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MISSION STATEMENT

UNM Career Services must support the mission, academic programs, and advancement of the University of New Mexico. Within this context, the primary purpose of the Career Services Center is to assist students and alumni in developing, evaluating, and/or implementing career, education, and employment decisions.

EXECUTIVE SUMMARY

Departmental Services:

Career Advisement

Our office provides professional career advisement to current UNM students, faculty and staff as well as UNM alumni and community members. Career Development Facilitators (CDFs) are available through appointments or walk-ins to assist students with choosing or changing their major, assessing abilities, interests and values, clarifying career goals, writing a resume or cover letter, preparing for interviews, conducting a job search or preparing to attend graduate school.

Career Fairs

We organize and host several career and information events each semester providing UNM students and alumni with the opportunity to network with employers/recruiters, to learn more about a variety of occupations, and to find employment. Our main career events each academic year are: the Career Expo (February), Architecture and Planning Career Fair (March), the Educators' Job Fair (April), the Engineering and Science Career Fair (September), the Business School Fair (September), the Graduate and Professional School Fair (October) and the Public Service Career Showcase (November).

Career Resource Lab

Our comprehensive, state of the art electronic resource lab, also known as the Cyber Cafe, with 12 computer workstations, is designed to support all facets of the career development and job search needs. In addition, we provide complementary coffee for current UNM students registered with our office.

Cooperative Education

The University of New Mexico Cooperative Education Program, or what is commonly referred to as "Co-op", provides students with a unique opportunity to combine real work experience with their academic studies. Co-op students work as paid professionals in various positions that are degree related. This professional experience will be reflected on the student's academic transcript giving him/her a competitive advantage in the job-search process.
Job/Internship Listings

Registered students have access to Lobo Career Connection connecting them with hundreds of job/internship postings, actual employer contacts, and career/industry profiles nation-wide. This database provides connections to a professional network of mentors in their desired industry. In addition, alumni can register for the NM Career Match, a website database for all New Mexico alumni aimed at retaining our New Mexico graduates.

On-Campus Recruiting

Our office provides students and employers an opportunity to meet face-to-face. This time-saving, cost-effective service allows students to have their resumes screened by employers and be selected to interview on campus for employers' job opportunities. Students must be registered with our office in order to participate in the on-campus recruiting program.

Student Conference Award Program

The Student Conference Award Program (S-CAP) is designed to provide undergraduate and graduate students the opportunity to obtain funding to attend an academic or professional conference in their field of study. The maximum award is $600.00 and may include: round trip travel, lodging, airport shuttle or taxi fees, and conference registration fees.

Workshop Series

We host multiple workshops each semester focusing on topics such as resume writing, working a career fair, dining etiquette, interviewing, and many more. Furthermore, our CDFs provide tailored presentations for many student organizations, and undergraduate and graduate classes upon request.

Departmental Programming:

We currently coordinate with most departments on campus. Each of the CDFs is a liaison to a respective college and area (Greek Life, Residence Life, Ethnic Centers, LGBTQ Resource Center, Veterans Affairs Center and Women’s Resource Center). In addition, we assist the Hispanic Engineering and Science Organization financially by allowing them to co-sponsor our career fair in the fall. The ROTC programs assist us with career fair prep – which in return, we waive their registration fee for our career fair events. This year, we took over the Pre-Law School Fair due to the successful partnering with the Graduate and Professional School Fair last year. We also collaborate with AFROTC, Accessibility Resource Center, New Student Orientation, CEOP, Athletics, ASM, Human Resources, Student Employment, Enrollment Management, UNM Foundation, Office of Graduate Studies, PNMGC student organization, Alumni Relations, Law School, Library, University College, Mentoring Institute, Academic Advising for all colleges, SUB, CAPS, Libraries, Ethnic Centers, Women’s Resource Center, and University
Communication and Marketing. Lastly, we present career workshops for faculty and staff on various topics. Please see Staff Development and Committee section for more information.

**Student Support:**

We currently have four (4) student employees; two students work at the front desk; one works as an intern for our Employer Relations team and another as a Graduate project assistant for the career counseling area. The students attend regular staff meetings and trainings as appropriate to their positions.

Every semester we hold a staff and team development which consists of learning opportunities and professional development – both individually and as a team.

**2009 – 2010 GOALS AND ASSESSMENTS**

1. **Goal: Increase the number of employers registered with UNM Career Services.**

**What:** Increase number of employers registered and recruiting with UNM Career Services

**Why:** To promote awareness and participation with top employers nationally and state-wide; To offer our students and alumni more and a broader selection of part-time, full-time, coop and internship employment opportunities.

