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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 five (5) student employees; three 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.

### 2011 – 2012 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.
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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 2011
  Total Number of OCR Schedules/Events: 64
  Total Number of Organizations: 37
  Total Number of Organizations Hiring for NM Employment: 24
  Total Number of Student Contacts: 859

• Spring 2012
  Total Number of OCR Schedules/Events: 63
  Total Number of Organizations: 28
  Total Number of Organizations Hiring for NM Employment: 17
  Total Number of Student Contacts: 675

Career Fair Outcomes:

• Fall 2011 (Science and Engineering Career Fair, Business and Accounting* Career Fair, Graduate and Professional School Fair, and Public Service Career Showcase)
  Total Number of Organizations: 190
  Total Number of Student Contacts: 3094
*Note: Accounting fair was new this year to Career Services. Anderson School of Management asked our office to assist with the management of this fair.

• Spring 2012 (Career Expo, Student Summer Job and Internship Fair, Educators Career Fair*)
  Total Number of Organizations: 152
  Total Number of Student Contacts: 2733
*Note: Architecture and Planning Career Fair did not take place due to economic outlook for this field. Student Summer Job and Internship Fair was new this year.

Outcome Measurements

• Data collected via Lobo Career Connection and headcounts at outreach events, report functions and outreach to recruiters.
2. **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 fall 2011 graduates:

<table>
<thead>
<tr>
<th>Solicited</th>
<th>Responded</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,666</td>
<td>167</td>
<td>10.11%*</td>
</tr>
</tbody>
</table>

Data for summer 2011 graduates:

<table>
<thead>
<tr>
<th>Solicited</th>
<th>Responded</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>797</td>
<td>78</td>
<td>9.92%*</td>
</tr>
</tbody>
</table>

Spring 2012 – Report has not been compiled at this date.

*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.

3. **Goal: 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:*
- a. Develop comprehensive reporting mechanisms for each area within Career Services: CDFs, Employer Relations, marketing and PR, benchmarking reports with NACE, etc.
- b. Work with each manager and staff member to record measurable outcomes for all that we do.
- c. Post annual report on our outcomes on our website.
Measured Result:
1. We have developed a system of reports for each of our respected areas within Career Services.
   a. Cooperative Education Reports
   b. Career fair reports
   c. Career Development Reports
   d. Annual reports
   e. Graduate Follow-Up Survey
   f. S-CAP report
   g. Benchmarking reports (from associations)
   h. Dashboard Statistics for Career Services

2. Once we have updated our website, select reports will now be published on our 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 Kloeppel, 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>2011-2012 Total Walk-ins*</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2011: 59</td>
<td>January 2012: 94</td>
<td></td>
</tr>
<tr>
<td>August 2011: 83</td>
<td>February 2012: 168</td>
<td></td>
</tr>
<tr>
<td>September 2011: 103</td>
<td>March 2012: 94</td>
<td></td>
</tr>
<tr>
<td>October 2011: 87</td>
<td>April 2012: 88</td>
<td></td>
</tr>
<tr>
<td>November 2011: 101</td>
<td>May 2012: 88</td>
<td></td>
</tr>
<tr>
<td>December 2011: 67</td>
<td>June 2012: 42</td>
<td></td>
</tr>
</tbody>
</table>

Total Walk-Ins for Fiscal Year 11/12: 1,074 students served

<table>
<thead>
<tr>
<th>2011-2012 Total appointments*</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2011: 66</td>
<td>January 2012: 117</td>
<td></td>
</tr>
<tr>
<td>August 2011: 81</td>
<td>February 2012: 82</td>
<td></td>
</tr>
<tr>
<td>September 2011: 79</td>
<td>March 2012: 78</td>
<td></td>
</tr>
<tr>
<td>October 2011: 74</td>
<td>April 2012: 74</td>
<td></td>
</tr>
<tr>
<td>November 2011: 70</td>
<td>May 2012: 105</td>
<td></td>
</tr>
<tr>
<td>December 2011: 78</td>
<td>June 2012: 54</td>
<td></td>
</tr>
</tbody>
</table>

Total Appointments for Fiscal Year 11/12: 958 students served

Grand Total of Walk-ins and Appointments for Fiscal Year 11-12: 2,032 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.

