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TOPPEL CAREER
CENTER

2017-2018
A YEAR IN REVIEW



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MAKE MOVES

Use this map to help you navigate through all of the moves you can make toward your future career. By making these moves, you will be better able to identify your strengths, goals, & values, learn what you can do with your major, market yourself to employers & schools, and ultimately, set yourself up for success after graduation.

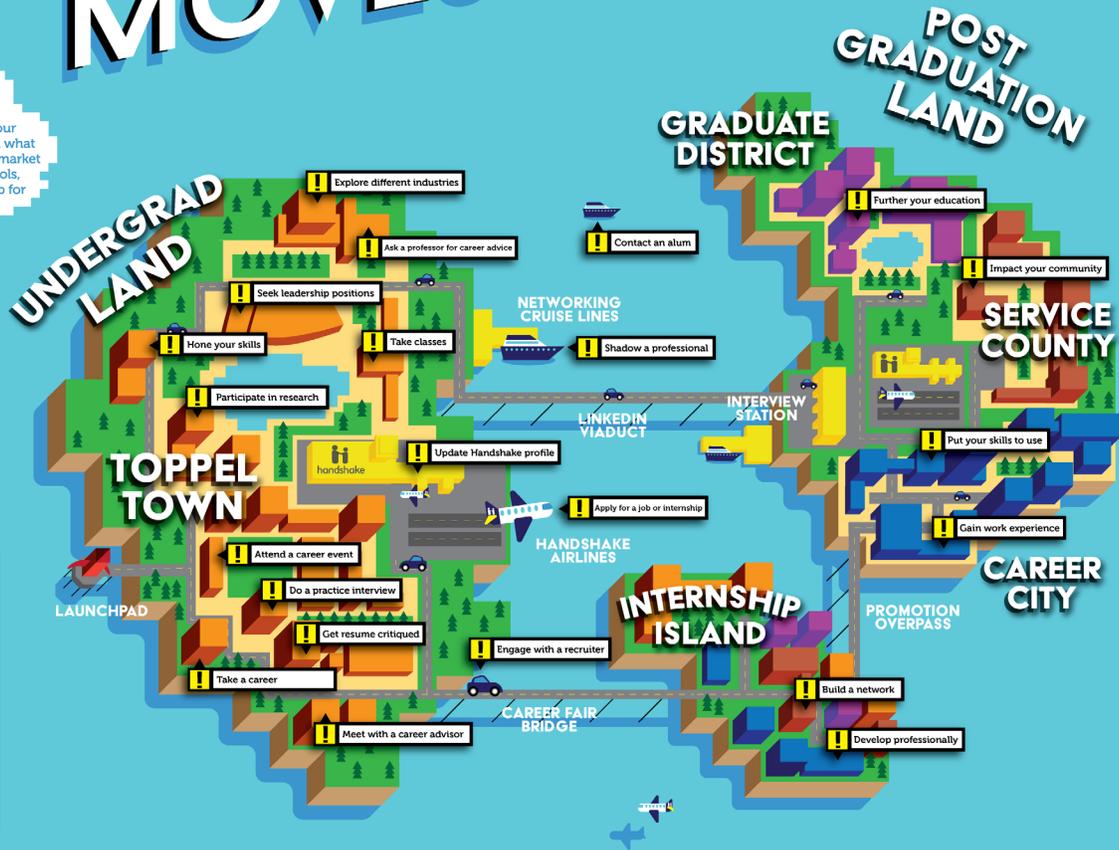


Main Quest:

Make Moves toward the destination in Post Graduation Land that best suits you.

