



*Career Development
A Conversation with the Indiana
Commission for Higher Education
November 8, 2018*



Welcome

Meeting Objectives

- Share Ivy Tech Career Development Design and Delivery context and updates
- Discuss key areas of opportunity
- Outline the path forward

Agenda

Project Context

Career Development Redesign

Path Forward





Challenge

Ivy Tech Community College is Indiana's only full-fledged community college, serving over 100,000 students yearly through more than 150 programs across 45 campuses and sites. Career Development provides guidance and resources to students. Given the increased emphasis on internships and career placements in high-demand, high-wage industries, Career Development aims to align its vision and strategies to support all students in making informed career path decisions.

Solution

Ivy Tech and Ascend are partnering to redesign Career Development to facilitate an increase in student internships and high-demand, high-wage jobs (ITCC Strategic Plan Alignment 4.2 & 4.4). Ivy Tech will focus on aligning student objectives to employer-driven data on supply and demand of labor, wages, and other market factors.

Result

Students make informed decisions regarding career paths

Students are placed in internships and jobs

Students make at or above the median wage level

Ivy Tech fuels Indiana's economy

Planning process to be completed Dec 2018



Ascend Services

Our Methodology

Discover

the course of action



Assess

Research best practices

Develop

strategic infrastructure



Launch

program

Support

and improve



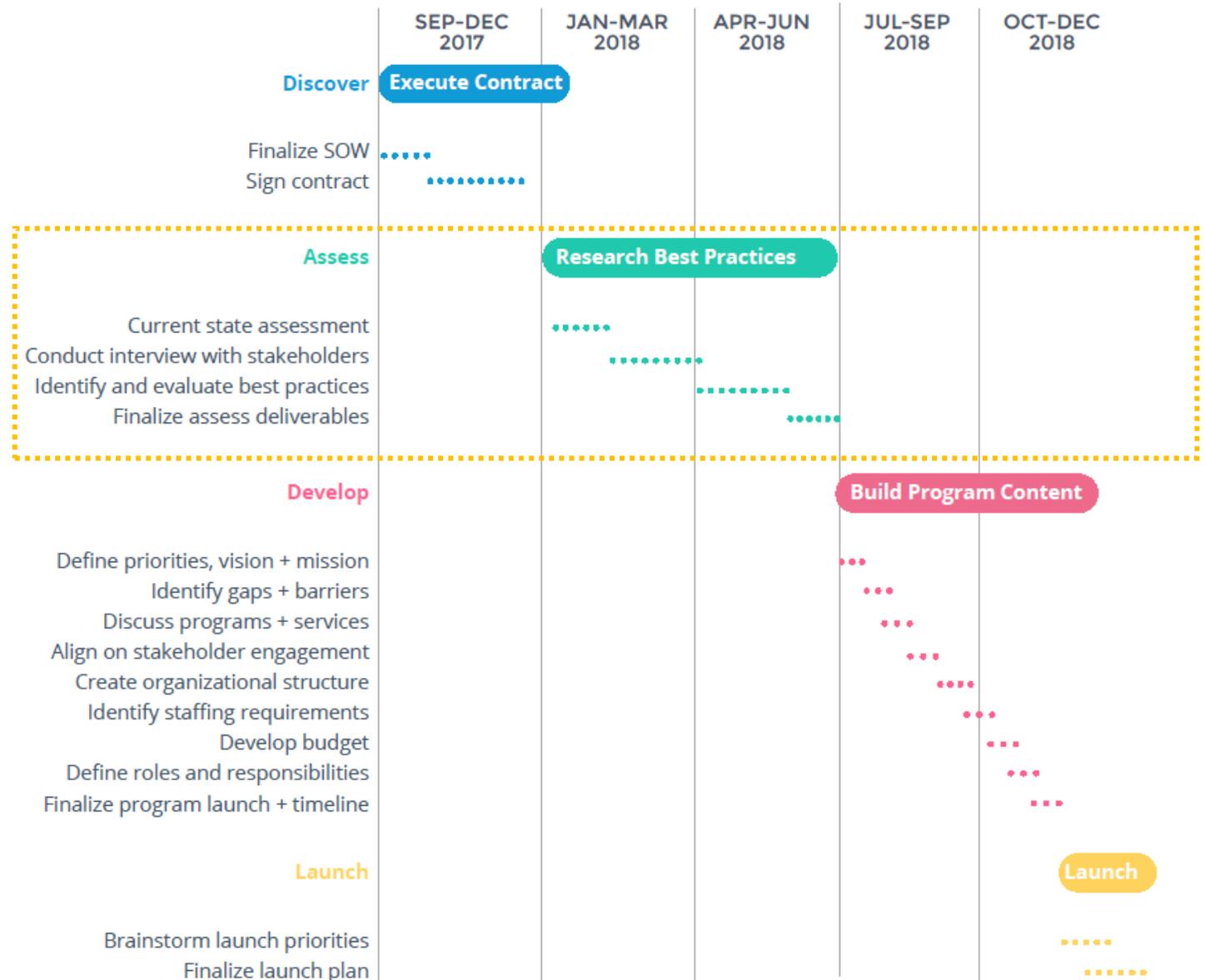
Project Timeline

Jan. 2018 – Dec. 2018

Assess Phase: 6 months

Develop Phase: 5 months

Launch Phase: 1 month



Assess Phase Progress



Assess Phase Update

Current State Report

- Executed staff and student interviews at 5 campuses (Terre Haute, Fort Wayne, Lafayette, Indy, and Muncie)
- Implemented faculty survey and follow-up conversation (125+ responses and two focus groups)
- Facilitated 1 design and 1 visioning workshop with Career Development team
- Facilitated Workforce Alignment team focus group
- Facilitated student focus groups at Terre Haute, Fort Wayne, and Lafayette
- Researched current operations including Aspen report
- Interviewed Senior Vice President and Chief Operating Officer
- Facilitated 12 project touchpoint meetings with project lead

Best Practices Report

- Site visits to 4 higher education institutions (Butler, Wabash, Ball State, and Georgia State)
- Phone interviews with 4 higher education institutions (Wake Forest, La Guardia, Walla Walla, and Georgia State)