**How:**

a) Recruit specific employers in Albuquerque through scheduled meetings, direct mailings and contacts.
b) Through membership in professional organizations.
c) Building and maintaining relationships with employers who value the skills our students are learning and the diversity they offer.
d) Regular email invitations to participate in upcoming career events.
e) Connecting employers to faculty in the academic programs of interest to the employer.
f) Continue to host and improve upon delivery of annual Career Expo, annual Educator’s Fair, Science and Engineering Career Fair, Accounting Career Fair, Public Service Career Showcase, Graduate and Professional School Fair (now combined with the Pre-Law School Fair) and the Architecture and Planning Career Fair.
g) Serve as a resource to the Albuquerque Economic Development Council, the Albuquerque Chamber of Commerce, the Hispano Chamber of Commerce, the University Foundation and the Federal Executive Board by providing employment statistics and recruiting services to new and prospective Albuquerque employers.
h) Continue to be a resource to employers seeking employer information/statistic about UNM graduates.
Division of Student Affairs  
Office of Career Services Annual Report 2010-2011  
Submitted by Jenna Crabb, Director

i) Work with CNM to provide a collaborative resource for our collective students and employers.  

j) Maintain a strong leadership role with the New Mexico Consortium of Career Educators and Employers (NMCCEE).

**Measured Results:**

**On-Campus Recruiting Outcomes:**
- **Fall 2010**  
  Total Number of OCR Schedules/Events: 56  
  Total Number of Organizations: 38  
  Total Number of Organizations Hiring for NM Employment: 13  
  Total Number of Student Contacts: 525

- **Spring 2011**  
  Total Number of OCR Schedules/Events: 43  
  Total Number of Organizations: 22  
  Total Number of Organizations Hiring for NM Employment: 10  
  Total Number of Student Contacts: 638

**Career Fair Outcomes:**
- **Fall 2010** (Science and Engineering Career Fair, Business Career Fair, Graduate and Professional School Fair, and Public Service Career Showcase)  
  Total Number of Organizations: 192  
  Total Number of Student Contacts: 1719

- **Spring 2011** (Career Expo, Educators Career Fair*)  
  Total Number of Organizations: 108  
  Total Number of Student Contacts: 1809

*Note: Architecture and Planning Career Fair did not take place due to economic outlook for this field.

**Outcome Measurements**
- Data collected via Lobo Career Connection and headcounts at outreach events, report functions and outreach to recruiters.

2. **What: Successfully accomplish phase I and II of the New Mexico Career Match Grant with Albuquerque Economic Development and WIRED Initiatives.**

**Why:** To deliver career information, specifically employer links and job announcements in New Mexico to UNM’s alumni and CNM’s alumni to recruit our talent back to NM.
How:
   a. Marketing and outreach to alumni in coordination with CNM and UNM’s alumni offices.
   b. Utilize the employer and alumni database (through our office) to organize the information (employers, jobs, jobseekers).
   c. Regularly meet with AED’s Coordinator, Mikelynn Romero, and CNM’s staff.
   d. Continue to work with our part time intern to help with outreach to employers in New Mexico.

Outcome Measurements:
The NM Career Match grant has ended effective August 31, 2010. At that point, the NM Career Match project has been turned over to Career Services to administer. We recently conducted a survey to question our employer contacts within the database to see the overall satisfaction with the service.

The highlights of the survey:
46% rated the website above average; 35% rated the website average.
64% had posted a job on the site.
66% rated the website job posting capability as easy.
44% had interviewed 1-5 job seekers; 11% interviewed 26-30 job seekers.
22% had hired at least one person.
71% would recommend the site to other companies.

In addition:
• We have added a control button on our Lobo Career Connection to effectively transfer any New Mexico job postings from this database to NM Career Match.
• We have added all the New Mexico institutions of higher education to the database.
• We sent letters and packets to all New Mexico institutions of higher education with a special invitation to be a part of this database.
• As of October 2011, we have 2,104 registered alumni, 164 job postings, and 1,578 registered employers.

3. Goal: Coordinate the Graduate Follow-Up Survey
Why: To benchmark program/service participation levels and effectiveness for retention and recruitment efforts.

How:
   a. Create a new and updated survey in order to meet the demands and accreditation information needed from colleges and the University
   b. Continue to conduct the Graduate Follow-Up Survey in a timely manner.
   c. Utilize Student Voice for survey.
   d. Conduct phone surveys as needed.
Measured Results:
Data for spring 2011 graduates:

<table>
<thead>
<tr>
<th>Solicited</th>
<th>Responded</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2832</td>
<td>307</td>
<td>10.84%*</td>
</tr>
</tbody>
</table>

Data for fall 2010 graduates:

<table>
<thead>
<tr>
<th>Solicited</th>
<th>Responded</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1776</td>
<td>200</td>
<td>11.26%*</td>
</tr>
</tbody>
</table>

Data for summer 2010 graduates:

<table>
<thead>
<tr>
<th>Solicited</th>
<th>Responded</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>760</td>
<td>78</td>
<td>10.63%*</td>
</tr>
</tbody>
</table>

*Note: Within the literature on survey data as set forth by Phoenix (1976) and Cook, Heath, & Thompson (2000), 10% is considered a statistically significant response rate in educational settings.

