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ABSTRACT

The Adult Career Counseling Center (ACCC) at Oakland University provides career exploration and planning opportunities to community adults at no cost; trains faculty, staff, and students in the use of computer-assisted career guidance programs; and supports research efforts for a better understanding of career development resources. Clients typically attend between three and five sessions to explore the computerized career guidance programs and discuss possible action plans for the future. During the ACCC's 15th year, several changes were initiated to improve customer service: (1) incorporation of the Internet and World Wide Web during client sessions to bring clients up to date on the advanced technology in career development; (2) development of a new website and e-mail address; (3) redesign of the center brochure; (4) development and implementation of a more comprehensive marketing plan, which resulted in a substantial increase in the number of clients using ACCC services; (5) refinement of the networked computer system; (6) implementation and refinement of the computerized system for maintaining client records and usage statistics; (7) implementation of redesigned group inservice training for practicum students using the library's computer laboratory; (8) evaluation of the group inservice training and subsequent revision to smaller groups to facilitate learning of the Windows version of DISCOVER. (Six appendixes provide program materials and descriptions of the resources available at the ACCC.) (KC)

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ADULT CAREER COUNSELING CENTER

Fifteenth Annual Report

September 1997 - June 1998

Oakland University
Rochester, Michigan

Dr. Jane Goodman - Director

Report Editors
Suzanne Clark and Michelle Cunningham
Career Advisors

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ADULT CAREER COUNSELING CENTER

FIFTEENTH ANNUAL REPORT
September 1997 – June 1998

Computer-Assisted Career Guidance Systems
And Career Counseling Services

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ACKNOWLEDGEMENTS

There are a number of people who we must thank for their continued support and assistance. The Adult Career Counseling Center would like to recognize the following individuals for their contributions: University President Gary Russi, Acting Dean of Graduate Studies Brian Goslin, Dean of Education Mary Otto, and Assistant to the Dean Vicky Hunt.

The ACCC also wishes to express thanks to the Counseling Department faculty and staff, Chair Luellen Ramey, former Department Secretary Gloria Anderson, Department Secretary Anne Olson, and work study students Regina Markowski, Jason Warner, Kelly Gehringer, Betty Kelly, and Jeannine Warner.

In addition, we extend our utmost thanks to Jean Williams for her years of supervision and support as the ACCC Supervisor. Jean's contributions and insight will be greatly missed!

We also thank the Office Training/User Support (OTUS) for the installation and support of the computer systems necessary to service our clients.

Recognition is also given to the graduate candidates in counseling who serviced the ACCC this year. They are Steve Caumartin, Suzanne Clark, Michelle Cunningham, Tammy Krulek, Nancy Savage, Kim Schultz, and JoJean Zimmer.

Finally, the staff and career advisors of the ACCC would like to acknowledge the members of the ACCC Advisory Board, extending our sincere thanks for their support and commitment to the efforts of this center. Advisory Board members for the 1997-1998 year included:

Mr. Patrick Bennett	Academic Advisor, Engineering & Computer Science, Oakland University
Ms. Marsha Boettger	Chrysler Corporation
Ms. Clarise Bolduc	Oakland Community College
Dr. Elyce Cron	Assistant Professor, Department of Counseling, Oakland University
Ms. Judith Hoppin	Director of Professional Development and Educational Outreach, SEHS Oakland University

Ms. Ann Pogany	Assistant Professor, Library Oakland University
Ms. Anne Jackson	Academic Services & General Studies Oakland University
Ms. Cynthia Kretschmer	Director, Career Testing University Counseling Center
Mr. Michael Long	Associate Professor, Labor Studies Program and Director of the Ken Morris Center for Labor Studies, Oakland University
Ms. Karen Pagenette	Director, Center for Dislocated Workers, Oakland Community College
Mr. Robert Thomas	Director, Placement & Career Services Oakland University
Ms. Jean Williams	Coordinator, Practicum Center Supervisor, Adult Career Counseling Center Oakland University

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RECENT DEVELOPMENTS AND HISTORY OF THE ADULT CAREER COUNSELING CENTER

Recent Developments

This year marks the Adult Career Counseling Center's (ACCC) fifteenth year of service. Dr. Jane Goodman, associate professor of counseling at Oakland University and member of the American Counseling Association's Governing Council, provides guidance and support as the director of the ACCC. Together with Dr. Goodman, the ACCC staff worked to enhance the counseling experience of our clients using the new networked computer system, the newest computer guidance systems and several new paper and pencil assessments. Dr. Goodman also initiated several changes in the operation of the ACCC to facilitate improved customer service for the clients including:

1. Incorporation of the Internet and World Wide Web during client sessions to bring clients up to date on the advanced technology in career development.

2. Development of a new website (www.oakland.edu/counsel/accc) and subscription of an email address (accc@oakland.edu).

3. Redesign of the Career Counseling Resources brochure

4. Development and implementation of a more comprehensive marketing plan which resulted in a substantial increase in the number of clients utilizing ACCC services as well as increased number of visits.

5. Refinement of the networked computer system.

6. Implementation and refinement of the computerized system for maintaining ACCC client records and usage statistics.

7. Implementation of the redesigned group in-service training for Practicum students using the computer lab at Kresge Library.

8. Evaluation of the group inservice training and subsequent revision to smaller groups to facilitate learning of the new Windows® version of DISCOVER.

These changes have facilitated the efficient and effective provision of services to the members of our community.

History

The Adult Career Counseling Center has served more than 10,700 clients during the last fifteen years of service. The vast majority of clients served, at no charge, are community adults. Our clients have ranged in age from as young as 15 years old to over 60 years old, and represent a culturally diverse population.

The development of the ACCC benefited greatly from the suggestions and support of Gerald Pine, former Dean of the School of Education and Human Services at Oakland University. His concept of the Center as being a place for service, training, and research was transformed into our productive Center.

The impetus for these programs of public service came from Oakland University's President, Joseph Champagne, in the spring of 1982. Financial support was provided by a portion of a state line item allocation for the broad purpose of promoting economic development and retraining unemployed workers in this geographic area.

Under the direction of Provost Keith Kleckner, a university-wide committee was established to review possible computer-assisted career guidance systems and related counseling programs that could be used to aid adults in this area. Upon recommendation of this committee, the university purchased five DISCOVER II computer-assisted guidance systems and one SIGI (System of Interactive Guidance and Information) computer-assisted guidance system in the summer of 1982.

Two systems (DISCOVER II and SIGI) were assigned to the Office of Academic Advising and General Studies to aid adults of this geographic area who were looking for assistance in reviewing education and training possibilities. Four DISCOVER II systems were allocated to the School of Education and Human Services to be utilized by the Counseling department and the Continuum Center in providing services to the adult population in this area.

During the Fall of 1982, committee members Tom Atkinson (Provost's Office), Elaine Chapman-Moore (Student Services), Robert Fink (Psychology Clinic), Jane Goodman (Continuum Center), Ronald Kevern (Placement Office), Pamela Marin (Office of the President), David Meyer (Human Resources and Development Area), and Howard Splete (Counseling Department and Committee Chair) planned for the implementation of these programs and the coordination of career counseling and information services across campus.

With the support of Gerald Pine, the Adult Career Counseling Center (ACCC) was established in Room 147 of O'Dowd Hall. After the first computers were programmed, in-service training was provided for 135 persons, including interested faculty, staff, and student assistants.

Since opening in 1982, computer programs used at the ACCC have continually been updated to ensure that clients benefit from the most current career counseling tools available. In 1985, a new computer-assisted guidance system, DISCOVER for Adult Learners, was added to meet the unique needs of adults in transition. In 1986 a second DISCOVER for Adult Learners replaced our DISCOVER II system to provide a more appropriate system for ACCC clients. In 1987, a new software program, SIGI PLUS was added to provide another approach to career exploration for ACCC clients. Also, a computer-assisted version of the Michigan Occupational Information System (MOIS) was obtained as an additional resource for ACCC clients seeking more local information. The Center has tested other software programs such as OPTIM (Occupational Projections and Training for Information for Michigan), the Resume Kit, Harris Selectory and Resume Writer. Only those programs that best meet the needs of the clients of the ACCC have been retained.

During the past few years Internet resources have also been explored. Computer generated information as well as a collection of monographs and other print materials allows for a more comprehensive service to be offered to our clients.

The rooms housing the ACCC have also changed during our fifteen-year history. In 1993-94, the ACCC was relocated from two large rooms to four private offices and a reception area to provide more efficient services and privacy for clients. During the 1996-97 academic year, our office environment changed again to include an office adjoining that of the Practicum Supervisor, Jean Williams, with an additional large meeting room, and two smaller private meeting areas. Just prior to the 1997-98 year of service, our offices were relocated and changed to include one office and three small meeting rooms.

An important focus of the ACCC has always been on the research conducted by our graduate assistants. A description of the latest research project in progress is included in this report. Over the years, many of our assistants have been published in career development journals and have presented their research at state conferences hosted by professional associations.

MISSION OF THE ADULT CAREER COUNSELING CENTER

Goals of the ACCC

1. Provide career exploration and planning opportunities to community adults at no cost.

2. Train faculty, staff, and students in the use of computer-assisted career guidance programs.

3. Support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults.

Objectives and Corresponding Means of Fulfillment

Goal 1:

To provide career exploration and planning opportunities to community adults at no charge.

Objectives	Activities
A. To aid clients in self-analysis relating to their interests, values abilities, and experiences.	Use of DISCOVER, SIGI PLUS.
B. To provide job information pertaining to careers of interest, such as salary ranges and job growth rates.	Use of DISCOVER, SIGI PLUS, MOIS, the Occupational Outlook Handbook (online version), and other internet resources.
C. To aid clients in the process of taking the next step.	Provision of individual advising sessions including use of assessment instruments, school or training program selection, resume preparation, honing interview skills, and informational interviewing.

Goal 2:

To train faculty, staff, and students in the use of computer-assisted career guidance programs.

Objectives	Activities
A. To train faculty and staff.	Provision of periodic in-service sessions.
B. To train graduate counseling students.	Provision of in-service training for students in CNS 640, Career Development Theory and Practice and CNS 664, Counseling Practicum.

Goal 3:

To support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults.

Objectives	Activities
A. To support master's level research.	Support of ACCC advisor's research activities at the Center based on the development of a research proposal in CNS 660, Research in Counseling.
B. To support Doctoral research.	Provision of facilities and support for research.

DESCRIPTION OF THE ADULT CAREER COUNSELING CENTER

Services Provided

The Adult Career Counseling Center (ACCC) provides advising services at no charge for adults who are seeking guidance with career-related issues. The ACCC services include exploring occupational information, facilitating self-awareness, assisting in resume preparation, developing interviewing skills, and offering referral information. Four graduate assistants, who are students in the Oakland University Master of Arts in Counseling program, render these services. The ACCC now offers an internship opportunity to interested graduate candidates in Counseling. The addition of an internship position allows the ACCC to supplement its staff, and to provide experience to those individuals interested in specialized training in career counseling. During the fall 1997 semester, Steven Caumartin worked as a Career Advisor to fulfill his academic requirements. Upon his departure, Nancy Savage assumed the internship position throughout the winter and spring semester.

Clients typically attend between three to five sessions to thoroughly explore the computerized career guidance programs and discuss possible action plans for the future. Because of the number of return clients, the ACCC schedule book was often full.

The computer-assisted career guidance programs used in the ACCC are DISCOVER for Adults and Colleges, SIGI Plus, and MOIS. These systems aid adults in learning how their interests, abilities, life experiences, and values are related to possible occupations and/or educational and training opportunities. In-service training on these programs is also provided each semester to students in CNS 640 and CNS 664.

Depending on the needs of the client, other assessment instruments may be used. These include the Career Beliefs Inventory, Career Thoughts Inventory, Myers-Briggs Type Indicator (MBTI), and the Strong Interest Inventory. The ACCC also has available a collection of print materials to supplement the services provided.

Telephone assistance is another service provided by the ACCC. Often advisors will provide referrals to other departments on campus, such as Placement and Career Services, Academic Services, International Studies and Advising, and the Education Department.

The Advising Process

A client schedules an initial one hour and 45 minute appointment to meet with an ACCC advisor.

The ACCC advisor gathers background data during an intake interview to identify the client's purpose for using the Center.

The client is provided with an overview of the computer programs and services available at the ACCC and through other departments offering counseling services on the Oakland University campus. The client is given a copy of the ACCC Disclosure statement (see Appendix A) which describes the responsibilities of a career advisor and the rights of the client. Referrals to the Practicum Counseling Center or other university and community resources may be made dependent on the specific needs of the client.

Clients are scheduled for subsequent appointments that are typically one to two hours in length.

Based on the client's specific needs, the ACCC advisor determines which computer-assisted career guidance program would be most appropriate and facilitates the use of these systems.

The ACCC advisor provides assistance and an explanation of the results obtained from the computer-assisted career guidance program.

To more fully explore the client's career issue(s), the ACCC advisor may use other career exploration instruments such as paper-and-pencil assessments or card sorts.

The outcomes of any additional career guidance instruments are interpreted, in conjunction with the computer-based career guidance data obtained, to provide the client with information necessary to facilitate the decision-making process.

Prior to the termination of the counseling relationship, the ACCC advisor and client discuss the next steps the client may want to take to investigate such areas as training, further education, or job opportunities.

Upon completion of the counseling process, the client is asked to complete a short exit survey to evaluate the services provided by the advisor.

ACCC COORDINATION WITH PRACTICUM COUNSELING CENTER

For a number of years the Practicum Counseling Center (PCC) and the Adult Career Counseling Center (ACCC) have had a mutually beneficial partnership. The dual role Jean Williams assumes as Coordinator of the PCC and Supervisor of the ACCC further serves to foster this relationship. At the beginning of the spring 1998 semester, Jean Williams resigned from this position to pursue private practice activities in counseling. On July 1, 1998 Colleen Stroup was hired to assume the position and will continue this dual role in the PCC and the ACCC.

It is a common practice for clients who have utilized the services of the ACCC to be referred to the PCC for their more comprehensive array of services. A referral may be made to the PCC because the client needs more in-depth exploration of a career issue, or he (she) may have additional issues or concerns that require personal counseling.

