

Districtwide Handshake Implementation Meeting

Tuesday, October 10, 2023 | 11am | Zoom

AGENDA

Notes in Blue

Action items in Purple

Updates in Green

Student Uploads and Activity

- Handshake Counts as of 10/06/23:
 - Active Student Accounts
 - City – 1,379
 - Mesa – 2,150
 - Miramar – 1,316
 - SDCCE – 865
 - Job Postings: 9,334 (8,750 are paid opportunities)
 - Employers: 5,595
- CEWD will provide weekly email updates on these basic counts
- Colleges encouraged to provide suggestions on what they would like to see in more formal monthly updates
- CEWD to draft a monthly report for feedback from colleges
 - Increase student insights (demographics and majors)
 - Increase employer insights (industry sectors, business size)
 - Increase job insights (paid/unpaid)
- Student Uploads
 - September upload completed
 - October – pending data cleanup
 - CEWD to meet with District Student Service to confirm when next upload will be completed

Follow-up from September Meeting:

1. Auto approval of SDCCD Student Emails

2. Grace Periods for self-scheduling appointments with counselors

1. SDCCD Student Email – Auto Approval

- *September Meeting notes:*
 - *Proposal: Miramar proposed updated district settings to auto approve all sdccd student emails (Approved)*
 - *September Action Item: Alex Ortega updated the district settings*
 - *All students will sdccd email accounts will no longer be added to our queues for manual approval*
 - *Action Item: For others in the queue – we will shift review and approval to CEWD*
 - *Agreed to move forward – Noah Lacsina to work with Alex Ortega*

- **UPDATE:** after this meeting we met with the Handshake Rep and they advised against making this change – it may cause too many duplicate accounts
 - Noah and Alex not to move forward
 - Re-group at future meeting – see November Agenda updates
- CEWD to manage queue
 - Noah to set auto notifications to manage queue
 - Colleges may still approve locally whenever needed

2. Grace Periods for self-scheduling appointments with counselors

- **September Proposal:** A 24hour window was proposed (Meeting participants requested time to discuss internally)
 - September Action Item: Colleges to discuss internally and decide by 10/6. (currently only relevant to Mesa and Miramar)
 - **Round table discussion: What have you all decided?**
- Colleges agree to 1-hour grace period, with option to revisit once all colleges start setting up appointments on Handshake
 - CEWD to update the settings
 - Reminder: we can always update this if needed
- Status updates on use of appointments:
 - Miramar has transitioned all appointments into Handshake
 - Comes with some challenges, but has boosted numbers on student activations and activity on Handshake
 - Mesa is in transition to Handshake for appointments; only some appointments are on handshake
 - career peers are exclusively using Handshake for scheduling
 - Still in discussions with local leadership regarding SARS and Handshake.
 - Mesa using Video Chat feature in Handshake
 - City and SDCCE – waiting; internal planning and staff training needed
 - CEWD provided a reminder that as local long-term plans continue to include the commitment to make the transition, there is no rush to make this change as long
 - CEWD recommends development of local handshake implementation team to ensure representation from all critical roles and to guide college-wide implementation and use.
 - Miramar and Mesa mention that their handshake teams use feedback from groups within college to create a process for implementation of Handshake
- **Notes from September's Meeting:**
 - All colleges have committed to moving career services related appointments to Handshake – each college is in a different place in this process. There is no requirement to make this change right away.
 - Miramar and Mesa currently use handshake for some appointments and for some appointments self-scheduling has been enabled for students

- *Grace Periods are a Districtwide setting – cannot be made at the local school/college level*
- *Grace periods of “buffers” are time delays/constraints for how quickly a student can self-schedule / Buffer before first available appointment to allow time to prepare to meet with the students*
 - *Example: If a student goes online to self-schedule at 10am, depending on the buffer set, they would be unable to pick a time until 10am the following day or, without a buffer, they might be able to self-schedule for noon that same day*
- *It does not refer to time blocks between appointments*
- *Each college has different scheduling habits and times available*
- *We can set time buffers at min, hours, or days (under general appointment preference settings)*
- *Decision will not impact walk-ins*

Guests/Guest Speaker(s) - Next Month

- Fox Valley Technical College – 11/7
- Colleges to consider who to bring to the next Handshake meeting, so they can hear how Fox Valley has integrated Handshake into their whole student experience

Round Table

- City
 - Virtual Career Panel from 11- 12 on Thursday, October 12, 2023
 - industry leaders in the fields of engineering, psychology and finance to talk strategies for getting employment in fields
 - Events in November and December
- Mesa
 - Handshake Meetings appointments going well, consistent communication with Handshake support team to grow knowledge of Handshake and strengthen implementation process
 - Collaborations with other departments within Mesa to create events
 - Veterans Career Panel, with invitation to all, but want to make sure mesa students are fed
 - Transfer Career Evaluation Open House 400+ students
- Miramar
 - Districtwide Health ACP Job Fair where all students in district are invited, and event is on Handshake
 - Health, Science, STEM ACP Job Fair in November where all students in district are invited, and event is on Handshake
 - Use of Handshake in all events
- SDCCE
 - Banners out at every CE Campus
 - Career and college transition team asking students to register in Handshake