Reports are being generated for each of the graduate follow-up surveys. The reports will be added to Career Services’ website.

4. **Goal: Staff Development**

**Why:** Improve job related knowledge and skills of all staff; there is a direct correlation between staff knowledge and skill level and their ability to provide quality career advisement to the students and alumni of UNM.

**How:**

a. Require all Career Development Facilitators to gain their Career Development Facilitator Certification through our office (Teach the curriculum each spring through UNM Continuing Education).

b. Understand the program requirements of their respective school/college, related career opportunities and requirements, and to develop related employment opportunities locally and nationally.

c. Create and provide employee development by providing in-house training opportunities,

d. Support New Mexico Counseling Licensure requirements for our staff.

e. Support and ensure career ladder and career advancement opportunities for all staff.

f. Support continuing education

g. Support participation in national organizations/conference

h. Assist with and implement the development of a customer services training program for all university student employees (with Kim Kloeppe1, Fiscal and Planning Officer).
**Measured Result:** Staff retention; Career Development Facilitators fully trained. Two FT CDFs are licensed counselors: both maintain LMHC licensure. All CDFs are certified as Global Career Development Facilitators. Director is licensed as a LPC and GCDF as well. Director is certified as Trainer for GCDF certification and teaches a certification course through UNM Continuing Education every spring semester.

Each Career Development Facilitator (CDF) is assigned as a liaison to a specific college within UNM. All the colleges are represented; two colleges, Anderson School of Management and School of Engineering both have on-site hours conducted by one of our CDF staff. Veteran’s Resource Center also has walk-in hours on site by one of the CDFs.

<table>
<thead>
<tr>
<th>2010-2011 Total Walk-ins*:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2010: 53</td>
<td>January 2011: 85</td>
</tr>
<tr>
<td>August 2010: 46</td>
<td>February 2011: 129</td>
</tr>
<tr>
<td>September 2010: 121</td>
<td>March 2011: 124</td>
</tr>
<tr>
<td>October 2010: 72</td>
<td>April 2011: 116</td>
</tr>
<tr>
<td>November 2010: 130</td>
<td>May 2011: 96</td>
</tr>
<tr>
<td>December 2010: 61</td>
<td>June 2011: 65</td>
</tr>
</tbody>
</table>

**Total Walk-Ins for Fiscal Year 10-11: 1,098 students served**

<table>
<thead>
<tr>
<th>2010-2011 Total appointments*:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2010: 99</td>
<td>January 2011: 137</td>
</tr>
<tr>
<td>August 2010: 69</td>
<td>February 2011: 129</td>
</tr>
<tr>
<td>September 2010: 117</td>
<td>March 2011: 175</td>
</tr>
<tr>
<td>October 2010: 121</td>
<td>April 2011: 156</td>
</tr>
<tr>
<td>November 2010: 162</td>
<td>May 2011: 170</td>
</tr>
<tr>
<td>December 2010: 143</td>
<td>June 2011: 117</td>
</tr>
</tbody>
</table>

**Total Appointments for Fiscal Year 10-11: 1,547 students served**

**Grand Total for Fiscal Year 10-11: 2,645 students served**

*Regular appointments are 1 hour in duration; walk-in appointments are 15-20 minutes in duration. Assessment appointments and mock interviews are 1.5 hours in duration.

**Presentations:**

**Presentation Topics:** Parent workshops, overview of career services, exploring careers, federal jobs, cover letter, resume, interviewing, how to work a career fair, applying to graduate school, applying to jobs at UNM, finding a major, assessment interpretations, job searching, networking, and jobs in specific major fields.
Division of Student Affairs
Office of Career Services Annual Report 2010-2011
Submitted by Jenna Crabb, Director

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Presentations</th>
<th>Total Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2010</td>
<td>23</td>
<td>1058</td>
</tr>
<tr>
<td>August 2010</td>
<td>15</td>
<td>900</td>
</tr>
<tr>
<td>Sept. 2010</td>
<td>23</td>
<td>1319</td>
</tr>
<tr>
<td>October 2010</td>
<td>29</td>
<td>695</td>
</tr>
<tr>
<td>November 2010</td>
<td>36</td>
<td>771</td>
</tr>
<tr>
<td>December 2010</td>
<td>5</td>
<td>185</td>
</tr>
<tr>
<td>January 2011</td>
<td>9</td>
<td>420</td>
</tr>
<tr>
<td>February 2011</td>
<td>16</td>
<td>528</td>
</tr>
<tr>
<td>March 2011</td>
<td>28</td>
<td>693</td>
</tr>
<tr>
<td>April 2011</td>
<td>26</td>
<td>796</td>
</tr>
<tr>
<td>May 2011</td>
<td>12</td>
<td>500</td>
</tr>
<tr>
<td>June 2011</td>
<td>30</td>
<td>2796</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td><strong>252</strong></td>
<td><strong>9961</strong></td>
</tr>
</tbody>
</table>

