

## **Collegiate Career Services of Colorado and Wyoming**

Fall 2011 Meeting November 18, 2011

University of Colorado Center for Community

8:45 am - Michael Deragisch called the meeting to order with an encouragement to utilize the open food court for the duration of the day; tours of the new CU Career Services offices will occur later in the day. Briefly introducing the guest speaker, Roberta Sondgeroth of the U.S. Department of Labor, Michael then moved to the introduction of attendees by each school, with responses to the following prompts:

- An out-of-the-box program to be implemented in 2012;
- A departmental problem that members would like help or suggestion with; or
- A concept that staff would like to implement in the near future.

**University of Wyoming** – Ann Jones announced that the Spring 2012 meeting will be hosted by University of Wyoming in Laramie. Career Services is partnering with the Alumni Association and Foundation departments to have shared space in a new building (called the Gateway Center) that is being built jointly by Foundation and Alumni Assoc. The building is in the early stages of design and Career Services will only have a small portion of space to use for company recruiting but are excited about the joint venture with the other departments.

**Colorado School of Mines** – All members of the staff attended (Jean Manning-Clark, Jane Cain, Debbie Behnfield, Lin Sherman) and introduced their new career manual: The Mines Strategy: Tools for Engineering Your Job Search. In part, an effort to reduce the amount of printed handouts created each semester, this booklet (all the Career Center advice in one handy location) has been distributed to freshmen through the CSM 101 Success course, and to upper classmen at workshops, Fall Career Day, etc. It has been well received and utilized by students of all levels through graduate school; some faculty are using it and the Mines initiative will be to expand awareness by faculty of this resource.

**University of Northern Colorado** – Represented by Renee Welch, Kristen Brown, Laura Beer, and Peg Griffin, UNC has initiated a new networking night particularly focused on sophomores and juniors. Also, following student feedback on career fairs, they will be holding their fair later (2:00-5:00). In addition, there are thoughts to transition from a career fair for all purposes to smaller, more specialized fairs.

**Colorado State University** – Tanya Baird put in a plug for the CSU football team and described a new workshop called “Investing 101” – a very good response of 75 students participated. In addition, a workshop on the topic of “How to Evaluate Offers: It’s Not Just Salary – It’s the Fringe” has been introduced.

Several members of the CSU Fort Collins team came including Ann Malen, Connie Horak, Dianne Hellbusch, Scot Sanders, Jan Behunek, Adam Carpenter, Shawn Utecht, and Wendy Rose. An Associate Director for Alumni Services is being hired for Northern Colorado, where the greatest number of alumni 2-5 years out from graduation are concentrated. Another position, the Director of Alumni Career Services, located in Denver, is in the hiring process; there will be coordination of alumni efforts between the two locations. CSU has developed “Connect” events which are smaller, industry-based evening panels of employers.

**University of Colorado –Denver – Experiential Education Office** – Lesley Bishop and Ellen Hinckley of the Experiential Education office attended. They continue to develop internship opportunities and investigating not for credit internships.

**University of Colorado –Denver - Career Services** - Jessie Czerwonka, Roseann Wagner, Stephanie Carlsen, Zach Lucero, and Kaitlyn Luna attended. Jonne Kraning was unable to attend. They have developed a new program, issuing an Employability Services Certificate. This is an online program available to students, which features former staff member who many of us know, Paul Wortham, in topical videos. All materials and assignments are available for students via Blackboard.

**Regis** – Richard Delliveneri, Brent Vogel, Karen Adducci, Maggie Chapman, Shelley McClean, and Melinda Taylor attended, presenting three items including: 1) Plans to create an enhanced digital presence – utilizing technology more and scanning students for attendance at all visits and events; planning on using the CSO module for this; 2) Blogging – the new blog has been very well received with 1,000 hits occurring quickly; 3) Programming to engage sophomores in making a decision on majors.

**University of Denver** – Mary Michael Hawkins, Ruth Prochnow, Catherine Swearingen, Pat O’Keefe, John Haag, Cindy Hyman, Tina Stack-Oldweil, Kristen Sugg, Kaila Wilkes, and Sue Worden announced that they are hiring 3 positions for their professional and law schools, including: Employer Development, Marketing Programs, Data Analysis and Information on employment trends post-graduation). City Treks are trips to cities such as New York and San Francisco that career counselors Sue and Catherine are taking students on to meet some of the big employers of DU interns and graduates. These trips incorporate visits with alumni of the school.