PCC counselors are also in-serviced by the ACCC advisors (Please refer to section entitled, "In-service training".) This training is essential because the majority of PCC career clients are taken through the ACCC for exploration on one of the computer-assisted career guidance programs. The PCC counselor works with the client on these systems acting as coach and sounding board.

Having the ACCC in such close proximity, and serving such a supportive role to the PCC, enriches the services PCC counselors can deliver to their clients. At the same time, the PCC offers ACCC clients the option of continued in-depth counseling free-of-charge. The partnership of these two centers allows for the provision of quality counseling services to members of the community.

DESCRIPTION OF THE COMPUTER-ASSISTED CAREER GUIDANCE SYSTEMS AND COMPUTER HARDWARE UPGRADES

DISCOVER for Colleges and Adults

The Adult Career Counseling Center offers the annually updated DISCOVER for Colleges and Adults, a computer-based career planning and information system. In an effort to better utilize this program, permission was obtained from the vendor to network the software, therefore allowing for multiple usage at any given time.

DISCOVER is a carefully designed career planning program that provides clients with information about themselves, occupations, schools, and programs of study to aid in mature decision-making. Clients benefit most when using DISCOVER for Colleges and Adults in conjunction with counselor assistance.

During this year the ACCC obtained the newly designed Windows® version of DISCOVER. One of the new features included in this new version is crosswalks to information about occupations, majors, schools, scholarships and military occupations with the click of the mouse. Other new features include information about internships and apprenticeships, interactive videos on job interviews, hyperlinks to websites, over 110 minutes of instructional and motivational videos, thousands of occupation specific photographs, and a personal career plan for each client. A new handout has been created for students and clients to explain the functions of this new version (see Appendix B).

SIGI Plus (System of Interactive Guidance & Information Plus)

SIGI PLUS® is an advanced career guidance system that covers major aspects of career decision-making and planning. The system is composed of nine separate but interrelated sections. This allows the client to decide which sections are most applicable to his or her situation. SIGI PLUS will also recommend a pathway for utilizing the system. The use of SIGI PLUS often acts as a supplement to DISCOVER allowing for more in-depth exploration of the self.

A new Windows® version of SIGI PLUS was also introduced in 1997. The new version is easier to use incorporating the point and click manipulation. The manufacturers of SIGI PLUS have also produced a User's Guide that is provided to each client (See Appendix B).

MOIS (Michigan Occupational Information System)

The MOIS program is also updated on an annual basis. This year MOIS for Windows® Version 1.0 was purchased by the ACCC. It is an easy-to-use system of occupational and educational information specifically designed for the state of Michigan. Included in this version are new graphics and the point and click feature. Internet links are also provided throughout the program. Individuals who may benefit from MOIS include:

* Persons wanting detailed information on occupations and training in Michigan.
* Individuals undecided about their future.
* Homemakers re-entering the workforce.
* Young adults investigating college programs and career options.
* Individuals considering starting their own business.

For undecided clients, a structured search will suggest occupations based on several areas:

* Interests
* Abilities
* Assessment checklists
* Education

The system evaluates client input and provides a list of job titles that are most applicable to the client's data. The client may then explore MOISCRIPTS (occupational descriptions) for the occupations in which they are most interested. Individuals with a specific occupation in mind can bypass the structured search and go directly to the MOISCRIPTS for career information. MOISCRIPTS cover areas such as:

* Specific job duties
* Working conditions
* Methods of occupational entry
* Salaries and wages
* Employment outlook
* Educational requirements
* Tips for finding additional information

Other segments included in MOIS give information on many different areas such as:

* Transition planning
* Financial aid considerations and documents
* Decision Making
* Successful Job Search Strategies
* How to start a small business
  (This section includes how to develop a business plan, cash flow and bookkeeping considerations, home-based and franchised businesses, and even a sample business loan application.

The Internet

The ACCC has entered the computer age as a fully functioning member. In addition to having the most current version of all computer assisted counseling guidance systems available for use, the ACCC now has a WEB address (www.oakland.edu/counsel/accc) and is linked to other key counseling sites. An Internet guide has been prepared by intern Nancy Savage for use by advisors and clients to assist in the effective use of the multitude of information available on the Internet. This guide has been used often with a high degree of success and high client satisfaction.

Technological Updates in the ACCC

Due to the steady stream of updates in the previous mentioned software programs, the ACCC found it necessary to upgrade two of the computer systems this year. These updates have been essential to the Center and the advisors in order to offer clients more services and to increase the efficiency of the Center.

For one room a Compaq Presario 850 was purchased, complete with Windows 95, video and sound cards, speakers, and a color printer. This system has provided the needed capacity to run the new Windows-based software. This system was also helpful in creating and publishing our new web site.

The second system purchased was a Gateway, Pentium II, also complete with Windows 95, video and sound cards, and speakers. This system made it possible to run the new DISCOVER software with clients.

The ACCC Staff is proud of their leap into new technology and foresees better, faster, more efficient and user-friendly service to our clients.

CLIENT DEMOGRAPHICS

During the academic year 1997-98, the career advisors of the ACCC saw 452 community clients. Additionally 142 clients were either Practicum or Careers Class counseling students. In total, 594 clients utilized the services of the Adult Career Counseling Center.

This total number of clients is higher than last year, although a steady 34% of clients returned for more than one visit. We are encouraged by these figures as it indicates that clients are receiving a more comprehensive service.

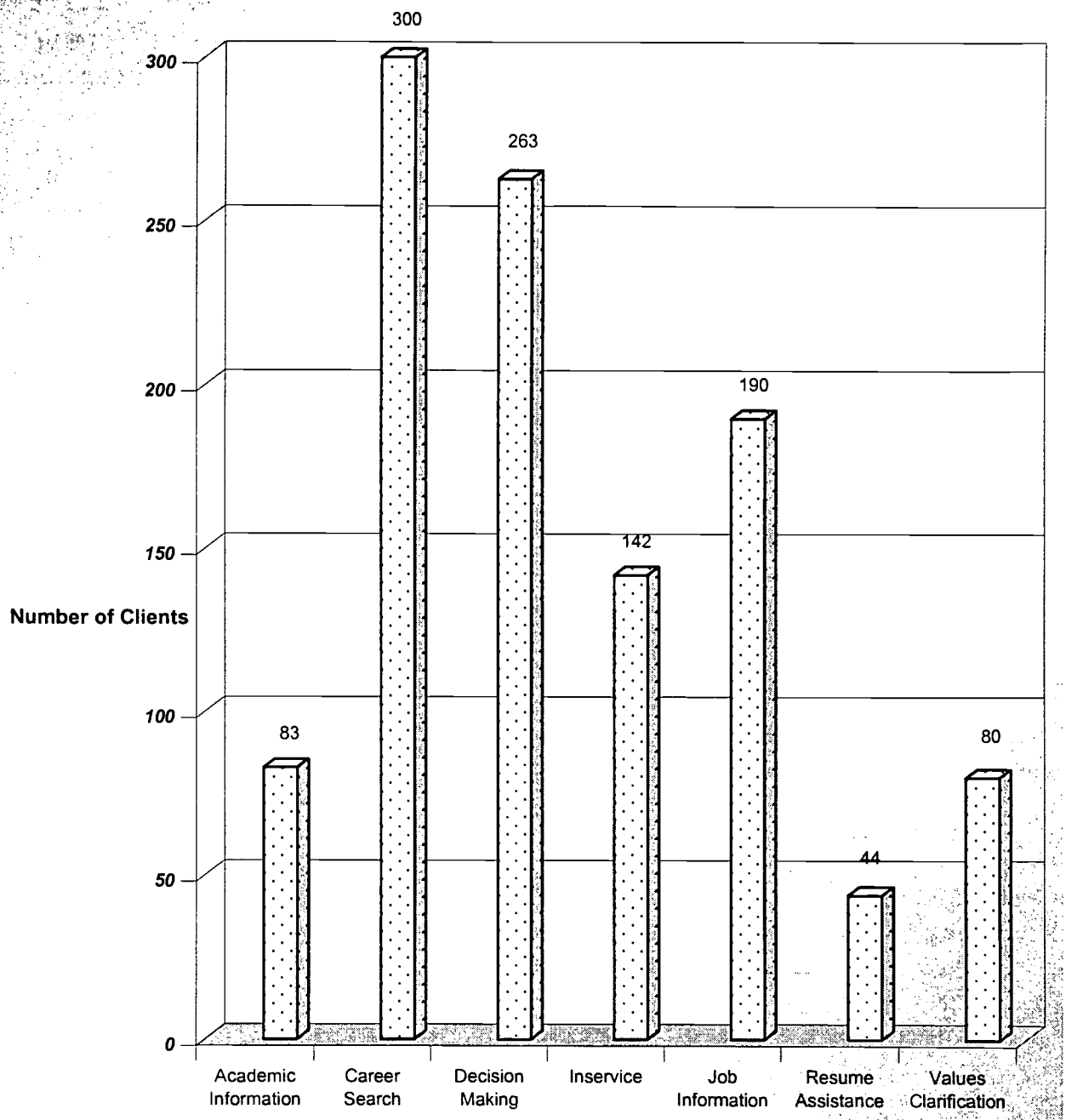
All clients who come to the Center complete an in-depth intake form. For the second year, the advisors continued to input client demographic information into a computer database format. This allowed the advisors to electronically track and evaluate the client demographic information. As always, this information is strictly confidential and access is only available to the career advisors.

On the following pages graphs are provided to illustrate the demographics of the information that was captured on the computerized database during the year. The following graphs provide a breakdown of the client population by:

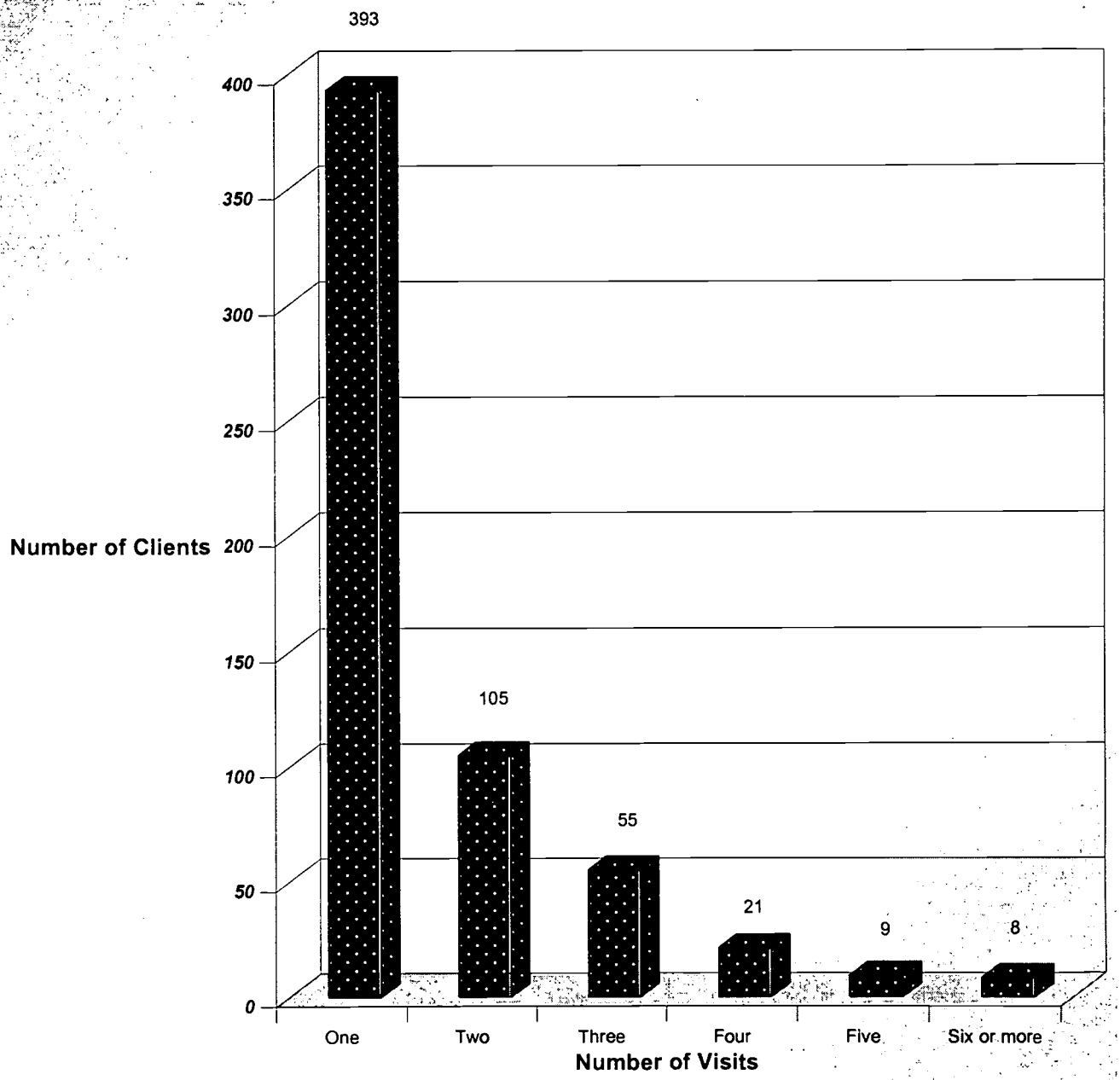
* Purpose for using the Center
* Number of visits
* Referral source
* Gender
* Age
* Ethnicity
* Geographic distribution
* Educational level
* Employment status
* Marital status
* Household annual income

Those numbers that total more than 594 indicate items where the client was able to respond to more than one choice to a particular question.

