



# Career Services Center

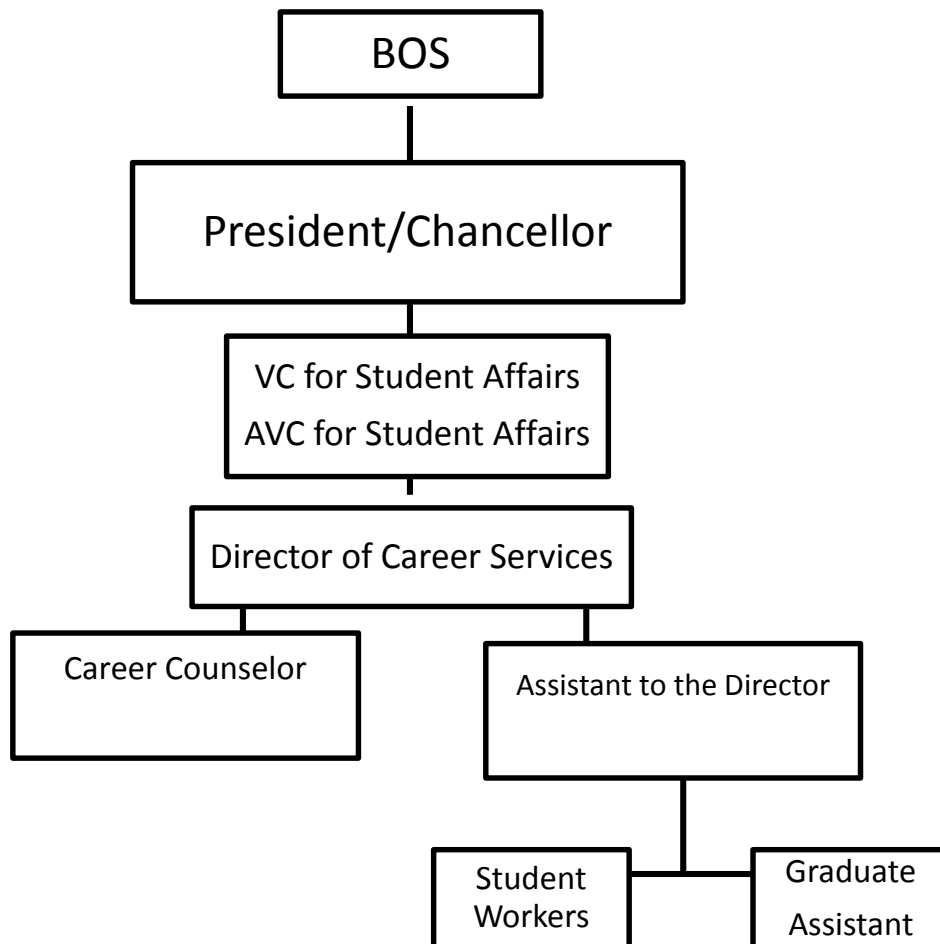
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*"Preparing Futures Today"*

Office Policies and Procedures Manual

T.H. Harris Hall Suite 1100 • 225.771.2200  
[www.subr.edu/careerservices](http://www.subr.edu/careerservices)  
Updated July 2015

# ORGANIZATIONAL CHART Career Services Center



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## CAREER SERVICES OVERVIEW

### INTRODUCTION

The role of the Career Services Center begins the moment a new freshman class arrives on campus. It is critical that students matriculate with a focus on not only obtaining a degree, but also on personal development and obtaining valuable work experience that will give a tremendous advantage when choosing a career path. The Career Services Center should not be seen as a job placement center, but a holistic career preparatory center. In today's global economy, experience counts. Our network of employers often participate in career day and perform on-campus interviews to seek out promising students for internships in order to groom them for a long-term career. It is the goal of the Career Services Center to provide a toolbox consisting of resume preparation, professional development, business etiquette, personal presentation, and effective communication, that will cause Southern University graduates to not have the concern of when they will find job, but to equip them with priceless experience and skills that will lead them to only have to consider which job offer, of many, they wish to accept.