**July 2010- Dec 2010** 7 staff members*

<table>
<thead>
<tr>
<th>Participants</th>
<th>July 2010- Dec 2010</th>
<th>Jan 2011 – June 2011</th>
<th>% of Change</th>
</tr>
</thead>
</table>
| *Staff members that present workshops

**Spring Data**

<table>
<thead>
<tr>
<th># of Workshops</th>
<th>Spring 2009</th>
<th>Spring 2010</th>
<th>Spring 2011</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>73</td>
<td>1578</td>
<td>2273</td>
<td>5383</td>
<td>9234</td>
</tr>
</tbody>
</table>

**Summer Data**

<table>
<thead>
<tr>
<th>Attendance</th>
<th>Summer 2009</th>
<th>Summer 2010</th>
<th>Summer 2011</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>1055</td>
<td>1658</td>
<td>4626</td>
<td>7339</td>
</tr>
</tbody>
</table>

*Staff members that present workshops

% Change Tables

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>64.4% Increase</td>
<td>0.8% Decrease</td>
<td>63% Increase</td>
</tr>
<tr>
<td>44% Increase</td>
<td>136% Increase</td>
<td>241% Increase</td>
</tr>
</tbody>
</table>
% Change Tables

<table>
<thead>
<tr>
<th>Summer 2009 – Summer 2010</th>
<th>Summer 2010- Summer 2011</th>
<th>Summer 2009 – Summer 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.5% Decrease</td>
<td>30.2% Increase</td>
<td>21.7% Increase</td>
</tr>
<tr>
<td>57.2% Increase</td>
<td>57.2% Increase</td>
<td>388.5% Increase</td>
</tr>
</tbody>
</table>

Fall Data

<table>
<thead>
<tr>
<th></th>
<th>Fall 2009</th>
<th>Fall 2010</th>
<th>Fall 2011</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td>105</td>
<td>108</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Attendance</td>
<td>2237</td>
<td>2970</td>
<td>TBD</td>
<td>TBD</td>
</tr>
</tbody>
</table>

% Change Tables

<table>
<thead>
<tr>
<th>Fall 2009 – Fall 2010</th>
<th>Fall 2010- Fall 2011</th>
<th>Fall 2009 – Fall 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>3% Increase</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>32.8% Increase</td>
<td>TBD</td>
<td>TBD</td>
</tr>
</tbody>
</table>

**Student Conference Award Program (S-CAP) Outcomes:**
The Student Conference Award Program, with funding from Student Fee Review Board, has been increasingly successful.

For the 2010/2011 academic year Career Services received $27,100 from SFRB.

**Total applicants: 66**
- Graduate Students: 39
  - Gender: Male: 12; Female: 22; N/A: 5
  - NM Native: 3; Non-NM Native: 30; N/A: 6
- Undergraduate Students: 27
  - Male: 5; Female: 21; N/A: 1
  - NM Native: 20; Non-NM Native: 6; N/A: 1

**Total Spent 2010-2011:** $29,440.86 (Balance Forward from 2009-2010: $2,900.00)

**Cooperative Education Program**
The UNM Cooperative Education (Co-op) Program integrates classroom studies with paid, productive, real-life work experience in a degree-related field. Students nation-wide get the best of both worlds: a high quality academic degree and an impressive resume of practical work experience.
Fall 2010 Co-Op Students:

<table>
<thead>
<tr>
<th>Class Standing</th>
<th>Number of students participating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>11</td>
</tr>
<tr>
<td>Master’s Level</td>
<td>23</td>
</tr>
<tr>
<td>Doctorate Level</td>
<td>11</td>
</tr>
<tr>
<td>Total:</td>
<td>45</td>
</tr>
</tbody>
</table>

Spring 2011 Co-Op Students:

<table>
<thead>
<tr>
<th>Class Standing</th>
<th>Number of students participating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>8</td>
</tr>
<tr>
<td>Master’s Level</td>
<td>23</td>
</tr>
<tr>
<td>Doctorate Level</td>
<td>13</td>
</tr>
<tr>
<td>Total:</td>
<td>44</td>
</tr>
</tbody>
</table>

Summer 2011 Co-Op Students:

<table>
<thead>
<tr>
<th>Class Standing</th>
<th>Number of students participating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>11</td>
</tr>
<tr>
<td>Master’s Level</td>
<td>19</td>
</tr>
<tr>
<td>Doctorate Level</td>
<td>15</td>
</tr>
<tr>
<td>Total:</td>
<td>45</td>
</tr>
</tbody>
</table>

5. Goal: Organizational Involvement

Why: Improve visibility of Career Services within the University, Albuquerque and State-wide.