- Getting students to see benefits of Handshake and mention it in conversations with students
- Potential holiday career fair that would be posted on Handshake if gets approval

Questions/Topics for Amy - -- feel free to add topics

- Reminder – college's encouraged to hold one-on-one/college-specific meetings with Amy
- We have a number of questions we sent to Amy based on past meetings – Hope to have updates for you all soon

2023-24 Districtwide Implementation Team - Priority Projects Discussion

1. Staff/Employee Accounts – working with District HR
 - 1.1. Need to confirm recommended account type
 - *September discussion notes:*
 - *Held brief discussion regarding faculty accounts*
 - *Miramar expressed hesitation about launching a faculty upload (may not be ready)*
 - *If auto uploaded– will academic senate need to be involved?*
 - *If voluntary – how would we confirm who wants one?*
 - *Request made to explore what other colleges have done*
 - *September Action Item: CEWD to ask handshake rep for insights – what have other colleges done for faculty and staff*
 - *Consensus: Don't give out admin accounts*
 - *Customize profile admin accounts – not full but some designed around special roles (ERL, etc.)*
 - *Some colleges in our region allow faculty to voluntarily create student accounts*
 - *September Action items for the group:*
 - *Confirm purpose of faculty accounts (what does each college want them for)*
 - *Long term need: Design districtwide process and support structure for faculty (guides, resources, training, etc.)*
- **Unable to move forward with Districtwide upload until all colleges have a sense of why they want to do it, what it would be for, and that everyone's in support of it**
 - Currently, not all colleges are interested in moving forward districtwide
 - Some colleges interested in addressing locally only on an adhoc basis
 - Colleges can still move forward locally
 - Each college may approve accounts for faculty
 - Recommendation is to give them student accounts with a faculty label
 - CEWD to explore how other colleges have set up their faculty access and to bring back examples
 - **Colleges to discuss locally how, when, and why they might provide faculty with accounts – ad hoc or in bulk**

2. Accepting Payment from Employers - [did not discuss](#)
 - 2.1. May be contingent on local accounting office participation
3. Districtwide Reporting
 - 3.1. Cabinet Update (Fall 2023)
 - [CEWD to draft sample and share for feedback](#)
 - 3.2. Formalized Monthly Reporting / Expanded Reporting
 - [CEWD to draft sample and share for feedback](#)
4. Continue to Increase Student Engagement - [did not discuss](#)
 - 4.1. Using Handshake for all events
 - 4.2. Transitioning appointments into Handshake

Future Agenda Topics – feel free to add topics

[None added](#)

Resource Reminders

- Meeting schedule:
 - Fall 2023: 9/12, 10/10, 11/7, 12/5
 - Spring 2024: 1/9, 2/6, 4/9, 5/7, 6/11
- Teams Folder
- Past Meetings Notes & Action Items
 - [July 11th 2023 meeting notes](#)
 - [June 6th 2023 Meeting Notes](#)
 - [May 16, 2023 Meeting Notes](#)
 - [April 18, 2023 Meeting Notes](#)
 - [March 21, 2023 Meeting Notes](#)
 - [March 7, 2023 Meeting Notes](#)
 - [February 7, 2023 Meeting Notes](#)
- Handshake Site Resources:
 - [Handshake Academy](#)
 - [New to Handshake](#)
 - [Reporting and analytics](#)
 - [Report for Employer Flags](#)
 - [Art of reporting](#)
 - [Employer Validation](#)
 - [Understanding How Employers are Validated](#)
 - [Employer engagement at City of SF CC - City of SF CC – Access to the recording:
<https://joinhandshake.com/blog/career-centers/fall-2022-community-college-meet-up/>](#)
 - [Report for Employer Flags which tells status and reason](#) Click on Employers > You can view Approved, In Progress, Pending, Declined, and Flagged. If you click on "Declined" then it tells the industry, date of decline, and reason
- The [Handshake Chair](#) is at Mesa – reach out if you want to use it
- **How are people notified if someone makes an appointment?**

- See handshake personal settings (dashboard and email from HS)
- **Managing whether or not a student can see appointments within your college**
 - In each college's local preferences you can set boundaries of what you want students to see or be able to schedule appointments, etc.
 - Example: Miramar can make it so only Miramar students can work with them
- **If a student is unable to see your appointments:**
 - Double check Handshake account not just Campus solutions
 - The student's Handshake account has to have a designated campus so they can see that campuses info/appointment types
 - All profiles should have a designated campus. This information should be pre-populated in the student upload, but we are noticing some blanks. If it is blank, students will not be able to see the information
- **Where in the student profile is the information listed?**
 - Under their account information / general info section - see account; see Campus
- **Events in Handshake**
 - [In-person & virtual career fairs \(joinhandshake.com\)](https://joinhandshake.com)
 - Event check-in – students can use student ID number instead of email (if they want)
 - Custom QR codes can be made for each booth or table within/at a job fair
 - Could help increase insight into what tables students were most interested in - this is a new feature in Handshake