

Draft of NMHU Career Services Operating Procedures

Submitted by Ron Garcia, Career Services Director

Career Services is in the process of rebuilding its services and programs offered to current students and employers. Presently there are no formal operating procedures, as this office is still under construction, while at the same time providing essential services to its constituents. Below is a list of services currently provided, additional proposed services, and employer/recruiter policies.

Current Services offered

Services currently offer to students

- General Career guidance/advising
- Access to job postings for summer jobs, part-time jobs, internships, Cooperative Education. and career opportunities.
- Job Search Assistance – Resume Writing, interviewing skills, job search process
- On campus interviewing and employer information sessions
- Career/Job Fairs

Services to Employers

- On campus interviewing, Information Sessions and classroom presentations
- Job postings – summer jobs, part-time jobs, internships, cooperative education, and career positions
- Career fairs/events
- Coordinate communications/meetings with academic departments/faculty

3 Career/Job Fairs – Fall Career Expo, statewide Public Service Career Showcase (Albuquerque), Educator Job Fair (Spring)

- Coordinate dates with other NM Colleges/Universities
- Arrange facility request and meals (continental breakfast, refreshments, and luncheon)
- Develop promotional and marketing materials
- Purchase Career Services promotional gifts for employers
- Visit classes and meet with faculty to encourage student attendance
- Process registration forms and fees
- Set up and decorations
- Set up registration sign in/information table
- Survey students and employers

On Campus Interviewing

- Arrange interview dates and reserve rooms.
- Advertise and gain faculty support for encouraging students to apply
- Schedule student for interviews and conduct interviewing preparation

Faculty Collaboration

- Provide classroom presentations on career topics tailored to subject area. Sample topics include job searching, resume writing, mock interviewing, career exploration related to specific majors, labor market trends, workplace skills.

Additional Proposed services

Services to students

- Online resume assistance software
- Online/automated system for connecting to employers
- Career counseling and assessment services to undeclared majors
- One stop shop for career guidance and exploration.

Services to Employers

- Online/automated system of connecting with students for experiential and career opportunities
- Access Student resume collection books
- Develop formal employer recruiting policies and procedures to comply with NACE.

Career/Job Fairs- Fall Career Expo, statewide Public Service Career Showcase (Albuquerque), Educator Job Fair

- Conduct long range planning of career fair dates with other NM Colleges
Automated system for registration, invoicing of registration fees
Consider adding a Spring Career Fair

Recruitment, Preparation and Resolution of Experiential Education Programs – promotion of programs, preparation of students, coordinates possible academic credit; maintain documents – formal agreements, application and performance evaluations.

- Internships
- Externships
- Cooperative Education/Student Career Experience Programs (SCEP)
- Summer Educational Research Programs
- Volunteer/Service Learning

On Campus Interviewing

- Arrange interview dates and reserve rooms.
- Advertise and gain faculty support for encouraging students to apply
- Schedule student for interviews and conduct interviewing preparation
- Debrief employer recruiters on policies and EEO compliance, and student evaluation forms.
- Conduct post interview briefing with individual student applicants to help them improve their interviewing skills. Encourage them of post interviewing tips and etiquette.

Faculty Collaboration

- Meet with faculty on regularly basis to keep abreast on academic/major programs and relevance to career opportunities and labor market trends.
- Provide classroom presentations on career topics tailored to subject area. Sample topics include job searching, resume writing, mock interviewing, career exploration related to specific majors, labor market trends, workplace skills.

Budgeting, Administration, Planning

- Establish online billing/payment of career fair registration fees.
- Ongoing assessment and evaluation of services for improvement.
- Develop student forms for Internships and Co-ops placements
- Create brochures for Career Services, Internships/Coops, and employers.
- Create a more efficient and informative website for Career Services.
- Implement web-based career services management system software for automating student and employer registration, job postings, scheduling interviews and information sessions, resume referrals,
- Continue professional development to keep abreast of future employment opportunities and labor market trends.

