

20

24

University of Miami

**TOPPEL CAREER
CENTER**

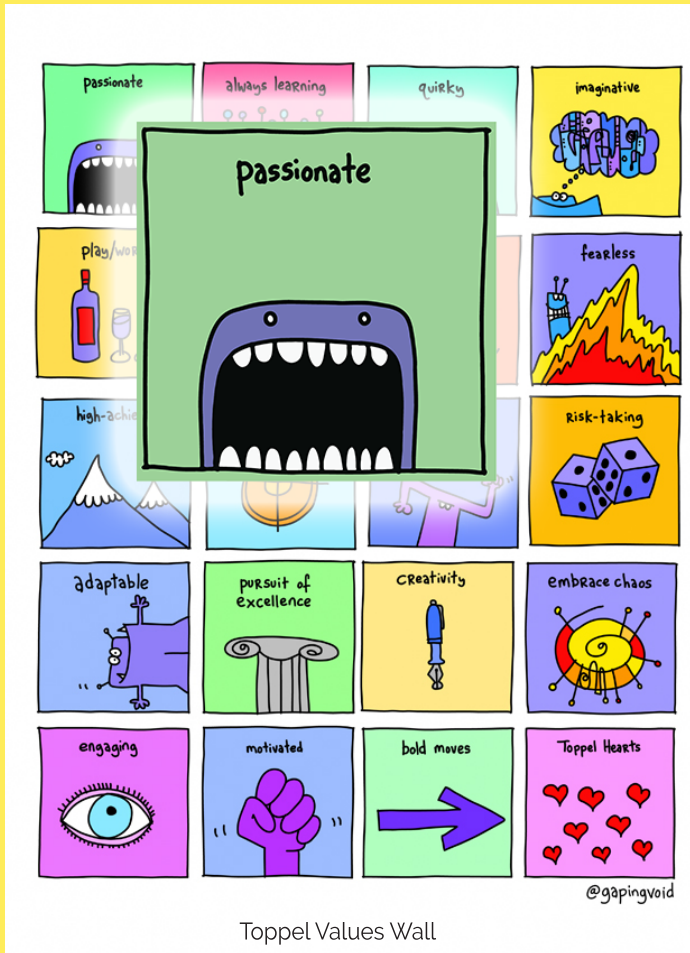
2023-2024

A YEAR IN REVIEW



A YEAR IN REVIEW

2023-2024



A MESSAGE FROM OUR LEADERS

Toppel is a career center unlike any other, and we often hear from folks that the positive energy is palpable and infectious. Why? It's the people who work here, of course. As we sat down to choose which of our values stood out this past year, it quickly became apparent that passionate was the one to feature.

At Toppel, we operate within a culture of defaulting to yes, meaning we welcome new collaborations, are open to switching things up, and unconventional ways to reach students. But to make this work, having the right people is vital. People who are passionate about serving and supporting students in their career journeys. That said, it's in the moments of uncertainty or when we take a risk on something new that we see the team shine.

The following pages will show you our team's passion. A highlight was the revitalization of Toppel's Career Crawl program in partnership with the College of Arts & Sciences. The team also dedicated itself to awarding internship funding from the Angelo Family Endowment Fund to many deserving and in-need students.

When we made the commitment to lead an interactive workshop for each section of the First Year Directions course, we knew it would be a huge undertaking. With over 80 workshops to deliver, the team was laser-focused on connecting with every student taking the course. Even though the volume was challenging, the team gave it their all, demonstrating their resilience and commitment to this important endeavor.

We invite you to take a few minutes to see what we have been up to over the past year. We can't do this work effectively without the many partnerships across and beyond campus, so thank you for your continued support. As we say at Toppel, Career Services is Everybody's Business!

Christian Garcia,
Associate Dean & Executive
Director

Ali Rodriguez,
Executive Director

#USHINE

Our theme last year was #UShine. We used this theme to encourage students to stand out in all areas of career readiness and recruitment. Throughout the year, we asked students about how they shined and highlighted their answers each week in our e-newsletter, the Toppel Insider. Here are some of those answers:



◀ Amalia ▶

Senior
Public Relations & Psychology Double Major

Amalia utilized Interstride, which has been beneficial to her as an international student. She also used SkillSurvey to get feedback from her employer to help her learn what she needed to work on.