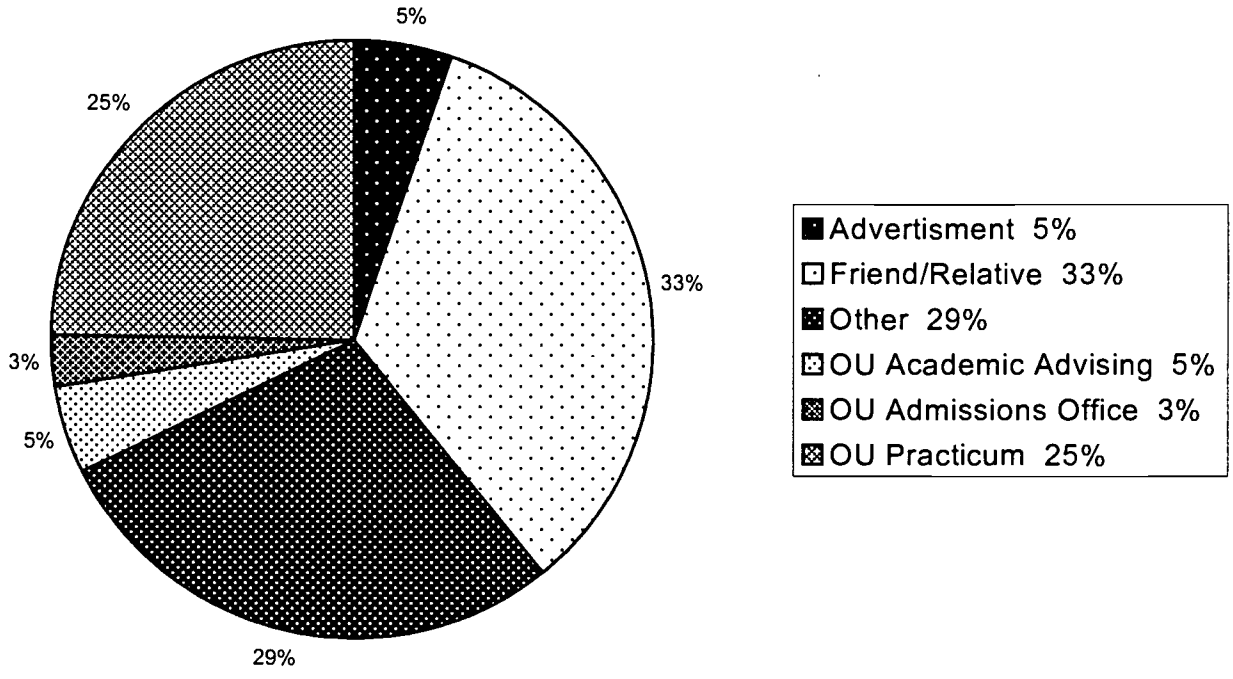
Purpose for Visit



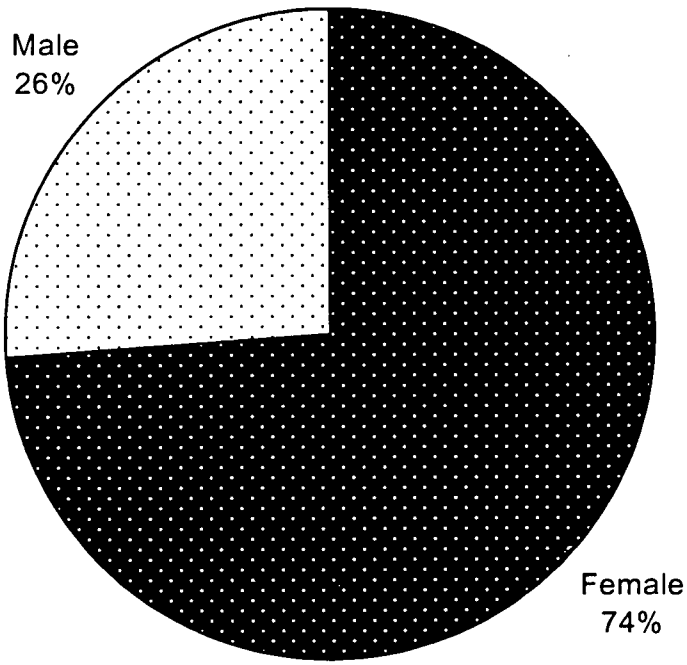
Number of Visits Per Client



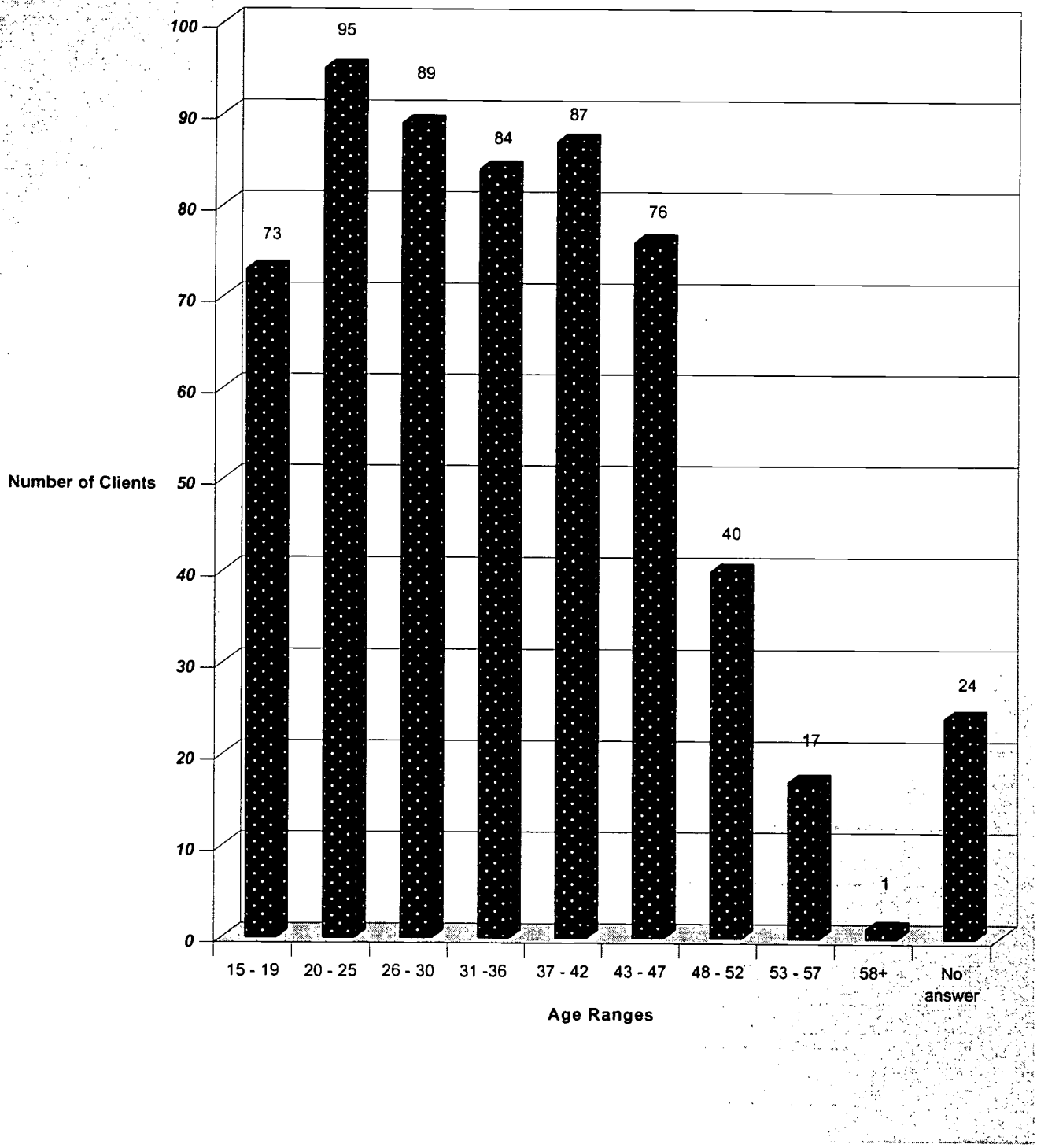
Referral Sources



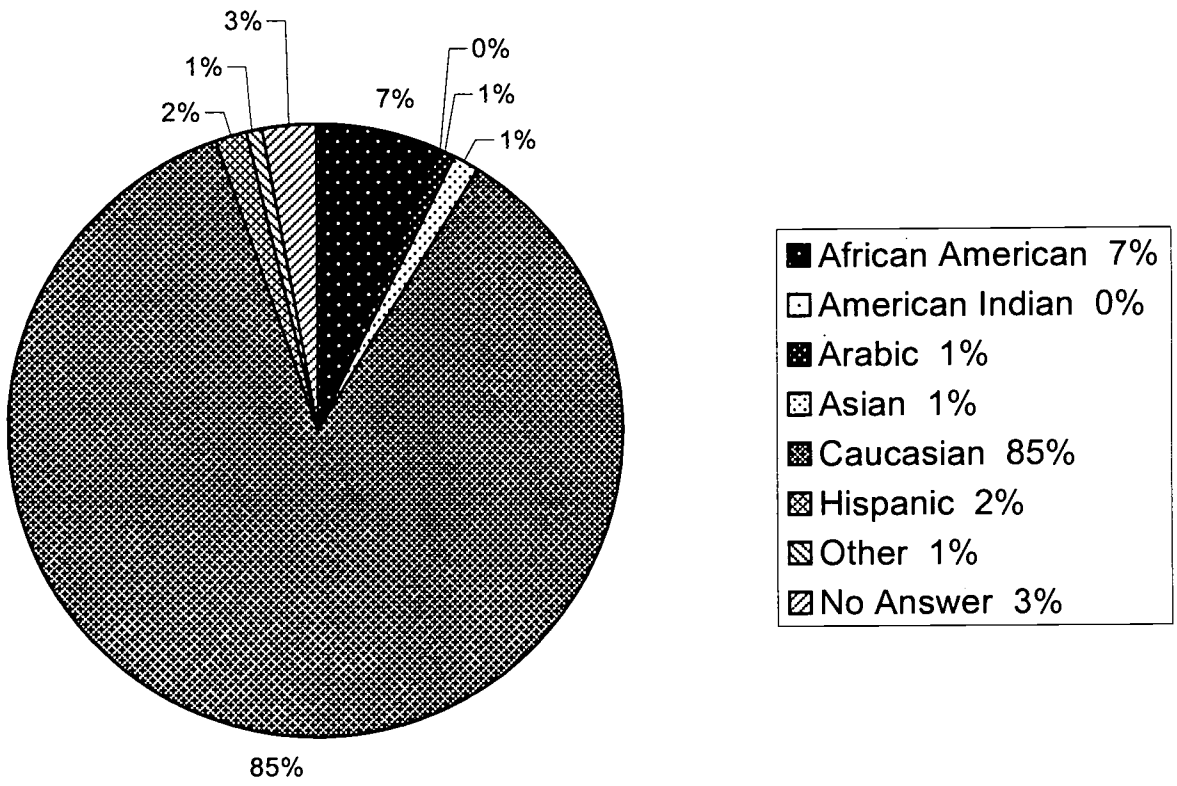
Client Gender



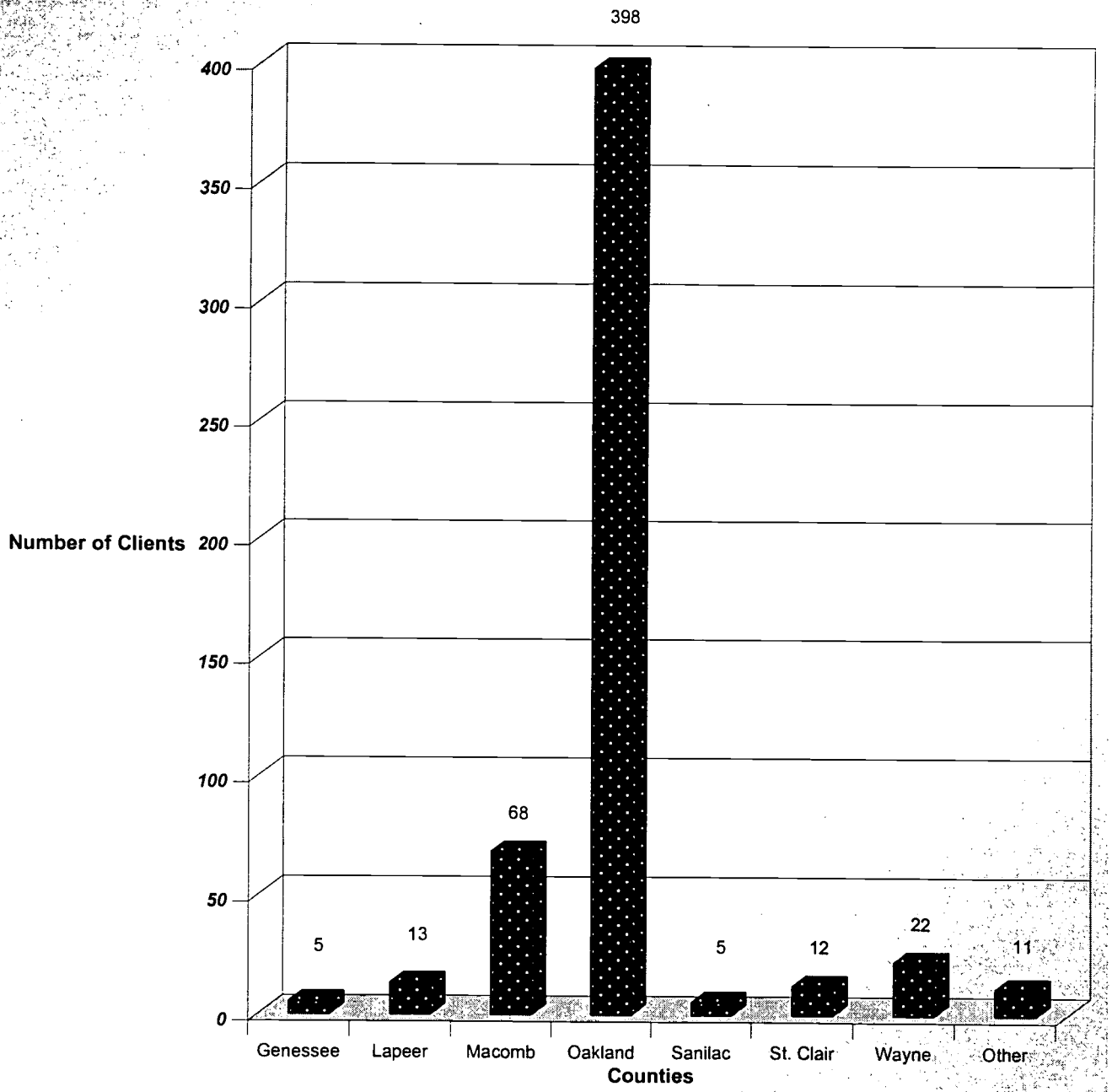
Client Age


Number of Clients
100
90
80
70
60
50
40
30
20
10
0
73
95
89
84
87
76
40
17
1
24
15 - 19
20 - 25
26 - 30
31 -36
37 - 42
43 - 47
48 - 52
53 - 57
58+
No answer
Age Ranges

