



Wake Forest has become known for making the college-to-career process a mission critical component of the student experience, yielding consistently positive post-graduate outcomes for students and high regard from employers nationwide.



Andy Chan Vice President of Innovation and Career Development

When I arrived at Wake Forest seven years ago in the Fall of 2009, the Office of Personal and Career Development (OPCD) was barely an idea shared between President Nathan Hatch and me. With the generous support of our Founding Partners and many Wake Forest friends and families, we birthed the OPCD in 2012. Since then, Wake Forest has become known for making the college-to-career process a mission critical component of the student experience, yielding consistently positive post-graduate outcomes for students and high regard from employers nationwide. In fact, for the third year in a row, almost 98% of the graduating class was either employed or in graduate school within six months after graduation. What makes this number so remarkable is that 90% of the class of 2015 reported their "first destination" as part of our First Destination Survey – this is one of the highest knowledge rates in the industry.

The OPCD is so much more than a traditional career office. In this Annual Report, you will see the wide variety of ways we are impacting students' growth and development as individuals and as professionals. We provide numerous resources and opportunities for students to learn important competencies such as entrepreneurship, mentoring, leadership, self-knowledge and awareness, job search, networking and other professional skills. With this knowledge, mindset and skills, our students are well prepared for the dynamic, unpredictable 21st Century world of work and be empowered to flourish in life.

In addition to supporting students at Wake, we aspire to transform the college-tocareer experience for every college student. In the section on Industry Awards and Recognition, you will see how our staff is sharing our knowledge and experience with the higher education industry at all levels and inspiring hundreds of colleges and universities to strive to improve their career services operations. Each year, dozens of schools visit us to learn about our philosophy, strategies and programs at our semi-annual Open House events.

This has also been an unique year as we have had several of our leaders take new leadership roles at good schools like Vanderbilt (Dr. Katherine Brooks), Georgetown (Evelyn Williams) and UNC Greensboro (Nicole Hall). Like a sports team who sometimes lose great assistant coaches to become head coaches, we will miss them greatly. However, we are excited for the impact that they will make for thousands of new students who can benefit from the "Wake Forest Way" of personal and career development, and look forward to attracting more great talent to the OPCD.

For the OPCD to fulfill its mission, the university culture must be aligned and receptive as it is at Wake Forest. We are very grateful for our partnerships with faculty and staff in the College, School of Business and across the university. The Wake Forest Advancement and Communication and External Relations also do an incredible job advocating for our efforts and securing media coverage that helps us share our story with the world. Finally, we must recognize and thank our generous donors as our work and innovations would not be possible without their support.

We hope that you enjoy the pages that follow and are excited as we are about the future!

With sincere and humble gratitude,

Andy Chan Vice President, Innovation and Career Development



opcd.wfu.edu/ in-the-news INSIDE HIGHER ED

Allison McWilliams ('95) Inside Higher Ed **Every Student Gets a Mentor** FEBRUARY 15, 2016

The Degree Match

DegreeMatch

Wake Forest Ranked the #9 Best College for Students with Entrepreneurial Leanings FEBRUARY 17, 2016



Georgia Public Broadcasting
ACC Inventure Prize Competition
APRIL 6, 2016

Ehe New York Eimes

Mercy Eyadiel New York Times Education Quarterly **Job Hunting in the Digital Age** APRIL 8, 2016



Andy Chan NPR Diane Rehm Show Navigating the Transition from School to the Workplace APRIL 14, 2016

The New York Times

New York Times For Some Job Seekers, Success. For Others, Still Waiting. MAY 16, 2016



generally having improved professionalism, that I know I will be using in the near future.... Now that I know how much work goes into figuring out what the right path might be and actually acquiring a job in it, I will be able to better utilize my time here at Wake... What surprised me most throughout this process was how much I truly enjoyed getting to know professionals and being able to ask them the questions I can't find the answers to on the internet. [Now I know] the importance of networking, and [am also comfortable] doing it, which I know will be a skill I will use for the rest of my life." - Paulomi Banerjee '17, Mathematical Economics Major

COLLEGE-TO-CAREER COURSES

The College-to-Career courses are a series of four 1.5 credit hour courses designed to teach students the complete personal and career development process and capabilities. The courses are taught by instructors from the Department of Counseling and in partnership with the OPCD. They are academically rigorous and incorporate career development theory, research, and practice. Wake Forest is one of the few premier liberal arts universities to offer a comprehensive academic curriculum for personal and career development available to all undergraduate students.