The Career Services Center can help students and alumni:

- Explore and make sound decisions about career choice;
- Interact and interface with industry career professionals and mentors; and
- Obtain and acquire skills that prepare them for future opportunities.

### MISSION STATEMENT

The mission of the Career Services Center is to aid and assist the students and alumni of Southern University in developing, evaluating, and implementing career plans. The center, in partnership with local and national corporations, also provides opportunities for qualified applicants to secure internships and post-graduate employment.

### PROPOSE OF THE CAREER SERVICES CENTER

The Career Services Center provides comprehensive development for current students and alumni to enhance their career opportunities. Southern University alumni who are within six months after graduation have access to the services free of charge. The Center assists current students in:

1. Choosing their career and college majors;
2. Obtaining appropriate work experience prior to graduation to enhance their chosen career and majors;
3. Obtaining information and skills on how to seek employment; and
4. Furthering their chosen careers by obtaining employment or continuing into graduate or professional school.

The Center's mission is in harmony with the mission of Southern University and the Division for Student Affairs. Career Services provides support and enhancement of formal educational experiences. As part of the larger community, the Center seeks to provide services, which are not only comprehensive but also preeminent in the state and region.

## **PROHIBITIONS**

Sexual harassment of students is strictly prohibited and violators will face action not limited to disciplinary or legal action. Any employee, recruiter, or student engages in sexual harassment whenever he or she makes sexual advances, requests sexual favors, and engages in other verbal or physical conduct of a sexual or sex-based nature, imposed on the basis of sex, that:

1. Denies or limits the provision of educational aid, benefits, services, or treatment; or that makes such conduct a condition of a student's academic status; or
2. Has the purpose or effect of:
  - a. substantially interfering with a student's educational environment;
  - b. creating an intimidating, hostile, or offensive educational environment;
  - c. depriving a student of educational aid, benefits, services, or treatment; or
  - d. making submission to or rejection of such unwelcome conduct the basis for academic decisions affecting a student.

The terms "intimidating," "hostile" and "offensive" include conduct which has the effect of humiliation, embarrassment or discomfort. Examples of sexual harassment include touching, crude jokes or pictures.

## STUDENT GUIDE

To ensure that you understand your obligations as a student, and conduct yourself in a manner so as to promote the best possible results from any interactions, some responsibilities pertaining to students are outlined below.

### RESPONSIBILITIES OF THE STUDENT

1. Students must adhere to all the rules and regulations according to the Southern University Code of Conduct.
2. Students interested in securing employment have the primary responsibility of registering online (Jobs4Jags) with the Career Services Center. All students must upload their resumes into the system. All students must schedule an appointment to visit with a counselor.
3. The student should exercise care in completing such forms that may be requested in preparation for interviews. All responses to items on the Interview Data Sheet must be accurate; i.e., address, telephone number, grade point average.
4. Students who register with the Center and plan to interview for employment are required to have a neatly typed resume to present to each recruiter with whom they interview.
5. When utilizing the services of the Center you must provide a copy of your transcript from the Registrar's Office, as requested.
6. Make every effort to ensure that all forms completed by you and those that are completed by others, (i.e. evaluation sheets, letters of recommendation, etc) are returned to the Center as soon as possible.
7. The absence of any information needed to complete your placement folder may result in the suspension of placement services.
8. Prior to the first interview, you should recognize your responsibility to analyze your interests and abilities and carefully consider the career's objective and appropriate ways of meeting it. Read available literature and consult other sources for information about the employer. Organize your thoughts in order to intelligently ask and answer questions.
9. In the interview, recognize that you are representing Southern University, as well as yourself, and you should be punctual and thoroughly business-like in conduct.
10. Promptly acknowledge an invitation to visit an employer's premises. Invitations should only be accepted when you are sincerely interested in exploring employment with that employer.



