
- Motivation & Inspiration
- Networking
- Personal Branding
- Resumes & Cover Letters
- Studying & Working Abroad

Future additions could include boards for each Career Liaison's Academic Unit.

Content:

The information posted on the accounts will include (but is not limited to):

- Career Center services, including advising hours, deadline reminders, and Career Liaison contact information
- Information for upcoming Career Center events
- Career-related articles to initiate discussion
- Job and internship alerts

- Photos from the most recent events
- FSU promotions
- Interactions with FSU Colleges and Departments
- Interactions with employers

Facebook	<ul style="list-style-type: none"> - Utilize events calendar - Post fun, career-related articles - Show behind-the-scenes look at staff - Encourage positivity and motivation - Include banner graphics to promote main events
Twitter	<ul style="list-style-type: none"> - Engage with Departments - Day-of event reminders - Internship/job postings - Connect with employers
Instagram	<ul style="list-style-type: none"> - Foster Seminole spirit - Promote Seminole Success Stories - Highlight photos of events
LinkedIn	<ul style="list-style-type: none"> - Professional connection - Professional career articles
Pinterest	<ul style="list-style-type: none"> - Resource hub/virtual career library - Infographs
YouTube	<ul style="list-style-type: none"> - Seminole Success Story videos - Employer interviews/feedback - Event promotions

Procedures for Posting and Scheduling

Procedures for Career Center Staff

All content staff would like posted on any of The Career Center’s social media outlets should be emailed to the Publications and Promotions Coordinator or their designee.

How the Information is Scheduled

The content for Facebook is scheduled through the Facebook Scheduler. The Scheduler has proven to be a helpful and reliable tool when scheduling The Career Center’s Placement Partner features prior to Engineering Day and Seminole Futures.

For Twitter scheduling, The Career Center has a HootSuite account, a free service that allows the user to link multiple social media accounts into one place and schedule posts and tweets. HootSuite was also originally used for scheduling Facebook posts, but we found that we got more views when using the schedule feature in Facebook. Thus far, it does not affect engagement on Twitter.

There is no truly reliable scheduler for Instagram or Pinterest.

Any member of the LinkedIn group can post content. Career Center staff is encouraged to post appropriate content. When interacting with The Career Center LinkedIn group, we ask that all members are respectful in their actions and comments. The Career Center’s Social Media Intern and the Promotions & Publications Coordinator reserve the right to remove discussion posts deemed inappropriate or offensive or any posts that meet the following prohibited content:

- Profanity, abusive language, or personal/character attacks
- Material that is unlawful, obscene, defamatory, threatening, harassing, abusive, slanderous, hateful, or embarrassing to any other entity as determined by Florida State University
- Advertisements and business solicitations
- Chain letters or “spam”

Evaluation

The social media accounts will be evaluated on the basis of student response through three methods:

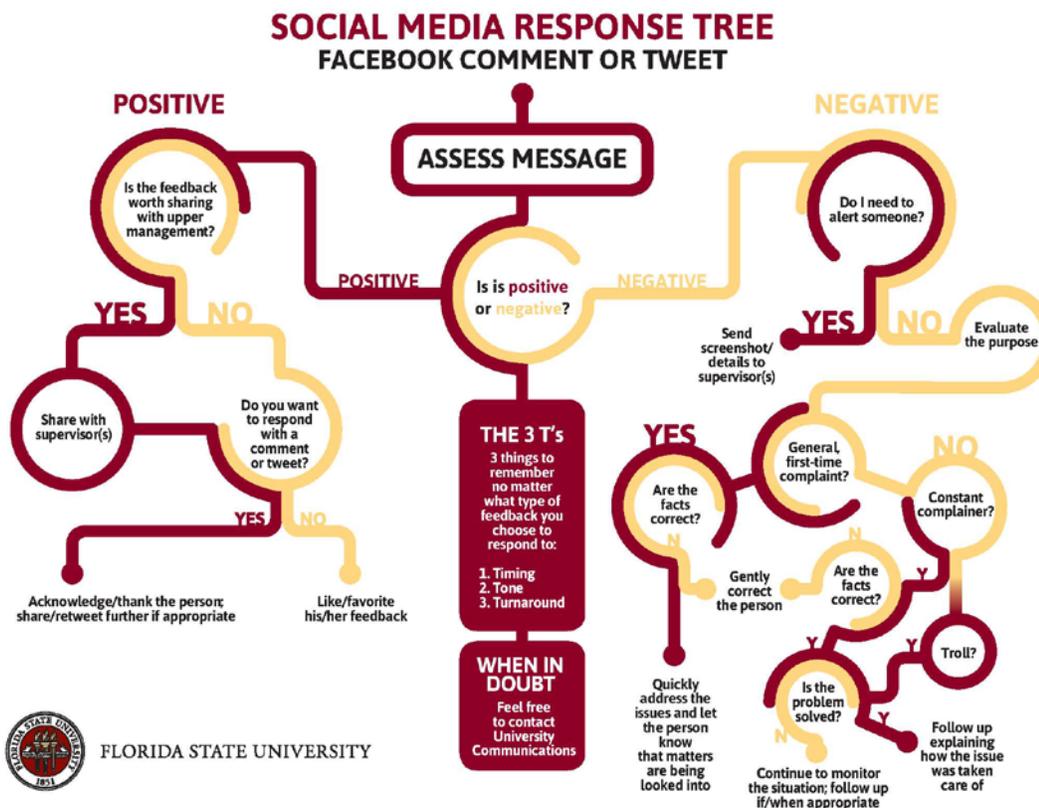
- The number of FSU students, FSU Colleges/Departments, and employers following our social media accounts
- The level of FSU student and employer engagement through our social media accounts (i.e., likes, comments, posts, etc.)
- Feedback on student evaluations and comment cards (i.e., “How did you hear about this event? A) FSU Career Center’s Twitter...)

