

# STUDENT SERVICES FEE (SSF)

2023-24

## DEPARTMENTAL REPORT TO THE COUNCIL ON STUDENT AFFAIRS AND FEES (COSAF)

### SECTION 1: DEPARTMENT SSF DATA

*The following data was provided to COSAF from Budget & Intuition Analysis and Student Affairs Divisional Resources*

Student Services Fee Recipient:	<b>Internship &amp; Career Center</b>
Contact:	Marcie Kirk Holland
Finance Manager:	Michael Rogai
Total 2023-24 SSF Projected Allocation:	\$3,069,909
Percent of Overall Budget Funded by SSF:	81%
Approximate percent of the total 2023-24 SSF revenue:	8%

Expense	2022-23 SSF Actuals	2023-24 Projected SSF Allocation
Salaries/Benefits	\$2,408,603	\$3,069,909
Operational Costs	\$12,063	\$0
Other	\$0	\$0
<b>TOTAL</b>	<b>\$2,420,667</b>	<b>\$3,069,909</b>

Explanation if over a 10% differential between 2022-23 and 2023-24:

Like workplaces nationwide, and throughout UC Davis, the ICC experienced higher than usual staff turnover in the last several years. It takes four to six months to fill positions, longer when there are failed searches. Because so much of the ICC's Student Services Fees are used for staff salaries this resulted in a spending shortfall.

### SECTION 2: DEPARTMENT RESPONSES

*Use as much space as needed*

#### 1. Please provide a general description of your department's function

##### **The UC Davis Internship and Career Center, connects Aggies to careers**

The Internship and Career Center (ICC) prides itself in its flexibility and ability to be innovative as we provide comprehensive career and professional development services to guide students (undergraduate and advanced degree) and recent alumni in making informed career choices and connections. A centralized career center, the ICC builds relationships with employers, facilitating their connections with students across disciplines in internships and career employment, while enhancing classroom knowledge and preparing students to be career ready. This includes helping to frame on-campus student jobs as career development. The COVID-19 pandemic accelerated the ICC's goal to make

services accessible 24/7. Since campus lifted COVID restrictions, the ICC has successfully maintained the best of remote and in-person operations. The result is a truly hybrid unit in which students and employers have choices about how and where they engage with ICC services. We plan to continue to offer a hybrid service delivery model, with virtual advising and services as well as in-person services to meet student needs in 2023-24. These include remote/asynchronous resume and cover letter reviews, virtual workshops and employer information sessions. The [ICC YouTube channel](#) expanded significantly during the pandemic, has maintained its value, with some offerings being viewed tens of THOUSANDS of times. Our video on Artificial Intelligence in the job search process actually brought UC Davis nationwide attention and resulted [in a piece](#) in the Washington Post.

We are thrilled with the engagement of students and employers at our five in-person fairs, and will expand on the success later in this report. However, we will still strategically offer virtual career fairs to engage students in their student job, internship, or career job search over the summer. By aligning with the recruitment calendar of campuses on the semester system, we will enhance the competitiveness of UC Davis students. Flexibility and innovation are the key to our continued and future success in connecting students with careers.

Regardless of how services are delivered, the ICC seeks to make career and professional development a part of EVERY UC Davis student's experience. The executive director of the ICC is the co-champion with Provost Croughan for the Aggie Launch Big Idea which is a priority of the comprehensive fundraising campaign which launched in October 2020. Aggie Launch is envisioned to help UC Davis' ambitious goal of having EVERY UC Davis student engage in career preparation become a reality. This cannot be the responsibility of the ICC alone. Over the past several years over 200 faculty and staff participated in a collaborative learning and planning process known as the Aggie Launch Collective (ALC). The seven sub-groups that formed ALC developed key findings and recommendations for campus actions to contribute toward the goals of Aggie Launch. In August 2023 Provost Croughan charged Vice Chancellor of Student Affairs Pablo Reguerin and Vice Provost and Dean of Undergraduate Education Michael Bradford with implementing additional Aggie Launch recommendations. Much of the work of Aggie Launch will be done by ICC staff, paid by SSF. Therefore, Aggie Launch endeavors will leverage the annual support received from COSAF to serve students and close post-graduation equity gaps.