How:

a. Maintain membership with organizations, including but not limited to: Albuquerque Economic Development, National Career Development Association, National Association for colleges and Employers, National Association for Student Personnel Administrators, American Counseling Association, Rocky Mountain Association of Colleges and Employers, New Mexico Counseling Association, New Mexico Consortium of Career Educators and Employers, Mountain Pacific Association of Colleges and Employers, and the Federal Executive Board.

b. Active Leadership roles in Associations and Membership.

c. Maintain collaborative relationship with departments within UNM, including Foundations, Athletics, Academic Affairs and the Student Affairs Division.

d. Maintain collaboration with CNM; proposal initiated for French Family of Companies.

Measured Result:

Please see section below on staff participation on committees.
2011-2012 GOALS

1. 
What: Increase number of employers registered and recruiting with UNM Career Services

Why: To promote awareness and participation with top employers nationally and state-wide; To offer our students and alumni more and a broader selection of part-time, full-time, coop and internship employment opportunities.

How:

k) Recruit specific employers in Albuquerque through scheduled meetings, direct mailings and contacts.

l) Through membership in professional organizations.

m) Building and maintaining relationships with employers who value the skills our students are learning and the diversity they offer.

n) Regular email invitations to participate in upcoming career events.

o) Continue to host and improve upon delivery of annual Career Expo, annual Educator’s Fair, Science and Engineering Career Fair, Accounting Career Fair, Public Service Career Showcase, Graduate and Professional School Fair (now combined with the Pre-Law School Fair) and the Architecture and Planning Career Fair.

q) Serve as a resource to the Albuquerque Economic Development Council, the Albuquerque Chamber of Commerce, the Hispano Chamber of Commerce, the University Foundation and the Federal Executive Board by providing employment statistics and recruiting services to new and prospective Albuquerque employers.

r) Continue to be a resource to employers seeking employer information/statistic about UNM graduates.

s) Work with CNM to provide a collaborative resource for our collective students and employers.

t) Maintain a strong leadership role with the New Mexico Consortium of Career Educators and Employers (NMCCEE).

u) Successfully manage Lobo Career Connection and NM Career Match for NM alumni.

Measured Result: Increase number of On-Campus Recruiting events; continue to increase Career Fair attendance by participants and employers; increase employer listing jobs and internship on Lobo Career Connection and NM Career Match.

Deadline: This is accomplished per academic year.

2. 
What: Coordinate the Graduate Follow-Up Survey
Division of Student Affairs
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Submitted by Jenna Crabb, Director

Why: To benchmark program/service participation levels and effectiveness for retention and recruitment efforts.

How:
  e. Create a new and updated survey in order to meet the demands and accreditation information needed from colleges and the University
  f. Continue to conduct the Graduate Follow-Up Survey in a timely manner.
  g. Utilize Student Voice for survey.
  h. Post annual report on website for colleges and deans to use appropriately.

Measured Result: Data collected through Student Voice; Completion of a report generated to administration.

Deadline: On-going each semester

3. What: Develop a more systematic and routine method for collecting data on Career Services.

Why: To provide accurate outcomes and validity to the services we provide to our faculty, staff, students, alumni and community members.

How:
  i. Develop comprehensive reporting mechanisms for each area within Career Services: CDFs, Employer Relations, marketing and PR, benchmarking reports with NACE, etc.
  j. Work with each manager and staff member to record measurable outcomes for all that we do.
  k. Post annual report on our outcomes on our website.

Measured Result: Have data available to see trends over the course of each year.

Deadline: On-going each year.

4. What: Staff Development

Why: Improve job related knowledge and skills of all staff; there is a direct correlation between staff knowledge and skill level and their ability to provide quality career advisement to the students and alumni of UNM.

How:
1. Require all Career Development Facilitators to gain their Career Development Facilitator Certification through our office (Teach the curriculum each spring through UNM Continuing Education).

m. Understand the program requirements of their respective school/college, related career opportunities and requirements, and to develop related employment opportunities locally and nationally.

n. Create and provide employee development by providing in-house training opportunities,

o. Support New Mexico Counseling Licensure requirements for our staff.

p. Support and ensure career ladder and career advancement opportunities for all staff.

q. Support continuing education

r. Support participation in national organizations/conference

**Measured Result:** Staff retention; Career Development Facilitators will be fully trained.

**Deadline:** On-going each semester

5. **What:** Organizational Involvement

**Why:** Improve visibility of Career Services within the University, Albuquerque and State-wide.

**How:**

e. Maintain membership with organizations, including but not limited to: Albuquerque Economic Development, National Career Development Association, National Association for colleges and Employers, National Association for Student Personnel Administrators, American Counseling Association, Rocky Mountain Association of Colleges and Employers, New Mexico Counseling Association, New Mexico Consortium of Career Educators and Employers, Mountain Pacific Association of Colleges and Employers, and the Federal Executive Board.

f. Active Leadership roles in Associations and Membership.

g. Maintain collaborative relationship with departments within UNM, including Foundations, Athletics, Academic Affairs and the Student Affairs Division.

h. Maintain collaboration with CNM; proposal initiated for French Family of Companies.

**Measured Result:** Increase outreach in other departments and outside constituents.

**Deadline:** On-going each semester
6. What: Budget and Re-Organizational efforts

Why: Due to budgetary constraints and proposals from task forces.