The Career Center will measure our performance against comparable Departments and other career centers.

Inappropriate Messages/Content and Crisis Situations:

In regards to messages or posts not pertaining to available career services or resources, the administrator will respond to messages or posts to the best of his or her ability and will assist the student in finding the appropriate information.

The University’s Office of Communications has developed a “response tree” method of responding to negative feedback via social media. The social media account managers will use this method.



Policy for Crisis Situations

In the event that a social media user discloses thoughts or suggestions regarding suicide, the administrator will explain that he/she is not qualified or trained to help with suicidal individuals but will provide the user with one or more of the following resources:

FSU Counseling Center References:

<http://www.fsu.edu/~staffair/counsel/>
www.211bigbend.org/hotlines/helpline211

211 - from a local land line

224-6333 - from a local cell phone

or Toll free (877) 211-7005

24 hour crisis hotline - free service

FSU Crisis Management Unit:

(850) 644-1234

Tallahassee Memorial Hospital Emergency Room:

Corner of Magnolia Drive & Miccosukee Road

<http://www.metanoia.org/suicide/> has information for those thinking of suicide.

<http://www.metanoia.org/suicide/samaritans.htm> has a link to send an email to a Crisis Counselor through the Samaritans.

<http://www.letstalkcounseling.com/>

1-800-SUICIDE

Revised 02/15 by KF

The Career Center seeks to have the widest level of staff participation in assisting with workshops, both CC-sponsored and external requests. CC staff expected to assist with workshop presentations range from new master's level graduate assistants and interns to experienced professionals. Some of the activities contained in the Checklist for CC Workshop Presenters on the following pages may be more or less helpful, depending on the staff members' skills and previous experience. Career Advisors and Graduate Assistants should refer to their area supervisor for guidance.

- Individuals, departments, or agencies wanting workshops are strongly encouraged to make the request via the online form at: (<http://career.fsu.edu/workshops/request.cfm>). Requested workshops are entered onto the CC workshop spreadsheet on the K: Drive which is primarily managed by the Office Manager and the Assistant Director in Administration. Those requesting a workshop are encouraged to do so two weeks prior to the requested date to enhance the likelihood we will be able to offer this service.
- Staff who arrange workshops directly with requestors should add it to the CC workshop spreadsheet on the K: drive as soon as the workshop is confirmed. This provides opportunities for other staff and graduate students to observe/shadow if they wish to do so. Shadowing is defined as attending a presentation for the purpose of learning material to be able to present it at a later time. It is strictly for observation, and active participation is not expected. Co-presenting involves active engagement throughout a presentation. Activities of a co-presenter include sharing speaking duties with the presenter and contributing to workshop preparation. Persons wishing to co-present or shadow should contact the presenter(s) to ask if it is appropriate or needed.
- If staff members are contacted directly about doing a workshop and they are unable to cover it, they should respond to the request by informing the requestor that the Office Manager will work with them to secure a presenter. The Office Manager will assume responsibility for alerting staff to the request and determine if coverage is available.
- For individual classes, the limit on the number of workshops per semester is three (3). In the event that an instructor requests more than three workshops for an individual class per semester, staff/liaisons should work with that instructor to develop alternatives.
- For workshops that are requested via the online form, the Office Manager will first alert the liaison for that area. If the liaison is not able to take the workshop or if the workshop requestor is not affiliated with an area that has a liaison, the Office Manager will alert career advisors and graduate students via email that a workshop needs coverage. If this group is not available to cover the presentation, the Office Manager will send the request to ALL CC staff. **Once a staff member has accepted, the Office Manager will add the workshop and presenter name to the tracking spreadsheet.**
- Once a request has been accepted by a CC staff member, the presenter will e-mail the requestor to **confirm the details of the presentation, e.g., audience, content, location, time, etc. Requestors' contact information can be found on the Workshop Schedule.**
- In the event that staff members are unable to cover a request they have agreed to cover, they will need to find another staff member to cover; in the event that they cannot find someone, they will send out a request to all staff and graduate students.
- **Graduate Assistants** are expected to present a minimum of 5 workshops per semester once they have shadowed and know the material. **Career Advisors** are expected to present a minimum of 3 workshops per semester. *Shadowing and tabling may count for one of these workshops. Exceptions to the number of workshops presented should be discussed with their supervisor.*