We would be remiss if we did not mention another innovative project that involved the ICC this year. In partnership with Student Affairs, the ICC administers [Sacramento Valley College Corps](#), an Americorps-affiliated program that provides up to \$7,000 academic year funding to students that otherwise would not be able to engage in such an extensive way in service to the community. Students who complete 450 hours of service are eligible for a \$3,000 education grant as well. College Corps is a classic win:win. Students gain career clarifying experience, build a professional network, develop skills and have the satisfaction of giving back to the community. Local community organizations and schools receive support to address some of California's most pressing needs: COVID-related K-12 learning loss, climate change and basic needs. This ICC is proud to have been part of this program from its inception through success with the first cohort in 2022-23. SVCC Cohort Two will run through the 2023-24 academic year. Though the funding for the program comes from external sources, the infrastructure, campus and community knowledge and career development expertise of the ICC provided a foundation which allowed our campus to be a model program. It is an example of how COSAF funding of ICC staff can be leveraged to even greater impact. Additionally, it demonstrates the ICC's commitment to innovation in order to meet student needs and close equity gaps.

### **ICC Mission Statement**

The Internship and Career Center equips UC Davis Aggies with the professional knowledge, skills, and connections to thrive as they launch their career journeys.

### **ICC Guiding Principles**

We provide services that equip students to develop skills, refine career goals, integrate classroom learning and develop networks in a professional work environment through internships and other opportunities.

We promote career and professional development as a central part of the UC Davis experience through coordinated services and effective partnerships with faculty, staff, employers, parents and alumni.

We uphold the Principles of Community to ensure engagement with our diverse campus, including those traditionally underrepresented. We recognize the financial challenges that many students face; we strive to facilitate funded internships, research opportunities and part time jobs both on and off campus.

We partner with employers to provide high quality opportunities for students to apply principles and theories learned in the classroom, demystify the job search process, explore careers and develop professional contacts.

We prepare students to successfully transition to satisfying careers in which the benefits of their UC Davis education enhance lifelong career experiences and contribute to society through their leadership in business, government and nonprofit sectors.

We utilize technology and innovation to serve and prepare the leaders of today and tomorrow. To achieve our goals, we routinely assess our services, use metric-based decision making, analyze labor market data, utilize technology, pursue staff training, share our accomplishments and encourage each other to grow.

## **2. Please list the departmental program(s) and/or service(s) specifically funded by the Student Services Fee**

Student Service Fees are used to fund salaries at the ICC. Twenty-five of our 33.5 staff or nearly 75% of ICC's career positions are made possible thanks to Student Services Fee funding. The other staff are paid by grant funds, which with the SVCC (see above), grew significantly this year. Because so many ICC staff are paid by Student Services Fees, they fund the core of all ICC functions, including but not limited to the following:

### **Internships (Undergraduate and Graduate students)**

In-person internships and events continue to resume following the pandemic. We have maintained close contact with internship providers. Some have shifted to hybrid or remote positions. Others have re-opened their offerings. Others have confirmed interest in resuming internships this year. Regardless of the format of the internship, or if it is undergraduate or graduate students searching, Handshake (managed by the ICC) is used as the platform where internship and career positions are posted. There are literally thousands of internship postings each week.

The following is a partial listing of the thousands of internship placements we have historically offered and, if not currently at full capacity, we will remain vigilant to revive. Please note, these placements serve students across disciplines and majors.

- Health-Related Internships (HRI) – hospital and clinical placements. We have begun to reinstate the 700 placements per quarter canceled in late winter 2020. Many more will be offered in 2023-24. We continue to strive to develop alternatives, but it remains a struggle to replicate clinical placements.
- Teaching Assistant Internships - For more than three decades the ICC has fostered connections between local K-12 schools and students interested in exploring teaching as a career via an internship. Some pursue this exploration directly through the ICC, others enroll in courses such as EDU 100 but need assistance with finding placements.
- UC Center Sacramento (UCCS) – regional policy and government placements. The ICC promotes and processes UC Davis applications. Since its inception as part of the ICC over two decades ago, UC Davis places the largest portion of students at UCCS each quarter.
- The ICC hires and trains as many as 40 UC Davis student employees to work with ICC each year. The majority are undergraduates, but several advanced degree students provide peer to peer advising to fellow graduate students. Though ICC peer advisors are not paid by student fees, their supervisors are. With guidance and support of career staff, ICC student staff play a critical role in service delivery, including the creation of the ICC YouTube Channel which includes a robust offering of videos and tutorials that continue to be popular. Numerous of these videos have been viewed nearly 40 thousand times. The Resume vs. CV video has been viewed over 100,000 times!