**Metropolitan State College of Denver** – Bridgette Coble, Sarah Senter, and Lindsay Day (Assistant Director of Alumni Relations who participates in Career Services meetings), attended. One of the initiatives they have introduced is a pre-cursor to the All-Colorado Career Fair for alumni from all participating schools: a March 29, 2012 All-Colorado Networking Fair which brings graduates in contact with various professional networking groups to teach them how to use networking.

**Naropa** – Erica Wood and Sarah Steward discussed a new course for BS graduating students, using the chakra system concepts in preparing them for transitions. Their school continues to work with community engagement and volunteerism.

**Colorado Christian University** – Joy Strickland and Carol Trejos announced their three year project of creating a wall of “What to Do With Your Major” is coming to fruition. Seeing this idea at CU, the career services office worked with the college deans and the marketing department to create flyers for this wall display.

**Adams State** – Gregg Elliott announced the addition of a Career Coordinator, Bryan Roucher (not present at this meeting) and the move of the department to the new Student Success Center which also houses the library, disability services, assessments and testing center. They are interested in what other schools are doing to promote to students what to do with their majors.

**University of Colorado – Colorado Springs** – Bev Kratzer continues as a “department of one” but the school is in a strategic planning mode. Her goal is to prepare a summary of “best practices” to present and include staffing needs as part of this initiative.

**University of Colorado – Boulder** – Lisa Severy, Director, again welcomed the group to Boulder and her team introduced themselves: Suzy Shotts - Events, Ann Hermann – Career Counselor and Employer Relations, Cherie Wilcox – Online services, Linda Fauchaux – Assistant Director, Annie Piatt – Counselor, Lisa Lovett -Internships, April Abernethy – Events Coordinator, George Hooey– Diversity Coordinator, Stacy Rosseau, Shayn Smith – IT (Cable Guy). CU is seeing more freshmen in the Career Services office

now that a building is shared with the food court and other services. Now that international students are no longer counted against the mandated enrollment cap, the numbers of international students has doubled, with a goal to be at 10% by 2015. This is impacting the Career Services department as these students take more advantage of services than traditional students. The Student Services Committee is looking at this. In addition, they have ramped up surveying local employment opportunities for internationals.

**Fort Lewis** – No representatives able to attend.

9:30 am – Guest Speaker: Roberta Sondgeroth, U.S. Department of Labor, Wage and Hour Division - Other attendees from this office included John Newville, James Sherman, and Joyce Napoleon. Roberta's title is Regional Assistant Director and Community Outreach Planning Specialist, providing press releases and links to the website to aid both employers and employees. This office also handles law enforcement for non-immigrant workers, such as those with J1, H2 visas. Handouts distributed at today's meeting were **Fact Sheet #71: Internships Programs Under the Fair Labor Standards Act**. The Fair Labor Standards Act sets criteria for coverage, minimum wage, youth employment, and record keeping practices.

Enterprise Coverage: a company of 2+ employees involved in interstate commerce, earning >\$500,000; Individual Coverage: person involved in interstate commerce though the employer's company is not (this can be someone running credit cards, using the internet for work matters, stuffing and mailing letters via U.S. Postal Service, or phoning co-workers or compatriots). To qualify for coverage, there must be an employment relationship, with the employer in charge of hiring/firing, and directing work activities; this can be either temporary or permanent employment. Those situations of independent contracting (1099s) are not necessarily acceptable because of Workman's Comp, IRS, and Social Security issues. Definitions for coverage are similar at the IRS, SS, and DOL: FLSA. Internships need to be evaluated for coverage and Roberta encourages that we call her office if there is ever a question about this. Enforcement is difficult unless notified because there are more than 130million workers in the U.S. in more than 7million work locations. Those who may not be covered include such businesses as small construction companies or small independent retail or service businesses; these businesses and employees, however, may be covered under Colorado state laws.

The Fair Labor Standards Act was created in 1939. As of July 2009, the national minimum wage was set at \$7.25/hour for 40 hours or less (note: the Colorado minimum wage is \$7.36). Issues that are included in the Act include what compensation can be considered (commissions, bonuses, room/board), what deductions can be claimed, how to handle tipped employees (must be paid at least \$5.12 hourly), and the number of hours worked. Deductions to an employee's pay are illegal if they are primarily for the benefit of an employer or if it reduces the earnings below the required minimum wage. Examples include having to buy their own tools, pay for damages to the employer's property, being held responsible for cash register shortages – unless caught stealing and the employer called police when it happened.