Checklist for CC Workshop Presenters

Before:

_____ Contact the requestor to confirm information such as location/time, audio/video capability, number of attendees, etc.

_____ Obtain workshop evaluations for the proposed number of attendees and bring with you.

_____ Dress in appropriate attire making sure to consider your audience and wear CC nametag.

_____ Review presentation materials & notes (when available) for the workshop, available on the Career Center K drive: K:\CC-Shared\Workshops and Tabling; check with specific staff members/liaisons about additional resource materials that may be available and/or that are typically distributed at specific presentations.

During:

_____ Discuss CC website resources and include directions to access these resources in your presentation. Attempt to use online resources and samples as opposed to mass distributing print copies of materials.

_____ Provide information on the CC (e.g., hours, services, links to website, social media, upcoming events, etc.) in your presentation.

After:

_____ Have participants complete workshop evaluations; presenter(s) should return the completed forms to the workshop evaluation boxes found on the 1st floor (DSC 1202) and 2nd floor (DSC 2108).

_____ Enter in your attendance numbers for how many people actually participated in your workshop in the External Workshops spreadsheet located at K:\CC-Shared\Workshops and Tabling

_____ Provide the Associate Director any presentations that have been enhanced or developed for a specific population for the purpose of archiving this information for future presentations.

Additional activities for staff members new to making presentations:

_____ Review the PowerPoint on “Making Effective Presentations” available on the K drive at K:\CC-Shared\Workshops and Tabling.

_____ Attend at least one workshop presentation by another staff member on a topic you will be presenting on to observe, to learn the general “CC point of view” on this topic. As you feel more comfortable, as a next step, offer to help with some portion of the workshop.

_____ Read or review materials, books, and related resources on making effective presentations; some materials are available in the CA office.

_____ Arrange to do a practice presentation that is videotaped; ask a more experienced Career Center staff member to critique the session.

CLIENT COMPLAINT FORM

Complaint Against Employer:

Organization Complaint is being filed against: _____

Date of Incident: _____

Name of Employer Representative: _____

Details of Complaint (attach additional pages if necessary):

Complaint Against Career Center:

Date of Incident: _____

Name of Employee (if applicable) _____

Details of Complaint (attach additional pages if necessary):

Client Information:

Name: _____ Phone #: _____

E-mail Address: _____

Additional Notes:

I give the Career Center permission to contact the above stated organization on my behalf and to use my name in any related conversations.

Signature: _____ Date: _____

Career Center staff member logging complaint:

Staff Member Name: _____

Follow-up/Actions taken (attach additional pages if necessary):

PROCEDURES FOR CREATING A MEMORANDUM OF UNDERSTANDING (MOU) WITH A CAREER CENTER PARTNER

A Memorandum of Understanding will be created as a formal agreement between the Career Center and another party. MOUs can also be referred to as an Affiliation Agreement, an Internship Agreement, a Statement of Liability, etc.

At the request of an organization a MOU can be utilized as a way for the Career Center to establish an official partnership, defining the role of an organization when they are hosting an FSU or FAMU-FSU College of Engineering (COE) student for an experiential learning opportunity.

If an FSU student or FAMU-FSU COE Site Sponsor requests an Experiential Learning Team member to sign a MOU, the student or Site Sponsor involved will be referred to speak with the Experiential Learning – Program Director (EL-PD).

The EL-PD is the only staff member from the EL Team that will write and negotiate an MOU with the Site Sponsor.

The EL-PD will then coordinate communication between the Site Sponsor Legal Counsel and FSU Legal Counsel to make an agreement on the MOU.

The EL-PD then executes the process of obtaining signatures from the Career Center Director (CC-D) and the Site Sponsor organization. The CC-D serves as the official and sole representative of the FSU Career Center on an MOU.

After obtaining the proper signatures, the EL-PD then takes care of the record keeping of the Memorandum of Understanding.