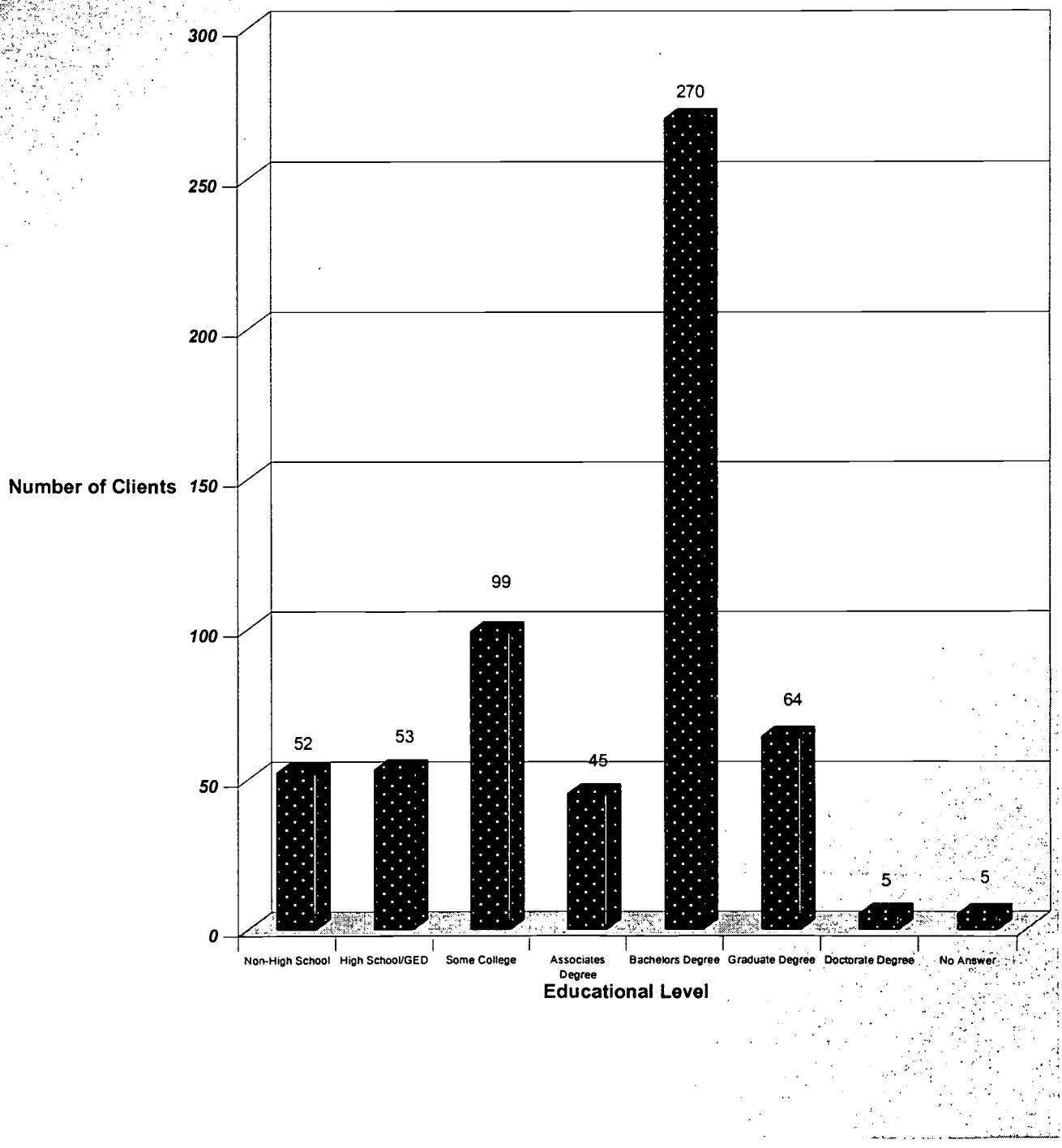
Client's Ethnicity



Geographic Distribution of Clients



Educational Level of Clients



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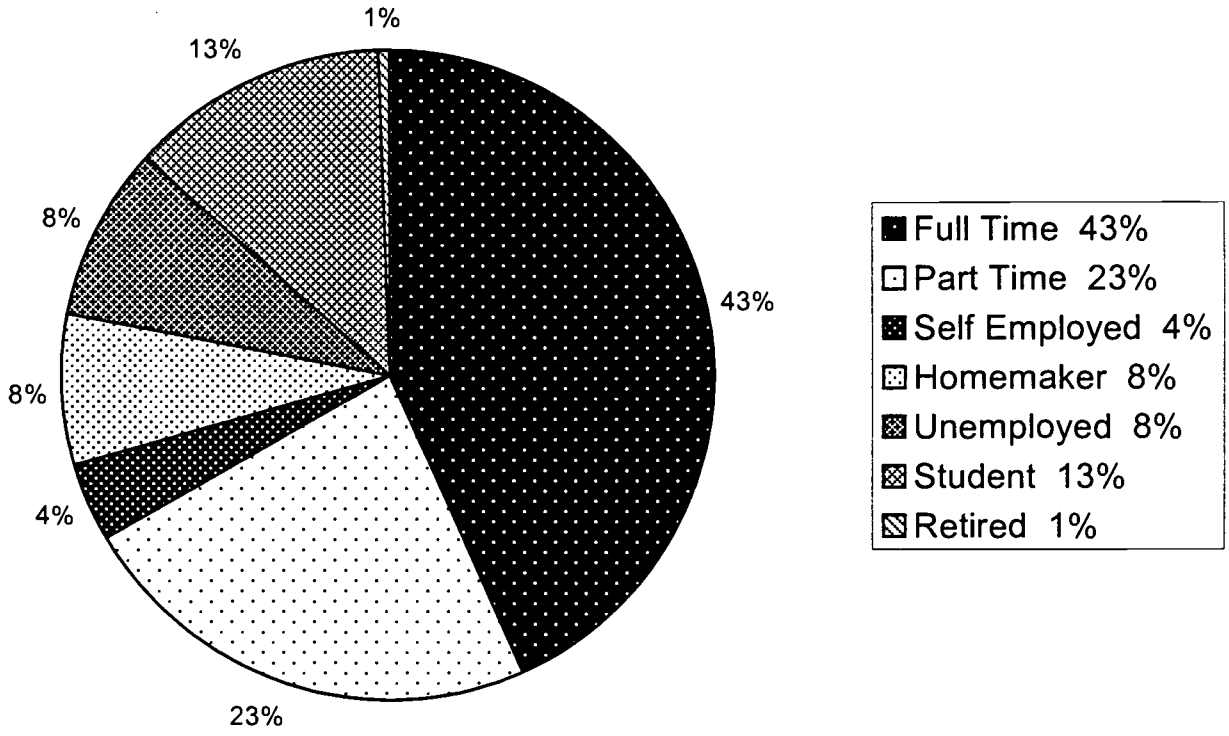
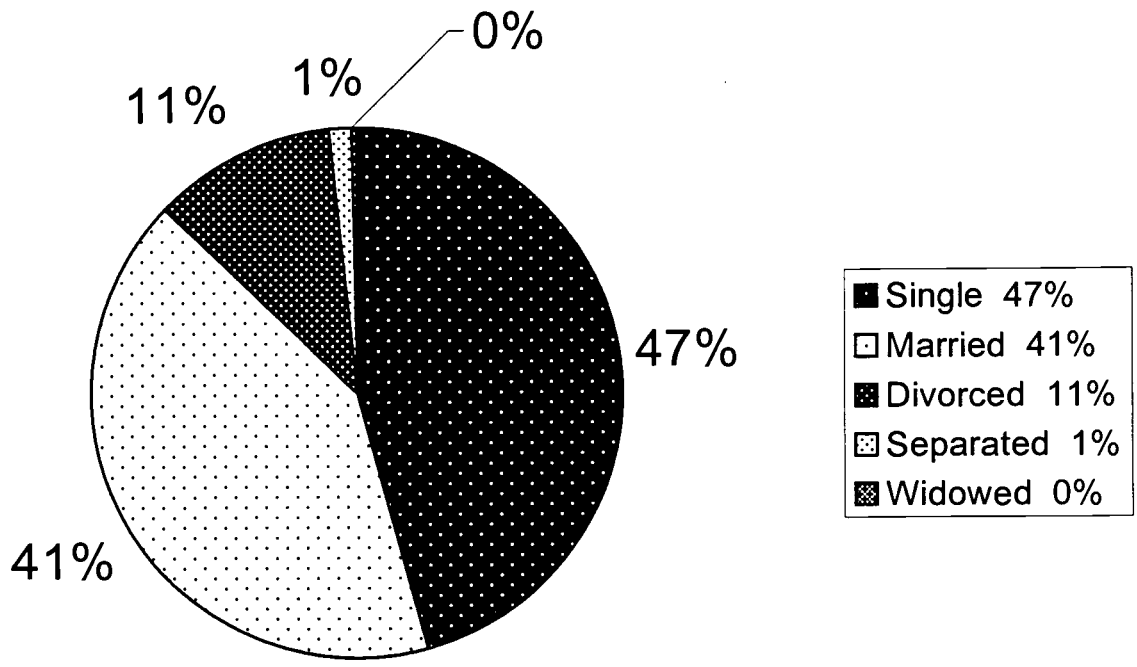
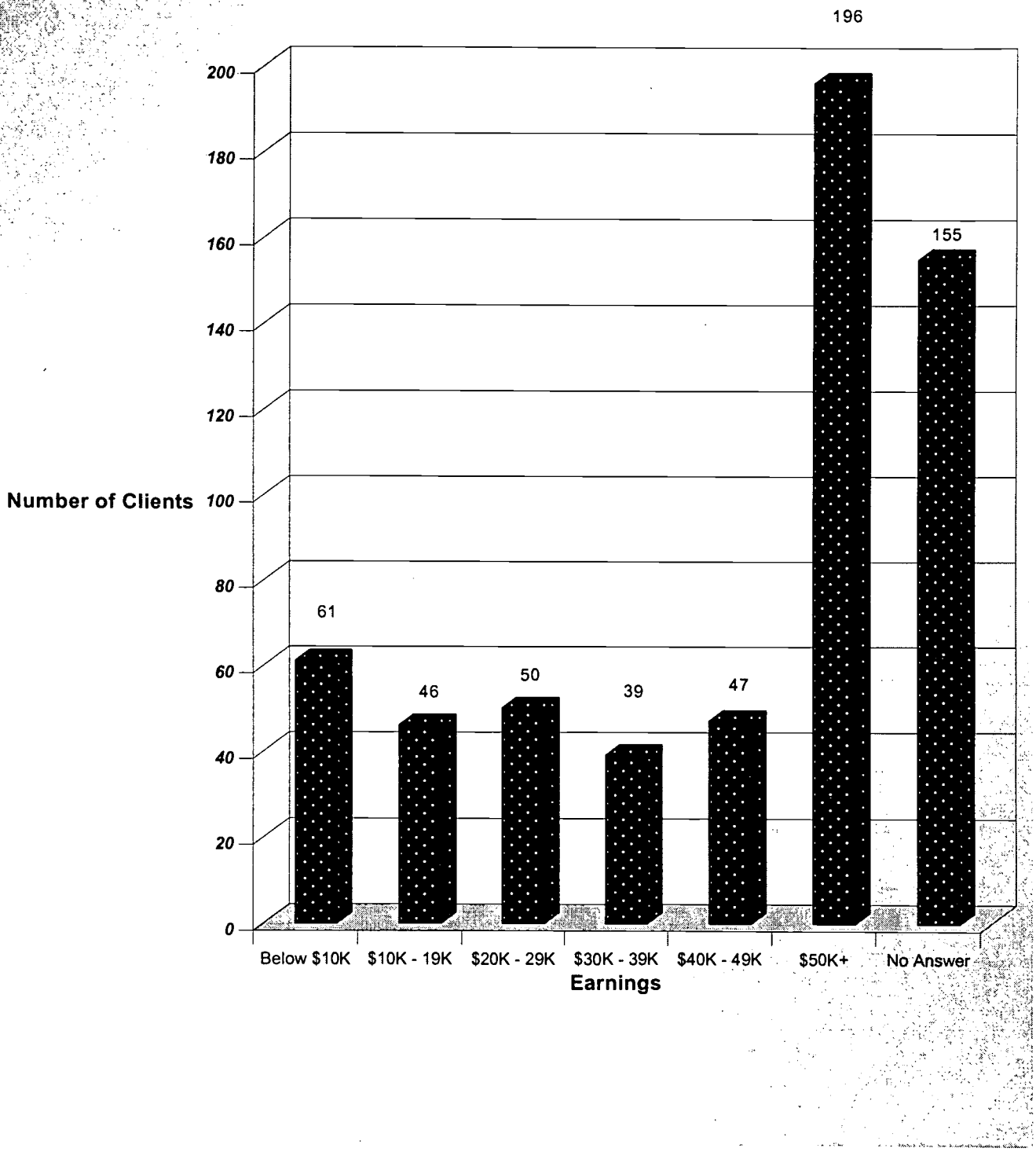
Employment Status