### **Cutting edge, innovative, equity-minded approaches to experiential learning**

Participating in an internship is a high impact career mobility practice. They not only help students land their first career position, they prepare them for mobility in their field. The impact is positive for both undergraduate and graduate students. Research conducted in a collaboration with UC Davis Graduate Studies, the ICC and UCSF indicates internships for graduate students reduces “default post-docs” by about 40%. Not all students (undergraduate and graduate) can participate in internships, so we strive to bring experiential learning to all through innovative services. Here are a few examples:

- [Grants for Experiential Learning \(ELO\)](#) - To address equity gaps in participation in internships, thanks to donor funding, the ICC launched a program in Summer 2021 to provide funding to students engaged in internships or research that would otherwise be unpaid. In 2023, the Division of Student Affairs approved use of SSF unspent due to staff vacancies to augment the number of grants awarded. Thanks, in part, to this infusion of funds, 29 students were funded in 2023. The previous two years we were only able to fund four students/year. Note: the ICC administers a similar program for graduate students with funding for the students from Graduate Studies. However, the program is administered by ICC staff paid by Student Services Fees.
- For many UC Davis students, doing an internship seems like a luxury. They need the stability of a job to earn money. The ICC is involved in an initiative to upgrade on-campus Student Employment jobs to internships by adding learning objectives, and enhancing reflection. Additionally, we hope to place more effort on supporting student staff supervisors with resources that can help them better foster student staff professional development. This initiative is called Aggies@Work and a few pilot projects will be offered to departments in 2024.
- Prior to pandemic-related travel restrictions the ICC took groups of students (undergraduate and graduate) on treks to a variety of workplaces including; Google, Genentech, Clorox, Crocker Art Museum, Univision, Lucas Films and a multi-day trek in collaboration with CA&ES and Western Growers. During the pandemic, these experiences were converted to virtual format which actually increased participation. For example, the collaboration with Western Growers became a virtual meet and greet employer networking session that allowed students to participate with minimal time commitment compared to the previous multi-day bus tour. This was a positive outcome, but does not replace the importance of exposing students to work environments so they can evaluate the “fit” for themselves. We are committed to getting students back to employer sites and hope to do so 2023-24.
- River City Bank Academy – We were happy to have welcomed this offering back to South Hall in Spring 2022, facilitated by professionals from the bank. Numerous participants have been offered internship and career employment as a result of this opportunity.

### **Career Fairs, On-campus interviews and job postings**

As our mission statement says, “The ICC Connects Aggies to Careers”. This section will discuss activities that make those connections possible.

The ICC remains dedicated to our goal to have 5% more students graduate with career jobs or graduate school acceptance (Aggie Launch) each year. Preliminary data, using 2019 as a baseline, indicates this is happening! Many students make the connections for their first job after college at career fairs. We offer five, large, in-person career fairs each year.

Research shows starting the career job search, or graduate/professional school application 9-12 months prior to graduation reduces the odds of graduates being underemployed. To that end, we added a STEM Career Fair in a virtual format in September to align with employer application deadlines. Because it was offered remotely, the fact students had not yet returned to Davis was no longer a limit. Many firms make their offers for career positions by December, which means they are interviewing in August through late October. By offering students access to these employers 4-6 weeks earlier than is possible with in-person fairs, they have far better odds of securing career employment or internships with prestigious firms. This is one of two exceptions to in-person career fairs offered by the ICC. The other is the career fair that serves advanced degree students and postdoctoral scholars. Graduate students are often more willing to move further distances for career employment. The virtual format allows us to connect advanced degree students with employers from a broader geographic area seeking the specialized skills of UC Davis graduate students.

Here are a few highlights related to career fairs and other employer engagements:

- Career fairs were back in person in 2022-23! Attendance was back to, and in some cases, surpassed, pre-pandemic levels. Between 1,500-2,000 students, and 140-170 employers (350-400 representatives) attended each fair. Records were broken for career fair student and employer attendance at the Spring 2023 career fair!
- In response to the campus-wide need for a growing number of student employees, and students to find convenient, student-friendly part time jobs, the ICC remains committed to hosting at least one Aggie Job Fair (August) each year. These virtual fairs highlight student job opportunities across campus.

- Promotion of Handshake continues. As mentioned previously, this platform allows students to search thousands of internships and jobs posted in the ICC database. Because of our use of the Handshake platform, during the pandemic companies already using Handshake, like Goldman Sachs, began to recruit more broadly and connected with UC Davis. We have nurtured these relationships to maintain the opportunities for our students.
- On-campus interviewing has resumed, but at a slower pace. It shows signs of increasing, but we anticipate it will not return to pre-pandemic levels when over 1,000 initial interviews for career positions were held on campus annually.

