



Acknowledgements

We would like to acknowledge the following people who contributed to the success of the Adult Career Counseling Center in 2012-2013:

- ◆ Dr. Gary Russi, Oakland University President
- ◆ Dr. Susan Awbrey, Interim Provost
- ◆ Dr. Louis Gallien, Dean of the School of Education and Human Services
- ◆ Dr. Lisa Hawley, Associate Professor and Chair, Department of Counseling
- ◆ Dr. Howard Splete, Professor Emeritus, Department of Counseling; Founder, Adult Career Counseling Center
- ◆ Dr. Jane Goodman, Professor Emerita, Department of Counseling; Past Director, Adult Career Counseling Center
- ◆ Dr. Stephanie Crockett, Assistant Professor, Department of Counseling; Director, Adult Career Counseling Center
- ◆ Judith Hoppin, Adjunct Faculty, Clinical Supervisor, Adult Career Counseling Center
- ◆ Ashley Karas, Director, SEHS Counseling Center
- ◆ Sarah Eikelberg, Assistant Director, SEHS Counseling Center
- ◆ Wayne Thiboudeau, Director, Career Services
- ◆ Bob Thomas, Past Director, Career Services
- ◆ Common Ground Sanctuary Staff
- ◆ Paul Battle, Assistant Registrar
- ◆ Sandy Manoogian, Advisory Board Member
- ◆ Marsha Boettger, Retired, Senior Consultant, Talent Management, Daimler-Chrysler Corporation
- ◆ Michael Hill, Administrative Assistant, Department of Counseling
- ◆ Roberta Wells, Administrative Assistant, Department of Counseling
- ◆ Diane Johnston, Administrative Assistant, Department of Counseling
- ◆ Tricia Westergaard, Associate Registrar for Operations, Office of the Registrar
- ◆ Rick DeMent, University Technological Services
- ◆ The SEHS Counseling Center Clerical Staff

**OAKLAND
UNIVERSITY™**



Adult Career Counseling Center

280A Pawley Hall
School of Education and Human Services
Rochester, MI 48309-4494
(248) 370-3092
acc@oakland.edu
www.oakland.edu/sehs/acc

Adult Career Counseling Center Staff

Dr. Stephanie Crockett, Director
Judy Hoppin, Clinical Supervisor

Report prepared by Kate Pehrson

ISSUE

30

Fall 2012-
Summer 2013

**OAKLAND
UNIVERSITY**

Adult Career Counseling Center Executive Report

The Adult Career Counseling Center (ACCC) is a facility located within Oakland University's School of Education and Human Services (SEHS). The ACCC provides career advising services to adults 18 years of age and older from the surrounding community who are seeking assistance with career-related issues. Under the direction of Oakland counseling faculty and the supervision of a Licensed Professional Counselor (LPC), the center is operated by Career Advisors who are graduate students in the Oakland University Masters of Counseling program. The Adult Career Counseling Center has been servicing the community since 1982.

Mission

The mission of the Adult Career Counseling Center is to provide free career exploration and planning opportunities for adults in the local community. We strive to train faculty, staff, and students in the use of computer-assisted career guidance systems. We support research efforts for a better understanding of the career development needs of adults.



Partnerships

The Adult Career Counseling Center enjoys collaborative partnerships with other Oakland University departments including:

- ◆ The SEHS Counseling Center
- ◆ Oakland University Career Services

In addition, the ACCC receives referrals from several community agencies, programs, and professionals including:

- ◆ Common Ground Sanctuary
- ◆ St. Andrew's Career Ministry
- ◆ Oakland University alumni mental health professionals

Services Offered

The Adult Career Counseling Center offers a variety of individual and group services to our clients that include:

- ◆ Occupational exploration
- ◆ Formal computerized career assessments
- ◆ Resume and cover letter preparation
- ◆ Mock interviewing
- ◆ Networking opportunities

Benefits

Clients who have utilized the ACCC have reported numerous benefits including:

- ◆ Improved career decision making
- ◆ Clarification of interests and values
- ◆ Creative resume and cover letter design
- ◆ Enhanced writing skills
- ◆ Refined interviewing skills
- ◆ Increased self awareness
- ◆ Confidence in career choice

Operation

The Adult Career Counseling Center operates six days per week, ten months out of the year and follows the Oakland University break schedule and inclement weather policy.