- 21% of 2016 graduating class completed a College-to-Career course during their Wake Forest career.



2015-2016 ACCOMPLISHMENTS

- 389 students completed at least one College-to-Career course, +6% vs. 2014-15.
- CNS 120, CNS 220 and CNS 320 approved for online development by WFU Online Education Committee.
- Completed development of CNS 120 for online delivery during Summer School 2016.
- Delivered CNS 120 in "flipped" technology-supported mode.

2016-2017 GOALS

- Develop CNS 220 and CNS 320 for online delivery.
- · Seek faculty approval to develop online version of CNS 299.
- Work with Administration and Advancement to secure sustainable funding.

CAREER EDUCATION AND COACHING

The mission of the Career **Education and Coaching team is** to equip and empower students with the knowledge, skills and mindsets they need to navigate the path from college to career. Our team of full-time coaches and external consultants assists students from all years and majors to assess their work interests. values and skills, explore and evaluate academic and career paths, establish and maintain a career action plan, and effectively brand and market themselves for internships, graduate schools and jobs. Our vision is that every Wake Forest student embarks on the career development process and graduates with the clarity of career direction and goals, the competencies to realize those goals, and the confidence to flourish in the highly dynamic world of work.

2015-2016 ACCOMPLISHMENTS

- · Created "Marketplace," an innovative online resource for students interested in pursuing internships and careers that do not typically recruit on-campus.
- Completed more than 2800 student appointments and more than 700 walk-in resume reviews.
- · In partnership with the Athletic Department, planned Student-Athlete Career Night attended by more than 300 students.
- Held STEM Slam Speaker Series: A three-week long education and celebration of underrepresented students in STEM and Health professions.
- · Developed "Making a Major Decision," a creative interactive workshop for students seeking guidance on deciding on a major.
- Collaborated with Global Programs and Studies to create and implement a one-day career conference for 40 international students.
- Engaged and partnered with college faculty on career education programs such as "Career Day in History," "You Majored in History, Now What?" student panel, and "Putting your English Degree to Work" alumni panel.

2016-2017 GOALS

- · Integrate new "Career Readiness" framework into coaching practices.
- Utilize Handshake technology to efficiently and effectively reach and motivate target groups.
- Enhance relationships with faculty, academic departments and administrators to deliver career education, networking and job opportunities to targeted student populations.
- Develop innovative career education programming with a focus on targeted student populations including student-athletes, first generation students, students with disabilities, international students, LGBTQA students and first-year students.
- Increase student participation in career activities by supporting existing experiential opportunities by further developing new channels and mechanisms for engagement including: Marketplace and STEM Slam.
- · Elevate OPCD industry impact and reputation through staff content creation, industry participation, and professional development via presentations at regional and national conferences, journal publications, blog posts, media interviews, and continuing education through webinars and certification training.







WakeForestU

My experiences with the ICE program have taught me the importance of not only learning about entrepreneurship through an academic setting, but also learning through an extracurricular context. The Center for Innovation, Creativity and Entrepreneurship has been a great resource in helping me pursue my interests in entrepreneurship and innovation." -Keshav Daga '17

CENTER FOR INNOVATION, **CRFATIVITY AND ENTREPRENEURSHIP**

The mission of the Center for Innovation, Creativity, and Entrepreneurship is to create and sustain an educational environment that inspires and equips all Wake Forest students to become innovative thinkers, value creators, and entrepreneurial leaders. Our vision is that every Wake Forest student will have an innovative, creative, and entrepreneurial mindset that empowers them to take initiative, be resourceful and persevere in the face of challenge.



6 OPCD 2015-2016 ANNUAL REPORT

2015-2016 ACCOMPLISHMENTS

• Hosted fifth annual TEDx conference with over 1200 attendees.