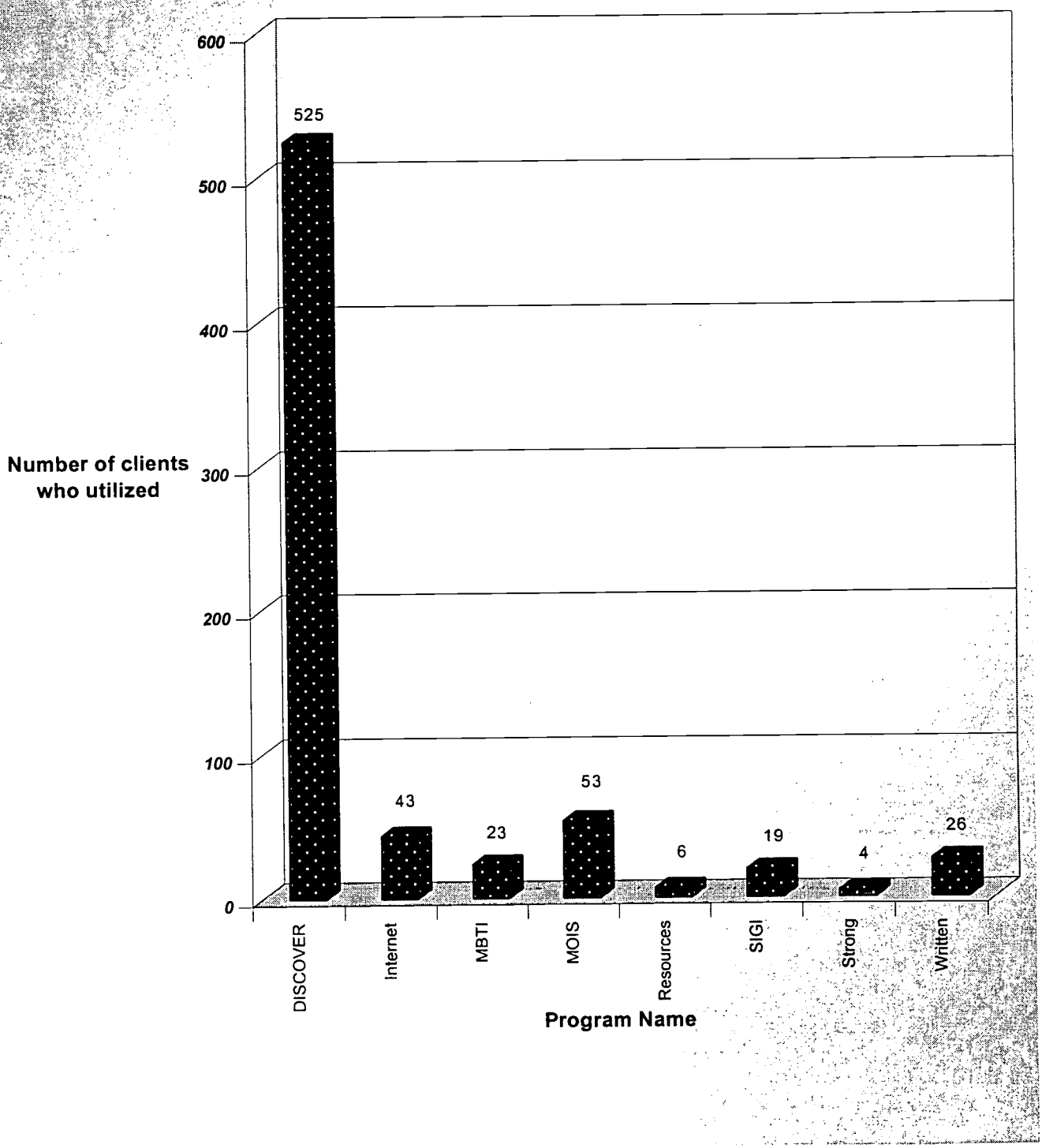
Marital Status of Clients



Household Yearly Income



Programs Utilized at the ACCC



ANALYSIS OF CLIENTS' RESPONSES TO ACCC EXIT SURVEY

When clients have completed their sessions, they are asked to complete an exit survey. This survey allows the ACCC to evaluate many areas, including how the client views the services they have received, the quality of the services, the effectiveness of their career advisor and the overall environment of the ACCC. This provides the Center with an opportunity to improve and grow based on the needs of our clients. The following information is based on completed exit surveys during the period of September 1997 through June 1998.

Respondents rated their overall experience as a client of the ACCC:

OUTSTANDING	91%
BENEFICIAL	8%
POOR	1%

Respondents rated the computer guidance programs using the following scale:
5=Outstanding 4=Very Good 3=Good 2=Fair 1=Poor

DISCOVER	=	4.0
SIGI PLUS	=	4.2
MOIS	=	4.1

Respondents also rate other resources used in the ACCC, using the same scale as above. They rated other resources as follows:

MBTI	=	4.5
Card Sorts	=	4.3
Worksheets	=	4.3
CISS	=	4.3

(Campbell Interest and Skills Survey)

Respondents rated the advisor skills and overall manner:

OUTSTANDING	=	60%
VERY GOOD	=	39%
GOOD	=	1%

Clients' suggestions for improvement at the ACCC included:

-Include Aptitude Tests

-More Explicit Advice On Where To Find Job Information On Internet

-More Comfort In Room, More Work Space

-Group Sessions with Others in Counseling

General Comments included:

"I am very glad this service is available and I will recommend it to others. Thank you!"

"Thanks for the guidance - a great program."

"The counseling and career guidance tools were very helpful in my career planning."

"Thank you. You sincerely sought to help and you have."

"My experience was extremely impressive with the center. I utilized the center roughly 5 years ago. Improvement in process and advisors is more than significant. Thank you!"

"This is a service that should have more publicity. I think there are a lot of people who would come if they knew you were here!"

TYPICAL CASE STUDIES

Clients come to the Adult Career Counseling Center seeking assistance in resolving a variety of career issues. The following is just a sample of some of the career-related issues presented during this past year:

- Female client, 44 years old, stayed at home for twenty years to raise her children and would like to embark on a new career. She would like to assess her interests, abilities and values to enhance her career search.

- Male client, 31 years old, referred by his psychologist to explore jobs with upward mobility. He is feeling stuck in his current position.

- Female client, 31 years old, interested in exploring future occupations within her field of study. She selected a major because it was fascinating but she does not know what types of occupations she enter upon graduation.

- Female client, 30 years old, unfulfilled and unhappy with her chosen career. She feels as if her career values are not matching her current position.

- Male client, 26 years old, "stay at home dad" needs guidance on choosing a future career and field of study. He enjoys his time as a homemaker and father but would like to contribute financially to the family.

- Female client, 18 years old, seeking assistance in narrowing and clarifying possible college majors and associated careers. The client is feeling pressured to follow in the family business.

- Male client, 22 years old, looking for career direction until he can attend graduate school. He would like to use his previous experience and education in his job selection process.

- Male client, 41 years old, interested in making a career change but wants to explore financial implications and impact on family. The client fears that a career change would be devastating to the family's current lifestyle.

MARKETING AND PUBLIC RELATIONS

A number of additional efforts have been made during the 1997-1998 academic year to increase public awareness of the services offered by the ACCC.

1997-1998 Marketing and Public Relations Efforts

- A press release was created and e-mailed to Oakland University's Media Relations Department, which was faxed to nineteen media outlets such as Detroit News, Oakland Press, and Macomb Daily. Surrounding television and radio stations were faxed 30 and 60 second public service announcements as well. Our goal was to infiltrate and reach the neighboring counties as thoroughly as possible.

- The ACCC public service announcement currently running on the Oakland University cable station was shortened and current photographs were added to the spot. TCI Cablevision of Oakland County was also provided with a PSA.

- The ACCC brochure was sent to over 25 churches in Rochester, Rochester Hills, Lake Orion, and Auburn Hills.

- The ACCC and PACCC became additional community resources in the Human Resources publication sponsored by the Oakland County Youth Assistance and The Help Book sponsored by the United Way.

- A bulletin board promoting the services of the ACCC and career counseling in the O'Dowd Hall on campus, was twice made over touting the headings of: "Your Amazing Journey" and "Find the Career Connection that Fits".

- An ACCC web page was redesigned and published to the Oakland University Internet site.

- The ACCC brochure was updated with web site and e-mail addresses.

- The Career Counseling and Information Resources brochure was updated and reprinted. Input was sought from all contributing departments to update addresses and phone numbers. Also added were e-mail addresses as well as web sites, if applicable (See Appendix F).

Visitors to the ACCC

The reputation the ACCC has developed in the professional community, and at Oakland University, as a model university-sponsored career guidance service has led to a number of requests to visit our facilities.

During the Fall semester, Jan Elvekrog, Assistant to the Dean in the College of Arts and Sciences, brought her COM 101 (Freshman Survival Skills) class to the ACCC for an orientation of the Center. The students were introduced to the DISCOVER program and to the concepts of career development through assessment tools.

Diane Buffalin, Ph.D., a therapist from Southfield, Michigan, came to the center to seek out a referral source for her clients in need of career advising. Ms. Buffalin later referred several clients to our Center.

Jill Woller-Sullivan from Grand Valley State University also toured our center. She was recently employed at GVSU and looking for new ideas for their career center.

The ACCC Annual Open House was held on November 12th, during National Career Development Month. This event was hosted to allow the community and university personnel to visit our center and learn more about our services. It was attended by over 45 individuals from the University and surrounding community.

ACCC ADVISOR ACTIVITIES

The ACCC advisors' commitment to the Center involves a number of responsibilities and activities. In addition to working with clients, three additional activities should be highlighted: in-service training, research, and conference participation.

In-service Training

Each year the Adult Career Counseling Center provides in-service training to students, faculty and various area counselors who utilize computer-assisted career guidance programs. This in-service allows students in Practicum and Career classes to use the computer-assisted programs within the Adult Career Counseling Center with their own career clients during the semester. On occasion, local area counselors with a career client may request the opportunity to utilize the computer-assisted software within the ACCC. Every effort is made to accommodate this request. However, this will occur only if the Center does not have its own clients to counsel at the time requested.

This year ACCC advisors implemented a new procedure for in-service training using the computer laboratory in the Kresge Library as the teaching facility. The change from individual appointments was implemented to provide a group learning experience for the students of the Practicum Counseling Center which made more efficient use of the advisors' time as well as allowed the students to network among themselves. We discovered that this type of training was not conducive for individual learning and modified the training to small groups and individual sessions for this purpose.

Among those who received in-service training during the 1997-98 academic year were students in:

Graduate Counseling course	CNS 640: Career Development Theory and Practice
Graduate counseling course	CNS 664: Counseling Practicum
Graduate specialization course	CNS 675: Advanced Career Counseling

In total, 142 people received in-service training at the ACCC from September 1997 through June 1998.

Research

The third goal of the ACCC is to support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults. ACCC advisors have fulfilled this goal since the inception of the Center in 1982 by conducting research in the field of career development. Following is a brief description of a proposal for the upcoming 1998-99 academic year:

Proposed Research:

ASSESSING INTERNET INSTRUCTION METHODS
WITH ADULT CAREER COUNSELING CLIENTS

Michelle Cunningham and Tammy Krulek

In response to the increased use of the internet within career advising at the ACCC, this proposal was developed to study the most effective way of teaching career clients how to utilize the internet in their career development. We hypothesize that adult career counseling clients who receive Internet instruction from a career advisor will report greater satisfaction with their knowledge of the Internet to access career resources than adult career counseling clients who use a self tutorial. We intend to recruit 90 clients who come to the ACCC for service between September 1998 and April 1999, for participation in this research.

Conference Participation

ACCC advisors are encouraged to attend conferences sponsored by professional associations. Conference attendance provides the opportunity for skill development, networking, and increased awareness of alternative and innovative approaches to career counseling. The conferences attended by the ACCC advisors include the following:

American Counseling Association World Conference
Indianapolis, Indiana, March 29-31, 1997.

Michigan Career Development Association Conference
March, 1998

ACT DISCOVER User Workshop
Ann Arbor, Michigan, April 2, 1998

Oakland University's Graduate Counseling Student Association's Annual Conference – Relationship Counseling for a Global Society
Rochester, Michigan, May 15, 1998

APPENDIX A
ACCC DISCLOSURE STATEMENT

Adult Career Counseling Center
Oakland University
123 O'Dowd Hall
Rochester, MI 48309
(248) 370-3092
accc@oakland.edu

WHAT DOES A CAREER ADVISOR DO?

An ACCC career advisor helps clients gather information about themselves and various career options. They also help clients evaluate this information and make plans related to career/life directions. Various strategies and techniques are used that are relevant to the unique needs of each client.

During your visit to the ACCC, the career advisor will most likely do many of the following:

- Conduct an individual intake session to discuss your history, current situation, and career/life goals.
- Use computerized career planning systems, occupational information systems , and the world wide web to help you better understand the world of work.
- Administer and interpret assessments and inventories which may be indicated to identify abilities, interests and other factors relevant to career options.
- Encourage your self-exploration exercises through worksheets and homework assignments.
- Provide opportunities for improving your decision-making skills.
- Assist you in developing a career plan.
- Discuss job hunting strategies, interviewing techniques, and assist in the development of your resume, if needed.

WHAT TRAINING AND SUPERVISON DO THE CAREER ADVISORS HAVE?

Career advisors at the ACCC are graduate students in the Master of Arts in Counseling program. They are supervised in the center by a counselor in practice who has earned the designations of Licensed Professional Counselor (L.P.C.) and Nationally Certified Counselor (N.C.C.).

ETHICAL PRACTICES

Career advisors at the ACCC are in the process of completing requirements for a Master of Arts in Counseling degree. They are expected to follow the ethical guidelines of the National Career Development Association and the American Counseling Association.

CONSUMER RIGHTS

Based on the guidelines of the National Board for Certified Counselors and Chi Sigma Iota, an honorary counseling society, the ACCC has adopted the following guidelines. The client has the right to:

- Be informed of the qualifications of your advisor which includes education and relevant experience.
- Receive an explanation of services offered, your time commitments, rights and responsibilities.
- Have all that you say treated confidentially and be informed of any state laws placing limitations on confidentiality in the counseling relationship.
- Ask questions about the techniques, strategies, and assessments used by the advisor and decide not to proceed with these at any time.
- Participate in goal setting and evaluate the progress toward meeting those goals.

APPENDIX B
DESCRIPTION OF DISCOVER AND SIGI PLUS

DISCOVER -- Windows 95

DISCOVER is a comprehensive, integrated process that you can learn and use many times. DISCOVER will allow you to create a user record and each time you use the program, it will remember where you left off. You may choose to use any or all of the resources that are described below. Please feel free to print at any time. Also remember to print your "career plan" when you are finished. Review your print out with the ACCC Advisors, a friend, or anyone who shares in your decision making process.