1. The signed executed MOU needs to be copied three times and be sent to the following places:
 - a. The signed executed hard copy will be given to the CC-D
 - b. One hard copy will be stored by the EL-PD
 - c. One hard copy will be mailed to FSU Legal Counsel
2. An electronic scanned version of the MOU will be:
 - a. Saved on the CEO folder located in the Career Center K Drive
 - b. Emailed to all associated parties as PDF

Please follow the format and guidelines listed in the sample MOU (found in the next pages):

(Created 10/14 EK | Revised 10/14 TD and RM)



The
Career Center
linking futures

The Florida State University Career Center
Dunlap Success Center
PO Box 3064162
100 South Woodward Avenue
Tallahassee, FL 32306-4162
(T) 850.644.6431
(F) 850.644.3273

Florida State University Memorandum of Understanding

I. PURPOSE

The College Co-op/Internship Program provides an educational strategy whereby students complement their academic preparation with direct practical experience. The effort to combine a productive work experience with an intentional learning component is a proven method for promoting the academic, personal, and career development of students. Your participation exhibits your interest and commitment to this educational strategy and to the growth and development of students as future professionals. We look forward to collaborating with you in this work/learning endeavor.

II. RESPONSIBILITIES

To help insure the interests and promote the benefits of a co-op/internship arrangement for all parties involved, the Florida State University (hereafter named as University) has developed this Memorandum of Understanding to describe the mutual responsibilities between the University and your organization:

hereafter named as Site Sponsor.

A. *Responsibilities of the University*

1. Encourage the student's productive contribution to the overall mission of the Site Sponsor;
2. Certify the student's academic eligibility to participate in an internship assignment;
3. Establish guidelines and standards for the conduct of its co-op/internship program and to make these guidelines and standards available to the Site Sponsor;
4. Maintain communication with the Site Sponsor and clarify University policies and procedures;
5. Maintain the confidentiality of any information designated by the Site Sponsor as confidential.

B. *Responsibilities of the Site Sponsor*

1. Encourage and support the learning aspect of the student's co-op/internship assignment;
2. Designate an employee to serve as student advisor with responsibilities to help orient the student to the site and its culture, to assist in the development of learning objectives, to confer regularly with the student and his/her faculty representative, and to monitor progress of the student;
3. Provide adequate supervision for the student and to assign duties that are career-related, progressive and challenging;
4. Make available equipment, supplies, and space necessary for the student to perform his/her duties;
5. Provide a safe working environment;
6. Will not displace regular workers with students secured through co-op/internship referral;
7. Notify University personnel of any changes in the student's work status, schedule, or performance;
8. Allow a University representative to visit the work site to confer with the student and his/her supervisor;
9. Communicate Site Sponsor policies and standards to University personnel.

10. Maintain general liability, professional liability and worker's compensation insurance as required by law.

III. TERMS OF CO-OP/INTERNSHIP ARRANGEMENT

A co-op/internship arrangement for each student will be a period agreed upon by the Site Sponsor and the University. Should the Site Sponsor become dissatisfied with the performance of a student, the Site Sponsor may request termination of the co-op/internship arrangement. This should occur only after University personnel have been notified in advance and a satisfactory resolution cannot be obtained. Conversely, the University may request termination of the arrangement for any student not complying with University guidelines and procedures for the co-op/internship program, or if the Site Sponsor does not uphold the responsibilities mentioned above, as long as Site Sponsor personnel have been notified in advance and satisfactory resolution cannot be obtained.

IV. ACADEMIC CREDIT AND INTERNS

The University supports the fact that academic credit is not the same as compensation. The University recognizes that there are also stipulations and guidelines which may impact financial compensation policies that prevent students from being paid for their work if they are receiving college credit are discriminatory because they often preclude participation by low-income students. The University reminds Site Sponsors that Academic Credit is granted for what students learn; remuneration is for what students provide to the Site Sponsor. The two are neither mutually exclusive nor conflicting.

If the student is pursuing University academic credit for an internship, there are University academic requirements such as registration and degree requirements that must be met.

V. FAIR LABOR STANDARDS ACT (FLSA) TEST FOR UNPAID INTERNS

All Site Sponsors are strongly encouraged to follow rules and regulations pertaining to local and federal labor laws when determining remuneration options.

The University encourages all Site Sponsors to review the U.S. Department of Labor Wage and Hourly Division Fact Sheet #71 - Internship Programs Under the Fair Labor Standards Act:

<http://www.dol.gov/whd/regs/compliance/whdfs71.pdf>

VI. NATIONAL ASSOCIATION OF COLLEGES & EMPLOYERS CRITERIA FOR AN EXPERIENCE TO BE DEFINED AS AN INTERNSHIP

The University will only foster practices that work within the guidelines set by the National Association of Colleges & Employers (NACE) upholding ethical and legal standards in student hiring.

To ensure that an experience —whether it is a traditional internship or one conducted remotely or virtually— is educational, and thus eligible to be considered a legitimate internship by the NACE definition, all the following criteria must be met:

1. The experience must be an extension of the classroom: a learning experience that provides for applying the knowledge gained in the classroom. It must not be simply to advance the operations of the employer or be the work that a regular employee would routinely perform.
2. The skills or knowledge learned must be transferable to other employment settings.
3. The experience has a defined beginning and end, and a job description with desired qualifications.
4. There are clearly defined learning objectives/goals related to the professional goals of the student's academic coursework.