One Stop Career Resource Lab/library

- Several computer stations (6 to 10) installed with CHOICES Career Guidance System Software – interest, skills, and work values inventories; occupational exploration, and graduate schools database. Computers can also be used for onsite résumé preparation and critiquing.
- Mounted Smartboard and projector for workshops, presentations.
- Online and Hardcopy career exploration literature such as: Dictionary of Occupational Titles, Occupational Outlook Handbook, Careers by majors, and Labor market Information provided by NM Workforce Solutions;
- Online and Hardcopy job search literature such as: Resume books/samples; interviewing skills, employment directories for internships, summer jobs, and career opportunities, international jobs; job postings for education, government, industry and non-profit agencies.
- This room can serve as a mini conference/workshop room for assisting students in small groups.

Facilities and location

- The location of career services should be easily visible and accessible to all students and employers. Ideal location is in Student Center nearby student clubs and organizations.
- Office should consist of:
 - **Lobby/reception area** for secretary desk, work-study station, 2 computers, cabinets, News board, lounge chairs, magazine rack, refreshment counter (coffee, tea, water)
 - **Career lab** – 6 to 8 computer stations, Smartboard and projector, shelving space hardcopy career literature, white board conference table and chairs, ceiling projector. Serve as a conference/workshop room.
 - **Director office** with desk, and mini conference table with chairs
 - **Career Counselor office**, with desk, chairs
 - **2 small interview rooms** with table and 3 chairs for each room with 1 room containing computer and phone for online interviewing.
 - **Supply Room** with photocopy machine (for maintaining confidentiality of copying student credentials).

Additional personnel requested to accomplish all of the above services:

- Secretary/Administrative Assistant
- Career Counselor/Graduate Assistant
- 3 work studies

*******DRAFT*******

Recruiter Policies for Use of Career Services

New Mexico Highlands University (NMHU) Career Services office is first and foremost committed to working in the best interest of NMHU students. NMHU Career Services has established the following recruiting guidelines to assist employers in making on-campus recruiting a professional, fair, and ethical experience. We encourage employers to contribute to a successful recruiting relationship by fully complying with the following policies.

Employer services include, but are not limited to: career/job fairs; on-campus recruiting; employer information tables; employer information session; Career Services sponsored outreach events at the university or other campus locations, and online job posting service.

Acceptance and participation of employers in the employer services mentioned above is not to be construed as an explicit or implicit approval or recommendation by NMHU to its students.

NACE AND EQUAL EMPLOYMENT OPPORTUNITY

In order to provide fair and equitable services to our students and employers, the Career Services office and its clients adhere to the following policies:

Employers must subscribe to the National Association of Colleges and Employer (NACE) Principles for Professional Conduct and to the Equal Employment Opportunity (EEO) recruitment and employment guidelines and laws established by federal and New Mexico governments.

RIGHT TO REFUSE SERVICE

We reserve the right to refuse service to employers for factors such as the following:

- Providing fraudulent information and/or misrepresentation of positions or company information through dissemination of dishonest information or absence of information to the Career Services Department or to students
- Receipt from students of complaints of improper or illegal recruiting or employment practices, harassment of NMHU students, alumni, or staff
- Breach of confidentiality of student information without prior written consent of the student
- Requiring, at the time of application, personal information such as bank and social security numbers or photo of the applicants
- Positions not likely of interest to college students or alumni
- Requiring students to pay personal funding to obtain the position
- Failure to adhere to Career Services' policies and/or any violation of NMHU equal opportunity regulations and rules, and local, state, or federal laws
- Failure to accurately describe the responsibilities and requirements of the employment opportunity in all publicity, including publicity for employer information sessions.

Companies or organizations that hire independent contractors or do not provide a W-2 may use the following limited services:

- Career/Job fairs as appropriate

- Scheduling a room for a presentation once a semester
- Scheduling an information table once a semester.

Career Services does not provide services, rooms, scheduling, or sponsorship if:

- The employment opportunity involves on-campus solicitation of the company's products, posting of company's materials, or sale/distribution of products and services
- The organization is sponsoring an individual to establish his/her own business for the purpose of selling products or services, and/or recruiting other individuals to establish their own businesses
- The organization requires an initial payment or investment - with the organization itself serving as an umbrella or parent corporation. Investments of this type may include, but are not limited to: requirement to attend unpaid orientation or training sessions; direct payment of a fixed fee; payment to attend orientation or training sessions; and/or purchase or rent of a starter kit, sales kit, samples, or presentation supplies
- The organization fails, for any reason, to provide essential information concerning the nature of the position or compensation, including, but not limited to: commission only, job responsibilities, salary, applicant requirements
- The organization fails to submit payment/documentation of payment for any Career Services event or program.