- Researched NACE and CAS standards for career development
- Researched white papers and case studies on career development

Assess Phase Deliverables

Current State Report



A written overview summarizing the evaluation of Ivy Tech's current Career Development operations including interviews with students and staff.

Best Practices Report



A written report highlighting the best practices in Career Development operations nationally. This report includes examples from universities that are excelling across multiple areas of their Career Development offerings.

Best Practice Alignment Report



To identify gaps and barriers between the current state of ITCC Career Development and the ideal future state according to best practices. Utilized NACE standards for career development as an organizing framework to compare best practices with ITCC current state evidence to determine alignment and misalignment with the best practices

Best Practices Report Learnings

Category	Best Practice
Mission	<ul style="list-style-type: none">• Develop a mission that advances the institution’s mission and supports student academic and career success
Program Components	<ul style="list-style-type: none">• Engage students early in their academic careers and continue to proactively reach out to students• Collaborate with workforce development boards to scale efforts
Organization, Management + Leadership	<ul style="list-style-type: none">• Secure institutional alignment on career development priorities• Link student success outcomes to career development and first-destination results
Career Development Staffing	<ul style="list-style-type: none">• Train staff to have a focus on a specific industry• Utilize a dedicated data specialist to capture + maintain data• Dedicate staff member or team to manager employer relationships (see “Employer Relations” below)
Employer Relations	<ul style="list-style-type: none">• Dedicate a staff member or team to manage employer relations• Clearly outline the employer engagement process including key stakeholder roles and responsibilities• Engage employers early and often throughout a student’s career
Technology	<ul style="list-style-type: none">• Utilize online platforms to scale career development efforts
Institutional Relations	<ul style="list-style-type: none">• Create systems and structures to develop collaborative relationships with faculty and department chairs / program managers• Develop a collaborative relationship with Admissions• Foster collaboration between career development and academic affairs