<table>
<thead>
<tr>
<th></th>
<th>Total Presentations</th>
<th>Total Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2011</td>
<td>30</td>
<td>2230</td>
</tr>
<tr>
<td>August 2011</td>
<td>21</td>
<td>2065</td>
</tr>
<tr>
<td>Sept. 2011</td>
<td>30</td>
<td>1032</td>
</tr>
<tr>
<td>October 2011</td>
<td>27</td>
<td>633</td>
</tr>
<tr>
<td>November 2011</td>
<td>20</td>
<td>465</td>
</tr>
<tr>
<td>Month</td>
<td># Workshops</td>
<td>Attendance</td>
</tr>
<tr>
<td>----------</td>
<td>-------------</td>
<td>------------</td>
</tr>
<tr>
<td>December</td>
<td>9</td>
<td>234</td>
</tr>
<tr>
<td>January</td>
<td>7</td>
<td>193</td>
</tr>
<tr>
<td>February</td>
<td>15</td>
<td>333</td>
</tr>
<tr>
<td>March</td>
<td>10</td>
<td>349</td>
</tr>
<tr>
<td>April</td>
<td>21</td>
<td>591</td>
</tr>
<tr>
<td>May</td>
<td>8</td>
<td>490</td>
</tr>
<tr>
<td>June</td>
<td>30</td>
<td>1817</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>228</strong></td>
<td><strong>10,432</strong></td>
</tr>
</tbody>
</table>

*Staff members that present workshops*

### Spring Data

<table>
<thead>
<tr>
<th></th>
<th>Spring 2009</th>
<th>Spring 2010</th>
<th>Spring 2011</th>
<th>Spring 2012</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Workshops</td>
<td>55</td>
<td>100</td>
<td>91</td>
<td>61</td>
<td>307</td>
</tr>
<tr>
<td>Attendance</td>
<td>971</td>
<td>1673</td>
<td>2937</td>
<td>1956</td>
<td>7537</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td># of Workshops</td>
<td>81.8% Increase</td>
<td>9% Decrease</td>
<td>32% Decrease</td>
<td>11% Increase</td>
</tr>
<tr>
<td>Attendance</td>
<td>72.3% Increase</td>
<td>75.5% Increase</td>
<td>33% Decrease</td>
<td>101.4% Increase</td>
</tr>
</tbody>
</table>

### Summer Data

<table>
<thead>
<tr>
<th></th>
<th>Summer 2009</th>
<th>Summer 2010</th>
<th>Summer 2011</th>
<th>Summer 2012</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Workshops</td>
<td>46</td>
<td>43</td>
<td>56</td>
<td>145</td>
<td></td>
</tr>
<tr>
<td>Attendance</td>
<td>1055</td>
<td>1658</td>
<td>4626</td>
<td>7339</td>
<td></td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td># of Workshops</td>
<td>6.5% Decrease</td>
<td>30.2% Increase</td>
<td></td>
<td>21.7% Increase</td>
</tr>
<tr>
<td>Attendance</td>
<td>57.2% Increase</td>
<td>57.2% Increase</td>
<td></td>
<td>388.5% Increase</td>
</tr>
</tbody>
</table>
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Office of Career Services  Annual Report 2011-2012  
Submitted by Jenna Crabb, Director

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### 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># of Workshops</td>
<td>105</td>
<td>108</td>
<td>107</td>
<td>320</td>
</tr>
<tr>
<td>Attendance</td>
<td>2237</td>
<td>2970</td>
<td>4429</td>
<td>9636</td>
</tr>
</tbody>
</table>

### % Change

<table>
<thead>
<tr>
<th></th>
<th>Fall 2009-Fall 2010</th>
<th>Fall 2010-Fall 2011</th>
<th>Fall 2011-Fall 2012</th>
<th>Fall 2009-Fall 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Workshops</td>
<td>3% Increase</td>
<td>.9% Decrease</td>
<td>1.9% Increase</td>
<td></td>
</tr>
<tr>
<td>Attendance</td>
<td>32.8% Increase</td>
<td>49.1% Increase</td>
<td>98% Increase</td>
<td></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 2011/2012 academic year Career Services received $36,634.88 from SFRB.

- 83% Applicants Awarded (67)
- 4% Applicants Denied (3)
- 14% Applications Withdrawn (11)

**Graduate vs. Undergraduate Applicants**

- 62% Graduate Students (50)
- 39% Undergraduate Students (31)

**Male vs. Female Applicants**

- 34% Male (27)
- 56% Female (45)
- 12% No Answer (9)

**Students Native to New Mexico vs. Students from Out of State**

- 30% Native New Mexicans (24)
- 57% Non-Native New Mexicans (46)
- 14% No Answer (11)
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.