How:
   a. Review procedures and policies aimed at budget and cost containment.
   b. Strategically look at our systems and analyze our outcomes and measurements.
   c. Review staffing structure
   d. Review needs of our office for faculty, staff, students, alumni.
   e. Participate in Benchmarking to see where our office stands with other peer institutions.

Measured Result: Cost containment.

Deadline: On-going.

FISCAL UPDATE

The economy has caused Career Services to re-evaluate many of the services and programs we offer to our employers, staff, faculty and students. This past year we saw a decrease in our career fair revenue, which provides most of our programmatic and administrative budget.

Due to the economic and budgetary restraints put on our office this past year- we have had to cut back on many of our services and our staff. Here are the challenges we have faced:

- We have restructured Career Services:
  o We did not hire a Manager, Career Counseling from April 2010 – minimum June 2012.
  o We did not hire the Manager, Employer Outreach until August 2011; due to this hire, we will not hire the On-Campus Recruiting Coordinator for 2011-2012 fiscal year.
  o We have left two Career Development Facilitator positions open and unfilled.
  o We anticipated a vacancy in the LAN Administrator, which we converted that position to two student positions to save money.

- We have limited professional development in terms of conferences out of state.
- We have limited catering costs for events and sponsorships (other departments).
- We have limited marketing costs by cutting back on advertisements.
- We are not able to fund other departments and their marketing needs (in the past we have “donated” marketing materials and designs from our Sr. Graphic Designer for no costs to them; we are no longer able to do this.)
• We no longer offer coffee to our students or employers on a daily basis. The coffee we do offer for the staff and employers is supplied through staff donations.
• We do not offer free career assessments to groups and/or classes as we did in the past.
• We changed our community member policy; community members must have a higher educational degree in order to utilize our services. In the past they were able to use our services with or without a degree.
• We have become more frugal and conscious of our supplies and office materials.
• We have limited presentations to on-campus and UNM related entities. In the past we have received many requests from off-campus and un-related UNM community groups to conduct career development and related workshops; due to staffing limitations, we have cut these services.
• We have limited our support to branch campus’ due to travel costs as well as staffing limitations.

We are still seeing an increase in the amount of students, faculty, staff, alumni and community members utilizing our services. Our challenges for next year: we expect a decrease in attendance of employers and revenue from our events due to the economy. Further budgetary constraints placed on state and university could impact our services again. With the increase in services seen in Career Services over the past 3 years, this may put a further strain on the staff which could cause morale, discontentment and staffing challenges.

**DIRECTOR PARTICIPATION ON COMMITTEES**

**JENNA CRABB, Director**

**University Committees:** Student Graduation and Engagement Task Force, Academic Advisor Task Force, Academic Advisor Training, Assessment Committee, On-Line Customer Service Training Program, Provost Advising Committee, Graduation Express, Communication Plan Committee, Transfer Initiatives committee, Counselor-Advisor Alignment committee, UAC Management Committee,

**Professional Involvement:** member-Past President NMCA, NMCDA, ACA, NCDA, ACES, AMCD, ACCA, NACE, MPACE, President/Past president of NMCCCE, President/past president of NMCA. Presentation to local businesses and corporations. Annual Presenter at NMASAP Symposium.

**Community Involvement:** Congressman Heinrich Forum (M.C. for the event); Adjunct Professor: UNM (OLIT and Counselor Education programs) and NMHU-Rio Rancho; NM Career Match administrator with AED, French’s Family of Companies, WIRED initiatives, UNM Foundations, Department of Labor, Rio Rancho Economic Development, various employers and organizations within New Mexico and nationally, Albuquerque Chamber of Commerce, Hispanic Chamber of Commerce, Presentations to community groups on generational differences, leadership and management. Presented at YWCA Women’s conference on Leadership and Diversity. Believe in NM Girl’s Conference Presenter;
**Division of Student Affairs**

**Office of Career Services Annual Report 2010-2011**

Submitted by Jenna Crabb, Director

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**Development:** Completing PhD in Counselor Education with a minor in Organizational Learning and Instructional Technology (OLIT); Teaching Graduate Counseling classes and Graduate OLIT classes; Attend and present at national and state wide conferences; present various topics to organizations and corporations around New Mexico.

**Collaboration with Student Affairs departments:** Accessibility Resource Center, SUB, CEOP, Dean of Students, Residence Life, Mentoring Institute, Title V, Parent Relations Office, Student Activities Center, Student Counseling, AFROTC, ARMYROTC, Women’s Resource Center.

**Collaboration with campus departments:**
Strong relationship with all colleges; LGBTQ Resource Center; HR, University College, University College Advisement Center, Office of Graduate Studies, PNMGC, SOE-Student Services, ASM-Career Services, El Centro de la Raza, AISS, Enrollment Management, all the colleges within UNM, and the branches of UNM.