◀ Aiden ▶

Sophomore
Microbiology and Immunology Major
Pre-Med Track

Aiden participated in the College of Arts & Sciences: Career Crawl, where he met with companies such as Pfizer, Bloomberg, CBS News, and Schonfeld. He also networked with esteemed alumni at the Global Networking Night hosted by the University of Miami's Development and Alumni Relations.



◀ Aishani ▶

Junior
Psychology and Criminology Double-Major

After attending Coffee Chats and meeting with recruiters one-on-one at Toppel, Aishani was equipped with the resources to apply for internships that matched her interests. Through these interactions, she gained a newfound interest in logistics and supply chain management that she hadn't anticipated!

Emma ▶

Junior
Biomedical Engineering Major

Through the Pride Ambassadors program at the LGBTQ Student Center, Emma had the opportunity to have a resume workshop with one of Toppel's staff members, where she received valuable tools like the Jobscan ATS Resume Scanner to increase her match rates for job opportunities.



Kemeria ▶

Junior
Nursing Major

Kemeria met with Toppel's career coaches to revise and improve her resume, which aided her in her internship-seeking process. She also attended EPIC (Employer Practice Interviews & Critics), which helped her prepare for interviews and provided her with invaluable advice and techniques!



Laralyn ▶

Senior
Journalism Major

As a former Toppel intern, Laralyn has used Toppel in many ways, which include having her resume, cover letter, and LinkedIn reviewed, as well as doing practice interviews to get critiqued on her performance.

Laralyn won the Dwight Lauderdale Scholarship through the South Florida Chapter of NABJ and interned at NBC 6 as an associate producer!



4,368

Students Attended
Career Events



1,881

Career Coaching
Sessions

2,302

Resumes Reviewed



551

Campus Interviews &
Big Interview Uses

37,121

Handshake Log-ins



78,834

Applications Submitted
on Handshake

160

Connections Made on
Cane2Cane

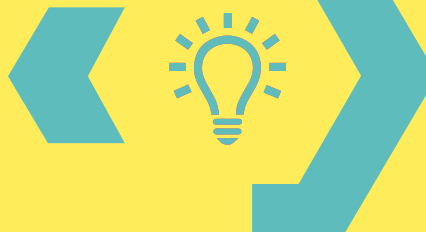


\$97K

Awarded By
Toppel Internship Fund

225

Career Assessments
Completed



1,455

Professional
Headshots Taken

* These data include enrolled undergraduate students only.

** Handshake is our online career management platform where students can find and apply to jobs/internships, among other things.

CUSTOM CAREER CONTENT

NEW INITIATIVES

FACULTY ENGAGEMENT HUB

The Toppel Career Center has great relationships with faculty & staff across the University. However, communicating critical career education updates to faculty & staff, proved to be a challenge. Therefore, this year, we created the Faculty & Staff Engagement Hub for them to connect with us and receive helpful information that can enhance the career conversations they're having with students both in and out of the classroom.

The Hub contains the most critical and requested career resources for faculty & staff to utilize in their work with students. This includes top resources for students, a faculty toolkit that connects career to curriculum, current job market data, graduating student outcomes, a calendar of upcoming faculty/staff events, and opportunities to get involved.

Since the launch of the Hub in May 2023, it is one of our most utilized web pages. To date, we've had over 2,700 page views and over 1,500 users. We're excited to provide access to relevant and timely resources that meets the needs of faculty and staff at UM.

This year, Toppel has also infused career into the curriculum through our partnerships with the First Year Directions and Innovation, Technology, and Design programs (ITD). Through these efforts,

we exposed 1,193 students to career education during their first semester of college. This also enhanced experiential learning opportunities through new courses designed to help students secure career experiences and reflect on them.