5. There is supervision by a professional with expertise and educational and/or professional background in the field of the experience.
6. There is routine feedback by the experienced supervisor.
7. There are resources, equipment, and facilities provided by the host employer that support learning objectives/goals.

If these criteria are followed, it is the opinion of NACE and the University that the experience can be considered a legitimate internship.

Further information provided by NACE at:

<http://www.naceweb.org/advocacy/position-statements/united-states-internships.aspx#sthash.JpKXyFK0.dpuf>

VII. HIPAA REGULATIONS AND INTERNS

The Health Insurance Portability and Accountability Act (HIPAA) has certain regulations which went into effect around April 15, 2003. Some Site Sponsors view educational institutions as a "business associate," which makes it untenable for schools to continue working with them.

Site Sponsors need to be aware of the following:

Student interns and clinical placements are part of a covered entity's "workforce" as defined in 45 CFR 160.103. Neither they nor the college can be a "business associate" of a site, because they are not engaged in performing, or assisting the site in performing, any of the "business associate" functions listed in the CFR section cited above.

This is explained in a document published by the Department of Health and Human Services at:

<http://www.hhs.gov/ocr/privacy/hipaa/understanding/coveridentities/businessassociates.html>

VIII. HEALTH INSURANCE

University shall require that students carry medical insurance or student accident insurance. The individual student shall provide documentation of student's insurance as requested by the Site Sponsor.

IX. DURATION OF AGREEMENT

This memorandum of understanding shall continue in effect from

_____ to _____ .

Any questions regarding the co-op/internship program, its procedures, or this memorandum should be referred to:

Site Sponsor Representative: _____

Date: _____

University Representative: _____

Date: _____

LIVE CHAT – CAREER CENTER HOMEPAGE

The Live Chat program on the Career Center’s website homepage is managed by the Program Assistant for the Career Center, CAC, and provides live messaging for students, alumni, and community members who have career center questions.

When live CHAT is not live, messages will go to careermail@admin.fsu.edu where the Assistant Directors or Senior Assistant Director of Career Advising and Counseling will distribute those emails to the appropriate liaison/staff person or respond directly to the question.

Hours of Operation

Each semester, a staff calendar (if necessary) will be created and placed on Share Point. Official hours will not be posted for the program, but CAC staff will cover 9:00 am – 4:30 pm, Monday through Friday. If a staff member plans to be out of the office during their scheduled time, that staff member needs to obtain coverage for their time.

Account Website: www.providesupport.com

Use the account website to add/edit canned responses or launch the software if you are using a personal computer that does not already have the program installed.

Log-in Information

Username: coe_cps
Operator Name: cacp
Password: career

You will only need the username and password to log in to the administrative side, and will need the operator name to open the operator screen and ‘go live’.

To Add the Web-based Console:

(This is if you are working from another computer and want to open Live Chat but do not want to download it to that particular machine, or do not have the administrative rights to download the program)

1. Visit www.providesupport.com
2. Log in
3. Select the left icon, “Open Web-Based Console”

To Add A Canned Response:

1. Visit www.providesupport.com
2. Log in
3. Select “Canned Responses” from the left column.
4. Select “Create” on the right side of the page, or “Update” to update a response that is already there.

Record Keeping

The Program Assistant of CAC is responsible for adding the conversations to an excel spreadsheet available from K:\CC-Shared\DATA\Live Chat. The following information will be included in the transcript; case number, date, time, question, if the conversation was in real time or an offline email, student ID, length of conversation (if applicable), operator, and evaluation responses if these were filled out by the user. The transcript is emailed within 5 minutes of the time a user exits the chat, and will be emailed directly to careermail@admin.fsu.edu. The transcript includes all necessary information and also provides additional information such as IP address and which site the user came from (i.e. did they type in career.fsu.edu directly or were they linked from a google search).

Invoicing

Invoices are created on a yearly basis, at the price of \$99 for the single operator system.

Although it is a single operator, multiple and separate conversations can happen simultaneously but there is only one log in for all operators (*all operators logged in at the same time from different locations will see all chats*).

The service is billed annually in July and is set to **not** automatically renew. When this date approaches, ekennelly@fsu.edu will receive an email with the invoice attached. The invoice should then be forwarded to the staff member in charge of processing payments for the Career Center. If the invoice is not paid within 10 days there will be a late fee. After 25 days, the account will automatically be suspended until payment is received.