### **Advising**

Individual advising remains a cornerstone of the ICC's service delivery. The ICC offers individual advising in both in-person and virtual formats with our team of skilled advisors on topics including; career exploration, talking with loved ones about changes in career goals (especially pre-med, pre-vet and engineering students), resume/cover letter review, searching for jobs/internships, preparing for interviews, salary negotiations etc. Our advisors (career staff) have expertise in disciplines aligned with the colleges and majors. They work with employers on a regular basis and develop deep knowledge of the employment landscape and disciplines in which they advise. They share this information with students they advise and train their peer advisors as well.

### **Workshops**

Using student attendance as an indicator of demand, many of our services continue to be offered in hybrid formats. We found virtual offerings of our workshops have had higher levels of attendance than when offered in-person.

Pre-pandemic the ICC offered over 50 standard workshops (resume, interview, etc.) in-person quarterly. As services moved to remote format, emphasis shifted to 24/7 access (videos and recordings) to timely content such as interviewing on-line. The ICC [YouTube](#) channel, mentioned earlier, features over 80 videos, some in Spanish and Chinese. In addition to these recordings, live virtual workshops remained popular and were well-attended. These offerings were recorded and made available on-line. We were shocked to find how popular some of these videos were! Some receive over 30,000 views in a single academic year! The most popular topics were: Resume vs CV, Dress for Success, Transferable Skills, and Cover Letters.

Whether on-line or in-person the ICC partners with departments and clubs to offer about 20 additional workshops/quarter, many in remote format. Topics are customized to departmental, student identity and other needs of the students we seek to engage.

HireMe Academy, the ICC's annual two-day seminar following June graduation to help recent grads launch their careers continues to be offered in remote format, which has increased attendance. Due to demand for "just in time" career job search support, a similar event, Jump Start Your Job Search, is now also offered in December to help graduating seniors get a head start on their job search. "Careers in..." panels are offered routinely, in partnership with departments and student clubs to expand student knowledge about their options.

### **Courses and classroom presentations**

AMS 95 - Careers and Identity in American Culture (35-50 students/quarter) has returned to its in-person iteration. In addition to the live, synchronous course, in partnership with Intercollegiate Athletics. This course guides students through the essential elements of career development: Know Yourself (career assessments are administered and interpreted), Know the World of Work (students research careers in a number of ways from informational interviews to US Department of Labor resources) and Tools for the next steps (resume, applications, interviewing).

The Career Discovery Group (CDG) is a partnership between the ICC and CA&ES that has been in place for over ten years. It is a year-long cohort-based program for first year students. There is a track for freshmen and for transfer students. Enrollment in CDG increases the four year graduation rate by 20%. The 2023-24 cohort appears to be on track to being about 400 students!

Designing Your Career for English Majors - Offered once/year, in partnership with the English Department. Provides the fundamentals of career development, from a discipline-specific lens.

Despite the pandemic, the ICC, in partnership with the College of Biological Sciences, began a new program called BioLaunch. This is a four year, discipline-based program to support CBS students in their career development. This year students who have been in the program since freshman year will receive coaching and support on the post-graduation plans including applying to career positions and graduate/professional school. There are cohorts of students from each entering class engaged in activities recommended for their year in school. For example, this year, juniors will engage in internship and research experiences. The ICC BioLaunch team administers funding for those unable to afford to do an

unpaid internship. Though some of the funding for this initiative comes from the Koret Foundation, significant staff time, funded by COSAF, contributes to the success of the program. Student feedback continues to praise the environment and format of BioLaunch which fosters connections with classmates and instructors. This is in contrast to other courses which are very large, making it difficult to connect with others.

### **Partnerships**

The ICC engages extensively in partnerships (remote and in-person) to reach underserved populations and raise visibility of career services across campus, including:

- The ICC partners extensively with the Academic Retention Initiatives (ARI). Collaborations include:
  - Partner on career and professional development programs such as Mi Futuro with Center for Chicanx/Latinx Academic Student Success,
  - Provide satellite advising in the Academic Retention Centers and designated appointments in remote and in-person formats,
  - Offer workshops in partnership with Center for Native American Student Success and support the WINGS program,
  - Career panels with alumni (Boba Night) with Asian and Pacific Islander Retention Initiative,
  - Assist with specialized programming with Center for African Diaspora Student Success (CADSS), B.L.A.C.K., and Linda Francis Alexander Fellows,
  - Shine While You Dine etiquette workshops
- Collaborate with Student Veteran Center on advising and networking events that connect employers who are veterans to student veterans
- Cal Aggie Alumni Association (CAAA)
  - Encourage alumni to recruit Aggies through Aggies Hire Aggies portal
  - ICC contributes an article monthly to the CAAA parent newsletter In the Know.
- Services for International Students and Scholars (SISS) – custom workshops and resources for international students
- Global Learning Hub - collaborate to ensure students participating in global internships receive Transcript Notation,
- Athletics – help athletes develop professional identity and transition after graduation through coursework as well as general support of the Aggie EVO program,
- Collaborate with the College of Engineering Design Showcase (part of ABET accreditation),
- Co-teach a career course for English majors to address the under-employment of Liberal Arts majors.