Hours worked are an important component of the law, including those assigned by the employer and those "suffered or permitted" – for example, if an employee is called while "on-call" or if the employer is fully aware that an employee is taking work home because outside hours are required to complete task. Telecommuting requires that hours worked at home or other location be honored. Contrary to popular belief, the law does not require that employees be given meal or rest periods. Sleep time is an issue for employees on 24-hour assignments (such as those who work in a nursing home); however, deductions can only be taken for "hours of true sleep." Travel time is paid, not if a routine commute, but if it is within the scope of a work assignment. A question was posed about "required online training" – if an

employer says to do this during regular worktime, it is acceptable, but if an employer says to do it on the employee's own time, it is not.

Overtime is another important component and the mandate to pay it if work time is greater than 40 hours is calculated by the week – cannot be spread over a longer period of time. For example, if a person works 30 hours one week, and 50 the next, the wage must reflect overtime (it is not averaged to 40 hours). Companies are often cited for record-keeping violations if they do not maintain this weekly factor. This is one reason that many employers will use the term “salaried” for positions; however, even with this there can be a misunderstanding if a person is truly exempt from receiving overtime. Two terms are used: “Salaried for Fixed Hours” where the contract has to state 40 hours will be worked; and “Fixed Salary for Flexible Hours” – typically this comes to slightly less owed to the employee with overtime. There are specific categories for employees who may truly fall under the “exemption” definition – executives, administrators, professionals, outside sales, computer professionals earning at least \$27.63/hour. One test of qualification is if the person earns more than \$455/week. Another is the definition of duties by the executive, which must include primary management and supervision; duties of the professional include specialized or advanced knowledge or performing work requiring “invention, imagination, originality, or talent in a recognized field” – this would include those such as artists and musicians. Of note: the Department of Labor views those who are teachers, employed in other positions as non-exempt.

**Internships** – The area of greatest interest to this gathering... A basic premise of an internship (to the DOL) is that the employer cannot expect “real work” from a non-employee. Even if the school is willing to give credit to the student, they should still be paid if they are doing work of benefit to the employer. If a stipend is paid, it should still compute to be at least minimum wage. At some universities, the school awards a scholarship via donations, fellowships, grants, for student to do an internship. The university provides “the wage” and accepts all liability for these interns.

Questions posed from the attendees included:

- Is any sort of enforcement happening with unpaid internships? Should the school contact the DOL about these? Should the student contact the DOL to determine if it is considered work or not work? Answer: the DOL depends on hearing of potential violations from a variety of means - from workers, unions, parents, other federal agencies (such as OSHA).
- Has DOL provided guidance on the phrase in Fact Sheet #71 that the employer “derives no immediate advantage” from unpaid interns? Answer: There is a 2-tiered rule: “While learning – not paid; when doing work – paid.”
- With unpaid internships, are WE responsible to tell employers a position is not qualified, beyond what is posted on the school's website? Answer: Refer them to the DOL.
- What CAN interns do? Answer: Observe.

Summary: Utilize the extensive websites: [www.wagehour.dol.gov](http://www.wagehour.dol.gov) and [www.dol.gov/elaws](http://www.dol.gov/elaws) and contact the department for direct questions and presentations at 720-264-3250 or, for more sensitive questions and to speak with Roberta, at 720-264-3247.

11:11 am Breakout Sessions: Job Policies/1099 Discussions; Career Fairs; Student Engagement; Directors; Others....

Lunch

1:35 pm Employer Panel

**John Landau – Rally Software (RSW)** has hired 15 interns with about 90% of them from CU Boulder. He would like to see a single network to tap in to all schools. Rally is currently “hiring like crazy” – especially experienced professionals. He recognizes internships are key to a successful career.

**Sue Langdon – Rocky Mountain National Park (RMNP)**, like other governmental agencies, hires interns from seasonal through full-time, even with programs to help people earn their Master’s degrees. These positions are not necessarily found through [www.usajobs.gov](http://www.usajobs.gov); or [www.studentjobs.gov](http://www.studentjobs.gov) so students should be proactive in contacting individual agencies directly. It is highly recommended that students seek the Student Temporary Employment (STEP) paid positions and then move into the Student Career Employment Program (SCEP) which is seeking business, accounting majors, engineering majors, etc. It is best to get in while a student and there have been difficulties for new graduates who just begin to apply; however a new program anticipated will be STEP allowing new graduates to apply within the two years following graduation. Many agencies are options including NASA, the Department of Justice (which surveys report have the happiest workers), and advantages to working with the government offer interagency mobility, good benefits, work/life balance, stable 401Ks.

