

# STUDENT SERVICES FEE

2020-21

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

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Student Services Fee Recipient: **Internship & Career Center**

Contact: **Marcie Kirk Holland**

Finance Manager: **Luis Miguel Esparza**

Total 2020-21 Projected Allocation: **\$1,779,581**

Approximate Percent of the Total 2020-21 Campus Student Services Fee Revenue: **4.98%**

Expense	2019-20 Actuals	2020-21 Projected Allocation
Salaries/Benefits	\$1,633,258	\$1,706,002
Operational Costs	\$86,927	\$73,579
Other	\$0	\$0
<b>TOTAL</b>	<b>\$1,720,185</b>	<b>\$1,779,581</b>

## 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) provides comprehensive career and professional development services to guide students 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. In response to the global COVID-19 pandemic, the ICC quickly converted services to virtual format in March 2020 and continues to develop new ways to serve student's needs in these unprecedented times. Examples include offering extended remote career advising, virtual career fairs, and developing videos on timely topics such as: Remote Interviewing and Job Searching in Uncertain Times.

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 ICC is the co-champion with Provost Croughan for the Aggie Launch Big Idea which will be part of the comprehensive fundraising campaign which launches October 2020 to help this ambitious goal become a reality.

### **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.

### **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 life long 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.

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

Student Service Fees are used exclusively to fund salaries at the ICC. Seventeen of our 23 career employees are possible from this funding. This means, Student Service Fees fund the core of all ICC functions, including but not limited to:

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

Though many of these services have been modified due to the pandemic, wherever possible services have been converted to remote format. Items with an \* have been modified significantly or added during 2019-20.

Thousands of internship placements/year, across disciplines and majors.\* A few samples include:

- Health-Related Internships (HRI – hospital and clinical placements) \* Many of the 700 placements per quarter have been cancelled starting in late winter through fall 2020. We are striving to develop alternatives, but it remains a struggle to replicate clinical placements.
- Assist with recruiting nearly 250 Public Health Ambassadors and other opportunities related to the campus's COVID response\*
- UC Center Sacramento (UCCS – regional policy and government placements)
- National Institutes of Health (NIH) FUTURE – Internships for graduate students\*
- ICC hires and trains 40 peer advisors to work with ICC each year, though peer advisors are not paid by student fees, their supervisors are. ICC has maintained its student staff and they've played a critical role in remote service delivery.

### **Cutting edge experiential learning**

Not all students can participate in internships, so we strive to bring experiential learning to all through innovative services.

- Fortunately, several treks to industry took place in advance of the pandemic related travel restrictions including; Google, Genentech, Clorox, Crocker Art Museum, Univision, Lucas Films and a multi-day trek in collaboration with CA&ES and Western Growers. Other treks were converted to virtual format which actually increased participation. These included: US Environmental Protection Agency
- Immersives – Simulations of workplace activities
- River City Bank Academy – held in South Hall, facilitated by professionals from the bank. Resulted in internship and career employment of participants.
- Upgrade Student Employment jobs to internships by adding learning objectives
- Career Capstone – intensive career and professional development activities

### **Connections with employers: Internship and Career Fairs, On-campus interviews and job postings**

Routinely, ICC hosts four large fairs in ARC Pavilion annually. Because of COVID-19 three were offered in person in 2019-20. ICC took a lead in the UC System-wide virtual fair in May 2020 and had the highest per capita attendance of the UC campuses.

- In general, when gathering size due to a pandemic is not limited:
  - Fall Fair spans two days with one day focused on STEM due to high demand by employers
  - 1,500-2,000 students, 140-170 employers (350-400 representatives) attend each Fair
  - Wide range of employers and disciplines from tech to social services attend
  - Contrary to national trends, UC Davis attendance (employers and students) grows
- Converted to Handshake continued during 2019-20. This new platform allows students to search thousands of internships and jobs posted in ICC database
- Over 1,000 initial interviews for career positions held on campus annually prior to pandemic.

