UCR Career Center
External Review

Conducted by Suzanne Helbig (UC Irvine) and
Ja'Net Glover (University of Florida)
January 2024
Presented by Sean Gil

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Career Center

Introduction

Methodology:
Document review and on-campus consultations.

Key Objectives:
1. Develop the best internal organization structure and process for delivering services.
2. Strengthen ties between the Career Center and crucial campus partners.
3. Ensure that the Career Center and UCR best serve ALL student populations.
4. Identify where investments need to be made and where resources could be differently allocated to meet goals.
5. Use the report to develop a new vision for the future and 5-year strategic plan.

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Review Team

Team Members:
Suzanne Helbig
Ja'Net Glover

Positions:
Associate Vice Provost, UC Irvine
Associate Vice President, University of Florida

Expertise:
Extensive experience in career services, university and employer partnerships, elevating career services, best practices

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Review Schedule

MONDAY, OCTOBER 2, 2024

8:00-8:30	Pick-Up at Hotel and Review Charge with Sean Gil
8:30-9:00	Continental Breakfast with Career Center Staff
9:00-9:15	Career Center Tour with Sean Gil
9:30-10:15	Group Interview 1: Employer Relations Team
10:30-11:15	Group Interview 2: Student & College Engagement Team
11:30-12:15	Group Interview 3: Management Team
12:15-1:00	Campus Tour with Sean Gil
1:00-2:00	Working Lunch (Review Team Only)
2:00-2:45	Group Interview 4: Faculty
3:00-3:45	Group Interview 5: Employers (Zoom)
4:00-4:45	Group Interview 6: Students

TUESDAY, OCTOBER 3

8:00-9:30	Working Breakfast and Interview with Sean Gil (TBD)
9:45-10:15	Dr. Ken Baerenklau, Associate Provost
10:45-11:15	Dr. Brian Haynes, Vice Chancellor Student Affairs
11:30-12:15	Group Interview 7: Advancement, Development & Alumni Engagement
12:30-1:15	Working Lunch (Review Team Only)
1:30-2:00	Dr. Louie Rodriguez, Vice Provost & Dean Undergraduate Education
2:15-2:45	Dr. Emma Wilson, Associate Dean, Graduate Division
3:00-4:00	Review Team Debrief
4:00-4:45	Wrap up and Initial Impressions with Sean Gil

Questions

01 How does the campus define student success and what is/should be the Career Center's role in promoting it?

02 What is the Career Center best known for?

03 What programs or services are less meaningful for students and other stakeholders?

04 How have you or your respective offices interacted and partners with the Career Center?

05 What do other stakeholders say about the Career Center?

06 Help us understand the context, culture, priorities, and broader trends at UCR. What would be helpful for us to know as we craft our recommendations?

07 If you had a magic wand, what one thing would you change about the Career Center?

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Areas of Excellence

Internal and External Constituents

The Career Center has demonstrated a commitment to collaborating with a wide variety of university stakeholders, student groups, and employers.

The Career Center is known for hosting university-wide career fairs, conducting resume critiques, providing Handshake, and routinely creating innovative and customized programming to address the evolving needs of students and constituents.

The work of the Career Center is perceived as relevant and highly valued by students, administration, and employers within the university ecosystem.

The Career Center Alliance Partners program received high praise from employers representing local and national organizations.

Interest in the elevation of career development and student success as an institutional priority is high across ALL constituencies.

Service & Resource Offerings

The Career Center team creates innovative programs and services to advance social equity priorities of the Center and University, such as the R'Professional Closet, ORBITS, Faculty AMA, and collaborations with UCR Ethnic & Gender Centers.

The Career Center diligently collects engagement and impact data about its programs and services. The Career Center uses data to inform decisions and external communications.

The Career Center ensures there are First Destination career outcomes data for the campus.

The Career Center implements sound practices and adheres to national professional standards by the National Associations of Colleges and Employers (NACE).

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Staff

The Career Center staff welcomes and empowers campus partners to initiate and expand upon career conversations with students.

The Career Center staff works ceaselessly to build and maintain relationships with constituents and partners.

The Career Center team is knowledgeable, approachable, and professional.

The Career Center team has demonstrated a commitment to continuous improvement and is primed to enhance career development outcomes across the university community.

The Career Center leader is a nationally recognized expert in the career services field and is often invited to serve on professional association panels and leadership committee.

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UC Career Center Staffing

- Davis 29
- Berkeley 37
- Santa Cruz 19
- Merced 11
- Santa Barbara 17
- Los Angeles 31
- 16 Irvine
- Riverside 14
- San Diego 20

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Core Findings

Alignment and Vision: The Career Center's staff alignment with its vision and mission needs reinforcement, and there is a significant need for greater campus investment to position career services to advance institutional priorities. There's a recognized discrepancy between the size of the Career Center staff relative to the growing student population and its comparison to peer institutions, which puts UCR students at a disadvantage.

Resource Utilization: Stakeholders across the board have noted resource issues, including a decrease in Career Center outreach, internship expertise, and consistent programmatic offerings, alongside high levels of staff stress and burnout.