LIVE CHAT - SEMINOLELINK

The live CHAT program is managed by the Program Assistants in ERRS, and provides live chat messaging for students, alumni and employers who are logged into SeminoleLink and have related questions. When live CHAT is not live messages will go to seminolelink@admin.fsu.edu where the Program Assistant of ERRS will distribute those emails to the appropriate liaison/staff person.

Hours of operation

Official hours will not be posted for the program, but staff will cover 8 am – 4:30 pm, M-F. If a staff member plans to be out of the office during their scheduled time, that staff member should try to get another staff member to cover that time. Program Assistant, Employer Relations & Recruitment Services will be the primary contact for backup coverage.

Log-in Information

The Symplicity contact should be notified through issue tracker if problems are identified, updates are needed or if new staff members need an account.

(created 11/08, revised 10/14)

PROTEST POLICY AT CAREER CENTER EVENT VENUES

- Florida State University Property:

As stated in the Florida State University Student Handbook, under Student Rights and Responsibilities, 6C2-3.003 Students' Freedom of Expression Rights and Responsibilities

(3) The area between the University Union and HCB classroom building, and the central portion of Landis Green are designated "open platforms". Any student who desires to be heard publicly on any issue of concern may use either of these areas subject to the provisions of subsection (1) at any time when previous scheduling does not preclude such use.

(4) Organized or prearranged outdoor student assemblies shall be registered at least twenty-four hours in advance in the Space Reservations Office located in the University Union. Exceptions to the twenty-four hour notice requirement may be granted by the Space Reservations Office.

(6) The right to peacefully picket is recognized.

(8) Students' right to write and distribute literature and to express thoughts and beliefs is recognized. Individual students, non-registered and registered student organizations may circulate literature, provided it is identified by authorship and sponsorship.

ACTION: If protest is anticipated or occurs, Career Center Staff are instructed to contact the FSU Police Department (644-1234). They will handle monitoring of the protest and/or removal of disruptive parties.

- Donald L. Tucker Civic Center:

The Civic Center maintains a protest policy that allows protesters to be on site as long as they are at least 300 feet from the physical building.

ACTION: If protest occurs in this venue, Career Center staff members should contact the Sales Manager or appropriate Civic Center staff member who will contact Civic Center Security and/or the Tallahassee Police Department.

(Created: 04/01|Rev. 12/14kdw)

OPPORTUNITY VACANCY ANNOUNCEMENT POLICY AND PROCEDURES

All members of the Career Center staff will have the capability and responsibility of handling job vacancy announcement phone calls. All part-time job vacancy announcements should be directed to EL and Student Employment Program.

The Career Center, CAC Program Assistant and CAC student assistants have the primary responsibility for processing job vacancy announcements received in any format (e-mail, mail, fax, etc.). Employers who telephone the Career Center should be encouraged to post their announcements online through SeminoleLink. If an employer indicates a preference for either mailing or faxing the announcement, information should be provided that announcements received by these methods may only be available to individuals visiting the Career Center's physical location.

If a staff member is unsure how to answer an employer's questions concerning posting job vacancies to SeminoleLink, the employer should be referred to the ERRS Program Assistant or Assistant/Senior Director.

I. RECEIPT OF CURRENT JOB VACANCIES

A. INCOMING TELEPHONE CALLS

Employers wishing to post a job vacancy with the Career Center should receive information about posting their announcement to SeminoleLink.

1. Employers should be directed to the Career Center's homepage (www.career.fsu.edu) with the additional information to access SeminoleLink: Employers Post a Job by 'clicking' on the appropriate logo/link. Additional information to be provided should reflect all postings designated FSU ONLY are accepted without charge. Employers have the option to post their announcements to multiple colleges/universities who participate using NACELINK with the understanding that NACELINK will invoice for that service.
2. Employers should also receive information that the Career Center continues to accept all job vacancy announcements which are physically maintained in the Career Center Library.

B. MAILED OR FAXED ANNOUNCEMENTS

All mailed or faxed job listings should be directed to the Career Center Librarian.

II. PROCESSING OF POSITION VACANCIES

The Career Center, CAC Program Assistant/OPS Staff will:

Process envelopes and/or unstaple flyer(s). Notices about internships, summer camps, and volunteer opportunities should be directed to the Program Director of Experiential Learning.