11. As soon as you determine that an offer will not be accepted, you must immediately notify the employer.
12. You should not continue to participate in interviews after an employment offer has been accepted.
13. When you accept an employment offer, it should be done in good faith and with the sincere intention of honoring the commitment.
14. You should keep the Career Services Center advised concerning employment negotiations. You must read the Career Guide to become familiar with the office policies and procedures. Students will be disciplined if their actions are inappropriate.

## **REQUIREMENTS**

1. All students are expected to report for interviews they have signed-up for unless permission to be excused is granted by the director.
2. Each student will be allowed three (3) cancellations, after which you will not be allowed to take any more interviews unless the director grants permission.
3. You must cancel your interview no less than twenty-four (24) hours in advance of the scheduled time. Otherwise it will be listed as a “no show”.
4. Students should come in at least fifteen (15) minutes before the scheduled time for the interview.
5. Any student who comes in five minutes after the scheduled time of the interview risks having the interview canceled.
6. All students must register with Jobs4Jags to be considered for an interview. Students must also schedule an appointment for a resume review. All resumes must be uploaded to the system.
7. Students must not register their name or sign-up with an employer unless the employer specifically requests majors in your field.
8. If you want to interview, you must register online. (No exceptions)
9. You must register for yourself only. You should not register for anyone else.
10. Students must update all information online (including addresses and telephone numbers) each semester.
11. Students should give zip code and area code for both present and permanent addresses on all registration information.

12. Students should safeguard registration information.
13. You should make sure that your individual placement folder is complete in advance of graduation. All students must complete the graduation checkout form for the Career Services Center.
14. You must come appropriately dressed for interviews. If assistance is needed in this matter, contact a career counselor one week prior to your interview.
15. Students should notify a career counselor of site visits and/or job acceptance.

## INTERVIEWING

### Preparation for the Interview

The employment interview ranks among the most important undertakings in the life of a graduating senior or a student job-seeker. In many instances, the approximately thirty minutes spent with an interviewer can significantly affect the entire course of events in the life of college students. In view of the above, the interview becomes a matter of increased importance and high seriousness.

There are several responsibilities incumbent upon the individual considering an interview appointment with any agency. One who is sincerely concerned about forming a good initial impression will be interested in ensuring the following: familiarity with the company or agency, promptness in reporting to the interview, proper grooming, and poise.

The interview is where you come to “sell” your service to the “market” i.e., the prospective employer. If this is the case, isn’t it conceivable that you would be interested in ensuring that every effort is made to create the impression that your potential service to the company is a mutual advantage for both you and the company?

The interview is crucial in that it provides you with only two alternatives: an offer or a decline. To minimize the number of declines as a result of the interviews, here are some suggestions:

1. Schedule an interview in the Career Services Center at a time you know is convenient for you.
2. Write the time and place down and keep the notation with you. Don’t rely on your memory.
3. Get the full name of the company, along with its address.
4. Do some research on the company or agency whose representative is interviewing **you**. Find out what kind of agency or company it is. Try to obtain information on the company’s line of product, its history, the size of the company, and what prospects look like for the future.
5. Prepare to ask well-organized, pertinent questions.



6. Plan to arrive for the interview at least fifteen minutes early. A few extra minutes will help take care of unexpected emergencies. Late arrival for a job interview is almost never excusable.
7. The essentials of neatness and cleanliness must not be neglected. It may be noted that cosmetics, perfumes/colognes and jewelry should be worn conservatively. Both men and women should pay careful attention to details such as hairstyles, fingernails, breath, and attire.
8. Students, who miss three (3) consecutive interviews, without offering a legitimate reason, will be denied the privilege of interviewing during the remainder of the semester.

### **No SHOW POLICY**

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Each person utilizing the services of the Career Services Center has a responsibility for agreements made. That responsibility cannot be delayed or passed on. When students sign up for an interview, it is an agreement to meet with a company representative at a preselected time and on a preselected date. Failure to keep the appointment is not only a waste of time and money, but is indicative of irresponsibility on the students' part.