HALL 1 – LEARN ABOUT SELF AND CAREER

⇒ Increase self understanding by completing inventories of your values, interests, and abilities.
⇒ Look at your present life roles
⇒ Decide how these roles may change in the future
⇒ Understand the nature and impact of transitions
⇒ Learn to weather a transition with minimal stress

HALL 2 – CHOOSE OCCUPATIONS

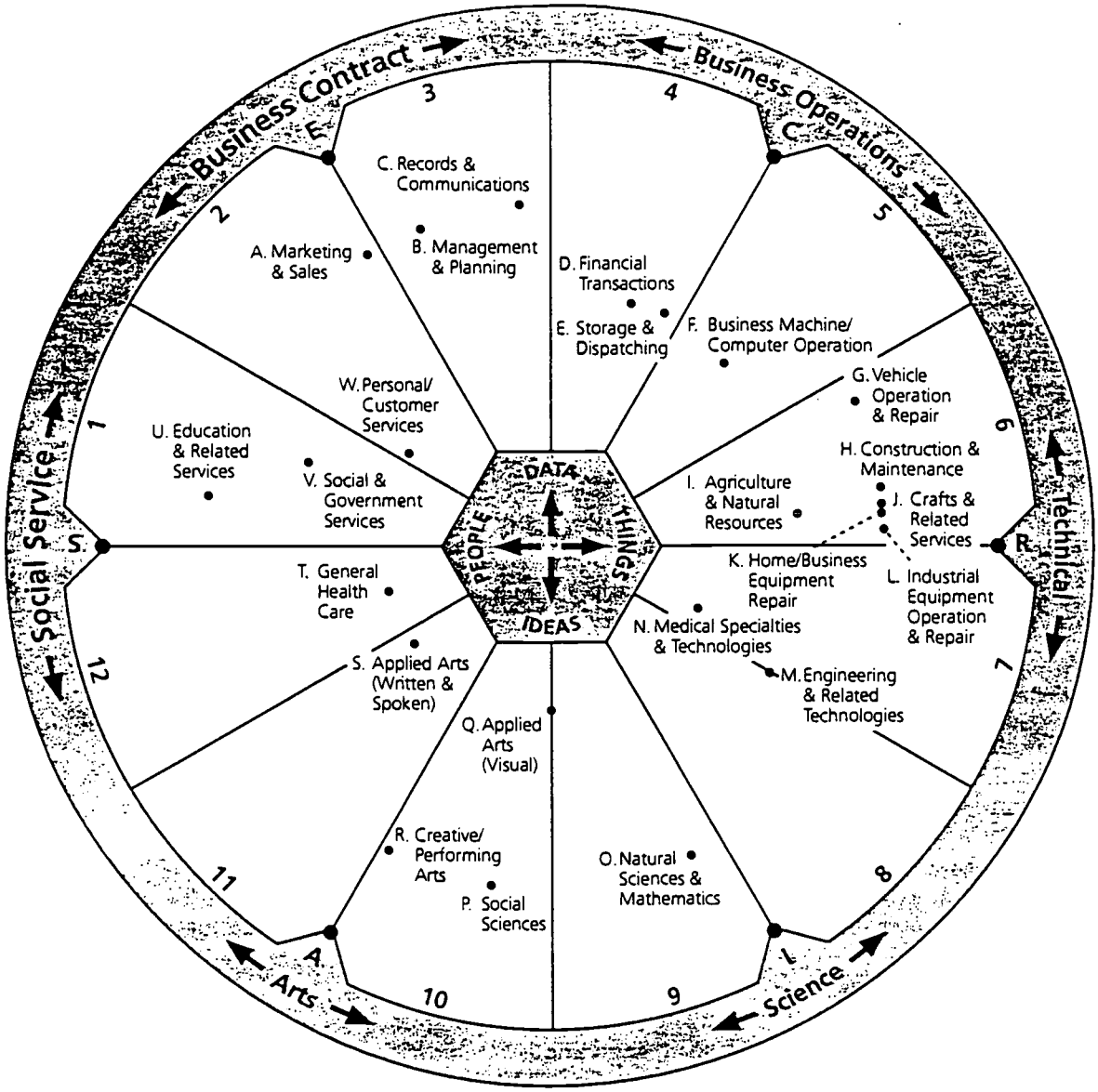
⇒ Get a list of occupations from the inventories completed in Hall 1.
⇒ Develop a list of occupations by job characteristics.
⇒ Select occupations from the world of work map
⇒ Get detailed information about occupations of your choice
⇒ Watch short video clips on occupations of your interest

HALL 3 – PLAN MY EDUCATION

⇒ Identify paths of training
⇒ Identify college majors
⇒ Get detailed information about schools of your choice
⇒ Identify sources of financial aid

HALL 4 – PLAN FOR WORK

⇒ Learn about job seeking skills
⇒ Obtain information about apprenticeships, internships and military service
⇒ Define your ideal jobs by examining your values and scores from the MBTI®



ABOUT THE MAP

- The World-of-Work Map arranges job families (groups of similar jobs) into 12 regions. Together, the job families cover all U.S. jobs. Although the jobs in a family differ in their locations, most are located near the points shown.
- A job family's location is based on its primary work tasks—working with DATA, IDEAS, PEOPLE, and THINGS.
- Six general areas of the work world and related Holland types are indicated around the edge of the map. Job Family Charts (available from ACT) list over 500 occupations by general area, job family, and preparation level. They cover more than 95% of the labor force.

BEST COPY AVAILABLE

for Windows®

User's Guide

WELCOME TO SIGI PLUS®

What is SIGI PLUS?

SIGI PLUS — pronounced "siggy plus" — is a very special tool that can help you to plan your career. Developed by a team of researchers and specialists at Educational Testing Service, SIGI PLUS (System of Interactive Guidance and Information PLUS) is one of the most advanced career guidance systems available. It combines the unique capabilities of the computer with thoroughly researched information about occupations, work-related values, interests, skills, educational programs, and more.

How can a computer help me decide on a career?

SIGI PLUS can help you examine your work-related values, interests, and skills systematically. Once you enter your own preferences, the program searches its built-in library and finds those careers that most closely match your preferences. It can save you literally *days* of leafing through catalogs and career books, and because its built-in library is so large, it may well find career options you never knew existed.

What can a computer know about me?

A computer is only a machine. It knows what you tell it; nothing more. That's why it's so important for you to think hard and respond honestly to the computer's questions. Even if it asks a question you've never really considered or that you find hard to answer, make the best choice you can. In this way, the career possibilities SIGI PLUS presents will be as accurate as possible.

What does SIGI PLUS include?

SIGI PLUS consists of an introduction followed by eight core sections, each covering an important step in the career planning and decision-making process. Since people have different goals, you may find some sections more useful than others. SIGI PLUS has been specially put together to show you how to choose the path through the system that's best for you.

The INTRODUCTION shows you how easy it is to navigate through the program and what the other sections contain. Afterward, you can decide where you want to go in the system.

If you're using SIGI PLUS for the first time, you may want to go through the entire program. Or, if you like, SIGI PLUS can recommend a pathway through the system to suit your situation. If you have specific questions, you can also go right to the section that deals with them. For example, if you want to find occupations related to your field of study, you can go directly to the SEARCH section and do a search by major. Or, if you want to find out more about a specific occupation, you can go directly to INFORMATION.

Because SIGI PLUS is flexible, you can use the program in a variety of ways to meet your individual career planning needs.

In this guide, you'll find descriptions of all the sections in SIGI PLUS along with brief explanations of how you can use the information in those sections.

1. INTRODUCTION

What's in SIGI PLUS?

In INTRODUCTION, you get an overview of SIGI PLUS and can choose which section you want to use next. You can:

- see clearly what's in the whole system
- decide which sections apply to you
- get a recommended pathway through the system

2. SELF-ASSESSMENT

What do I want? What am I good at?

In SELF-ASSESSMENT, you can:

- look at work-related *values* and decide what's most important to you
- choose the main *interest* fields you want to use at work

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- look at various *activities* and decide which ones you like and can do well
- play a values game to help you clarify your work-related values

3. SEARCH

What occupations might I like?

In SEARCH, you can:

- choose features you want in your work
- choose features you want to avoid in your work
- receive a list of occupations that match what you asked for
- choose a college major and see a list of related occupations

4. INFORMATION

What occupations might I like?

In INFORMATION, you can choose one or two occupations at a time and ask specific questions about them, including:

- what skills each occupation requires
- possibilities of advancement in the field
- what the potential income is
- the national employment outlook in the field
- what the education requirements are

5. SKILLS

Can I do what's required?

In SKILLS, you can:

- see specific skills required for any occupation in SIGI PLUS, including managerial skills
- rate yourself on these skills
- see how job skills are applied in a chosen field. For example, SIGI PLUS can distinguish between the sorts of negotiating skills required of social workers, police officers, salespeople, and foreign service officers.

6. PREPARING

Can I do what's required?

In PREPARING, you can:

- see typical preparation paths to any occupation in SIGI PLUS
- see the typical training or college education needed for any occupation in SIGI PLUS. (Then SIGI PLUS permits you to see not only courses and course descriptions, but even the work tasks that must be learned.)
- consider four important factors related to preparing: finding time, finding money, handling the difficulty, and staying motivated
- estimate your likelihood of completing preparation

7. COPING

Can I do what's required?

In COPING, you can:

- find out how to get practical help with issues related to preparing for a career, for example: finding time and money, arranging care for others, or obtaining academic credit for what you already know
- get suggestions about how to handle worries common to adults in a college or training situation, such as time management, fitting in, competing

8. DECIDING

What's right for me?

In DECIDING, you can look at as many as three occupations at a time. For each one you can ask:

- What are the rewards? Will I enjoy this occupation?
- What are my chances? Can I get in?
- All things considered, would this be a good choice for me?

9. NEXT STEPS

How do I put my plan into action?

In NEXT STEPS, you start moving toward your career goals by planning short-term strategies such as:

- getting more education or training
- developing new skills
- proving you can do the work
- building a network of contacts
- writing a resume (You can see a sample resume.)
- overcoming obstacles

GETTING STARTED

Can I use SIGI PLUS even if I don't know anything about computers?

Yes, you can! Despite its sophistication, SIGI PLUS is easy to use. You need no prior computer experience because SIGI PLUS uses plain English. It's as easy as point and click.

How long will it take me to use SIGI PLUS?

That depends on what you want. You can go through all the sections systematically or only those you think apply to you. A section can take anywhere from a few minutes to half an hour. If you prefer, you can work on just a few sections at a time and then come back for another session. You can stop whenever you want.

How private are my responses?

The system maintains confidentiality through its Student Record-Keeping capability. When you log in the first time, you choose a user ID and password. You simply enter your user ID and password when signing on again, and the computer matches it with your record file. Only you know what information you've put into SIGI PLUS.

How can I remember everything that SIGI PLUS provides?

You can make a printout of all the information provided by SIGI PLUS that you want to save. At the end of this booklet is a checklist of all the possible printouts you can make and directions for making them. This list will help you keep your printouts organized.

How do I get started?

You've already begun just by opening this booklet. Continue reading the questions and answers and look at the list of printouts you can make. Then go ahead and start to use SIGI PLUS. The INTRODUCTION appears automatically — after that, the program will guide you.

Can I erase an entry I've made?

Yes. Simply click on BACK.

Could I erase the SIGI PLUS program by mistake?

No.

How long will the message on a screen be visible before it changes?

In most cases, you decide how long you want to view each message. It will remain in front of you until you click on NEXT to move on to the next screen.

What is the questionnaire that appears when I'm signing off of SIGI PLUS?

When you exit, you will be asked to answer some questions about your experiences with SIGI PLUS. Answering the questions will take only a few minutes of your time and will help your counselor make more effective use of SIGI PLUS. Your responses will be completely confidential.

YOUR SIGI PLUS PRINTOUTS

Why do I need printouts?

SIGI PLUS provides a great amount of information — too much to remember. Printouts give you an accurate record of your work and are a valuable resource in any meetings you might have with a job counselor.

How do I get a printout?

You can get a printout of selected SIGI PLUS screens. This is helpful because it allows you to keep a permanent record of the work you've done. You can keep these printouts for reference and bring them to any sessions you may have with a career guidance professional. When a screen can be printed out, the PRINT button will be shown in full color. If you do not wish to make a printout, click on NEXT or CLOSE. If you want a printout, click on the PRINT button. The machine will do the rest.

On the next page, there's a list of all the possible printouts you can make with SIGI PLUS. As you make each printout, check it off in the space provided. If you use SIGI PLUS more than once, ask your counselor for a duplicate *Printout Checklist*. Keep your printouts in a folder to protect them from damage and loss.

SIGI PLUS PRINTOUT CHECKLIST

Name: _____ Date: _____

Check off the printouts you've made and file them in this order.

1. INTRODUCTION

- ___ 1-1 Special buttons
- ___ 1-2 What you can do in each section
- ___ 1-3 Your recommended pathway
- ___ 1-4L Local exit of section

2. SELF-ASSESSMENT

- ___ 2-1 Summary of values
- ___ 2-2 How you weighted your values
- ___ 2-3 Fields you're interested in
- ___ 2-4 Your most important activities
- ___ 2-5 Section summary
- ___ 2-6L Local exit of section

3. SEARCH

- ___ 3-1 List of occupations/features asked for
- ___ 3-2 Why an occupation is not on the list
- ___ 3-3 List of occupations related to a specific college major
- ___ 3-4 * List of occupations related to a specific Tech Prep cluster
- ___ 3-5L Local exit of section

4. INFORMATION

- ___ 4-1 Definition of occupation
- ___ 4-2 Description of work activities
- ___ 4-3 Typical job titles/specialties
- ___ 4-4 Work settings: indoor/outdoor
- ___ 4-5 Special problems/satisfactions
- ___ 4-6 Educational requirements
- ___ 4-7 Examples of courses
- ___ 4-8 Specific occupational training
- ___ 4-9 Personal qualifications
- ___ 4-10 Skills required
- ___ 4-11 Other requirements, experience
- ___ 4-12 Beginning income
- ___ 4-13 Average income
- ___ 4-14 Top earning possibilities
- ___ 4-15 How earnings vary
- ___ 4-16 Contribution to society
- ___ 4-17 Leadership
- ___ 4-18 Prestige
- ___ 4-19 Leisure
- ___ 4-20 Independence
- ___ 4-21 Variety
- ___ 4-22 Interest fields
- ___ 4-23 Employment outlook
- ___ 4-24 Where employed
- ___ 4-25 Security
- ___ 4-26 Advancement
- ___ 4-27 Where to find out more
- ___ 4-28 All of the above
- ___ 4-29L Local exit of section

* These printouts are available only if the Tech Prep option is activated.

