<table>
<thead>
<tr>
<th>Department/Sub-Department Name:</th>
<th>Career Services</th>
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</thead>
<tbody>
<tr>
<td>Location:</td>
<td>400 Wilder Tower</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>678-2239</td>
</tr>
<tr>
<td>Web Site:</td>
<td><a href="http://www.memphis.edu/careerservices">www.memphis.edu/careerservices</a></td>
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<tr>
<td>Department Annual Report web link (if applicable):</td>
<td></td>
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<tr>
<td>Director Name:</td>
<td>Alisha Rose Henderson</td>
</tr>
<tr>
<td>Director Email:</td>
<td><a href="mailto:arose3@memphis.edu">arose3@memphis.edu</a></td>
</tr>
<tr>
<td>Number of Full-Time Staff:</td>
<td>6</td>
</tr>
<tr>
<td>1. Career Services BHAG:</td>
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University of Memphis students will graduate with the knowledge, skills, abilities, and experience necessary to pursue a career for which they are well prepared.
2. 2008-2009 Primary Plans and Projects:

Primary Plan 1: Continue to enhance student preparation and engagement in internships.

Student Learning Objectives and Assessment Data:
**Students will understand the process for identifying, preparing for, and attaining internships:**
- 126 internship advising appointments were conducted for students interested in learning about the internship process.
- Staff conducted 17 internship workshops/classroom presentations.
- 340 students participated in the workshops/classroom presentations.
- Students’ survey results from workshops/presentations show an increase in students’ knowledge of the internship process.
- An internship workshop series was developed which included the following workshops: “Steps to Success: The Internship Process”, “From Rent to Own: Tools Needed to Land an Internship”, and “Making the Most of Your Internship Experience”.
- Courtney Pierce and Shelia Moses developed an online internship orientation that students will review prior to their internship advising appointment.

**Students will learn about a career field from the inside and decide if it is a fit for them. Students will work with a professional in their chosen career field, gain new skills, and add to their knowledge base:**
- 4926 students completed internships.

Primary Plan 2: Collaborate with key campus departments to develop and promote a seamless career development process for students:

Student Learning Objectives and Assessment Data:
**Students will learn about and engage in the career planning process:**
- Students in ACAD used CareerBeam to help them engage in the career planning process by completing self-exploration and connecting majors to careers.
- During the summer of 2009, Career Services staff members presented “The Amazing Career Race” to students during New Student Orientation. These sessions engaged students in the career planning process by having them participate in activities taught.

**Students will learn strategies to enhance their career success:**
- 140 workshops and class presentations were held on campus through Career Services in collaboration with key campus departments to address students’ career success. Workshops topics included self-exploration, appropriate use of technology, the importance of internships and co-curricular experience, resume writing, interviewing,
Employers conducted 13 Lunch and Learn workshops during the 2008-2009 academic year. Students received information on strategies to enhance their career plans. Students’ survey results from workshops show an increase of students’ knowledge on various career-related subjects.

**Primary Plan 3: Continue to increase online resources to enhance students’/alumni career preparation and success:**

**Student Learning Objectives and Assessment Data:**

**Students will learn to develop professional resumes and cover letters:**

- During 2008-2009, *What Can I Do with a Major In*, *Perfect Interview*, *Optimal Resume*, *Optimal Letter*, and *Optimal Interview* programs were implemented on the Career Services website. Very recently, *Perfect Interview* was upgraded to *Optimal Interview*. The suite of programs comprised of *Optimal Resume, Letter, and Interview* provide students with resume and business letter writing tools, samples and tips as well as virtual mock interviews that may be recorded via webcam.

- 343 student resumes were created and submitted for critique through *Optimal Resume*. Currently, there is no data for *Optimal Letter and Interview* because these programs were recently implemented.

- 184 mock interviews were completed through *Perfect Interview*.

**Students will better connect their academic major and collegiate experiences to career goals:**

- "*What Can I Do with a Major In*“ helps students connect specific U of M majors with possible career paths and provides informative links to external websites.