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**STAFF PARTICIPATION ON COMMITTEES**

**CATHY (MARY CATHERINE) CHALK, Supervisor, Administrative Support**

**University Committees:** Department Representative for Career Services for the United Way campaign.

**Professional Involvement:** None

**Community Involvement:** Old Town Optimist club

**Development:** None

**Collaboration with Student Affairs departments:** None

**Collaboration with campus departments:** Dean of Students; S-CAP outreach to various student organizations.

**ANGELA CHAVEZ-BROCK, CDF 2**

**University committees:** N/A

**Professional involvement:** NCDA, ACA, NMCA, NMCDA, Conferences: NCDA, NMCA, Mentoring Conference, Career On-line Conference, Volunteer at Carrie Tingly Hospital, attended OT information session

**Community involvement:** Tours of organization in Albuquerque (Popejoy, FBI, Tricore labs, National Indian Programs Training Center, NM legislature) NMHU Counseling program presentation: MBTI/SII & Career Card Sorts, Coordination of Career Carnival, collaboration of architecture fair, Martin Heinrich table for Job Fair

**Development:** Biology 124L, Career Services Counseling Interns orientation training and weekly training of master level interns

**Collaboration with Student Affairs departments:** Coordination of Loborientation table, Coordination of Parent Orientation speakers, Speaker for Loborientation Career Services overview, Coordination with OIPS for co-op, presentation for OIPS international students, Presentation for College Readiness Program

**Collaboration with campus departments:** Liaison to School of Architecture, co-op with OIPS and colleges at UNM, Teaching sophomore seminars, Biology table, presentations at school of architecture, coordination/collaboration of school of architecture career fair, attendance of C&J internship fair, coordination of Counseling department traverse students, Pi Beta Phi presentation on graduate school
Autumn Collins, CDF 1
University committees: 2011 UNM Student Affairs Fellow
Professional involvement: NCDA, ACA, NMCA (VP Professional Development), NMCDA, NASPA, Conferences: NCDA, NMCDA, NM student affairs symposium.
Community involvement: attended tours of organizations in Albuquerque (FBI, UNM School of Pharmacy), Student Athlete Mentor
Development: Taught MGT 398 Career Management Skills at Anderson School of Management Spring and Fall 2011 totaling 4 credits and 69 students
Collaboration with Student Affairs departments: 2011 UNM Student Affairs Fellow, Assisted with Curanderismo class for Dr. Eliseo Torres, Co-hosted The Louie Awards, Discover UNM Lobo Orientation table, Speaker for Lobo Orientation Career Services overview,
Collaboration with campus departments: Student athletes, ASM, IFDM, LGBTQ Resource Center, Fine Arts, Graduate Resource Center liaison.

Caitlin Henke, CDF 1
University committees: Learning and Living Communities Task Force
Teaching: Helped teach University 216 class spring 2011
Professional involvement STATE: New Mexico Counseling Association – Government Relations Chair / NMCA CEC workshop series coordinator (through June 2011)
New Mexico Career Development Association-member/ President Elect
Professional involvement NATIONAL: National Career Development Association; American Counseling Association
Community involvement: Martin Heinrich table for Job Fair and presentation, Presentation on college prep and choosing a major for adolescent girls at Desert hills, Mental Health Symposium - Listening and Resource Room
Professional Development: Workshops: Emotional IQ through EOD, The Nuts and Bolts of Ethics (6CECs), Ethics: Power and Control: When Counselors Abuse (3 CEC), Supervising a multigenerational staff (3CECs), Ethics and Cyberbullying (3CECs), Passed national Counseling exam and received LMHC license
Collaboration with Student Affairs departments: Step Program: Presentations: career fair prep, understanding the job offer, networking, negotiation skills. Lobo Orientation: hosted a table, presented on overview of Career Services for students and parents. LLC: Presenter: freshman introduction/orientation and career services overview
Collaboration with campus departments: Accessibility Resource Center, Workforce Recruitment Program, College of Arts and Sciences, LGBTQ Resource Center, College of Education: Monthly presentations on Resumes cover letters, and interviewing skills. Collaboration with the Biology Department BATS program: presentations, Collaborate with University Advisement center to put on Career awareness workshops, Graduate Resource Center: presentations on applying to graduate school, CV Development and negotiation skills, University advisement and Arts and Sciences Advisement. Presentations: Informal Myers Briggs and team building
Cassandra Chavez, CDF 1  
**University committees:** Veterans Resource Center – To start a Veterans orientation  
**Professional involvement:** NMCA Treasurer 2009-2010  
NMCD 2A President 2010-2011  
**Community involvement:** San Felipe: Presentation on Informal Strong and Career Choices; Presentation on Resumes and Interviewing for Heinrich outreach program; Presentation on why College is best for them to Desert Hill community; Junior League of Albuquerque – Member; Make-A-Wish Foundation – Volunteer – wish grantor  
**Development:** Chemistry 121; Developmental Psychology; Biomedical Ethics; Nutrition; 3 Ethics seminars  
**Collaboration with campus departments:** College of Education, Student Organizations; Veterans Resource Center: Weekly office hours and presentations; Greek Life: presentations; HR: planning presentations for Veterans to get jobs with UNM  