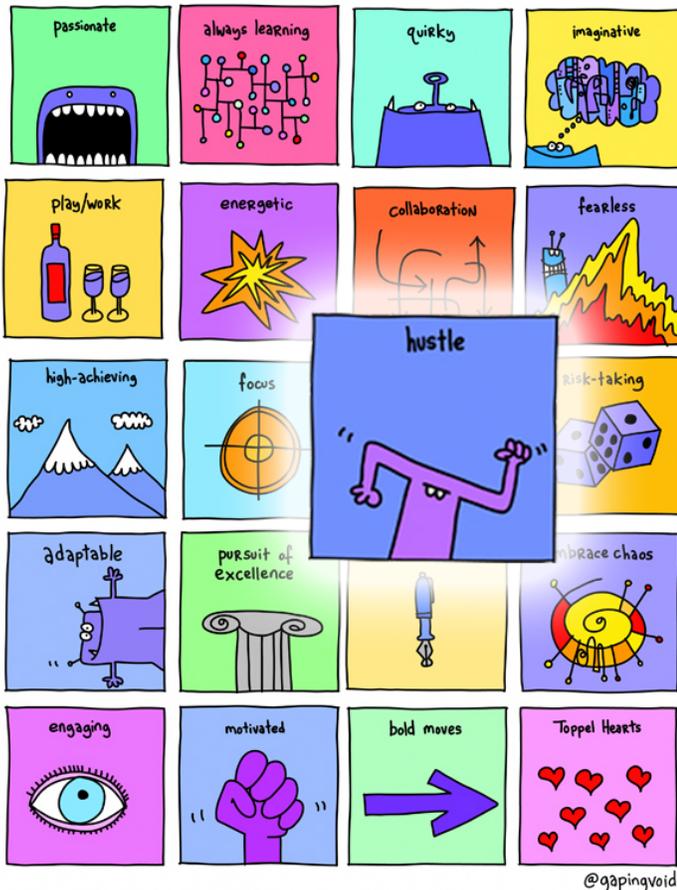
Map Key

- Moves to Make
- Undergrad
- Graduate Schools
- Service Careers
- Employers



A YEAR IN REVIEW

2017-2018



Toppel Values Wall

@gapingvoid

A MESSAGE FROM THE ASSOCIATE DEAN & EXECUTIVE DIRECTOR

hustle

/ˈhʌsəl/

verb

NORTH AMERICAN *informal*

obtain by forceful action or persuasion.

"the brothers headed to New York to try and hustle a record deal"

If I had to sum up the past year with one word, it would be hustle. Although we had a very successful year, the odds were stacked against us from the very beginning. Hurricane Irma paid a visit to Florida, thankfully veering away from Miami at the last minute, but still leaving destruction in her wake. The University was forced to close down for nearly three weeks and we had to move our Fall Career Expo. Then came all the staffing challenges: 2017-18 was a perfect storm of half of our staff going on to pursue new opportunities and us welcoming new staff members to the team. Meanwhile, all the ongoing projects and new initiatives that were in the works, still had to get done. And that's where the hustle comes in. As one of Toppel's core values, I can always count on this team to do whatever it takes – to hustle – to get the job done.

In the following pages, you will see the fruits of our labor, which are hard to believe considering everything we had working against us. I am most proud of our students who embodied our #MakeMoves theme by showing all of the amazing things they're doing to prepare for life after UM. I am also proud of my staff, who are committed to the students we serve, while also continuing to learn and grow as professionals. Lastly, I am proud of the fact that Toppel continues to lead the way nationally by serving as a model career center. I hope you enjoy reading about all of our accomplishments and learning what makes Toppel such a special place.


Christian Garcia

#MAKEMOVES

Our theme this year was #MakeMoves. We used this theme to convey the idea that all of the *moves* students make toward their career goals can add up. Throughout the year, we asked students what moves they were making toward their future success and highlighted their answers each week in our e-newsletter, the Toppel Insider. Here are some of those moves:



◀ Alec

Junior
Architectural Engineering

Alec interned as a Project Manager for Arkup LLC, a Miami-based shipbuilding start-up. Through this internship, he has been able to apply what he has learned in the classroom to a real project and develop new skills in construction project management.



◀ Christian

Graduate Student
MS Taxation Program

During the summer of her junior year at UM, Christian attended Deloitte's Envision Leadership conference, which gave her the opportunity to meet several professionals and other students from across Florida. Post-graduation, she was offered a full-time summer internship in their Miami office.



◀ Kaeli

Junior
Health Science

Kaeli participated in the Professional Development Academy for Healthcare majors. With the help of the Academy, she is confident and organized in her post-graduate plans. For example, she has learned to make budget plans and has started to explore graduate school options.



▶ Bruna

Senior
Industrial Engineering

This summer Bruna will be working as an Operations Summer Analyst for Goldman Sachs in Salt Lake City.

She says that going to Toppel and meeting with her advisor, Kim, was essential in preparing for her interview. She not only got an idea of what to expect but also learned how to market her experiences specifically for the position.