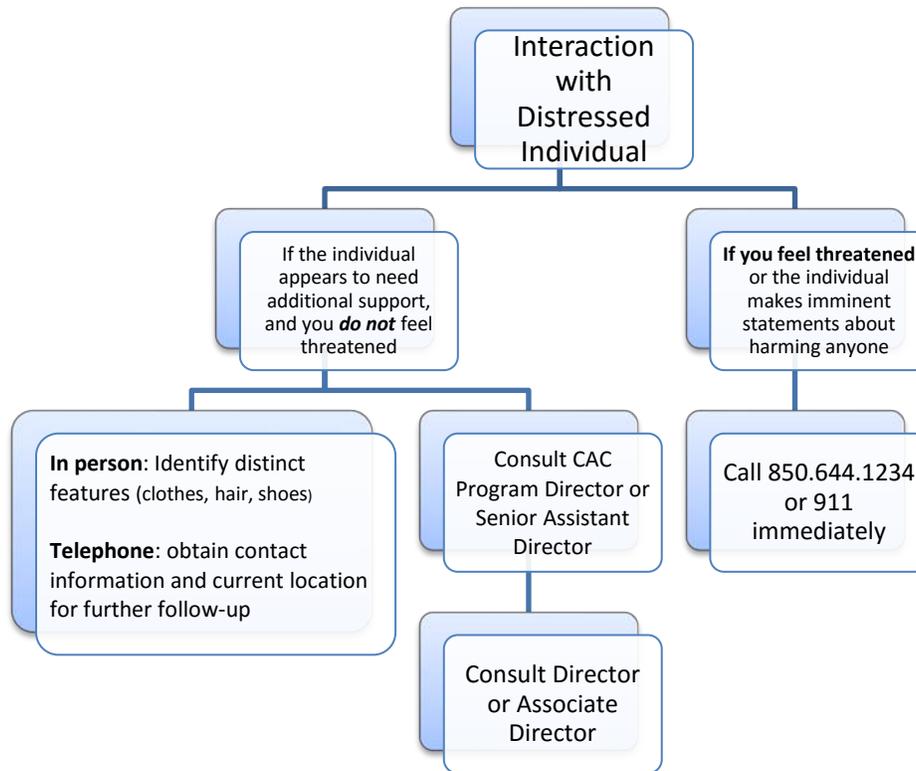
If the job announcement is accompanied by a cover letter which has application information in it, staple the cover letter to the job announcement. General cover letters which act as introductions may be discarded.

All job announcements should be stamped with the "received date" stamp. (Remember to check the date on the stamp!)

Highlight the application deadline if there is one. On multiple job listings, highlight only the latest "deadline date." (Ignore job announcements or jobs which are "open" until filled). If there is not a deadline date, put a "pull" date on the top of the announcement, using your best judgment (usually one month from the received date). For companies that have immediate openings, use one month as a deadline; for university faculty positions, see when the position will begin, etc.)

Initial next to the pull date or highlighted date.

(Created 6/87|revised 07/11|revised 5/15cw)



**Diagram adapted from the [Faculty & Staff Emergency Guide](#)*

1 st Contact	Career Center Staff	Office	Phone Number
	CAC Program Director	DSC 1212	644.8315
	CAC Senior Assistant Director	DSC 1213	644.8685
<i>IF 1st contacts are unavailable</i>	Director	DSC 2105	644.6089
	Associate Director	DSC 2102	644.6433

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

1. Notice any recognizable features (clothing, hair color, shoes)
 - a. If the individual were to disappear, then you have a description to give FSU Police.
2. First, consult with the Career Advising and Counseling (CAC) Program Director (DSC 1212; 644.8315)
 - a. If the Program Director is unavailable, consult with the CAC Senior Assistant Director (DSC 1211; 644.8685) who will then consult with the Director (or Associate Director)
 - b. If the Senior Assistant Director is unavailable, consult with the Director (or Associate Director)
3. Confirm that the Director is aware of the individual in distress as well as the plan of action before the individual leaves the office

Identify Signs of a Distressed Individual

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

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

Review the [Faculty & Staff Emergency Guide](#) for additional signs of a distressed individual.

Internal Career Center Emergency Protocol for the FSU Community (continued)

CAC Staff and the Director/Associate Director will typically complete the following steps

4. Determine how the individual would best be served. Some options may include:
 - a. Call the Counseling Center (850.644.2003) to inform them you are on the way (if time permits)
 - b. Walk the individual to the Counseling Center (request to skip paperwork if needed, contact the Associate Director of Health and Human Services at the University Counseling Center [Dr. English] regarding this request)
 - c. Call the Counseling Center with the individual to set up an appointment (IF the need is not immediate)
5. The Director will decide if and/or who would call Dean of Students for further follow-up

Protocol for Community Members

1. Follow steps #1-3 outlined above which apply for FSU students and community members

CAC Staff and the Director/Associate Director will typically complete the following steps

2. Determine how the individual would best be served. Some options may include:
 - a. Call Big Bend 211 crisis hotline (dial 211 or 850.224.6333)
 - b. Call the Suicide Prevention Hotline (1.800.273.8255)
 - c. If the individual needs to speak with a counselor, but is NOT in immediate crisis – call the Human Services Center 850.644.3857
3. The Director will decide if any further follow-up is needed

RESOURCES (*for FSU students only*)