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>

Fall 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>5</td>
</tr>
<tr>
<td>Master’s Level</td>
<td>17</td>
</tr>
<tr>
<td>Doctorate Level</td>
<td>16</td>
</tr>
<tr>
<td>Total:</td>
<td>38</td>
</tr>
</tbody>
</table>

Spring 2012 Co-Op Students:

<table>
<thead>
<tr>
<th>Class Standing</th>
<th>Number of students participating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>12</td>
</tr>
<tr>
<td>Master’s Level</td>
<td>19</td>
</tr>
<tr>
<td>Doctorate Level</td>
<td>23</td>
</tr>
<tr>
<td>Total:</td>
<td>54</td>
</tr>
</tbody>
</table>

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

How:
- 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.
- Active Leadership roles in Associations and Membership.
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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.

6. **Goal: 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:** Please see organizational chart
- 1. We strategically did not hire multiple positions:
   - 1. Manager, Career Counseling
   - 2. OCR Coordinator
   - 3. CDF 1
   - 4. LAN Administrator

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**2012-2013 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:*

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.
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- Regular email invitations to participate in upcoming career events.
- Connecting employers to faculty in the academic programs of interest to the employer.
- Continue to host and improve upon delivery of annual Career Expo, Internship Fair, 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.
- 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.
- Continue to be a resource to employers seeking employer information/statistic about UNM graduates.
- Work with CNM to provide a collaborative resource for our collective students and employers.
- Maintain a strong leadership role with the New Mexico Consortium of Career Educators and Employers (NMCCEE).
- 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

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

**How:**
- Create a new and updated survey in order to meet the demands and accreditation information needed from colleges and the University.
- Continue to conduct the Graduate Follow-Up Survey in a timely manner.
- Utilize Student Voice for survey.
- 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:
   a. Develop comprehensive reporting mechanisms for each area within Career Services: CDFs, Employer Relations, marketing and PR, benchmarking reports with NACE, etc.
   b. Work with each manager and staff member to record measurable outcomes for all that we do.
   c. 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:
   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

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

Deadline: On-going each semester
Division of Student Affairs  
Office of Career Services Annual Report 2011-2012  
Submitted by Jenna Crabb, Director

5.  
What: 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 and branch campuses

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

Deadline: On-going each semester

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.

- We restructured Career Services for 2010 - present:
  - We did not hire a Manager, Career Counseling from April 2010 – present.
  - We did not hire the Manager, Employer Outreach until August 2011.
  - We did not hire the On-Campus Recruiting Coordinator from July 2011-current.
  - We have left two Career Development Facilitator positions open and unfilled.
  - We did not hire the LAN Administrator
- We have limited catering costs for events and sponsorships (other departments).
- We have limited marketing costs by cutting back on advertisements.
- We have limited our support to branch campus’ due to travel costs as well as staffing limitations.
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.

Presentations 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;

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.

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: ASA-CC (Administrative Support Alliance-Central Connect)

Community Involvement: None

Development: (Not sure if this one is talking about school) - Currently pursuing Assoc of Arts in Business Administration

Collaboration with Student Affairs departments: None

Collaboration with campus departments: Dean of Students; S-CAP outreach to various student organizations.
AUTUMN COLLINS, CDF II
Professional involvement: NCDA, ACA, NMCA, NMCDA, NASPA
Community involvement: Attended 200 hour yoga teacher training in Santa Fe, NM, conducted numerous community presentations on Generational Differences and MBTI to audiences ranging in size from 50 to 160.
Development: Taught five sections MGT 398 Career Management Skills (three sections ITV) at Anderson School of Management Spring and Fall 2012 and UNIV 101 College Success Seminar in Fall 2012 totaling 8 credits and instructing 194 students
Collaboration with campus departments: Student athletes, ASM, IFDM, LGBTQ Resource Center, Fine Arts, QSA, Graduate Resource Center liaison.