Hours of Operation:

Monday - Thursday	9:00 AM - 9:00 PM
Friday	9:00 AM - 5:00 PM
Saturday	9:00 AM - 3:00 PM

If you are interested in services, please call (248) 370-3092 or visit www.oakland.edu/sehs/acc to schedule an appointment.

The Career Counseling Experience

In 2012-2013, the majority of clients attended, on average, four to seven career sessions. Each session was approximately 50 minutes in length. Client career needs were assessed during the intake session. Interventions were identified and implemented in the following sessions based on individual client needs.

Sessions focused on:

- ◆ Stages of career development
- ◆ Career values
- ◆ Knowledge, skills, and abilities
- ◆ Career interests
- ◆ Goal setting
- ◆ Decision making
- ◆ Career search strategies
- ◆ Labor market information

Groups and Seminars

Groups and seminars were offered to clients throughout the year providing an opportunity for client networking and the practice of career-related skills. Group and seminar topics focused on:

- ◆ Self-esteem and Career
- ◆ Social Media
- ◆ Networking
- ◆ Career Development

Assessments

The Adult Career Counseling Center has a variety of resources for assessment. The center used:

- ◆ The Strong Interest Inventory and Skills Confidence Profile
- ◆ My Vocational Situation
- ◆ Knowdell Motivated Skills Card Sort
- ◆ Knowdell Career Values Card Sort
- ◆ Career style interviews
- ◆ Client-directed self-assessments

Client Feedback

Following are comments from the clients regarding their experience at the Adult Career Counseling Center:

“Meeting and working with the ACCC advisors has been an honor -- a wonderful learning experience. Thank you for sharing this part of my journey.”

“I felt [the advisors] were very knowledgeable, caring, and personable. They offered a lot of great advice that I use often! I enjoyed working with them!”

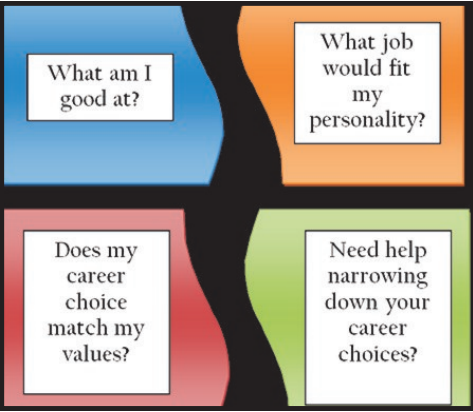
“[ACCC] is very good at understanding problems, asking questions, and encouraging exploration of careers.”

“It’s going to be in my memory that [the ACCC] was so professionally involved in encouraging me that it does get better and I do have skills that are valuable.”

“Thank you for everything you did to help me recognize my values and skills... I feel much more confident in going forward. I feel I have a general direction and better awareness of how to find a career.”

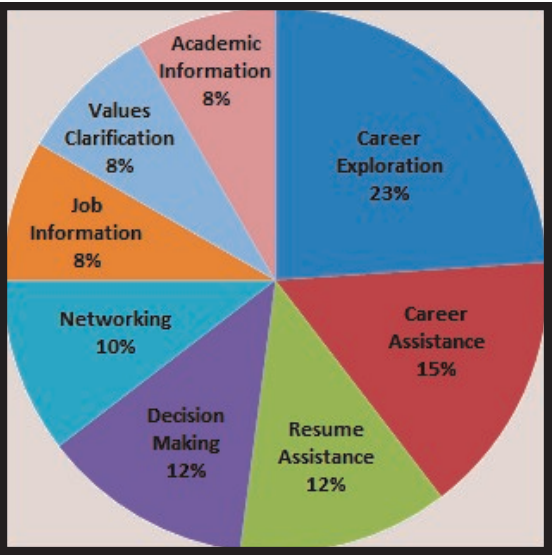
“The things I have learned to apply through your guidance are invaluable for my career search as well as applying it toward my self-image. Thank you for being an integral part towards the “rebuilding” of this season in my life. It will be passed on to the next generation (and so on and so on).”

“It was an excellent experience. The ACCC is so helpful!”