### **Advising**

The ICC offers individual advising (remote when necessary) 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. on a drop-in basis with peer advisors and by appointment with career staff. Advisors have expertise in disciplines aligned with the colleges and majors.

## Workshops

Over 50 standard workshops (resume, interview, etc.) were traditionally offered quarterly. As services moved to remote format, emphasis shifted to 24/7 access (videos and recordings) to timely content such as interviewing on-line.

Whether on-line or in-person the ICC partners with departments and clubs to offer about 20 additional workshops/quarter, possibly more in remote format. Topics include: Out at Work Panel (LGBTQIA Center), Mi Futuro series (El Centro)

HireMe Academy, the ICC's annual two-day seminar following June graduation to help recent grads launch their careers was offered in remote format this year which doubled attendance.

"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) was successfully converted to virtual format in spring 2020

In 2019-20 the ICC continued the CDG program - Career Discovery Group (150-250 students/year), a partnership with CA&ES that increases 4-year grad rate by 20%. A milestone was reached in 2019-20 when, after 10 years a permanent course number was granted for the classes that are part of this year-long program.

Don't Cancel Class - ICC staff guest lecture (career-related topics) when faculty in College of Engineering attend conferences

## Partnerships

Extensive partnerships to reach underserved populations includes (remote and in-person):

- Shared staff position (not on student fees, but relevant to ICC mission) with Center for African Diaspora Student Success (CADSS)
- Partner on career and professional development programs such as Mi Futuro with Center for Chicanx/Latinx Academic Student Success
- Provide satellite advising in Retention Centers
- Offer workshops in partnership with Center for Native American Student Success
- Collaborate with Student Veteran Center on advising and networking events

Cal Aggie Alumni Association (CAAA) – to encourage alumni to recruit Aggies through Aggies Hire Aggies portal

Services for International Students and Scholars (SISS) – custom workshops and resources for international students

Athletics – help athletes develop professional identity and transition after graduation through coursework and specialized career fair as well as general support of Aggie EVO program.

Collaborate with College of Engineering Design Showcase (part of ABET accreditation). Assisted with planning and shifted to remote event in 2020

Co-teach career course for English majors to address under employment of Liberal Arts majors

## Outreach

Continued initiative to increase student engagement by "meeting students where they are". During 2019-20 activities included:

- Conducting resume writing, interviewing and job/internship workshops across campus including student housing, retention centers, a wide range of student club meetings
- Tabling at a wide array of events to make students aware of ICC services including: Decision Day, Fall Welcome events, Cultural Week events and many more.

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**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.*

A recent poll indicated that 85% of incoming college students nationwide chose 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 traditionally under-represented the ICC offered an event called, “Diversity, Equity and Belonging at Work” which connected students with employees from similar backgrounds and identities working for top companies like Apple, Nike, SMUD, Google, Facebook, Blue Cross, Gallo, and more. 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 this as a social justice issue. The ICC’s mission is to serve ALL UC Davis students;

**Undergraduate**

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.

Career Discovery Group (CDG) program participants are 20% more likely to complete their degree in four years compared to similar students.

Students who are connected with internships explore career options, build their professional network, and apply their academic coursework.

ICC brings employers to students, increasing access, reducing stress and creating opportunities  
ICC provides 24/7 access to career and professional development content and tools

- Website, [icc.ucdavis.edu](http://icc.ucdavis.edu)
- Database of active and open student jobs, internships and career positions. Recently changed to Handshake for a more user-friendly experience.
- Careers and Majors Blog, <https://www.ucdavis.edu/majors/blog>
- Online career exploration tools and resources
- Career Resource Manuals (CRMs), <http://icc.ucdavis.edu/services/crm.htm>
- Prerecorded workshops and informational videos

**Graduate students (includes campus graduate programs, School of Nursing, School of Education not Graduate School of Management, 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.
- Internships to explore career options, build network and apply coursework/research
- Assist with translation of academic skills to industry and policy environments
- Research ICC conducted in collaboration with UCSF indicates internships for graduate students reduces “default post-docs” by about 40%.