

December 1, 2020

TO: Blanche Hughes, Vice President of Student Affairs

FROM: Jon Cleveland, Executive Director of Career Services; Barb Richardson, Director of Assessment and Operations

RE: VPSA Executive Summary of the Career Center Program Review

The Career Center team launched their program review process in the Summer of 2019, which was led by Barb Richardson, now Director of Assessment and Operations (previously Senior Associate Director) and supported by a committee of internal Career Center team members (Jon Cleveland, Madigan Turnquist, Jenny Kim, Greg Head, Sam Boren, and Tyler Bowers). The program review was completed approximately 12 months after the launch in the early fall of 2020. In addition to the extensive assessment and reflection required through the program review, the process also included the committee conducting a site visit to the University of Washington.

The Career Center today bears little resemblance to the Career Center when the last program review was completed nearly 10 years ago. The Center is in a different physical location, has grown greatly in personnel, has taken on increasingly high-priority institutional responsibilities, and has shifted its philosophy and priorities. Through the program review, it has been affirmed that the CSU Career Center is well-positioned, both in meeting and achieving national association best practices, and in comparison to other institutions. The Career Center is appropriately staffed, supported by institutional leadership, working to incorporate career services throughout the institution, and vision and mission driven.

Most notably, the Career Center is emerging as a leader in equity- and inclusion-related career services work, something that has been substantively lacking in career services nationally. The site visit, staff presence and participation at national conferences, the social justice model for career education, interrogating of white- and male-centric notions of traditional career services, and working to incorporate equity and inclusion into day-to-day practices are all examples of the positive direction the Career Center is headed.

Several items were identified as areas of opportunity for continuing to move the Career Center forward. Examples include:

- (a) using our influence to engage employers in conversations about equitable and inclusive workplaces,
- (b) interrogating why our full-time staff is predominantly white and working to diversify our team,
- (c) building momentum behind the CSU Career Competencies to provide a common language and goal for career education across campus,
- (d) focusing on building deeper collaboration with the academic advising community on campus to promote student success with special attention to underserved student populations on our campus,
- (e) creating and sustaining more access to high-impact work opportunities for students,
- (f) providing more campus-level support for internships,
- (g) implementing new event and marketing processes in the Center that are currently presented unnecessary barriers for the team,
- (h) reevaluating the Center's student staff model to ensure all positions are in line with our vision for campus employment, and
- (i) developing a deeper understanding of how the economy and industry trends impacts the job search and share that knowledge between the Employer Connections team and the Career Education team.