**Primary Plan 4: Identify and develop programs that actively engage key stakeholders (employers, students, faculty/staff, administrators, and alumni) in providing students with career-related learning experiences.**

**Student Learning Objectives and Assessment Data:**

**Students will enhance and/or attain professional development skills:**

- Career Services developed a partnership with the Accounting Department that will assist students through more targeted advising, resume development, and mock interviews as well as more effectively scheduled campus visits for firms recruiting interns and full-time employees.

- Career Services collaborated with Student Support Services, Society of Women Engineers, Black Scholars, Emerging Leaders, National Society of Black Engineers, Blacks Unlimited, ACAD classes, Career Development and other departmental classes to develop and present organization/class specific career-related presentations and services.
**Students’ awareness of career resources, employment opportunities, and internships will increase:**

- Career Service Staff members partnered with 11 department directors as well as academic advisors to create and implement a Career Services referral program to encourage more students to use the resources and services provided by Career Services. Additionally, Career Services staff members have attended several AAN meetings and webinars as well as hosted 3 career workshops for Academic Advisors during the spring 2009 semester.
- The Internship team met with Tammy Hedges to enhance the relationship with Alumni Affairs and to create internship opportunities for students.
- Career Services hosted an employer panel for academic advisors.

<table>
<thead>
<tr>
<th>3.</th>
<th><strong>Primary plans and projects in the 2008-09 planning document that were not undertaken or achieved.</strong></th>
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<tr>
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<td>N/A</td>
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<th>4.</th>
<th><strong>If applicable, provide detailed utilizations numbers for 08-09 (e.g. counseling sessions, cases, students housed, children cared for, student visits, tests administered, students tutored, interviews hosted, internships posted and filled, etc.)</strong></th>
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<tbody>
<tr>
<td></td>
<td>Career Advising Appointments: 675</td>
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<tr>
<td></td>
<td>Mock Interviews: 307</td>
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<td></td>
<td>Resume Critiques: 649</td>
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<tr>
<td></td>
<td>Workshops/Presentations: 140</td>
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<tr>
<td></td>
<td>Lunch and Learn Workshop Employer Presenters: 13</td>
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<tr>
<td></td>
<td>Lunch and Learn Workshop Student Participants: 321</td>
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<tr>
<td></td>
<td>Number of Companies Participating in On-Campus Interviews: 42</td>
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<tr>
<td></td>
<td>Number of Interview Schedules: 65</td>
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<tr>
<td></td>
<td>Number of Students Participating in On-Campus Interviews: 640</td>
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<td></td>
<td>Number of Jobs Posted in eRecruiting: 1189</td>
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</tbody>
</table>
**Number of Internships Posted in eRecruiting:** 264

**Number of Employers in eRecruiting:** 370

5. **Report any additional data that demonstrates how your department supports the persistence and graduation of students.**

In 2009, Career Services partnered with Academic Advisors to develop an academic component for the four-year individual career plan, making it an academic and career plan. We hope to have future data that demonstrates how Career Services positively impacts the persistence and graduation of students once this plan is implemented.

6. **Additional 2008-2009 departmental goal:**

**Enhance employer development efforts to increase internship and employment opportunities for students and alumni, while meeting employer workforce needs.**

Objectives and Assessment Data:

**Develop new and maintain existing employer partnerships. Employers will have a greater awareness of Career Services programs and services including the features in eRecruiting:**

- The employer relations team met with 81 new and existing employers such as RJ Young, Brown Group, Beards-Hardly Diagnostics, Memphis Chemicals, Shara’s Paperie, Norfolk Southern Corporation, Power and Telephone Supply, Church Health Center, Plough Foundation, Oak Ridge National Laboratory, MS Riverkings, Handlet Diagnostic, Liberty Taxes, Metlife, T-Care, TN Health Management, TCP Media Group, Pauldin Freight Solution, Make-A-Wish Foundation, Garret Land Development, Bally’s and Resorts Casino, LaPrensa Catina, Sony BMG Music Entertainment, Mallory Alexander International Logistics, Sysco Food Services Memphis, Livestock Nutrition, Acne Brick and Tile, Leadership Academy, Chartwell Financial, Plough Foundation, First Tennessee Foundation, and Marketing Services Group.
- 113 employers participated in the career fairs.
- 42 employers participated in on-campus interviews.
- 16 employers hosted information tables/sessions.
- 13 employers conducted presentations for students.
- 5 employers participated on an employer panel.
- The Internship Team sponsored the first annual “Celebrating Productive Partnership” workshop for employers.
7. **List any revenue producing initiatives and results:**