CAITLIN HENKE, CDF 2
University committee: probation students through UCAC,
Professional Involvement STATE: New Mexico Counseling Association – Active member
New Mexico Career Development Association-member/ President elect 2011/President 2012
NATIONAL: National Career Development Association; American Counseling Association
Community involvement: Worked on NIH contract for behavioral health, created new behavioral health company: IDEA, have two new contracts in for review dealing with the LGBT population and healthcare
Professional Development: Workshop: Personality Disorders: the hidden agenda Ethics (6CECs), Renewed LMHC license
Collaboration with Student Affairs departments: 2012 Student Affairs Fellow; helping to organize and participate in the Louies, the 2013 Symposium, the 2012 golf tournament etc. Participated in NUPF program, mentoring 1 undergraduate student. Step Program: Presentations: career fair prep, understanding the job offer, networking, negotiation skills. Lobo Orientation: hosted a table, presented on overview of Career Services,
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, High School Equivalency Program: Presentations for Informal Strong, Resume and Interviewing Skills, Career Choices., and etiquette. College Assistance Migrant Program: Presentations for Informal Strong, Resume and Interviewing Skills, Career Choices, Student Support Services: Presentations for Informal Myers Briggs – Team Building Exercise, Resume and Interviewing Skills.
CASSANDRA CHAVEZ, CDF 1

**University committees:** Veterans Resource Center Task Force Committee
MOCI – UNM Men of Color Initiative

**Professional involvement:**
NMCDA President 2011-2012; UNM Young Alumni Association Board Member – 2012-Present;
Committees: Community Service and Professional Development

**Community involvement:**
Junior League of Albuquerque – Informal Myers-Briggs Presentations to help with Communication
Presentation on Resumes and Interviewing for Heinrich outreach program; Presentation on why College
is best for them to underprivileged youth in private youth program; Junior League of Albuquerque –
Member; Volunteer; Make-A-Wish Foundation – Volunteer – wishes granter; Presbyterian – Volunteer in
Mother Baby Department

**Professional Development:** Attend various conferences and workshops associated with career
development through NMCA, NCDA, NMCCEE

**Collaboration with Student Affairs departments:**
Upward Bound: Presentations for Informal Strong, Resume and Interviewing Skills, Career Choices
High School Equivalency Program: Presentations for Informal Strong, Resume and Interviewing Skills,
Career Choices, and etiquette
College Assistance Migrant Program: Presentations for Informal Strong, Resume and Interviewing Skills,
Career Choices, Student Support Services: Presentations for Informal Myers Briggs – Team Building
Exercise, Resume and Interviewing Skills, Parent Relations Office: Presentation for Parent Experience
Program – Benefits of Receiving a College Education
Presentations for Orientation for incoming freshmen and their parents

**Collaboration with campus departments:** School of Engineering: Weekly Office Hours, Multiple
Presentations, Collaboration with SWE, WISE, NSF Scholars and AISES
School of Architecture and Planning: Multiple Presentations and finding a way to do a job fair for them.
College of Education – Presentations on Portfolios and job searching
Student Organizations – Presentation on various topics
Veterans Resource Center: Weekly office hours and presentations;
Greek Life: presentations and leadership conference planning and follow through
HR: planning presentations for Veterans to get jobs with UNM – performing presentations the first
Tuesday of every month. Went with HR to various job fairs to publicize and help veterans to get jobs at
UNM

ERIN LOADER, Senior Graphic Designer (hired January 2011)

**University Committees:** MSM Marketing Committee

**Professional Involvement:** None

**Community Involvement:** Bike ABQ member, active in all Nob Hill small business events and

**Development:** Masters OLIT - Focus Improving Organizational learning.

**Collaboration with Student Affairs departments:** Dean of Students, University Advisement
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.

KEITH HITZ, Employer Outreach Manager
University Committees: Graduate Task Force and Student Engagement Committee, Facebook Users Group.
Professional Involvement: NMCCCE, NASPA, NACE, SOACE, Albuquerque Hispano Chamber of Commerce, Greater Albuquerque Chamber of Commerce, NMCDA, Albuquerque Economic Development
Community Involvement: Workforce Connections
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, School of Pharmacy, School of Law.

RAGINA PENA, 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, Shepherd School
Collaboration with Student Affairs departments: LOBOrientation
Collaboration with campus departments: El Centro, AISS, AASS, University College

Hau Ngoc (Tommy) Nguyen: Professional Intern
Pursuing a Master’s of Business Administration

STUDENT STAFF:
Jocelyn Richards, Pursuing a Bachelor degree in Fine Arts, 2nd year
Michael “Tea” Rugely, Pursuing a Bachelor Degree in Physics and Foreign Languages. 2nd year
Jose Lopez-Guerra
STAFFING UPDATE (JULY 1, 2011– JUNE 30, 2012)

Staff Appointments

Name     Date of hire
Heather VerBrugge  August 13, 2012

Staff Separations

Name     Date of Separation
None

ORGANIZATION CHART