▶ Alex

Senior
Public Health & Spanish

Alex was an Experiential Marketing Intern at Geometry Global in New York. During his internship he worked on projects and campaigns for a wide range of organizations such as the United Nations, Oreo, and Amazon.



▶ Lis

Sophomore
Biochemistry & Nutrition

Lis participated in Toppel's UShadow program where she shadowed a UM alum and entrepreneur who developed a skin care startup, Eben Cosmetics. At Eben, she conducted research on the ingredients of their products, and presented her findings and honest opinions to the CEO for evaluation! Lis says she was shocked by how the CEO and the chemistry team valued her input.

2,251

Students Attended
Career Programs & Events
(Expos, Fairs, Workshops)



256

Students Participated in
Experiential Learning
(TIP, UShadow, PDA)

2,201

Resumes Reviewed



863

Campus & Practice
Interviews

46,570

Handshake Log-ins



24,812

Applications Submitted
on Handshake

960

Advising Appointments

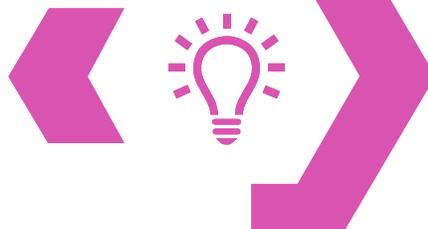


938

Career Assessments
Completed

589

Professional
Headshots Taken



4,795

Outreach Participants

* These data include enrolled undergraduate students only, except for career assessments completed, professional headshots taken, and outreach participants.
** Handshake is our online career management platform where students can find and apply to jobs/internships, among other things.

TOPPEL INSIDER REDESIGN

NEW INITIATIVES

SOKANU A POWERFUL CAREER MATCHING PLATFORM

Sokanu (So-Can-You) is a career matching platform that helps students explore career options. Sokanu accomplishes this in two ways. The first is through a career test, and the second is through their 800+ career profiles, containing thousands of pieces of content aimed at helping people understand and enter various careers.

Unlike other career tests, Sokanu is completely free to all UM students! The Sokanu career test measures individuals on four "Dimensions of Fit" (Interests, History & Goals, Workplace, and Personality) and uses that data to match individuals to careers. The results then show students all of the careers that are a unique match to them, including the college majors and other routes to each career.

During the summer of 2017, all incoming undergraduate students at the University of Miami were provided with information about the Sokanu platform before arriving to campus as part of a new Toppel initiative. Our intention was that these incoming students would have the opportunity to better explore themselves, potential majors, and careers before their

college experience began, giving them a jump-start on college success and career development.

We will continue to recommend Sokanu to students as early as possible in their college education and welcome opportunities to showcase it to UM students, faculty, and staff. No matter their year in school, students can use the information available to them on this platform to navigate the landscape of college majors, to make more informed academic and career decisions, and to possibly feel a stronger sense of belonging to the university as their academic direction and career fit become clearer.

This year the Toppel Insider, our weekly e-newsletter, underwent a redesign. The new design adopts a less-is-more approach to provide students with a concise overview of the week. The redesign also includes dedicated space for our two marketing campaigns, one centered around increasing students' Handshake awareness and usage and the other around our #MakeMoves theme for the year, highlighting students' career development.



#MakeMoves

Meet Ross Miani, a senior pursuing a double major in industrial engineering & economics who will be working at Deutsche Bank's investment banking group post-graduation.

Ross participated in Toppel's London Career Crawl, where he had the opportunity to meet C-suite executives at major firms like Morgan Stanley and peers with similar professional ambitions.

Some advice from Ross: "If you really want to work in a specific field or at a specific company, don't just apply online and hope you make it through the generalist 'back door' for resumes. Reach out and network with professionals, especially if they're UM alumni. You'll be surprised at how often people will respond if you reach out asking for their advice about their background. Other times, these informational chats will really help develop a professional relationship and set far more helpful than simply saying you're interested in an opening right off the bat when reaching out."

#MakeMoves this semester and take advantage of all Toppel has to offer! Check us out at HiraACare.com.

EVENTS

Feb. 13	A & B Undeclared Student Assessment Session #1 @ 3:30PM
Feb. 16	Piazza Corp. Discovery Table @ 11:00AM
Feb. 17	Piazza Corp. Application Workshop @ 5:00PM
Feb. 19	Diversifying Graduates Education Preparing & Applying to Graduate School @ 3:30PM
Feb. 20	The Hertz Corporation Interview Session @ 5:00PM

Career Fair Prep- Presented by Maximus

Attending Career Expo on Feb. 21st? Not sure what your strategy should be or how to network with recruiters?