Client Needs

All clients reported more than one reason for seeking ACCC services. Reasons for seeking assistance included:



Recent Developments

- ◆ In 2012, ACCC advisors Melanie Popiolek and Wendy Dittrich, former ACCC advisor Stephany Elliot, and Dr. Stephanie Crockett presented a poster session on career services in university settings at the Michigan Counseling Association's State Conference.
- ◆ Melanie Popiolek and Stephany Elliot presented, in conjunction with Dr. Stephanie Crockett, on the ACCC's services and accomplishments at the 2013 American Counseling Association's National Conference.
- ◆ During the 2012-2013 academic year, Dr. Crockett and Dr. Binkley conducted research in the ACCC examining the effectiveness of career counseling on client disposition and the therapeutic relationship. In particular, the study sought to determine if clients who received career services at the ACCC developed an increased vocational identity.



Training and Supervision

A goal of the Adult Career Counseling Center is to provide the Career Advisors with effective supervision. Advisors received weekly clinical supervision from Judith Hoppin, LPC, Past President and Fellow of the National Career Development Association. As a result, ACCC advisors are well-prepared to work in the field of career development upon graduation from the Oakland University Counseling program.

Career Advisors received training and supervision in areas related to:

- ◆ Assessing career development stages
- ◆ Goal setting
- ◆ Decision making
- ◆ Administration and interpretation of career assessments
- ◆ Mock interviewing
- ◆ Resume construction

Staffing

In the 2012-2013 academic year, the Adult Career Counseling Center was staffed by five Graduate Assistant Career Advisors in Oakland University’s Masters of Counseling program.

Jake Arendsen

During his time with the ACCC, Jake co-facilitated several career groups and assisted with various ACCC events.

Wendy Dittrich

Wendy co-created and facilitated several career exploration activities for ACCC clients in a group format. She coordinated and hosted the Fall 2012 Advisory Board meeting. Wendy graduated from the Oakland Counseling program in April 2013 and was accepted into an area PsyD program.

Tara Michener

As an advisor, Tara organized the annual 2012 ACCC Open House. She also created and facilitated social media and networking workshops for ACCC clients. Tara graduated from the Oakland Counseling program in December 2012.

Melanie Popiolek

As an advisor, Melanie developed the 2011-2012 ACCC Annual Report. She also created two presentations on ACCC services that were accepted at the MCA and ACA conferences. She was appointed to the ACA Branch Development Committee—Midwest Region for the 2013 -2016 term. Melanie graduated from the Oakland Counseling program in August 2013 and is a first year doctoral student in the counseling doctoral program at Oakland University.

Cheri Putz

Cheri organized and facilitated the Winter 2013 ACCC Advisory Board Meeting featuring a presentation by Common Ground. In addition to building teamwork and cohesion in the center, Cheri also formed a Women’s Career Group. She organized and updated office operations to increase effective productivity.



Events

Advisory Board

In 2012-2013, the ACCC Advisors hosted meetings with Board members to discuss career-related issues. The meetings were an opportunity for all Oakland University Career Development practitioners and supervisors to connect and network with ACCC staff. The following individuals attended the meetings:

Dr. Stephanie Crockett, ACCC Director
Judith Hoppin, Past President, National Career Development Association
Dr. Howard Splete, Professor Emeritus
Marsha Boettger, Retired Senior Consultant
Sandy Manoogian, Counselor and Supervisor in private practice
Ashley Karas, Director, SEHS Counseling Center
Dr. Todd Leibert, Associate Counseling Professor
Shelly Drouillard, Career Services Consultant
Kristine Condic, Professor, Kresge Library

Common Ground Attendees

Reggie Harrison, Development Specialist
Amelia Lehto, Crisis Telephone Coordinator
Kay White, Board of Directors
Kristen Lambert, Art Therapist
James Perlaki, Vice President—External Relations

Featured speakers:

- Judith Hoppin, LPC, NCC, NCDA Fellow
- ◆ Career trends and how to assist clients in becoming future career forecasters
Common Ground, Crisis and Resource Hotline
 - ◆ How to empower clients to achieve goals and improve overall wellness

Annual Open House

The 2012 Open House was held in the atrium of Pawley Hall. It featured speakers from the community as well as strolling panelists with whom attendees could interact. More than 50 prospective clients from the community, Oakland University faculty, staff, and administration were in attendance.