

STUDENT SERVICES FEE

2021-22

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

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

Contact: **Marcie Kirk Holland**

Finance Manager: **Luis Miguel Esparza**

Total 2020-21 Projected Allocation: **\$1,869,340**

Approximate Percent of the Total 2021-22 Campus Student Services Fee Revenue: **5.2%**

Expense	2019-20 Actuals	2020-21 Projected Allocation
Salaries/Benefits	\$1,682,343	\$1,746,375
Operational Costs	\$134,662	\$122,965
Other	\$0	\$0
TOTAL	\$1,817,005	\$1,869,340

These budget allocations have been provided by the Student Affairs budget office. Please contact them directly with any questions.

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. The COVID-19 pandemic accelerated the ICC's goal to make services accessible 24/7. When shelter in place orders were implemented the ICC quickly converted services to a virtual format and continues to develop new ways to serve student's needs. Examples include offering extended remote career advising. This aided international students in different time zones during remote learning. The ICC also offered virtual career fairs, remote document review services, and developed videos on timely topics such as: Remote Interviewing and Job Searching in Uncertain Times. For 2021-22 we will offer a hybrid model, continue with virtual advising and services but reintroducing in person services to meet student needs. Innovation is the key to our continued and future success of service delivery. We not only adapt, we create new types of services.

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 is a priority of the comprehensive fundraising campaign which launched in October 2020 to help this ambitious goal become a reality. During the 2020-21 academic year nearly 100 of 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. This year nine implementation teams will begin to bring key recommendation from the ALC to fruition leveraging the annual support received from COSAF.

The ICC, Financial Aid, and the Provost Office of STEM Strategies also applied for, and were selected to participate in the U.S. Department of Education Federal Student Aid (FSA) experiment to expand Federal Work-Study (FWS) to the private sector. Our experiment will enable our diverse undergraduate student population to secure internships and other forms of experiential education in the private sector, including at startups. Because of the challenge of on-site work during the pandemic, we chose to defer participation in 2020-21. We have received an additional \$462,987 of FWS for students in 2021-22.

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 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.

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 positions are made 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 were converted to remote format.

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 cancelled starting in late winter 2020 have not yet resumed. We are striving to develop alternatives, but it remains a struggle to replicate clinical placements. We are optimistic that clinic placements will begin to return in early 2022 and see early indications this is likely.
- Assist with recruiting several hundred Public Health Ambassadors, COVID testing facility student staff and other opportunities related to the campus's COVID response.
- UC Center Sacramento (UCCS – regional policy and government placements)
- ICC hires and trains as many as 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, including the creation of our robust videos and tutorials that continue to be popular as students return to campus. Due to reduce career fair income, in 2021-22 there are 30 peer advisors.

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. During 2020-21 treks 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. We are committed to getting students back to employer sites and hope to do so later in 2021-22.
- River City Bank Academy – held in South Hall (when allowed), facilitated by professionals from the bank. Resulted in internship and career employment of participants.
- Ongoing effort to upgrade Student Employment jobs to internships by adding learning objectives and connecting with employers to guide them through developing intentional assignments commensurate with an “internship”

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

Routinely, ICC hosts four large fairs in the University Credit Union Pavilion annually, when gathering size due to a pandemic is not limited:

- Pre-pandemic 1,500-2,000 students, 140-170 employers (350-400 representatives) attended each Fair. For 2021-22, the ICC will continue to host virtual Internship and Career Fairs for the fall and winter quarters. We will reevaluate the situation during the fall/winter quarter to determine the format for the spring 2022 fair. While student, employer, and staff safety is of paramount importance as we plan future career fairs and employer engagement opportunities, the ICC will continue to provide opportunities for students to connect with employers.
- The ICC has a goal to increase the number of students with career positions at graduation by 5%. To achieve this goal we launched the 2021-22 recruiting season five weeks early with a STEM and Business Internship and Career Fair in September 2021. Because it was offered remotely, the fact students had not yet returned to Davis was no longer a limit. Nearly 1,300 registered for the STEM and Business Internship and Career Fair. The Fall Internship and Career Fair was offered at the traditional time in October and had nearly 1,800 students register.
- In response to the campus-wide need for a growing number of student employees, the ICC hosted three successful Aggie Job Fairs (July, August and October) highlighting multiple job opportunities across campus. Future Aggie Job Fairs will be considered.
 - Promotion of Handshake continued during 2020-21 and continues into 2022. This relatively new 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 plan to nurture these relationships to maintain the opportunities for our students.
 - Over 1,000 initial interviews for career positions held on campus annually prior to pandemic. It is unclear the long term impact the pandemic will have on the demand for this service. We hope to resume on-campus interviewing in winter and spring 2022.

Advising

The ICC offers individual advising (remote during 2020-21, hybrid in 2021-22) 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. The ICC now has its own [YouTube](#) channel and features videos in Spanish and Chinese. In addition to these recordings, live virtual workshops remained popular and well-attended.

Whether on-line or in-person the ICC partners with departments and clubs to offer about 20 additional workshops/quarter, more in remote format. Topics were timely, such as Careers in Health, a collaboration with HPA that addressed concerns people might have about working in health care that arose because of the pandemic and impact on front line workers.

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. Due to this demand, a similar event, Jump Start Your Job Search, will be offered for the first time in December 2021 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. These continued throughout the pandemic.

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 addition to the live, synchronous course established in Spring 2020, the ICC and InterCollegiate Athletics developed an asynchronous course to support the ongoing need for flexibility in student athlete's schedules.

In 2020-21 the ICC continued the CDG program - Career Discovery Group a partnership with CA&ES that increases 4-year grad rate by 20%. With 550 first year students, Fall 2021 saw the largest CDG cohort yet!

Despite the pandemic, the ICC, in partnership with the College of Biological Sciences, began a new program called BioLaunch. This is a 4 year, discipline-based program to support CBS students in their career development. Though some of the funding for this initiative comes from the Koret Foundation, significant staff time, funded by COSAF funds, contributed to the success of the initial year of the program. Student feedback for this freshman-serving program praised the environment and format which fostered connections with classmates and instructors. This was in contrast to their other courses which were very large, making it difficult to connect with others in the remote environment.

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 Chicax/Latinx Academic Student Success
- Provide satellite advising in Retention Centers and designated appointments in remote format
- Offer workshops in partnership with Center for Native American Student Success (virtual in 2020-21)
- Collaborate with Student Veteran Center on advising and networking events. We had begun holding monthly luncheons with veterans from a variety of industries/organizations and student veterans prior to the pandemic. These events did not translate well to a remote format. We hope to reinstate them in 2021-22.
- 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 (converted to remote format in 2020-21).

Outreach Continued initiative to increase student engagement by "meeting students where they are". During 2020-21 this meant remote services.

- Conducting resume writing, interviewing and job/internship workshops across campus including student housing, retention centers, a wide range of student club meetings
- "Tabling" and/or contributing to 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 at the remote version of DavisFest drew record numbers in 2020-21.

- Supported incoming transfer students with Alumni Career Panels called, “I Wish I Knew Then, What I Know Now”. Panels were coordinated in collaboration with each of the colleges and designed to provide early access to career services for transfer students. These five events (two for L&S due to the large numbers/session) reached over 1,000 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 incoming 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 traditionally under-represented, 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 offer this event virtually 2020. 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
- Database of active and open student jobs, internships and career positions. Use 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>
- Pre-recorded workshops and informational videos

Graduate students (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
- Research ICC conducted in collaboration with UCSF indicates internships for graduate students reduces "default post-docs" by about 40%.