· Hosted the annual Innovation, Creativity and Entrepreneurship Excellence Celebration. Ricky Van Veen '03, co-founder of CollegeHumor, Vimeo and BustedTees, was the keynote speaker and won the Excellence in Entrepreneurship Award.

• Partnered with NC State's Institute for Emerging Issues to host the first Discovery Forum for Wake Forest students and locally-based young social entrepreneurs.

• Co-hosted with the BB&T Center for the Study of Capitalism a panel, "Millennials and the Culture of Entrepreneurship."

• Hosted the second DoSomething Challenge, a social venture competition.

• Hosted Lani Lazzari, CEO of Simple Sugars and 2013 Shark Tank winner and other notable entrepreneurs for the "E-Labs" series, with over 100 students per session.

• WF student team competed in the Inaugural ACC Inventure Prize Competition held at Georgia Tech.

2016-2017 GOALS

• Support and facilitate smooth transition for new Faculty Director for the academic side of the program.

 Conduct program review to develop 5-year vision and plan for the ICE program and center.

 Increase ICE Advisory Council engagement via subcommittees to support development of speakers, internships, alumni affinity group, and fundraising outreach.

 Re-design seed grant process to increase student learning, venture quality and the awareness and engagement with ICE on campus.

• Send teams to compete in external competitions, including the ACC Inventure Competition, the Biomimicry Design Challenge and NC State's Discovery Forum.

• Explore and develop opportunities for Wake Downtown, expected to open January 2017.

EMPLOYER RELATIONS

The Employer Relations team pursues, develops and strengthens existing and new relationships with employers, alumni and parents, with the ultimate goal of every Wake Forest student finding meaningful internships and career opportunities. The ER team is responsible for both employer outreach and the employer experience including career fairs, job board postings, on-campus recruiting, career treks, employer panels, networking events and job shadowing programs. The ER team is dedicated to generating a wide variety of opportunities for all students to connect with employers as well as ensuring employers have a first-rate experience when recruiting and meeting with our students.

2015-2016 ACCOMPLISHMENTS

- Achieved a 4.86 out of a possible 5.0 rating from recruiters on their overall recruiting experience.
- Notable employers recruiting Wake Forest students: Bank of America, Barclays, BlueCross BlueShield, Bloomingdale's, Booz Allen Hamilton, Calvin Klein, Cigna, Credit Karma, Deloitte, DISH, EJ Gallo, EY, Facebook, FedEx, First Data, General Electric, GlaxoSmithKline, Goldman Sachs, Google, Hulu, IMG, Inmar, J&J - Ethicon, JP Morgan, KPMG, Miami Dolphins, NBC, Ogilvy & Mather, Oracle, PepsiCo, Red Ventures, Reynolds American, Teach For America, Tilt, Tommy Hilfiger, Uber, and more.
- · Conducted Career Treks in San Francisco, NYC and Washington, DC with a focus on Technology, Media and Communications, PR, Advertising, Fashion, Retail, Sports Marketing, Arts Management, Government and Politics, and Consulting. Student participation in Career Treks increased from 60 to 122 (+103%).
- Undergraduate job & internships postings increased from 3,158 to 4,939 (+56%)
- Sourced 257 (+68%) new jobs and internships from "Go to Market" events: Career Treks, STEM SLAM and DC Connects.
- The F.M. Kirby Foundation Student Access and Opportunity Grant provided 64 students with the opportunity to attend off-campus career events. Over \$50,000 in stipends and grants were distributed to assist with travel, experiential learning (unpaid internships) and professional development.
- Partnered with the Chemistry Department and OPCD to host the 2nd annual STEM SLAM, a networking event with over 95 students and 11 organizations in attendance.
- Job shadow program connected 90 students with professionals in Winston Salem.
- Launched "Finance Colloquium" for over 75 students interested in pursuing financial services careers which featured 4 alumni speakers from Investment Banking, Private Banking/Wealth Management, Corporate Banking and Financial Advisory.