ERIN LOADER, Senior Graphic Designer (hired January 2011)  
**University Committees:**  
**Professional Involvement:**  
**Community Involvement:** Bike ABQ member, active in all Nob Hill small business events and promotions, Participate in the MS ride and donate every year, Hold an active blog for Ghost Bike in ABQ promoting bicycle safety.  
**Development:** Masters OLIT - Focus Organizational learning through social media.  
**Collaboration with Student Affairs departments:** Dean of Students  
**Collaboration with campus departments:** University Communications and Marketing, UCAC, Enrollment Management, CEOP, Dean of Students (folder for orientation and building poster, APPLE), School of Engineering, Anderson School of Management, School of Education.  

JAYSON CAPPS, Senior Graphic Designer (resigned September 2010)  
**University Committees:** Student Affairs Marketing and Branding Committee, Graduation Task Force  
**Professional Involvement:** NMCC, MPACE  
**Community Involvement:** NM Career Match with Albuquerque Economic Development and Rick Johnson and Company  
**Development:** Adobe Premier Video Editing  
**Collaboration with Student Affairs departments:** SUB, Parent Relations, Student Affairs Fellow
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Collaboration with campus departments: University Communications and Marketing, ASM, College of Education

KEITH HITZ, On-Campus Recruiting Coordinator
University Committees: Graduate Task Force and Student Engagement Committee, Facebook Users Group.
Professional Involvement: NMCCEE, NASPA, NACE, Albuquerque Hispano Chamber of Commerce, Albuquerque Chamber of Commerce, NMCDA, Albuquerque Economic Development
Community Involvement: Workforce Solutions
Development: Currently pursuing a Master’s of Advanced Accounting (MACCT)
Collaboration with Student Affairs departments: Through the Graduate Task Force Committee: Dean of Students, Student Activities.
Collaboration with campus departments: Public Administration, Anderson School of Management Career Service Center, School of Engineering, UNM Event Planning, UNM Veteran's Resource Center, Alumni Association.

RAGINA PENNA, Administrative Assistant 2
University Committees: None
Professional Involvement: None
Community Involvement:
Development: Obtaining Bachelor of Arts degree in Psychology
Collaboration with Student Affairs departments: None
Collaboration with campus departments: None

RICHARD ROSS, CDF 1
University committees: Disney College Program Staff Sponsor, St Judes "Up til Dawn" Staff Sponsor, Judo Club Staff Sponsor
Professional involvement: NMCA, NMCDA, NMGCDF
Development: Weight Lifting, Karate
Collaboration with Student Affairs departments: Valencia Campus, LOBOrientation
Collaboration with campus departments: Valencia Campus, El Centro, AISS, AASS, University College

NATHAN SWEET, LAN Administrator
University committees: IT-Agents, Student Affairs Marketing and Branding Committee, Student Affairs IT, Information Architecture committee
Professional involvement: none
Community involvement: None
Development: MBA Program
Collaboration with Student Affairs Departments: CEP/CEOP, Vice President’s Office for Student Affairs
Collaboration with campus departments:
STUDENT STAFF:

**Hau Ngoc (Tommy) Nguyen**: Pursuing a Bachelor of Business Administration & Management, concentrating in International Management  
**Madi Richards**: Pursuing a Bachelor of Arts in Psychology with a concentration in Basics in Addictions Counseling  
**Aaron Smith**: Pursuing a Bachelor of Arts degree in Psychology.  
**Kelsi King**: Pursuing a Bachelor of Science in Nursing  
**Lijuan Yu**: Pursuing a Masters in OLIT.

**STAFFING UPDATE (JULY 1, 2010– JUNE 30, 2011)**

### Staff Appointments

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of hire</th>
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<tbody>
<tr>
<td>Cassandra Costley</td>
<td>September 2010</td>
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<tr>
<td>Paul Fornell</td>
<td>October 2010</td>
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<tr>
<td>Rebecca Anderson</td>
<td>December 2010</td>
</tr>
<tr>
<td>Ragina Pena</td>
<td>January 2011</td>
</tr>
<tr>
<td>Erin Loader</td>
<td>January 2011</td>
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</tbody>
</table>

### Staff Separations

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of Separation</th>
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<tbody>
<tr>
<td>Marty Apodaca</td>
<td>July 2010</td>
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<tr>
<td>Jayson Capps</td>
<td>September 2010</td>
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<tr>
<td>Lalita Lopez</td>
<td>November 2010</td>
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<tr>
<td>Angela Chavez-Brock</td>
<td>January 2011</td>
</tr>
<tr>
<td>Paul Fornell</td>
<td>March 2011</td>
</tr>
<tr>
<td>Rebecca Anderson</td>
<td>April 2011</td>
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