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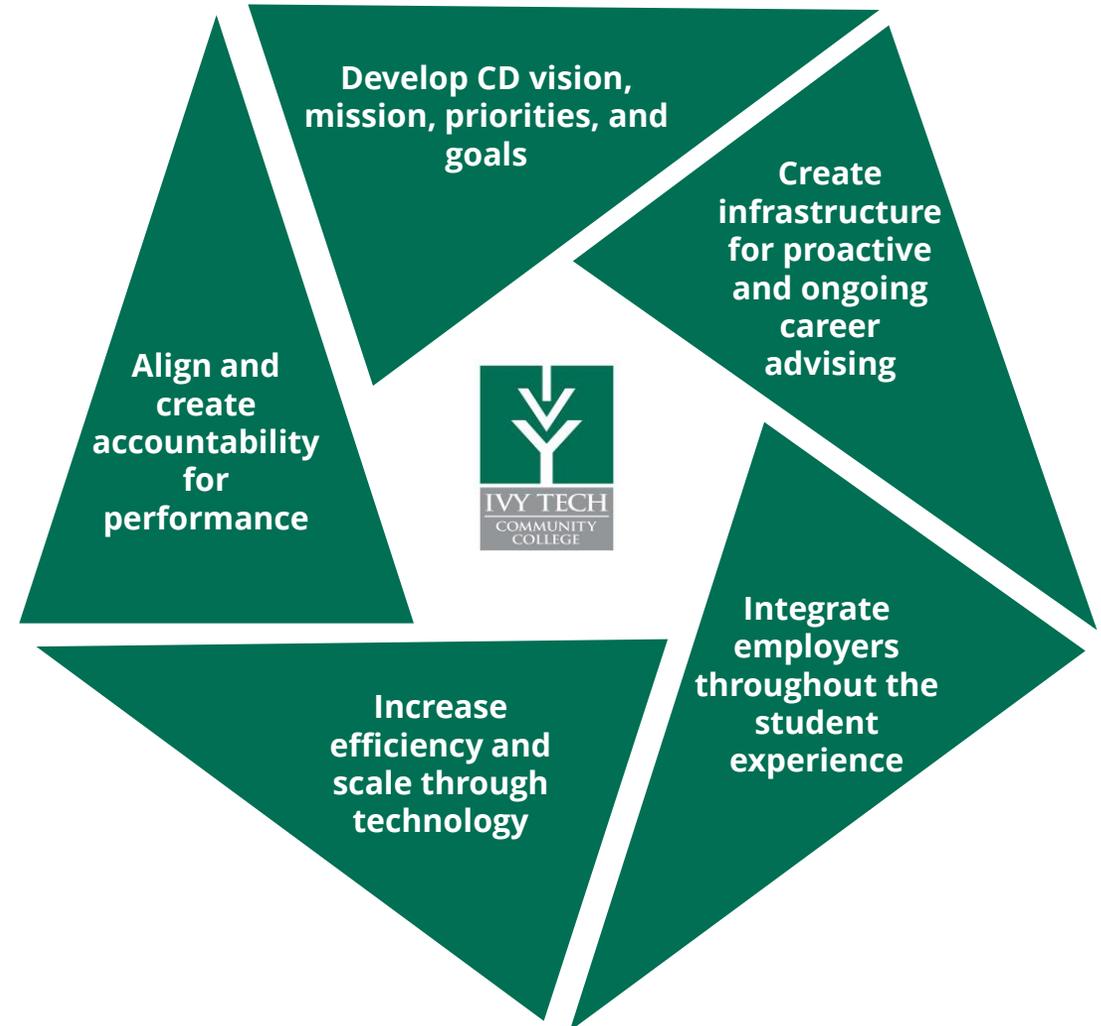
Planned Direction for Career Development

Vision

Career Development will prepare each student to meet their career goals **by engaging in work-and-learn experiences** and **obtaining employment that aligns with the needs of our workforce**.

Mission

The Career Development Office empowers students to make informed academic and career decisions by **proactively engaging, supporting, and connecting** them to high-quality work-and-learn experiences and employment or transfer that serves local workforce needs and bridges social inequities.



Leading Indicators for Success

Students will engage early and often with Career Development

- Students will utilize career exploration and clarity tools (e.g. ICE) prior to enrolling at ITCC and during orientation
- Students will participate in a major-specific orientation focused on career outcomes either in person or online
- Students will engage with labor market data during the enrollment, advising, and career action planning experiences

Students will upload a career action plan by credit 15, and track progress by milestone credits

- Students will create and upload a resume by credit 15, updating and re-uploading at milestone credits 30, 45, and 60
- Students will engage at least once with employers through courses, career fairs, mock interviews, etc. every 15 credits, resulting in at least 4 employer interactions between credits 0-60
- Students will participate in interview preparation by milestone credits 30, 45, and 60
- Students will participate in workplace/employability skill development activities by milestone credits 30, 45, and 60
- Students will complete work-and-learn experiences by credit 45
- Students will engage with a career development platform that directly connects them to employers by milestone credit 60

Students will secure positive post-Ivy Tech career outcomes

- Students will have secured employment, transfer status, or military enrollment by graduation
- Students will complete the First Destination Survey within 6 months of earning a credential

Ivy Tech Student + Infrastructure Implications

Curriculum

- Career Action Plan (CAP) activities will be incorporated into academic plans and mandatory for graduation
 - Strategies include: resume preparation, interview preparation, employability skills development, work-and-learn experiences, career development networking platform profile development, and engaging with employers

Employer Engagement

- A standardized process for employer engagement will be developed
 - Strategies include: creating ITCC website content for employers, developing an intake process to identify needs and steward them to the appropriate people on campus, and utilizing a common technology system to track relationships
- Each campus will have a “conductor” to identify, steward, and manage the employer engagement strategy

Technology

- A new technology system will be developed to track, manage, and report data against each CAP activity
- Existing platforms will be leveraged to deliver pathway content and to incorporate CAP strategies into the academic plan