Services Provided to Third Party Agencies

Third party recruiters are agencies, organizations or individuals recruiting candidates for

employment opportunities other than for their own needs. Third party recruiters using NMHU Career Services are expected to follow the same policies and procedures established for recruiters representing their own organization. In addition, third party recruiters are expected to adhere to several specific practices to ensure open and accurate communication with NMHU students.

Career Services will provide assistance to third party agencies only when a third party recruiter meets the following conditions:

- Meets the NACE and EEO policies and laws described above
- Charges no fees to the candidate
- Reveals to Career Services the identity of the employer being represented and the nature of the relationship between the agency and the employer, and permits the career center to verify this information by contacting the named client
- Provides a position description to Career Services for valid openings.

Third party recruiters are allowed to interview on campus or participate in career fairs when the above conditions are met. Career Services may require the name of the employer being represented to be identified on all announcements.

Resume Referrals

By policy, Career Services typically releases resumes to direct hire employers only. However, resume referrals may be processed for third-party recruiters if the name and location of the hiring

company is disclosed and there is permission for Career Services to verify this information by contacting the named client. In order to process a resume referral, we require a job description including the name of the hiring company.

Job Postings

Third party recruiters may provide job announcements to NMHU Career Services for posting. Posting of any/all job descriptions is not to be construed as an explicit or implicit approval or recommendation of recruiters by the university.

On-Campus Recruiting

- Career Services will provide scheduling support for recruiters via eRecruiting only
- Recruiters seeking to schedule on-campus interviews outside the eRecruiting scheduling process are required to provide our office with a description of the recruiting process used to fill the schedule as well as a copy of the interview schedule prior to the interviews
- Career Services will not provide on-site support for recruiters requesting outreach venues outside of the Career Services suite
- Career Services cannot provide equipment (lap-top computer, projector, etc) for outreach events outside the Career Services suite
- Interview rooms in the Career Services suite for your on-campus visit are complimentary.

Cancellation & No-Show Policy

If it is necessary to cancel an interview or career fair reservation, please do so as far in advance as possible. Space is in high demand, and your early cancellation will allow Career Services to re-assign resources.

Career Fair Cancellation & No-Show Fees

- Due to administrative costs and low registration fees for our career fairs, there are no refunds for cancellation.
- If Career Services records indicate an outstanding balance for any registration/cancellation fee, organizations will be given an opportunity to provide documentation of payment. If none is provided, future space/career fair registration will be denied.

Posting Jobs at NMHU

- Jobs posted on the NMHU Career Services Webpage will automatically be assigned an expiration date 45 days past the posting date. Employers may request an expiration date earlier or later than the 45 day.
- Only job postings for paid, degree-related positions are accepted
- Career Services will accept appropriate job announcements via electronic methods only; we are moving to a paperless resource center.
- Career Services reserves the right to delete job postings deemed unsuitable for students seeking professional, degree-related work experience and will make an effort to direct employers seeking non-professional employment candidates to other recruiting sources available at the university.
- Employers who have not filled the job may repost for an additional 45 days.

Requests from Organizations to Target Only Specified Audiences

- The Career Services office at NMHU maintains and promotes a policy of nondiscrimination and non-harassment on the basis of race, religion, color, sex, age, disabilities, marital status, sexual orientation, national origin, and citizenship. We provide services only for employers whose hiring practices are non-discriminatory according to federal and state laws
- Career Services will advertise opportunities that target specific populations if the organization also agrees that it will consider other students or have opportunities open to all interested students

Career/Job Fairs

- Career/job fairs are designed to provide a venue for sharing employment information only
- Are not intended for recruiting other businesses or for selling products and/or services
- Please see above section regarding cancellation fees
- Career fair participants who do not comply with this policy may be asked to leave the event/may be denied future registration

PLEASE NOTE: The Graduate and Professional School Fair is not an employment fair, but is a means of distributing information about graduate schools, programs, application, and admission.

Grievances

The Career Services staff will investigate complaints by users of our services about job postings, employers, or career events. If we determine that a complaint is justified, we may choose not to sponsor recruiting activities for the employer involved.