Students are to evaluate the schedule, the company and the time slots carefully. Once a compatible time has been found, a student should then sign up for the interview. It is then his responsibility to prepare for the interview. Under no circumstances would a student arbitrarily not present himself in an appropriate manner for the interview scheduled.

Failure to show, or “no-show”, could result in the suspension of the services of the Center to the student.

“No-Shows” will not be tolerated. The Career Services Center should be notified at least twenty-four (24) hours in advance, if an appointment cannot be kept.

### **SITE VISITS**

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An invitation to visit the site usually indicates that the recruiter was very impressed with you during the thirty minute interview. Generally, you will receive a letter of invitation asking for a specific date that is convenient to visit the company's headquarters. When this does occur, you should ensure that the date you specify is a date that you are reasonably sure will not conflict with your other activities. On the other hand, do not set such an immediate date for the site interview visit that the company has no time to plan and prepare for you visit. There will be people they specifically want you to see, laboratories, a pilot site, or production facilities they may want you to visit.

Having acknowledged a site interview and a mutual date agreed upon, you will probably find that the potential employer has already arranged travel and lodging accommodations, and will give instructions for meeting you upon your arrival or soon thereafter.

Any company, which invites you for a site interview, expects to pay all of your expenses. Your judgment in handling expenses is one of the more objective factors whereby a company can evaluate you. All company officials know the general financial condition of most college students. As such, if you are invited to a site and you find that your financial conditions are not such that you would be able to incur expenses without creating a hardship, do not hesitate to ask for an advance.

One of the purposes of the site interview is to let other company officials interview you. In some instances, the interviewee may be requested to take a battery of psychological tests. A second purpose of the site interview is to allow you the opportunity to further evaluate the company and its location.

You should approach the site interview in the same manner as the campus interview. However, you will have far more time and it is proper to ask more specific questions concerning conditions of employment, salary, fringe benefits, job duties, housing, and opportunities for advancement. Approach a site visit with honesty, sincerity, and enthusiasm.

It is required that all students who are invited to make site visits consult with the career services director prior to making travel arrangements and claiming reimbursement for expenses incurred during the visits. There are certain peculiar problems, which arise concerning these matters that need special attention.

## RECRUITER GUIDE

The Career Services Center exists to provide development and exposure to job opportunities for Southern University students in internships, co-ops and full-time positions, while assisting you with obtaining the best candidates possible for the employer you represent.

### RECRUITING POLICIES AND PROCEDURES

1. Announcements for recruiting visits will be made by the Career Services Center; in coordination with other on campus organizations and academic departments. If your company is able to send color copies announcing your campus visit please do so.
2. All recruitment visits, such as interviews and pre-screenings, must be scheduled and held in the Career Services Center.
3. Permission to recruit in departments, classrooms, auditoriums, hallways, etc. must be granted by the director of the Career Services Center.
4. Companies hosting informational sessions to apprise students of job opportunities, i.e. Co-op, Intern, Full Time positions, must advise the Career Services Center of this type of visit in a timely manner.
5. The number of interviews brought on campus by an employer should be adequate to cover the pre-arranged schedule.
6. Recruiters will only be permitted to interview those students who have officially registered with the Career Services Center and signed up on their Interview Schedule.
7. Scheduling of interviews must be coordinated with the Center in a timely manner.
8. The employer should communicate with the student and the Career Services Center as soon as possible concerning the results of the interview.
9. The employer should communicate in writing to the student and the Career Services Center the conditions and/or terms of employment prior to the start date.
10. The employer should give the student reasonable time to consider an offer.
11. The employer should accept the student's decline of a job offer as a final decision.
12. Prior to or at the time of employment, the employer should clearly explain to the student all conditions pertaining to the offer.

## ON-CAMPUS RECRUITING

### To Schedule On-Campus Recruiting

Spring and Fall on-campus recruiting is scheduled in the Career Services Center.