Resource	Description	Website
FSU University Counseling Center	Walk-in sessions 8 am - 4 pm, M-F 850.644.2003 After hours call 850.644.TALK (8255)	http://counseling.fsu.edu/
Dean of Students	<i>Ask for Crisis Management Unit</i> 8 am -5 pm, M-F 850.644.2428	https://dos.fsu.edu/
Human Services Center (Low cost counseling)	January-April: Thurs. 5-8 pm May-July: Mon. 5:30-8:30 pm; Wed. 5-8 pm 850.644.3857; hsc@coe.fsu.edu	http://education.fsu.edu/centers-institutes/human-services-center-hsc
Big Bend 211 Hotline (24/7 telephone counseling)	Dial 211 or 850.224.6333	http://211bigbend.net/
Suicide Prevention Hotline (24/7 suicide assessment)	1.800.273.8255	http://www.suicidepreventionlifeline.org/
FSU Police Department	911 or 850.644.1234	https://police.fsu.edu/

iPad Checkout Procedures

Most full-time (A&P) staff members have been assigned an iPad. However, there may be some occasions when iPads need to be checked out, including but not limited to career events and large workshops.

iPad Inventory

- 5 iPads will be assigned to CAC for use on-desk and for check-out. The CAC iPads are kept in a charging station with a combination lock, located in DSC 1203 (CAC work room) and are labeled as follows:
 - CAC Checkout 1
 - CAC Checkout 2
 - CAC Checkout 3
 - CAC Checkout 4
 - CAC Checkout 5

- 4 iPads will be assigned to Admin for check-out. The Admin iPads are kept in a charging station with a combination lock. The charging station is located in DSC 2207 (storage room) and are labeled as follows:
 - Admin Checkout 1
 - Admin Checkout 2
 - Admin Checkout 3
 - Admin Checkout 4

- The combination lock code is the same for both the CAC and Admin charging stations. The following staff members have the code for the iPad charging stations.
 - Systems Coordinator
 - Office Manager
 - Program Director, CAC
 - Program Assistant, CAC
 - Associate Director
 - Technical Assistant

- iPads assigned to individual staff members are labeled with the serial number and name of the person assigned.

Reservation Process (checkout):

- iPads should be reserved via the EMS system at least 48 hours in advance of when needed. Exceptions are considered on a case-by-case basis.
- EMS will generate a notification to the Systems Coordinator, with the Technical Assistant as the backup. The Systems Coordinator will provide the staff member requesting the iPad(s) with the equipment prior to the reservation date/time.
- iPad(s) should be returned to the Systems Coordinator immediately after the scheduled event (or the next business day, if after hours).
- To reserve ALL nine iPads for a career event, the request should be placed in EMS at least one week in advance.

- For large events (Career Fairs, Advisory Board) the Systems Coordinator will need advance notice if WiFi is needed for iPads. The request must be made to the Systems Coordinator at least one week in advance in Sharepoint so that additional WiFi codes can be reserved.

iPads for Use On-Desk

- iPads being used on desk do not need to be checked out in EMS. However, a sign-in/out sheet is kept next to the iPad charging station to log which Career Advisor is using the iPad while on desk.
- The CAC Program Assistant will unlock the iPad charging station and provide the iPad to the designated CA upon request. If the CAC Program Assistant is not available, the CA should ask the CAC Program Director, Office Manager, or other designated staff member (listed above) to retrieve the iPad.
- Career Advisors who sign out iPads for on desk use should not “hand off” the iPad to another Career Advisor. The iPad must be logged back in before being checked back out to another CA.

All-call for iPads

- If more than 9 iPads are needed, this request must be placed two weeks in advance to the Associate Director. Scenarios for this include Advisory Board and SDS 3340.
- The Associate Director will work with staff to recall selected iPads. Career Liaisons would be the last iPads recalled, as they use these for kiosk/student sign-in at their academic units.
- iPads selected for recall must be turned in to the Systems Coordinator 24 hours prior to when they are needed in order to reset back to factory settings/remove personal info.
- iPads will be returned to their assigned staff member by the Systems Coordinator within 48 hours after completion of the event for which they were recalled. iPads will be returned fully charged.



Acknowledgment and Receipt of the Career Center Office Manual

The Career Center Office Manual describes important information about The Career Center's mission, goals, and philosophy. It also serves as a reference for many important policies and procedures. I understand that after reading the manual, I should consult with my direct supervisor, Associate Director, or the Director regarding any questions not answered in the manual.

I understand that any and all policies and practices in the office manual may be changed at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Director of The Career Center has the ability to adopt any revisions to the policies in the Career Center manual.

I have received the Career Center Office Manual, and **I understand that it is my responsibility to read and comply with the policies contained in this handbook** and any revisions made to it. By signing this acknowledgement, I agree to support the mission and goals of the Career Center.

Employee's Signature

Employee's Name (Print)

Date