2016-2017 GOALS

- Increase the variety and breadth of internship and job opportunities to ensure strong first destination outcomes for all Wake Forest students.
- Cultivate and strengthen recruiting networks in NYC, SF, DC and Charlotte.
- · Continue to execute all employer-related events (i.e. career fairs, oncampus recruiting, employer information sessions, industry panels, career treks, job shadowing, career fairs, and other networking events) with high student and employer satisfaction.
- Partner with key faculty leaders to secure "voice of the market" feedback on existing and new academic programs and initiatives (e.g. Undergraduate Business School and Biomedical Sciences and Engineering program) and ensure alignment based on market needs/expectations.
- Explore CRM software to improve team communications and productivity, employer relationships, and event management.



Wake Forest University fits our recruiting model perfectly. It is small enough to allow their faculty and career coaches to have an intimate knowledge of their students' interests and skill sets, but large enough to provide a diverse pool of candidates, both in background and education. The team at Wake, utilizing their recruiting platform, helped us identify the 5 individuals who matched what we were looking for perfectly, and quite honestly, the quality and professionalism of the candidates was tremendous. We could have hired any of the 5. This has become the model for us, and what we would like to replicate with other strategic university partnerships." - Nate Held, Manager, Sales Learning Global Education Solutions; J&J - Ethicon



Leadership Development operates from the premise that all WFU students have the capacity to lead. Our central focus is to build

upon the Teacher-Scholar model and liberal arts disciplines by working with and supporting faculty to develop curricular and co-curricular experiences that help students develop their leadership potential. The leadership development process begins by guiding students to build a strong leadership foundation thorough understanding their emotional intelligence capabilities. Then students learn more advanced leadership skills such as influencing, team building, design thinking, presenting, peer coaching and leading high performance teams. It is our vision for all alumni to look back fondly at Wake Forest as the place where they initially learned and developed a core set of leadership skills.

LEADERSHIP

DEVELOPMENT



change. In essence, the Catalyst Scholar program formed me into a "catalyst," a source for positive change in the world. It taught me how to turn my broad liberal arts education, and the traits developed within this educational style, into an actual product, something that can be used to positively impact societies." - Grayson O'Saile '18

2015-2016 ACCOMPLISHMENTS

• Delivered Catalyst Scholars, a leadership communication course for academically-talented sophomore students. Initial findings for the two-year pilot indicate Catalyst Scholars improved influence and communication skills by 85%, their overall interest in becoming positive change agents by 25%, and their overall leadership traits by 19%.

• Designed and directed a global leadership study-abroad program, Individuals and Dynamics in Global Leadership, in Paris, Edinburgh, Barcelona and London with classes on organizational behavior topics such as motivation, influence, power, organizational change/culture. Course also included visits to historic, cultural and corporate sites.

• Designed and taught Design Thinking & High Performance Teams course which focused on teaching leadership and consulting skills, including team leadership/followership, presentation, creative and critical thinking, and business writing. Students also developed leadership traits including being more empathetic, inclusive, non-judgmental and productive when working with a diverse team of people.

2016-2017 GOALS

• WIth the College Dean's office, facilitate smooth onboarding of Michael Lamb, University Scholar in Residence and OPCD Fellow, who arrives from Oxford to design and develop new programs in Leadership and Character.

• Through in-depth research within Wake Forest and at other universities, develop comprehensive goals, timelines and plans to define and launch Wake Forest's ground-breaking Leadership and Character Development program.

• Develop fundraising platform and plan for securing financial support from individual donors and foundations.

MENTORING Resource Center

The Mentoring Resource Center serves as a central office for the entire Wake Forest community to provide guidance, resources, support, and recognition for Wake Forest mentoring relationships and programs. Our mission is to make mentoring a visible, core experience and value of the Wake Forest community.

2015-2016 ACCOMPLISHMENTS

- Facilitated conversations on effective mentoring practices for 650 faculty, staff, students, and alumni.
- Developed first-of-its-kind Mentoring Learning Outcomes for mentors and mentees and self-evaluation instruments to track change over time.
- Developed new resources and tools to support effective mentoring, including a Faculty Guide to Mentoring Student Projects, A Mentor's Guide to Mentoring Around Cross-Cultural Experiences, and The Mentoring Minute quarterly e-newsbrief.
- More than 2,440 students, faculty, staff, and alumni participated in formal on campus mentoring programs.