1. To reserve recruiting dates, please call (225) 771-2200. Reservations will be taken up to one (1) year in advance. Notify the Career Services Center no later than 3 weeks prior to the beginning of the recruitment period to reserve dates.
2. After a recruiting date is established, the Center will email the Recruitment Information Form which must be completed and returned to our office as promptly as possible to ensure that your schedule receives maximum exposure to qualified students. **Please do not return forms in a box along with literature.**

Invitations to interview, dates for information meetings and special requirements must be noted on the interview arrangement form. All information meetings must be confirmed by calling the Career Services Center at (225)771-2200.

3. Monitor the progress of your interviews on Jobs4Jags and forward literature.
4. Notify Career Services immediately if you need to cancel your visit or make a date change. We ask that you correspond directly with students on a canceled schedule and the Career Services office will also notify students of cancellations.

### Invitational (Pre-Screened) Interviews

1. When completing your recruitment information form, indicate under the section "Additional Notes to Career Services" that you would like to have an invitational schedule. You must indicate the number of invitational interview slots to be reserved (up to 50%).
2. Identify candidates for the invitational schedule.

Identify the students whom you'd like to interview on your invitational schedule. You may identify these students through the Southern University Resume Book, contacts from the career fairs or resumes received by your company.

3. Notify students in writing to invite them to sign-up on your invitational schedule. The Career Services staff is not responsible for contacting students. Letters or e-mails should be sent to students as soon as possible, but no later than three weeks prior to your visit. Send copies of letters to Career Services Center. The letter should contain:
  - a) Statement of your company's interest in having the student sign up for an invitational schedule.

- b) Instructions for the student to bring the letter to the Career Services Center at least 2 weeks prior to your visit in order to sign-up for the interview. (We suggest that you give the students a specific date so you can get an idea of acceptances. After the specified date, you may want to consider opening the schedule if you have a low number of –RSVP sign-ups.)
  - c) Contact name and telephone number which the student should use to RSVP the invitation.
  - d) If you are planning an information session, you may want to specifically invite these students to attend.
4. Check the status of your invitational sign-ups by calling the Career Services Center.
- a) Call (225) 771-2200 one week prior to your visit.
  - b) If your sign-ups are low, you may elect to telephone students to encourage them to sign-up or you may open your schedule for sign-ups by students who were not initially selected for the invitation interview.

### The Campus Visit

To assist you in making your travel arrangements, please note the itinerary below. The Career Services Center is open from 8:00am-5:00pm Monday-Friday. All interviews are held at the Career Services Center, which is located in T.H. Harris Hall, Suite 1100 on E.C. Harrison Drive on the Southern University Campus. Our standard schedule consists of 13 thirty-minute interviews, with an hour and a half for lunch.

#### *Recruiter's Itinerary*

8:00am-8:30am	Recruiters' Sign-In T.H. Harris Hall, Suite 1100
8:30am	Interviews Begin
12:00am-1:30pm	Lunch
4:30pm	Conclusion of Last Interview

A packet containing the resumes of students on your interview schedule will be available for pick up 3:00pm the day prior to your visit. **Resumes cannot be mailed to you in advance of your visit.** You are encouraged to arrive early so that you can update literature and fill any empty time slots.

Students who are unable to schedule interviews within the allotted time slots are required to submit their resumes, which will be included in your packet of resumes. Please feel free to invite these students to interview during your lunch period or during any gaps in your schedule. A telephone is available for your convenience in your interviewing room. **Career Services staff cannot make telephone calls for you.**