5. SKILLS

- ___ 5-1 Summary of skills
- ___ 5-2 What you've said about yourself as a manager
- ___ 5-3 Section summary
- ___ 5-4L Local exit of section

6. PREPARING

- ___ 6-1 Overview of how to prepare
- ___ 6-2 Formal education or training
- ___ 6-3 Learning by doing
- ___ 6-4 Chances of preparing
- ___ 6-5 Section summary
- ___ 6-6 *Overview of how to prepare (Tech Prep)
- ___ 6-7 Educational/training options
- ___ 6-8L Local exit of section

7. COPING

- ___ 7-1 Record of time use
- ___ 7-4 Four-step method to estimate total preparation time
- ___ 7-5 To calculate preparation costs
- ___ 7-6 Internships
- ___ 7-7 Information about financial aid
- ___ 7-8 Child care
- ___ 7-9 Care for adults
- ___ 7-11 To find accredited home-study courses
- ___ 7-19 Where to write for information about testing programs
- ___ 7-19 CLEP
- ___ 7-19 ACT-PEP
- ___ 7-19 DANTES
- ___ 7-19 TECEP
- ___ 7-19 Credit for military training
- ___ 7-20 Colleges offering credit
- ___ 7-21 Credit for training
- ___ 7-22L Local exit of section

8. DECIDING

- ___ 8-1 Where occupations showed up on your Deciding Square
- ___ 8-2L Local exit of section

9. NEXT STEPS

- ___ 9-1 Overview of how to prepare
- ___ 9-2 Skills required
- ___ 9-3 Getting more education or training
- ___ 9-4 Developing new skills
- ___ 9-5 Proving you can do the work
- ___ 9-6 Building a network of contacts
- ___ 9-7 Writing a resume
- ___ 9-8 Sample resume
- ___ 9-9 Dealing with obstacles
- ___ 9-10L Local exit of section

10. SIGN-OFF

- ___ 10-1 You're now leaving SIGI PLUS
- ___ 10-2L Local exit of SIGI PLUS

APPENDIX C
AUXILIARY GRANT-SUPPORTED SERVICES

ACADEMIC SERVICES AND GENERAL STUDIES CAREER RESOURCE CENTER

The Career Resource Center (CRC) has been housed in the Department of Academic Services and General Studies since March 1983. The development of the Center has been greatly enhanced since that time by the purchase of additional resources and furniture. In addition, the Center was relocated in the fall of 1995 to have greater visibility and accessibility for the students.

The CRC provides a wide variety of career information for students who are undecided about a career and/or major. The computer-assisted career guidance programs SIGI Plus and DISCOVER for Adults have been in operation in the Center from the beginning, and the program FOCUS II was added in recent years. To help address the personality component of career development, PLEASE UNDERSTAND ME, is also available on computer. Other resources include a video library of career information and many updated books and materials. Consistent usage of the Career Resource Center and the positive response from students indicate that the services are fulfilling students' needs.

The CRC and the computer-assisted career guidance systems are comprehensively advertised through regular publications, brochures, referral sources, classes, and numerous outreach presentations. There are also a number of regular publications that carry a segment highlighting the CRC including: the Career Counseling and Information Resources brochure, the University catalog, the schedule of classes, and a career planning brochure sent to new freshmen from the Vice President's office. Additionally, letters to special populations such as undecided students, re-admitted students, and probationary students are sent out fall and winter semesters. These letters list a variety of support services and special career exploration programs available in the CRC and campus-wide.

Presentations regarding career development and the CRC are made to groups of high school seniors, students in residence halls, freshman seminars, student life scholars, as well as new students in orientations. In addition, presentations are made to certain classes each semester as to the development and usage of the CRC. These classes may have assignments that require in-depth usage and evaluation of the CRC's resources including the computer-aided systems. The courses that consistently utilize the CRC's services are listed below:

COM 101	Collegiate Communications
RHT 160	Composition II for Undecided Students
HRD 364	Career Development
CNS 640	Career Development Theory and Practice

Usage of the CRC and the computer-assisted career guidance programs continues to grow at a moderate rate. A week-by-week evaluation reflects the ebb and flow of the academic calendar. Semester breaks, finals, and the beginnings and ends of semesters alter the number of students who use the systems. Peak usage occurs during the months of October, November, February, and March. During the spring and summer sessions usage drops by half, as these sessions are not full semesters and most Oakland University students do not attend.

During the 1996-97 academic year, coverage of the CRC was provided by undergraduate students completing their fieldwork and internship in the Human Resource Development program and by student assistants hired under work-study. These students certainly contribute to the operation by providing valuable peer assistance that can be reassuring to the student using the system for the first time. A graduate intern from the Counseling program also was important in the operation of the CRC during the 1996-97 year.

In general, user response has been overwhelmingly positive. Students maintain that the systems are fun and easy to use, provide useful and abundant information, provide options, and give suggestions on where to go for further information. Appointments are strongly recommended and generally available within a week to ten days.

A special opportunity, adjunct to the CRC, was available during the 1996-97 academic year to students (especially freshmen) who were undecided about their major. As part of a research project being conducted by a faculty member in the Counseling Department, the undecided students took the Myers-Briggs Type Indicator (MBTI). Interpretations were given in person as well as through use of a video interpretation. Students were also taught how to incorporate the information into their decisions about majors and careers.

CAREER DEVELOPMENT TRAINING INSTITUTE AND THE ACCC

(Formerly the Continuum Center)

The Continuum Center has been a multi-faceted adult counseling and training center for over 30 years. For the past ten years we have provided career assessment, career development and job search training to adults within their work site. During the 1996-97 year, The Continuum Center was absorbed into the office of Professional Development and Education Outreach. As part of the Professional Development and Education Outreach, our plans for the future include continuing as a partner in the national Career Development Training Institute which provides training and training materials to career development practitioners.

The Career Development Training Institute (CDTI) has been greatly appreciative of the services provided by the Adult Career Counseling Center. CDTI staff develop training materials and programs for career development practitioners locally, nationally and internationally. In addition, CDTI provides consultation, program development and career services to corporations seeking career development programs for employees.

Participants in our corporate career planning programs and other community adults seeking career services have been referred to the Center. CDTI has provided consultation to ACCC staff.

CDTI and its parent organization, the Continuum Center, has been a multi-faceted adult career counseling and training center for over thirty years. Career staff training publications by the CDTI and the Continuum Center include "The Career Development Facilitator Curriculum", "Workforce In Transition: A Blueprint for Adult Career Development", and "Opening Doors: A Practical Guide for Job Hunting."

APPENDIX D
BRIEF REPORT OF THE PONTIAC ADULT CAREER COUNSELING CENTER

PONTIAC ADULT CAREER COUNSELING CENTER

The Pontiac Adult Career Counseling Center (PACCC) opened its doors in February 1991, after three years of planning, to serve Pontiac area clientele seeking career planning and counseling. PACCC is a joint venture between Oakland University (OU) and Oakland Community College (OCC). Counselors are provided to PACCC through the Auburn Hills OCC counseling office while updated software and the assistance of a graduate student are provided by OU. PACCC operates under the co-direction of Karen Pagenette (OCC) and Dr. Jane Goodman (OU). PACCC also works with a community advisory board with membership consisting of individuals representing various community agencies.

PACCC services primarily Oakland County residents who are seeking assistance with career transition, planning, or examining career options. PACCC is not a job placement service. Counselors may assist clientele with resume writing, interviewing techniques, and world-of-work networking capabilities. Clients are serviced free-of-charge for an average of two to four sessions. Many clients choose to utilize the DISCOVER and MOIS programs. Clients may spend one to three sessions working one-on-one with a PACCC counselor on the DISCOVER and MOIS computer systems.

PACCC counselors also work closely with the Lake Orion Work First program. In this job club program, PACCC counselors administer several different tests within the four weeks. These tests include the Myers-Briggs Type Indicator (MBTI), the Test of Adult Basic Education (TABE), and the Self-Directed Search (SDS). Individual Service Strategies are also conducted individually with each Work First client to set goals, obtain an employment and education history, and to facilitate an action plan to gain employment.

Outreach efforts continue at the PACCC in order to meet the needs of Pontiac and the surrounding communities that were originally intended to be targeted. PACCC hopes to obtain several bilingual assessment tools, release a bilingual brochure, and employ other marketing strategies in order to reach inner city bilingual populations.

PACCC continues to keep pace with a growing technological world. PACCC now has Internet capabilities in order to provide another service for clients. Clients now have the option of learning how to submit a resume on-line or access career sites that may be of interest. Career assessments may also be accessed as they become available.

PACCC continues to diversify in outreach activities as well as grow as a unique counseling center, which offers valuable career exploration services to area residents free-of-charge.

APPENDIX E
ADULT CAREER COUNSELING CENTER BROCHURE

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PRACTICUM COUNSELING CENTER

The Counseling Department of Oakland University also coordinates the Practicum Counseling Center.

The Practicum Counseling Center offers personal counseling at no charge for a variety of issues including anxiety, grief, and self-esteem issues. Clients may include children, adolescents, adults, couples, and families.

Located in the lower level (first floor) of O'Dowd Hall, the Practicum Counseling Center is staffed by graduate student counselors under the close supervision of Licensed Professional Counselors. Appointments are available by calling (248) 370-4187.

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HAVE YOU HAD A CAREER CHECK UP LATELY?

WHAT DO YOU LIKE?

WHERE DO YOU WANT TO GO?

HOW WILL YOU GET THERE?

ADULT CAREER COUNSELING CENTER

123 O'Dowd Hall
Oakland University
Rochester, MI 48309

Career Counseling services provided at no charge to members of the community.

For more information call
(248) 370-3092
E-mail: accc@oakland.edu

THE ADULT CAREER COUNSELING CENTER (ACCC)

The Adult Career Counseling Center (ACCC) offers career guidance services to members of the surrounding communities at no charge. The ACCC is a facility established to serve adults who are considering career changes, interested in assessing their strengths and potentials, or are simply reviewing possible career options. The ACCC is not a job placement service.

WHAT?

The ACCC offers several computer-based career planning and information systems at no charge to support your career decision-making efforts. These systems aid clients in:

-- self awareness
-- career search
-- identifying life-roles
-- gathering career information
-- decision making
-- education planning
-- writing resumes & cover letters

The guidance systems will not tell you what to do or give you easy answers for your career decisions, but going through the programs can ease your transition process and will help you determine your next steps.

WHAT ABOUT COMPUTERS?

Users of the career guidance computer programs benefit most when assisted by an ACCC Career Advisor. Clients will schedule initial interviews with ACCC Career Advisors to determine which computer-based system is most appropriate for their use. No previous computer experience is necessary. These systems are fun and easy to use.

WHAT WILL HAPPEN?

After an initial interview, clients will receive an orientation to a computer-assisted guidance system. As they work with that system, they will have an opportunity to discuss results with an ACCC Career Advisor. The Career Advisor can help you:

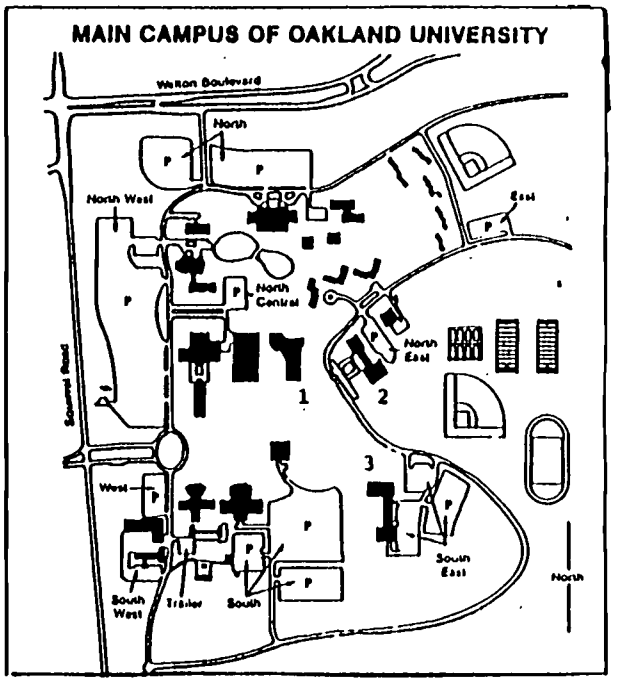
-- clarify your career & education options
-- analyze information
-- understand the decision-making process
-- develop action plans to attain your desired goals

WHEN?

The ACCC is open Monday through Saturday; call for hours. Use of computers is by appointment only. The ACCC is not open during the summer, university holidays and vacation periods.

WHERE?

The ACCC is located in Room 123 on the lower level (first floor) of O'Dowd Hall on Oakland University campus in Rochester.



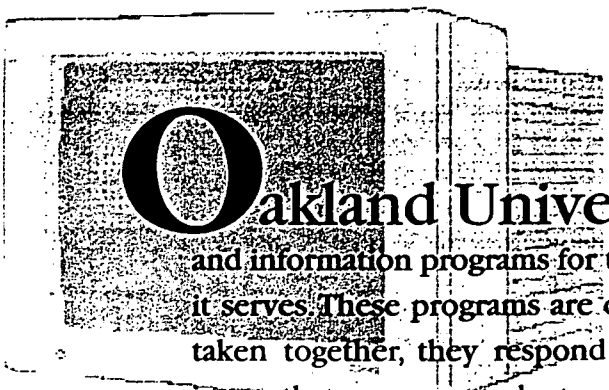
P = Parking
1 = O'Dowd Hall
2 = Lepley Sports Bldg.
3 = Varner Hall

HOW CAN YOU MAKE AN APPOINTMENT?

To schedule an appointment with an ACCC Career Advisor, telephone (248) 370-3092.
E-mail: accc@oakland.edu

APPENDIX F
CAREER COUNSELING RESOURCES AT OAKLAND UNIVERSITY

Career Counseling and Information Resources



Oakland University sponsors many career counseling and information programs for the citizens of the community and students it serves. These programs are designed to complement one another and, taken together, they respond to most of the occupational and career issues that concern students and community members. Each of these services offer a unique emphasis, such as job hunting skills preparation, assessment of interests and abilities or information about different kinds of jobs.