- 2008 Career and Internship Expo generated $23,779.04
- 2009 Education Career Fair generated $929.00

8. **Individual staff and student accomplishments:**

**Staff:**

- Clay Woemmel continues to serve as Director of Finance for the Southern Association of Colleges and Employers.
- Alisha Rose Henderson continues to serve as Secretary for the Tennessee Association of Colleges and Employers.
- Shayla Collins contributed a career/education related article to the Greenwood Commonwealth (city’s newspaper).
- Courtney Pierce was selected to serve as the Coordinator of Fresh Connections Career Discovery Learning Community.
- Elizabeth Lessentine has played a significant role in helping the department to make great progress in further integrating career and academic services in our students’ collegiate experience.
- Jackie Webb continues to go above and beyond the call of duty to make sure that students/alumni/employers receive excellent service.

**Students:**

- Marc Newsom accepted a co-op position with the United States Marshall Service.
- Olufemi “A.B.” Oladinni is currently participating in his fourth internship with Ernst and Young. He has previously completed internships with Nissan, Schering-Plough and FedEx Services.
- Marlon Julius participated in an internship at International Paper.
- Imogene James is completing an internship with FedEx.
9. **Additional bragging points for Career Services:**

A. Career Services and Academic Advisors are collaboratively working on a Four Year Individual Academic and Career Plan for students.

B. 2008 Career and Internship Expo sold out.

C. Career Services provided additional online resources for students/alumni to assist them with developing professional tools and skills.

D. Career Services staff met with 81 new and existing employers during 2008-2009 in order to enhance the relationship between the University of Memphis and community partners and to provide employment and internship opportunities for U of M students/alumni.

D. 97% of employers who recruited on campus said that the Career Services staff provided excellent service.

10. **Complimentary emails and other attributable quotes that reflect well on Career Services:**

   Good morning Alisha! Good morning! How are you? Listen, everything was wonderful at the Career Fair. You guys always do a great job, you're to be commended. Thanks so much for everything! Again, the Fair was great and I look forward to next year's.

   Ms. Pierce,

   Thank you for presenting to our students. Your presentations were very well received. You have truly contributed to the advancement of the Student Support Services mission!

   Courtney:

   I thought you did an outstanding job at the Black Scholars Unlimited and Alpha Phi Alpha Fraternity, Inc. event on last night. The Professional Workshop series put on by the organization was a great idea. I could tell the students really connected with you by the way they engaged in questions in response to the information they were receiving. I commend you for coming out after hours and giving our students useful information they could use. Please be mindful that we will be calling on you again to help get information out to other student groups.

   Again, Thank You.

   Clay!!
I just received an interview invite from UT-MEM COP and you bet I'm super excited!! I'm forwarding you that letter and was wondering if you can help me to prepare for it!! I think I'm going to reply to Ms. Wanda Patrick via e-mail to accept the interview invite. Do you think I can ask her what kind of forms I will be asked to fill out? My friends told me that the admission committee asked them a few short essay questions (I'm really afraid about this)

Thanks!

Comments from employers who participated in on-campus interviews regarding the Career Services staff:

- You were all more than helpful.
- Everyone is personable, warm, and friendly. Great atmosphere.
- Staff provided great assistance.
- Great students and career services.
- Good partnership.
- Staff was very professional and helpful.

11. Submit any photos that portray your department’s 2008-09 activities by placing them in your O Drive and notifying Rachel of the location.