### **Suggestions for a Successful Campus Recruiting Visit**

1. Familiarize yourself with the academic programs at Southern University. Be aware that some of the lesser-known programs may also provide graduates that meet the employment needs of your company.
2. Follow the directions in completing the recruitment information form. If you have any questions, contact the scheduling coordinator immediately.
3. Return the form in a timely manner. Failure to return the form in a timely manner will jeopardize the number of students on your schedule. We cannot make your schedule available for student sign-ups until the forms have been returned.
4. Take advantage of the opportunity to have up to 50% pre-screened or invitational schedules. Use the Southern University Resume book, career fairs, or unsolicited resumes from students in identifying candidates for an invitational schedule. Resumes **will not** be collected and mailed to you from the career services office.
5. Hold pre-interview information meetings. To schedule meetings on campus call (225) 771-2200. Posters will be sent to the departments to be posted in advance of visit. Organizations wishing to advertise in the University newspaper, should write to: THE DIGEST, ATTN: Business Manager, Southern University, Baton Rouge, LA 70813 or call (225) 771-2230
6. Contact our Career Services Center to make arrangements to meet with key faculty members or administrators in order to stay informed about factors that may impact your recruitment efforts.
7. Participate in career fairs, serve as guest speaker at campus organization meetings, and provide opportunities for co-op/summer internships to increase your company's visibility.
8. Make recruiting literature available for our employer information.

Due to the large volume of literature received by the office and limited storage space, we ask that you please restrict the quantity to enough for those on your schedule plus 15.

Literature to be held for recruiters must be clearly marked with the words **“HOLD FOR RECRUITER”** in very large letters on the box, along with the recruitment date and any other instructions.



9. Monitor the progress of your “open and invitation” schedules. With your permission and timely notification, invitational schedules can become open schedules if the number of invitational acceptances is low.
  - You must indicate on your recruitment Information Form the number of invitational or pre-screen interviews that you desire. At that time, the Career Services Center will reserve requested slots on your schedule.
  - **The total number of invitational (pre-screened) interviews should not exceed the total number of regular open on-campus interviews held during each recruiting visit.**

### **Travel and Parking**

You should plan your travel itinerary based on your interview schedule. We encourage arrival into Baton Rouge the evening prior; however, if you chose to fly into Baton Rouge the morning of your interviews, allow for a ride of approximately 20 minutes from the airport. Travel time in the afternoon from the campus to the airport will be approximately one half-hour.

Free parking (Reserved Recruiter Space) is available anywhere in the vicinity of the Smith-Brown Memorial Union except at parking meters or in reserved areas. Parking permits or entrance cards will be given upon arrival at the Center.

You may call us at (225) 771-2200 for further information about traveling to the Center.

## OFFICE POLICIES & PROCEDURES

1. Employees must follow the rules and the regulations addressed in the Southern University Handbook.
2. The Time Clock is the official Time Keeper for the office. All employees must report to work during the regular office hours that are established for operation.  
  
(Fall and Spring Semesters are in compliance with hours established by the administration)  
  
Lunch Breaks must be taken between the hours of 11:00 A.M. and 1:00 P.M.  
  
Staff members must communicate with each other to ensure coverage for the office.  
  
The Reception Area must be covered at all times to receive visitors (No Exceptions)
3. All employees are required to check their SUBR email accounts periodically during the day.
4. Each employee must respond to all email sent by the Director/Supervisor to acknowledge that they have received the communication and respond appropriately.
5. Socializing excessively in T.H. Harris Hall, hallways and other departments is unacceptable.
6. Employees must conduct themselves professionally at all times.
7. All staff members are required to complete their duties and responsibilities on time according to the deadlines given.
8. Each staff member must submit payroll on time in compliance with the deadlines provided by Human Resources.

### DIRECTOR OF CAREER SERVICES

The director's responsibilities include the total administration of the Career Services Center. Coordinating all efforts of the staff in the daily activities of the office, i.e. recruitment of business, industrial, and governmental agencies to visit Southern University and meet with students and alumni to discuss employment opportunities and graduate training programs. Additional responsibilities include, but are not limited to, the items below:

- Recruit students into the program.
- Recruit employers into the program.
- Coordinate contacts between students and employers.
- Create materials and events which administer, explain, and promote awareness and interest in the program.
- Provide training and workshops on career related topics.
- Develop fruitful relationships with colleges and departments.