Join David Ding, Senior Director of Corporate Recruiting at MAXIMUS, as he discusses how to best approach a career fair. With 20+ years of recruiting experience, David will help you understand what recruiters are looking for and how you can stand out from the other candidates.

Register on Handshake here.

Use Handshake to Sign-Up for EPIC

The Employer Practice Interviews & Critique (EPIC) program is an exciting way to gain a competitive edge on the job market by meeting with actual employers. Students are paired with a recruiter for a 30-minute resume critique or practice interview.

Some of the companies participating in EPIC:

- Align Solutions
- Chery
- FIS
- Miami Marlins
- Nutanix
- And More!

To reserve your spot in the program, login to Handshake and search for "EPIC" under the Interviews tab found in the left-hand column.

PROFESSIONAL DEVELOPMENT ACADEMY

CAREER READINESS TRAINING TAILORED TO DIFFERENT INDUSTRIES AND ACADEMIC TRACKS

The Professional Development Academy is an intensive, 9-week program that provides University of Miami students with the opportunity to develop knowledge and skills for career readiness and success. It was developed as a result of feedback from employers regarding a lack of professional preparedness from students once entering the workforce. This feedback was provided on a national level about students from universities all over the country, reflecting a gap in students' education and employer expectations.

We took this feedback to heart. It prompted us to see career education from a broader perspective and to make sure that our services covered a wider range of skills. Up to that point, the Toppel Career Center had offered various programs on the skills necessary to obtain a job, not necessarily on the skills needed to succeed in the job once obtained. Although these skills may overlap a good deal, how they are put into practice can differ greatly.

The goal of the Professional Development Academy (PDAcademy) is to improve students' career readiness skills, or competencies. There are eight key competencies

as defined by the National Association of Colleges and Employers (NACE): 1) Critical Thinking/Problem Solving, 2) Oral/Written Communication, 3) Teamwork/Collaboration, 4) Professionalism/Work Ethic, 5) Career Management, 6) Digital Technology, 7) Leadership, and 8) Global/Intercultural Fluency.

Many of these competencies are ones we expect students to be gaining from their courses and other college experiences. However, sometimes they don't translate as readily from the classroom to the workplace as one would hope. This is where PDAcademy comes in. We cover topics that concretize what the competencies look like in the world of work, such as workplace culture, email etiquette, personal finance, and professional branding. We also give students an opportunity to put their newfound skills into practice and connect with industry professionals.

During the 2017-2018 academic year, we began tailoring PDAcademy to certain industries and academic tracks. Doing so allowed us to focus the content a bit more and to hone in on specific workplace expectations. In Fall 2017, we launched the Humanities and Social Sciences Edition to 7 students, and in Spring 2018, we launched the Healthcare Edition to 19 students. We worked closely with UM faculty and staff from each area to craft a curriculum. For example, each tailored Academy was customized with more relevant guest speakers, including the Senior Vice President and CEO of Jackson Memorial Hospital and a Development & Communications Specialist from Americans for Immigrant Justice, among others.

The success of these tailored editions is encouraging. In both editions, 100% of students stated that the information learned during PDAcademy will contribute to achieving personal and professional goals and that they would recommend this program to others. This fall, there will be a STEM edition of the Academy, and we look forward to partnering with others inside and outside of the university to bring new editions that encompass even more industries.