Infrastructure Investments: More can be done to invest in the infrastructure of the organization to adequately service students and equip the Career Center team for the future, including staff alignment, strategic use of technology and data, and facility enhancements.
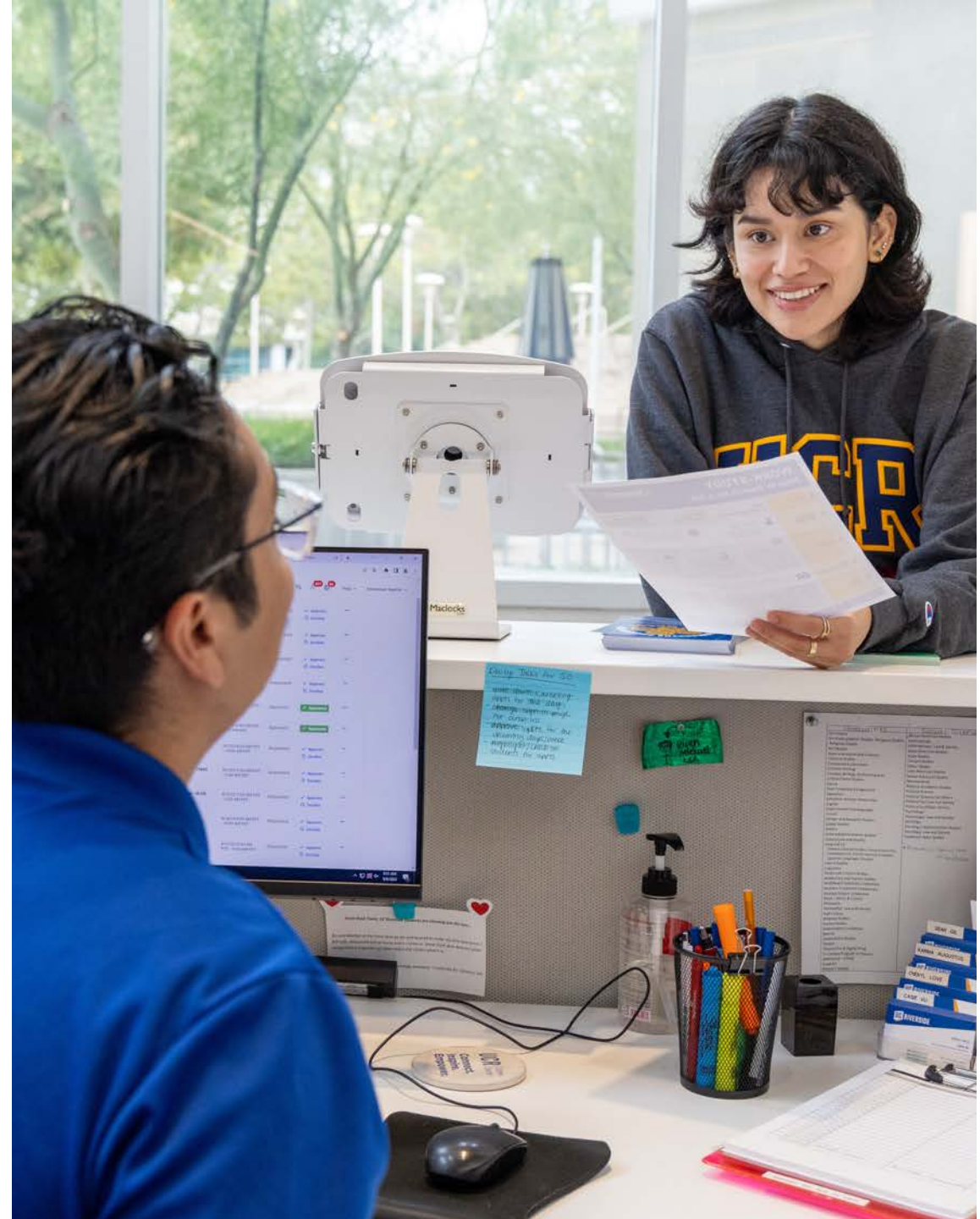
Key Areas of Improvement

Staffing and Resource Allocation:
Aligning staff and resources with Career Center's vision. Addressing staffing levels.

Technology and Data Use:
Enhancing use of technology and data to scale services, engage stakeholders, and ensuring equitable access to career services

Facilities and Space:
Improving visibility and functionality of Career Center's physical space to make it more welcoming and conducive to student engagement.

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Strategic Priorities

01

Position Career Readiness as an Institutional Priority:
Elevate the role of career services at UCR, ensuring career development is recognized as a central component of the student experience.

02

Increase Equitable Career Services Access:
Embed career development content and activities into the entire student experience, both inside and outside the classroom, to make career planning accessible to all students.

03

Craft and Share the Career Center Story:
Update the Career Center's vision and mission to more effectively convey its role and value to the campus community. Rebrand to signal its evolving role.

04

Develop & Implement an Employer Relations Strategy
Develop and showcase a strategy that enhances local and regional employer engagement, ensuring students have access to a wide range of internship and employment opportunities.

05

Re-imagine Our Infrastructure
Invest in the infrastructure needed to maximize the Career Center's effectiveness and impact, including technology upgrades, facility enhancements, and staffing increases to align with strategic priorities

Vision for the Future: Use the insights from the external review to formulate a forward-looking 5-year strategic plan.