2016-2017 GOALS

- Develop Mentoring Certificate Program in collaboration with the PDC for faculty and staff.
- Continue to build awareness and engagement with faculty and staff through targeted outreach and sharing of tools and resources to support effective mentoring practices.
- Share Mentoring Learning Outcomes with campus partners and use self-evaluation instruments to track and assess individual and program-level data.



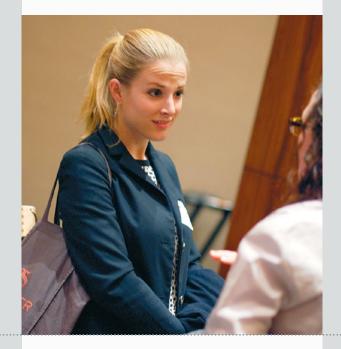


I have been blessed with the opportunity to be mentored by people who have not only affected my professional path but also my personal one as well. This blessing and realization of how important mentorship is began at Wake Forest." - Bo Machayo '13



ALUMNI PERSONAL **AND CAREER** DEVELOPMENT

The mission of Alumni Personal and Career Development is to provide the tools, resources, knowledge, and opportunities to facilitate personal and professional connections, reflection, and development among all Wake Forest young alumni.



- key markets.

2015-2016 ACCOMPLISHMENTS

• Facilitated 10 Young Alumni Mentoring Groups in DC, NYC, Charlotte and Winston-Salem to build community and support the transition from college to career.

• Collaborated with Wake Washington, DC Office to provide strategic personal and career development programming in the DC market, including "Deacs in the District" online short course, online tools and resources to support living and working in DC, and a pilot 1:1 alumni mentoring program.

• During National Mentoring Month, launched Five For Your First Five, in-depth content and resources focused on addressing five key personal and career development competency areas necessary to thrive during the first five years post-college.

2016-2017 GOALS

• Assess needs and develop strategic resources – online and in-person – to support alumni personal and career development in key markets.

· Assess opportunities to develop and support alumni volunteer-led mentoring programs and relationships in

• Develop, market and distribute tools and resources for Five For Your First Five to young alumni.

INDUSTRY LEADERSHIP

Heidi Robinson New Professional Award 2015, North Carolina Career Development Association

Heidi Robinson Schoonmaker Award Nominee, Wake Forest University, Office of the Provost

Lori Sykes, Brian Mendenhall and Ashley **Phipps** "Best in Show" for Reaching Generation Z, North Carolina Association of Colleges and Employers annual conference

Amy Willard Inductee, Chi Sigma Iota, International Honor Society for Counselors Brian Calhoun NCCDA Leadership Development Academy, North Carolina Career Development Association

Heidi Robinson NCCDA Executive Committee, North Carolina Career Development Association

Polly Black Board of Directors for USASBE, United States Association for Small Business & Entrepreneurship

Cheryl Hicks Diversity & Inclusion Conference Committee, United Negro College Fund

Cheryl Hicks Grant Reading Committee, Career Pathways Initiative

Shan Woolard Treasurer of NCACE (2016-2018), North Carolina Association of Colleges and Employers

Dana Hutchens President of NCACE (2015-2016), North Carolina Association of Colleges and Employers

Dana Hutchens Chair (2015-2016), University Career Action Network

Lori Sykes Secretary (2015-2017), North Carolina Association of Colleges and Employers

Allison McWilliams Board of Directors for International Mentoring Association

PRESENTATIONS & PUBLICATIONS

"Why Career Services Must Die", NACE Annual Conference, Anaheim, CA, June 2015. (Andy Chan)

"Future Technology Trends in Career Services", NACE Annual Conference, Anaheim, CA, June 2015. (Andy Chan)

"Alternatives to Current Thinking in Higher Education", CASE Annual Conference, Chicago, IL, May 2015. (Andy Chan)