PDA STEM



PDA HUMANITIES



PDA HEALTHCARE



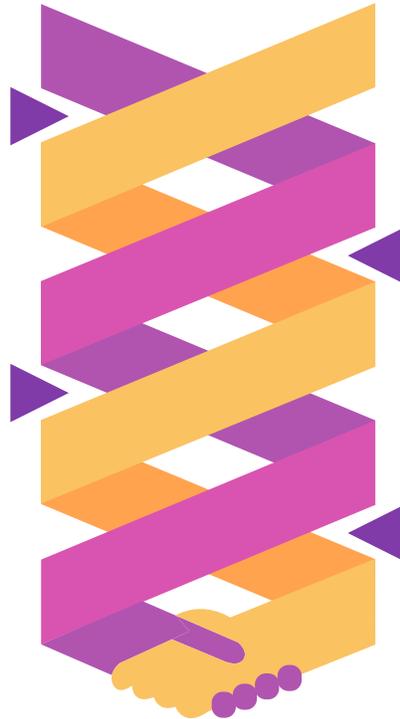
EMPLOYER ENGAGEMENT

46,443

Jobs/Internships Posted
on Handshake

159

Networking/Recruiting
Events Held



7,413

Organizations Posted
Jobs/Internships on Handshake

175

Organizations Attended
Career Expo

WHO ENGAGED WITH OUR STUDENTS THIS YEAR?



Bank of America
Merrill Lynch



citi



CITRIX



facebook.



Google

INSIGHTGLOBAL

LENNAR



nielsen



AND MANY
MORE!

THE 3RD ANNUAL TOPPEL AWARDS

The 3rd Annual Toppel Awards ceremony took place on February 20th, 2018. The Toppel Awards were created to recognize outstanding students, faculty, staff, employers, and recruiters for their commitment to career education and personal career development.

With 11 different awards being presented this year, we received a record amount of nominations. In total, over 130 nominations were submitted! After the nomination period closed, the Selection Committee (consisting of two UM staff members, three UM students, three Toppel staff members,

and an employer representative) closely reviewed the nominations and rated them on specific criteria developed for each award. Nominators, nominees, award finalists, and award winners were invited to attend the awards ceremony, sponsored by our Hurricane Platinum Partner, Gapingvoid.

We pride ourselves on making each awards ceremony unique and welcoming, creating a friendly and memorable atmosphere for guests to connect with one another over a delicious lunch. The theme of this year's ceremony used art deco design features as well as "Toppel Purple" and gold colors. All guests received a ceramic coaster with a Gapingvoid art piece printed on them, and all award winners received a Gapingvoid metal or acrylic design tailored to the meaning of each award. This way, everyone left with an inspirational piece of art that recognized their impact.

Our Associate Dean and Executive Director, Christian Garcia, and our Director of Employer Engagement, Ali Rodriguez, hosted the event, with special remarks made by Senior Vice Provost and Dean of Undergraduate Education, Dr. William Green. In addition, for

the second year in a row, Patricia Toppel was in attendance to meet with and present the awards to the winners. We love when Patricia is able to join us and see the amazing things happening in career development at UM. Guests included a variety of UM students, faculty, and staff as well as employers from across the country. Here's what one of our guests, Director of Alumni Engagement in the Office of Alumni Relations, Brittany Malitsky, had to say about the event:

"I had a wonderful time and made some great connections with the guests at my table. From the elegant printed program, to the color scheme, to catering, to the title slides on the screen, to the lovely parting gift... every last detail came together beautifully."

Thank you to everyone who helped make the ceremony a great one, and congrats again to our award winners! We appreciate your dedication to career development. Toppel and UM would not be the same without you!

2018 Award winners

STUDENT OF THE YEAR

Graduate Student Recipient: Busra Keles
Undergraduate Student Recipient: Fayeza Malik

STUDENT GROUP OF THE YEAR

Biomedical Graduate Student Government

ALUM OF THE YEAR

Amanda Durham

EXCELLENCE IN CAREER EDUCATION

Mark Shapiro, Director, School of Business Undergraduate Career Resources & Lecturer, Business Law

DISTINGUISHED ADMINISTRATOR

Maria Robertson, Research Support Manager, Office of Undergraduate Research and Community Outreach

RECRUITER OF THE YEAR

Dave Ong, Maximus

EMPLOYER OF THE YEAR

Corporate Recipients (Tie): Chewy & Enterprise
Government/Non-Profit Recipient: City Year

PATRICIA TOPPEL AWARD

Administrator Recipient: Jim Smart, Executive Director, Housing and Residential Life & Former Director, Toppel Career Center
Employer Recipient: Steve Hunsicker, Peace Corps



TOPPEL DAY OF SERVICE

The 2018 Toppel Day of Service was planned in partnership with United Way, Yellow Rose Society, and the Butler Center for Service & Leadership. Students, employers, and UM staff came together to serve and make an impact on elementary and middle school aged children at the Overtown Youth Center, located in Miami's most historic inner city. The day's events included making slime, coasters, and bracelets, an Art Bot STEM experiment, corn hole, basketball, and a splash challenge. The event culminated with a newspaper fashion show, where the youngsters showed off their clothing designs! Here's what some of the participants had to say about the event:



“As a thirty-year veteran of the U.S. Department of State's Foreign Service, my overseas experiences have shown me over and over that one of American society's unique characteristics is our dedication to community service and volunteerism. Having just returned to Miami eight months ago, I was proud to participate in the University of Miami's Toppel Day of Service at the Overtown Youth Center. The enthusiasm of Toppel's volunteer students brought home to me how generous we are as a people, and demonstrated that the love of serving others carries on in the young generation of future leaders being mentored by Toppel. This was time very well spent and I will gladly participate again!”

Monique Quesada
U.S. State Department



“Toppel Day of Service was organized, engaging, and fun. As a recruiter, the experience allowed me to leverage relationships with students interested in service that helped cultivate meaningful contacts for City Year recruitment. I enjoyed watching first year students benefit from the impact the service had on the youth OYC serves and look forward to attending future service days held by the Toppel Career Center.”

Karina Ureña
City Year Miami



“Partnering with Overtown Youth Center in order to impact children's lives was life changing for me. It hits home to go into a community of minority kids and share experiences with them and see them smile just from our interactions. Seeing the little black and brown girls and boys allows me to reflect on my own experiences and growing up in the metro Atlanta area. There were days that (older) students would come into our community center and interact with me in order to help me explore various scholarly, artistic, and life avenues. Those experiences hold true to me as I continue to grow. It's a blessing to be able to do the same and give back to the students at OYC the same way that those before me gave back to me.”

Symone Phillips
UM Junior
Marketing & Management



“It was our pleasure to have you and the students here. The engagement and connections were wonderful. We would love for you to come again.”

Zelda Williams
Overtown Youth Center

LEADING THE WAY

Each year, we lead the way in the field of career services by learning new things and engaging in events and groups outside of the U.

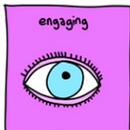
EVENTS WE ATTENDED

This year, 9 staff members attended 18 different conferences and networking events across the globe, including:

- Competency Symposium in St. Louis
- Lockin China Conference in China
- NACE Conference + Expo in Las Vegas
- eMerge Americas Conference in Miami

We even hosted the Career Center Directors Benchmarking Group at Toppel. On top of that, we gave presentations and served on panels:

- Christian served on the panel for "Future of Work for Liberal Arts Majors" (ASU + GSV Summit in San Diego, CA)
- Kim co-presented "HireACane Academy: Strengthening Campus, Employer, and Student Engagement" (SoACE Annual Conference in San Antonio, TX)
- The Leadership team presented "Career Services Strategic Planning 2025" as part of the Career Collective's Accelerator Series



GROUPS WE WERE A PART OF

- Anna was Chair of UCAN Intern
- Anna and Eddy were Toppel representatives for the Talent Development Network
- Christian is a member of the Career Center Directors Benchmarking Group
- Christian is a member of the University Network



THINGS WE LEARNED

- Devin participated in the Green Zone training, a diversity training program focused on supporting service members and veterans at UM
- Ali participated in the UM Intergroup Dialogue Working Group, consisting of a pilot course for facilitators and training from University of Michigan Facilitators
- Miguel completed his BA in Anthropology at the U
- Devin completed his MS in Management and Leadership at the U
- Anna attended the National Society of Experiential Education (NSEE) Academy hosted at Nova Southeastern University
- Alexa and Caro attended the VizUM Symposium to learn about new data visualization techniques



STRATEGIC PLAN PROGRESS

We're 2½ years into the Toppel 2025 Strategic Plan and so far have completed 33% of the objectives in the first [5-year] phase of the plan.



This year, among other objectives completed, we created (and held the inaugural meeting of) the **Career Alliance**, a group of employers, UM faculty, staff, and students brought together to discuss the future of career education from multiple perspectives. Also as part of the plan, we formed a diversity and inclusion committee of **leaders from across the university** to discuss the ways in which Toppel services can be customized for special populations of students, such as **historically under-represented groups**. We're excited to implement some of the committee's recommendations in the coming year to better serve our students' needs.