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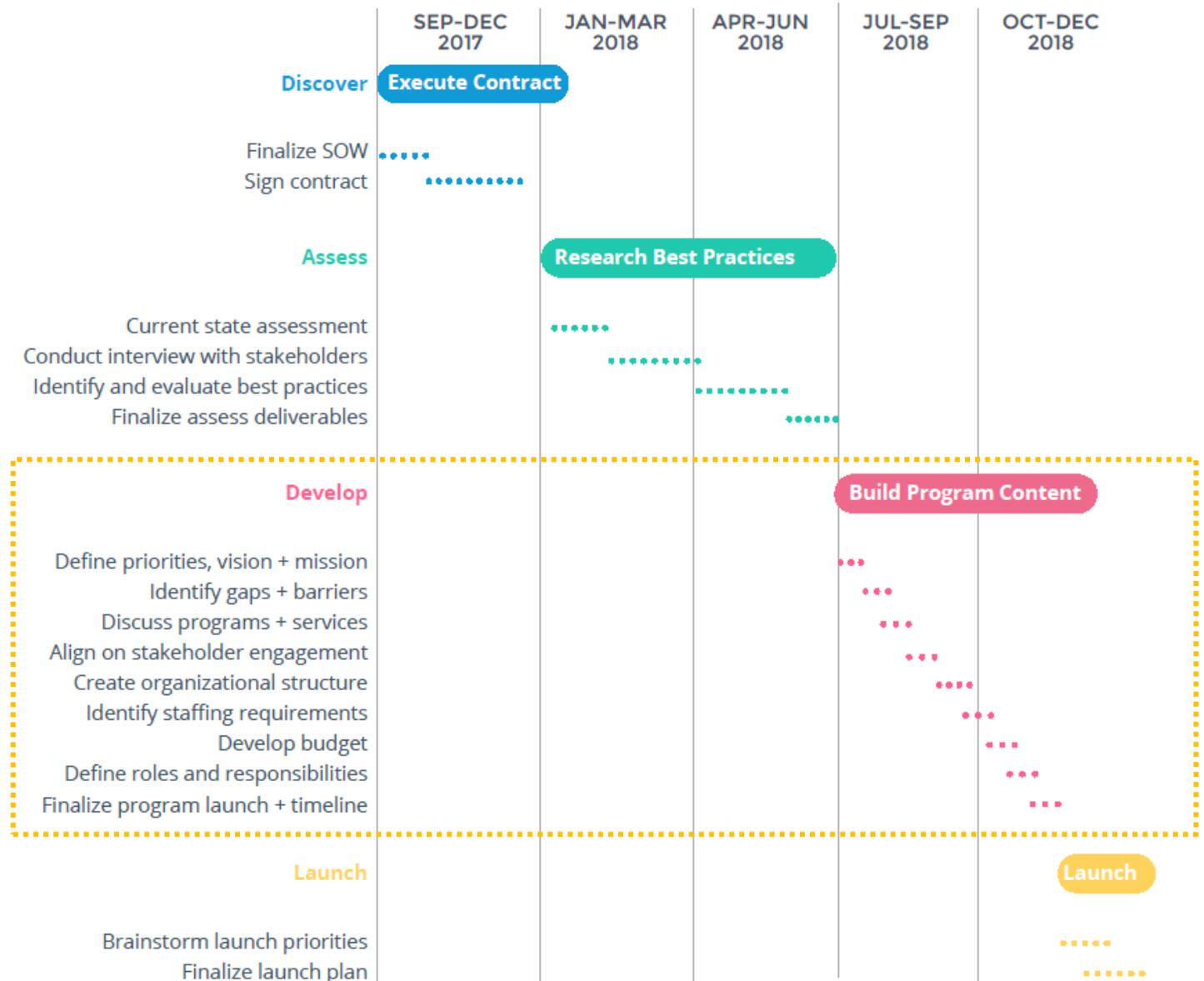
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Develop Phase Deliverables

Outcome	Deliverables	Description
Strategic Plan		<ul style="list-style-type: none"> • Comprehensive, written account of the operational goals developed and the actions needed to achieve the goals including the ideal future state and implications • Includes an overview of the need, causes, Career Development vision, priorities, goals, strategies, governance structure, budget, and timeline
Executive Summary		<ul style="list-style-type: none"> • Condensed, written account of the new direction for Ivy Tech's Career Development, including a summary of the need, causes, vision, priorities, goals, and corresponding strategies
Overview Presentation		<ul style="list-style-type: none"> • Presentation outlining the same concepts as the strategic narrative utilizing visuals and organized text as opposed to written formats
Program Dashboard		<ul style="list-style-type: none"> • Project management tool that includes priorities, goals, and activities agreed to by Ivy Tech • Goals will be structured on an annual and quarterly basis and will align to the timeframes outlined within the strategic plan

Thank you!