- Counsel students on a range of topics appropriate to the program.
- The Director is the instructor of record for Cooperative Education 200,300,400 and acts as liaison to the Colleges.
- Responsible for providing placement services to students and alumni.
- Match qualifications to job requirements as indicated by employers and refer applicants for job.
- Give information to students regarding job opportunities, vocational choice and desirable qualifications.
- Communicate with faculty, administration and students to facilitate interaction between employer representatives who visit the office.
- Manage SUBR Website and Simplicity (Jobs4jags online website).
- Reports to the Vice Chancellor for Student Affairs and attend staff meetings.
- Act as staff representative for the College of Engineering and Computer Sciences, College of Nursing and Allied Health, and the College of Social and Behavioral Sciences.

### **CAREER COUNSELOR**

The Counselor of Career Services is responsible for implementing a systematic program of counseling/lecture services relative to existing career opportunities for all students as an integral part of the Career Services Center. The Counselor is responsible for:

- Conferring and communicating with students, faculty and staff, providing them with the most recent and up-to-date developments in the job market, thereby keeping them cognizant of the ever changing trends in the world of work and providing them with insight in career decision choices for students in their departments.
- Assist in recruiting students into the program.
- Assist in recruiting employers into the program through attendance of conferences and seminars and job fairs.
- Develop and maintain fruitful relationships with academic colleges and departments, deans and staff. Act as the staff representative for the College of Business, College of Sciences and Agriculture and the College of Education and Humanities
- Visit employer's administrative offices and job sites for updates and insight of changing trends in the work world and visit with students and their managing supervisors.
- Counsel students in their areas of educational and occupational goals on a range of topics.
- Create documents and events which explain and promote awareness and interest in the Career Services program.
- Provide classroom visitation and training regarding the interviewing and employment process and the skills and qualities required for successful professional life.

- Teach job readiness skills required in professional life to students through orientation seminars, classroom visits and specifically through Professional Development 201 (3 hour credit class offered during summer semester).
- Act as Liaison between students and employers and assist students in contacting potential employers who provide career exploration on the job through internships, employment and co-op programs.
- Assist the Director with Jobs4Jags online system (Simplicity) and SUBR Website updates.
- Manage the Ambassador Program and sign documents in the absence of the Director.

### **ASSISTANT TO THE DIRECTOR**

Assist the Director of Career Services and provide relief from minor administrative and clerical matters. Independently composes and types correspondence for signature of director regarding administrative matters, general office policies, and programs based on knowledge of director's views and verbal instruction. Complete the responsibilities below and all other duties as assigned by the director.

- Anticipate and prepare material needed by the director for conferences, correspondence, appointments, meeting, telephone call, etc. and informs director on matters to be considered.
- Manage company recruitment programs and signs documents in the absence of the Director.
- Responsible for coordinating on campus recruitment program such as: arranging recruitment dates and compiles recruitment schedule for approximately 400 private industry, federal and state agencies that visit the campus each school year for the purpose of recruiting personnel for jobs. Maintain contact for the director with officials of the companies.
- Responsible for gathering and putting together materials and information to be used in the Career Guide each semester and submitting such information to the publisher.
- Assist in collecting data for annual and special reports.
- Schedule recruitment visits and informational sessions.
- Schedule students' appointments with the Director or Career Services and the career counselor.
- Receive all visitors in a courteous and professional manner with a positive and pleasing attitude.



Southern University and A&M College  
General Fund Operating Budget  
For Fiscal Year 2014 - 2015

**CAREER SERVICE**  
211001-27100-25000  
2-10508

<b>Account</b>	<b>Description</b>	<b>Amount</b>
61000	Salaries	\$ 98,500
61301	Graduate Assistants	-
62000	Fringe Benefits	36,938
71000	Travel	300
72000	Operating Services	4,500
73000	Supplies	750
74000	Professional Services	-
75000	Other Charges	-
76300	Acquisitions	-
<b>Total Budget 2014 - 2015</b>		<b>\$ 140,988</b>