### **Outreach**

The ICC has continued an initiative to increase student engagement by “meeting students where they are”. We have placed emphasis on our social media presence to garner attention of those not yet aware of our services. Additionally, we want to engage students that may be aware, but not yet engaged in ICC services.

The ICC routinely conducts resume writing, interviewing and job/internship workshops across campus including student housing, retention centers, and a wide range of student club meetings.

The ICC tables and/or contributes materials shared with students for a wide array of events to make students aware of ICC services including: Decision Day, Cultural Week events and many more. ICC engagement DavisFest drew record numbers in 2022 and 2023.

The ICC supported incoming transfer students in collaboration with each of the colleges for Orientation 2023. The ICC designed and delivered numerous interactive, in-person workshops on networking and general career development to help combat the perception many transfer students hold – that they are behind. These events reached well over 1,000 transfer students.

### **3. Please provide information regarding the benefit to UC Davis students from the departmental program(s) or service(s) specifically funded by the Student Services Fee**

*Be as specific and concise as possible. Include the specific type (e.g., undergraduate, graduate, professional, transfer, etc.) and an estimated number of students served.*

For the past several years, polls of freshman university students show that 80-90% of that population nationwide are choosing to earn a degree for career-related reasons. The ICC helps students launch careers through the services

listed above. Though only required by a fraction of majors, about 70% of UC Davis students complete at least one internship, 15% higher than the national average.

Despite this reach, the ICC constantly asks, “Who are we NOT serving?” and takes actions to serve those students. For example, to engage students from a range of intersectional identities, a few years ago, the ICC began offering an event called, “Diversity, Belonging and Inclusion at Work” which connects students with employees from similar backgrounds and identities working for top companies like Apple, Nike, SMUD, Google, Facebook, Blue Cross, Gallo, and more. We were able to bring this event back in-person in winter 2023, and though attendance was lower than pre-pandemic, strategies are in place to return to pre-pandemic levels in 2024.

The ICC also supports the 8,000 student employees at UC Davis. Through the still developing Aggies@Work initiative, we will strive to make on-campus student jobs professional development activities.

With 44% of incoming students being the first in their families to attend college, integrating career readiness into EVERY student’s experience has never been more important. We see access to career and professional development as a social justice issue. The ICC’s mission is to serve ALL UC Davis students. It is our intent that the information already provided in this report provides examples of the benefits the ICC provides to students. Here are some additional facts and statistics:

### **Undergraduate Student Services**

- Students who engage with the ICC during their first year at UC Davis are three times more likely to have a career position or graduate/professional school acceptance within six months of graduation.
- Students who have completed at least one internship and have worked part time while enrolled are twice as likely to have a career position or graduate school acceptance at the time they complete their degree.
- The ICC administers Transcript Notation (TN) for students engaged in internships. This serves as documentation of experience for many employers and graduate/professional schools. Additionally, the reflective process associated with TN enhances the learning outcomes from the experience.
- Career Discovery Group (CDG) program participants are 20% more likely to complete their degree in four years compared to similar students. CDG participants from a URM background are 24% more likely to finish in four.
- Students who are connected with internships explore career options, build their professional network, apply their academic coursework and are more likely to have graduate or professional school acceptance or a career position when they graduate.
- ICC brings employers to students, increasing access, reducing stress and creating opportunities. The ICC provides 24/7 access to career and professional development content and tools including:
  - [ICC Website](#) - Online career exploration tools and resources including:
    - [Career Resource Manuals \(CRMs\)](#),
    - [Prerecorded workshops and YouTube videos](#)
    - [Handshake](#) - Database of student jobs, internships and career positions
    - [Careers and Majors Blog](#)

### **Graduate Student Services** (includes campus graduate programs, School of Nursing, School of Education, School of Law, School of Veterinary Medicine, School of Medicine)

- ICC normalizes non-academic career paths; partnerships and programs such as GradPathways, Imagine PhD, FUTURE Program, Leaders for the Future, and others make the exploration of a wide variety of careers a more deliberate, positive, student-focused part of graduate education and the postdoctoral training experience.
- ICC also convenes gatherings of units on campus engaged in non-academic options for graduate students to foster collaboration. Activities include:
  - Internships to explore career options, build network and apply coursework/research
  - Assist with translation of academic skills to industry and policy environments.