"The Future of Knowledge", GSV Pioneer Summit, Claremont, CA, October 2015. (Andy Chan)

"Core Frameworks and Messages to Transform the College To Career Experience", NetVUE Conference at Westmont College, Santa Barbara, CA November 2015. (Andy Chan)

"Transforming the College to Career Experience", American Association of Presidents of Independent Colleges and Universities, Scottsdale, AZ, February 2016. (Andy Chan)

"College to Career as an Institutional Priority", American Council on Education, San Francisco, CA, March 2016. (Andy Chan)

"The Tech Revolution in College Career Networks", ASU GSV Summit, San Diego, CA, April 2016. (Andy Chan)

"A Picture is Worth a Thousand Words: The Visual Syllabus as a Learning Tool in Career Courses", Lilly Conference on Evidence-Based Teaching and Learning, Newport Beach, CA, February 2016. (Heidi Robinson)

"Cultivating Career Growth: Using the concept of personal brand as a catalyst for professional development"; North Carolina Counseling Association, Greensboro, NC,

February 2016. (Heidi Robinson)

Contemplative Pedagogy Workshop for Faculty sponsored by the Teaching and Learning Center, Wake Forest University, Winston-Salem, NC, October 2015. (Heidi Robinson)

"Breaking Through Career Indecision in Clients with ADHD." Career Planning and Adult Development Journal, Vol 32, No. 1, Spring 2016. (Kate Brooks)

"Career Development or Transition Using Wandering Maps" WFU Professional Development Center Program. 35 WFU participants. July 2015. (Kate Brooks)

"NACE Career Coaching Intensive"; 2-day train ing for career coaches, Atlanta, GA, January, 2016. (Kate Brooks)

"NACE Train-the-Trainer" program. Training coaches to run the NACE CCI program. Bethlehem, PA, January, 2016. (Kate Brooks)

"Wise Wanderings Coaching Training", 50 Florida Career Coaches, held at Stetson Universitu. DeLand, FL, February, 2016. (Kate Brooks)

"Using Mapping Techniques with Learning Disabled and ADD students" In-service program for WFU Learning Assistance Center. February 2016. (Kate Brooks)

Panel Moderator; WFU Words Awake Program; "ZSR Writers Camp and Flash Opus." April 2016. (Kate Brooks)

Assessing "Excellence": Using Learning Outcomes to Grow Effective Mentoring Programs and Relationships, International Mentoring Association annual conference, Auburn, AL, April 2016. (Allison McWilliams)

Innovative Tools to Support Alumni Engagement and Community Building, 2015 Mentoring Conference, UNM Mentoring Institute, Albuquerque, NM, October 2015. (Allison McWilliams)

Mentoring Away the Glass Ceiling: A Reflective Analysis (Panel Presentation), 2015 Mentoring Conference, UNM Mentoring Institute, Albuquerque, NM, October 2015. (Allison McWilliams)

"Strategic Networking: Building Intentional Relationships for Personal, Career, and Organizational Success". Aon Hewitt Professional Development Series, Charlotte, NC, November 2015. (Mercy Eyadiel)

"Fostering Career and Mental Well-being through Assessments", National Career Development Association, Chicago, IL, July 2016. (Amy Willard)

"Cultivate Your Campus Connections",North Carolina Association of Colleges and Employers Annual conference, Asheville, NC, May 2016. (Jessica Motz, Dana Hutchens and Amy Bull)

"Off The Grid—Taking Students to the Companies", North Carolina Association of Colleges and Employers Annual Conference, Asheville, NC, May 2016. (Lori Sykes)

"One Team. One Mission. Working Together to Refine Campus Visibility and ROI", Southern Association of Colleges and Employers Annual Conference, Austin, TX, December 2015. (Dana Hutchens)

"Career Genogram: Family Influences on Career Attitudes and Perspectives", North Carolina Counseling Association, Greensboro, NC, February 2016. (Brian Calhoun)

The success and progress of the Office of Personal and Career Development in the 2015 -2016 is not possible without the gifts from the donors listed below. Our sincere appreciation goes out to all parents, alumni, and friends who continue to support our mission and vision.

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