**Alyson McAuliff – City Year Denver (CY)** (a division of Americorps) – City Year was begun in 1988, allowing 17-24 year olds a 1 year service commitment in the education field, working to change dropout rates through all aspects of mentoring support. A college degree is not required, but of recent applicants, 82% are college educated. Teamwork and diversity are stressed. Currently a Colorado based core (especially Denver) is being developed. This advantages to the participant include service opportunity and leadership development, 25-100% tuition reduction, and high level of potential for hiring by corporations who value the program. There are now 3000 City Year participants, with 314 in New York.

**Andrew Bercich – Charles Schwab (CS)** – the largest independently owned financial services organization in the U.S. With a current general distrust affecting the perception by the public of financial institutions, they want to be the #1 relationship firm. Founded in the early 1970’s when deregulation occurred, Charles Schwab lowered rates while others were raising them – to make investing possible for everyday people – regular individuals; hence their emphasis has been innovation and relationship building. They were the first to go online, and with a mobile quotations service. Fortune Magazine cited Charles Schwab as among the most admired companies (#5 Most Innovative Fund), citing their passion for helping, passion for developing relationship, and passion for innovative approach. Recently they have hired 27 CSU graduates into salaried (not commissioned) positions and need IT professionals (\$45-60K). They are looking for diverse “thought leaders.” They have not formally structured an internship program, but did hire 17 interns for their teams.

#### **Questions for Panel:**

##### **1) How does your organization decide who to forge relationships with?**

- a. CS – “The size of the school, distance from organization, past performance of employees from the school.”
- b. NJH – “The programs (majors) offered at the school.”
- c. CY – “Depends on the students themselves, less about the programs offered, interested in every school....any major.”
- d. RSW – “Summer interns can come from outside Boulder; most of the full-time come from within Boulder.”

##### **2) What important strengths do you look for on resumes, etc?**

- a. NJH – “Good business skills, grammar, dress, well written applications. How they work through processes as shown in the interview.”

- b. RSW – “Send the kids in flipflops to Rally – they would fit right in.... Seriously, we want to know why they want THIS job.”
- c. RMNP - “Very clear explanation of skills and experiences on the resume – do less with interviews. Resume can be 2-5 pages, with specific dates and details.”
- d. CS – “Soft skills – clear and concise on paper. We provide 5 ½ months of classroom training.”
- e. CY – “Passion - applicants express themselves in two essays and through recommendations.”

### **3) What other factors impact hiring?**

- a. CS – “Companies are focused on hiring the RIGHT person – they want to be more sure because of the cost of training is too high. We want the applicant to be clear on their career goals. We take more time to select as having the knowledge base is priceless.”
- b. NJH – “The loss of valuable people is critical. We need to keep good people and success planning as people retire or otherwise leave is huge in companies.”
- c. CS – “Today’s students want to move up every six months. Employers need to plan in “jumps” to maintain engagement of these millennials. There is a challenge in how to manage different generations of employees.”
- d. RMNP – “The federal government is looking for people with high technology skills – we need people who are very comfortable working with iPads and PowerPoint.”

### **4) What vehicles – non-traditional ideas – do you have for applicants?**

- a. RMNP – “Volunteering in the community and even offering 4-8 hours to volunteer with the institution the student is thinking of for future employment. Be sure your cover letter shows your passion.”
- b. RSW – “Be proactive...focus on the company.”
- c. CY – “Know the demographics of the location you are interested in – everyone wants Denver – know all about the educational situation, reforms happening; come shadow someone in the organization. DO RESEARCH.”
- d. CS – “Be persistent and personable. Use networking – you are 2.5 times more likely to be hired if you have met someone in the organization at an event. Know how to really work a job fair with good focus.”
- e. NJH – “Use LinkedIn; volunteer; get involved in groups and have a good elevator pitch.”