Another accomplishment this year was the creation of our **Strategic Plan Tracker**, a data visualization tool that displays plan progress in a variety of ways in order to better understand our current and projected objective completion. The Tracker **drives alignment**, ensures accountability, and provides motivation. It allows all Toppel staff to quickly view the fruits of their labor and where to focus their efforts going forward. With this tool, we're more in tune with and confident in our future direction.

NEW TOPPEL STAFF AND PROMOTIONS

DR. ALEXA LORD

ASSOCIATE DIRECTOR, ASSESSMENT & COMMUNICATION



Alexa joined the staff last summer after completing her Ph.D. in Social-Personality Psychology at Washington University in St. Louis, where her research focused on personality and achievement, or how people's self-perceptions and beliefs influence their coping, relationships, and goal attainment. A midwestern gal (originally from Detroit, Michigan), she moved to Miami from St. Louis, Missouri to be our Associate Director of Assessment and Communication on our Operations and Strategic Initiatives team. Alexa is our self-proclaimed data nerd, who loves talking about any and all things data. Alexa's background in statistical analyses and passion for personal and professional

development brought her to where she is today—helping Toppel and UM students reach their goals. But that's only half of her role. The other half involves overseeing Toppel's marketing to ensure that the Toppel brand is modern, professional, and relatable to our many different audiences.

Some words from Alexa about her new role:

"I love the creativity that my role involves, both on the data side and marketing side. I'm constantly inspired to find new and exciting ways to present information. The creative freedom and innovative energy at Toppel challenge and invigorate me on a daily basis."

MIGUEL RAMIREZ

ASSISTANT DIRECTOR, CAREER EVENTS



Miguel served as our amazing Office Manager for 2½ years. Miguel's professionalism and attention to detail shined in this role, and he proved himself to be ready for something more. This year, Miguel was promoted to Assistant Director of Career Events on the Employer Engagement team, where he oversees the various career fairs that take place across the university. He also assists with advising and bringing potential employers to interact with students.

Some words from Miguel about his new role:

"Having worked behind the scenes in operations,

I sometimes missed out on all the fun and fanfare that comes with working in a university. That is why I was really excited to be advising students and providing more interactive support. I am also thrilled to be able to connect with so many employers, finding new and creative ways to satisfy their needs and offer students a wide variety of potential employers that may hold the keys to their dream job! I am currently studying Management in the Miami Business School and it is exhilarating to be able to incorporate management techniques to organizing careers and make them better!"

DEVIN ROGAN

ASSOCIATE DIRECTOR, EMPLOYER ENGAGEMENT

When Devin first started at Toppel 2 years ago, he served as our Assistant Director for Recruiting Services on the Employer Engagement team, where he was tasked with managing on-campus recruiting events, such as info sessions and on-campus interviews, and acted as a liaison for employers interested in recruiting University of Miami students. His focus and dedication really stood out, and this year, Devin was officially promoted to the role of Associate Director on the Employer Engagement team. In this role, Devin is further developing relationships with employers and assisting in job development

efforts by conducting consistent outreach and marketing.

Some words from Devin about his new role:

"I am very excited about this position because it allows me the opportunity to strengthen relationships with employers and expand the UM network, which in return, will create more opportunities for our students!"



DOUG NEESE

ASSISTANT DIRECTOR, CAMPUS OUTREACH

Once our part-time Peace Corps Recruiter on the Employer Engagement Team, Doug is now our full-time Assistant Director of Campus Outreach on the Career Education team. Doug's journey to this role is a unique one that has made him especially good at connecting with other people. Doug earned his Bachelor's degree in International Relations from Florida International University and soon afterwards was invited to serve in the Peace Corps in the Southeast Asian country of Cambodia, where he was an English teacher in a small, rural town for 27 months. Upon returning to his home city of Miami, Doug wanted to continue helping young people and to tell other like-minded individuals about the life-changing experiences to be had in the Peace

Corps. This brought him to his first position with us at Toppel, making connections with students, faculty, and organizations. In his new Assistant Director position, Doug will be able to strengthen those relationships and build new ones with others on campus.

Some words from Doug about his new role:

"The culture and excellence of Toppel inspired me to continue working here and to remain at the University of Miami. What excites me the most about continuing my career at Toppel is the chance to keep working with the motivated and intelligent students at UM. I am thrilled to have the opportunity to contribute to the success of UM students and to be part of the 'Cane family!'"



TOPPEL CAREER CENTER



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