These programs present a rich offering of professional assistance for the person struggling with career decisions or confusion about future plans. However, this variety of services means that you, as a prospective client, must be careful to choose the service that will best meet your needs. This brochure is intended to help you in this selection process. Read it carefully and be certain to note the kind of services each setting provides, whom these programs are directed toward (community members, students, alumni), what fees are involved and when these services are available. This kind of thoughtful reading will help you to narrow your choice. If you are still unsure, get in touch with the service that seems most appropriate and explain to the staff person what you are looking for. That person will direct you to the proper setting.

Oakland University desires to enhance the quality of life for people of the community by sharing its educational resources and services with them. The professional services described here are an expression of this commitment.

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ADULT CAREER COUNSELING CENTER

Eligible Clients
The Adult Career Counseling Center services adults in the community who are considering career transitions, assessing their strengths, interests and potentials and discussing possible career options. The ACCC does not, however, provide an employment service.

Services
1. Adults schedule appointment(s) to meet with an ACCC coordinator for an intake interview and orientation to a computer-assisted system, to work on that system, and discuss the results of this process with the coordinator.
2. Computer-assisted career guidance systems SIGI PLUS and Discover for Adults are available at the ACCC. These systems aid adults in reviewing their interests, skills, and work-related values; possible occupational fields; education and training opportunities; and pre-employment skills.
3. The Michigan Occupational Information System (MOIS) on computer and additional career resources are available for use.
4. Referral information about the other career counseling and training programs is available.

Appointments
Adults may sign up for appointments at the center by calling (248) 370-3092 or by stopping by the ACCC in person. You may also e-mail the ACCC at accc@oakland.edu or visit our web page at http://www.oakland.edu/counsel/accc.

Hours
The ACCC is open days and evenings Monday through Friday and on Saturday mornings. Hours change during the summer and holidays. Call (248) 370-3092 to check the schedule.

Fees
No fee is charged for the services of the ACCC.

Location
The Adult Career Counseling Center office is located in room 123 O'Dowd Hall.

THE OAKLAND UNIVERSITY COUNSELING CENTER

Eligible Clients
Career Testing and Counseling Center services are available to community members and Oakland University students. Clients range in age from 17 (high school seniors) on up. When high school students use these services, career planning guidance is provided to their parents as part of the counseling process.

Service
By means of an extensive battery of tests and a series of counseling sessions, clients are provided an opportunity for an in-depth exploration of career questions, career goals, and plans for realizing these goals. Many printed materials, including the Michigan Occupational System (MOIS), are used as aids in this process.

Specific services include:

1. Career counseling for adults and adolescents
2. Interest, ability and personal-style testing
3. Educational and career planning
4. Re-entry counseling (work and education)
5. Career development

Other services, in addition to the career-oriented ones, are offered at the Counseling Center. These include psychotherapy and personal counseling (adults, children, adolescents, families, couples and parents), psychological testing and consultation and specialized services for people suffering from loss and trauma experiences.

Appointments
Individuals seeking information may call (248) 370-3465. Requests for appointments may be made through the clinic secretary, either by phone or in person.

You may also e-mail the Counseling Center at: counsel@oakland.edu

Hours
Monday - Friday 8 a.m. – 5 p.m.
Evening hours by appointment.

Fees
Community members are assessed according to a sliding scale fee, based on family income. For Oakland University undergraduate and graduate students there is a minimal student fee.

Location
This program is part of the Counseling Center, located in the east wing of the Graham Health Center.

DEPARTMENT OF ACADEMIC SERVICES AND GENERAL STUDIES

Eligible Clients
The services provided by the Department of Academic Services and General Studies are primarily intended for Oakland University students, particularly freshmen and sophomores. However, community adults who are interested in career advising as it relates to educational programs at Oakland University also may contact this office.

Services
This office provides academic and career advising to students who are undecided in their major as well as those persons seeking the Bachelor of General Studies (BGS) degree. Students may engage in career exploration activities independently or with the assistance of a counselor. The office also serves as a referral source for the many services, departments and advisers throughout the campus.

Career Resource Center
The Career Resource Center (CRC) is located in the Academic Services and General Studies Department. It is available to students who wish to explore careers and majors. Four computer-assisted career guidance systems (Discover for Adults, SIGI PLUS, Focus II, and Please Understand Me) may be utilized in the CRC. In addition, a wide variety of written materials and career videos may be accessed. The Strong Interest Inventory and Career Decision-Making System (CDM) are available upon recommenda-

tion by a counselor for a minimal fee. Students may also attend various academic and career exploration programs, or seek individual career advising with a career counselor in the department.

Appointments
Appointments may be made by telephoning (248) 370-3227 or by coming to the office in person. Students who have questions or concerns that they would like to discuss with a counselor may also come in for "walk-in" advising. Please call the office for a current schedule for walk-in advising.

Hours

Monday - Friday 8 a.m. – 5 p.m.
Evening hours by appointment.

Fees
There are no fees for any of the services with the exception of a minimal charge for the interest inventories to cover the cost of the instrument and scoring.

Location
The Department of Academic Services and General Studies and the Career Resource Center are located in 121 North Foundation Hall.

OAKLAND UNIVERSITY LIBRARY

Eligible Clients
Oakland University Library services and collections are available to faculty, staff, students and community members. However, circulation of materials is limited to the Oakland community including members of the Alumni Association and guest-card holders.

Services
The library contains a large collection of career-related materials. These include books on how to write resumes and cover letters; information on job-hunting skills and procedures; and extensive materials that describe many kinds of careers, occupations, training programs and internships. Directories that identify manufacturers, businesses, agencies and educational settings are also available; as well as telephone books of 100 major cities and most Michigan cities and recent annual reports from the top 500 companies in the United States.

Assistance is available at the Reference Desk to help individuals locate needed information.

Library Hours

Monday – Thursday	7:45 a.m. – 11:30 p.m.
Friday	7:45 a.m. – 8:00 p.m.
Saturday	9:00 a.m. – 8:00 p.m.
Sunday	Noon – 11:30 p.m.

Reference Hours

Monday – Thursday	8:00 a.m. – 10:00 p.m.
Friday	8:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	Noon – 7:00 p.m.

These hours change during the Spring and Summer sessions and on Holidays. Call (248) 370-2492 to check on the schedule. You may also visit the library home page at http://www.kl.oakland.edu or e-mail questions to Reference Services at ref@oakland.edu.

Appointments and Fees
Most library services are available on a walk-in basis and there is no charge. Computer Search Services, however, is by appointment and there is a fee for the service. Photo copying machines are available in the library at the cost of 10 cents a page.

Locations
1. Kresge Library Building
2. Performing Arts Library in Varner Hall (Please call (248) 370-2134 for hours and services)

PLACEMENT AND CAREER SERVICES

Eligible Clients
These services are available only to Oakland University students and alumni. However, staff members are available to the community groups and organizations for consultation on career-related issues.

Professional Placement
Individual placement counseling and career information are available to all juniors, seniors, graduate students and alumni. Additional assistance is available to advanced students who are seeking career-related, part-time and seasonal work experience. Staff members conduct special seminars to assist all students in developing job search skills. Frequent job fairs and career information programs are also sponsored by this office. Other placement services include opportunities for graduating students and alumni to interview with employer representatives on campus, maintenance and referral of credential files for graduates and the publication of a bi-weekly jobs bulletin. Additionally, the department maintains an extensive library for the display and dissemination of employers' literature; videocassettes; job postings; career information; job search information; graduate/professional school testing applications; and career-related publications and magazines.

Experiential Education
In addition to its placement services, this office coordinates the Cooperative Education (work experience) programs for majors in the College of Arts and Sciences, the School of Business Administration and the School of Engineering and Computer Science as well as career-related student employment.

Placement and Career Services also organizes and directs the Oakland University Student Internship Program to provide paid internships in government agencies.

Appointments
Students and alumni can sign up for appointments by stopping at the office or by calling (248) 370-3250. An intake counselor is available on Monday - Thursday afternoons, 1:15 to 4:30 p.m., to answer questions on a walk-in (or call-in) basis.

Open Advising Hours

Monday - Friday	8 a.m. - 5 p.m.
Wednesday evening	5 p.m. - 6:30 p.m. (September - April)

Fees
There are no fees charged for services with the exception of minimal fees for sending credentials and Resume Expert Web registration.

Location
Placement and Career Services is located in Room 275 Vandenberg Hall (West).

You may reach Placement and Career Services on their web page at http://phoenix.placement.oakland.edu or e-mail them at placement@oakland.edu.

PRACTICUM COUNSELING CENTER

Eligible Clients
The Practicum Counseling Center (PCC) offers career and personal counseling services to both Oakland University students and members of the surrounding communities.

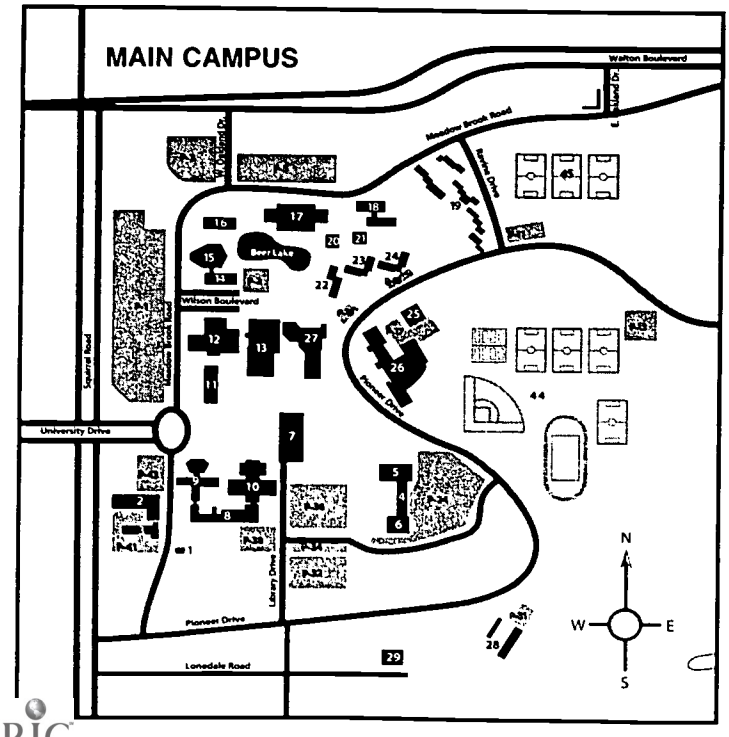
Services
Professional counseling services are available for a variety of issues such as; time management, test anxiety, depression, adjustment disorders, mid-life transition, grief, career search, separation from parents, low self-esteem, anxiety and many other topics. Individuals are matched with counselors who will work with them for one (50 minute) counseling session per week for approximately 5 to 10 weeks. The PCC is an instructional center for graduate students in their final training as counselors. Consequently, sessions are videotaped for the purpose of supervision by the counselor's professor. ALL TAPES ARE HELD IN STRICT CONFIDENCE AND ARE COMPLETELY ERASED AT THE END OF EACH SEMESTER. Clients sign a release form for videotaping at the first counseling session.

Appointments
Phone for an appointment at (248) 370-4187. You may also visit the web site at http://www.oakland.edu/counsel/pcc or e-mail PCC at pcc@oakland.edu

Hours
The Practicum Counseling Center is open Monday through Thursday 9 a.m. to 9 p.m., Friday 9 a.m. to 3 p.m., and Saturday 9 a.m. to 1 p.m. to accommodate the client's schedules. Because it operates on an academic calendar year, appointments are only available during the semesters and not during breaks or holidays.

Fees
There are no fees charged for services.

Location
The center is located in the lower level of O'Dowd Hall. The office is in 121 O'Dowd Hall.



ACADEMIC DEPARTMENTS

Individual departments often offer students a good source of information on careers associated with their majors. Each department has an individual who serves as chief adviser. Generally, this person or his/her designated associate focuses as a source of information on career training and employment opportunities. This is particularly true in instances where advanced training is involved.

In some instances, departments maintain information on careers directly related to their specific major. Students may contact those departments in which they have a particular interest in order to identify an adviser or simply to discuss options.

To locate a particular department, please call the university's general information number (248) 370-2100.

PONTIAC ADULT CAREER COUNSELING CENTER

Eligible Clients
The Pontiac Adult Career Counseling Center offers career guidance services to members of the surrounding communities. The PACCC is not a job placement service.

Services
1. The PACCC is a facility established by Oakland Community College and Oakland University to serve adults who are:
   - considering career changes
   - interested in assessing their strengths and potentials
   - reviewing possible career options
2. After an initial interview with a PACCC counselor, adults will develop an individualized plan to use the center services. The PACCC offers DISCOVER for Adults - a computer-assisted guidance program - and the Michigan Occupational Information System (MOIS). Other career assessments are also available.
3. These programs, along with counselor assistance, aid clients to:
   - clarify education and training options
   - gather career information
   - develop action plans to attain desired goals
4. Referral information about other career counseling and training programs is available.

Appointments
For appointments and information, call (248) 340-6793.

Hours
Hours are by appointment only.

Fees
There are no fees charged for services, except for the use of some assessment instruments and extraordinary services provided under contract.

Location
PACCC is located at Oakland Community College in the Pontiac Center. The address is 17 S. Saginaw in Pontiac.

38. Baldwin Memorial Pavilion
1. Campus Facilities and Operations
10. Dodge Hall of Engineering
16. Graham Health Center
47. Meadow Brook Greenhouse
9. Hannah Hall of Science
34. John Dodge House
26. Lepley Sports Center
33. Katke-Cousins Club House
43. Katke-Cousins Golf Course
35A Knole Cottage
7. Kresge Library
6. Varner Lab Theatre
32. Lowry Child Care Center
Meadow Brook
15.Art Gallery
35.Hall
42.Health Enhancement
40.Music Festival
40.Music Festival Box Office
15.Theatre
12. North Foundation Hall
13. Oakland Center
27. O'Dowd Hall
41. Shotwell-Gustafson Pavilion
2. Public Safety & Service Buil
11. South Foundation Hall
6. Studio Theatre
37. Sunset Terrace
39. Trumbull Terrace
17. Vandenberg Hall
5. Varner Recital Hall
4. Varner Hall
14. Wilson Hall

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Organization/Address: SEHS Oakland U. Rochester MI 48309	Telephone: 248-370-4173	FAX: 248 370 4141
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