**Thank you to our panel for coming.**

### **3:30 CCSA Business Meeting**

#### **OLD BUSINESS - Technology Committee – Jan, Adam, Shayn, Roseann**

The committee presented a review of the reasons to change the listserve and website usage. Yahoo groups was tried during the past year – only 15% of CCSA members have signed in for this. The old website is cumbersome, with limitations for changes to be made in case Jan is not available. The recommendation is for a new website and listserve for CCSA. Jan and Adam (an IT student at CSU) presented a demo of the old site and the new proposed site. The new site is currently constructed through godaddy.com and has a title of [ccsa.cowy.org](http://ccsa.cowy.org). with a horizontal bar containing categories of Home, About, Contacts, Fair Calendar, Meetings and a right sidebar with information on hiring policies to direct schools and employers. The committee requests that each school designate a “poster/editor” for that institution.

A question asked: “Will schools posting career fair dates bounce out others on the same date?”  
 Answer: the new calendar will allow entry but conflicting dates issued will be resolved; one must have a login to even view the fairs, so the committee is looking at other calendars to embed in the sit that allow us to edit and others to view.

For now, we will continue to use the Yahoo groups for communication. Shayn discussed the use of a listserve to go to emails and discussion boards to organize discussions (must login to use but delivery of discussions to individual emails can be set to frequency person wants). Listserves are expensive (\$300 plus delivery of each email) and only one person can be the administrator. Ann noted that Wyoming has not been receiving any emails...finds out about these events by getting forwards from other members; she thanked the committee for working on the website.

Michael summarized that we will move forward with the development of a new website, use LinkedIn group for our current purposes – with entry or invitation of members to ensure greater coverage, and retire the old listserve. The committee asked for a new position be added to the bylaws of a Technology Manager. Richard had sent this earlier, but the verbiage around this position will be revised to reflect new processes discussed today. This will be distributed to the membership, and then it will be voted on at the Spring meeting. Richard recommended that as soon as the bylaws are approved, an election can vote for on the person to take on the Technology Manager role.

Minutes for the Spring 2010 Meeting held in Grand Junction were approved.

The Treasurer's Report was presented showing an Ending Balance of \$3,193.71 (Revenues of \$4,688.96 including \$750 in dues and \$1305 in May meeting fees; Expenses of \$1495.25 include meeting expenses, website and CO State filing fee, and appreciation gifts).

#### **Bylaws Committee – Richard, Catherine, Gregg, Mary Michael**

Because the members did not recall receiving the bylaws, this vote will be deferred to Spring. The committee presented inclusion of the 2-year colleges, which had been voted on before. A discussion of the issue of "for profit" versus "non-profit" was integral in the verbiage defining Member Institution category as any career services department in a public or private, non-profit, 2-year or 4-year college in Colorado or Wyoming. The Member category includes a departmental office in a qualified institution where the following activities are performed: career counseling and assessments; job and internship search assistance, and employer development activities. The Professional category is an individual employed by or affiliated with a Member institution, who is involved in career counseling, and has been designated by the Member in writing for approved participation. A suggestion was made to add verbiage "It is the responsibility of the member institution to maintain a current list of approved individual participant members with CCSA." Decision on inclusion of a new Member Institution will be through approval by the Executive Committee of CCSA. All Member Institutions as of September 1, 2011 will continue as approved members.

Other suggested changes to the bylaws included:

- Expenditures of > \$100 will be approved by a vote of approved participants (or through agreement between the President and Treasurer)
- A stipulation to allow voting either in person or electronically. Discussion ensued regarding the potential for problems with the inequality between institutions with very few approved participants and those schools with large groups of professionals.
- The succession plan if the President is incapacitated to state that the Vice President takes over and then an election of new Vice President/President Elect is at this new President's discretion.
- Cancellation of attendance at meetings must be at least 48 hours prior to the event if the registration has been paid by the institution.
- Any proposed change to the bylaws must be made at least 21 days before the next scheduled meeting or the date of the electronic vote.

Further discussion ensued about the issue of schools with multiple career centers, such as those with separate, distinct business schools. The general discussion felt the success of CCSA has been in

keeping things simple, and recommended we continue to differentiate by campus locations as we have done. A more fine definition of “Institutional Member” will further complicate the process.

Michael summarized the plan to go ahead and vote on procedures in the bylaws by electronic means, so that elections can proceed at the Spring meeting.

#### **NEW BUSINESS**

**Spring Meeting** – May 17-18 in Laramie, WY at the University of Wyoming. Email suggestions for topics or questions to Michael or Ann Jones at [aljones@uwyo.edu](mailto:aljones@uwyo.edu).