"The ITD Program is an interdisciplinary education built on innovation, design, and technology at its core. A significant part of the program is interaction with employers and the community. Partnering with Toppel helped our students obtain essential skills required to interact with organizations. Toppel's involvement has been crucial to the program and the students' preparation for becoming future professionals, creators, and entrepreneurs."

- Lokesh Saravanan Ramamoorthi,
Lecturer, College of Engineering

"Toppel's workshops were customized to meet the needs of the Chemistry Mentorship Program. In an end of year survey, they ranked among the highest of our activities all year! Students walked away with a set of tools to help them as they progress through their academic journey and take their next steps beyond the U."

- Katlyn K. Meier, PhD, Assistant Professor,
Department of Chemistry

Our Toppel team remains dedicated to giving our students and alumni access to tailored career resources supporting their career development, anytime, anywhere, through our Custom Career Content (CCC) site.

During the 2022-23 academic year, we expanded the platform with two integrations to support 'Canes with career exploration and skill-building across any career path or industry, including the Vault Industry & Career Guides and Forage Virtual Experience Programs (job simulations). We've continued to grow the number of opportunities offered through both integrations. Currently, we have over 400 Vault Guides and over 350 Forage programs published for our students and alumni to explore.

To further support the career readiness of our students, this year we launched two additional integrations: LinkedIn Learning and the Job Market Data tool. The LinkedIn Learning integration curates on-demand content across the career community pages to help our students identify and build skills needed to be successful in their future careers. We published over 4,000 LinkedIn Learning courses and videos. In addition, we published the Job Market Data tool, allowing students, alumni, faculty, and staff to see real-time labor market insights, including employment trends, salary data, required skills, sample job titles, and more for any given occupation. Ultimately, this tool helps students and alumni make informed decisions about their future career paths.



CAREER CRAWL

ARTS & SCIENCES IN NYC

The Career Crawl: Arts & Sciences in NYC, held in collaboration with the University of Miami College of Arts & Sciences, offered an enriching opportunity for 16 students to delve into the professional environments of 6 organizations. For four days during Spring Break 2024, these students immersed themselves in the corporate cultures of Pfizer, The Estee Lauder Companies, Bloomberg, CBS News, The Museum of Modern Art, and Schonfeld. Through guided tours and engaging discussions, they gained insights into how their academic pursuits align with real-world career paths within these organizations. The itinerary was thoughtfully curated to provide a multifaceted understanding of diverse industries, from pharmaceuticals to media, fostering a holistic approach to career exploration.

In addition to learning about current and emerging career paths during the company visits, the Career Crawl facilitated networking opportunities, emphasizing the importance of fostering connections beyond their immediate networks. At a special event hosted by the UM Development and Alumni Relations' New York 'Canes Community, students had the chance to interact with fellow 'Canes who have established themselves in the vibrant

professional landscape of New York City. These interactions not only expanded their professional networks but also provided invaluable mentorship and inspiration.

Post-event evaluations revealed positive outcomes from their participation in Career Crawl. Remarkably, 100% of the participants reported feeling confident in their abilities to cultivate relationships and forge meaningful connections, as well as in their capacity to further develop their personal brand.



Additionally, they expressed newfound clarity regarding their future goals and plans, indicating a significant impact on their career aspirations.

Key takeaways from the experience that resonated deeply with the students include the importance of crafting a pivot strategy, nurturing professional networks, and fostering a growth mindset.

“The Career Crawl: NYC was a magnificent experience, through this experience I gained knowledge in the professional field and how to set myself up for success right now.”

– Aiden Orleans-Pobee, Sophomore

“The information I learned regarding my professional development and insights for entering the professional world as an undergraduate is precious.”

– Sophia Plancich, Senior

“From getting to know and bond with the other participants, to meeting professionals at each company, to engaging in conversation with UM alumni, every interaction offered me a new insight into career, personal development, and overall finding success and happiness.”

– Lucia Moglia, Freshman



CAMPUS PARTNERS



Toppel would not be able to serve our students without the support of amazing campus partners. Below are just some of our partners who we'd like to highlight for their dedication to students' career development. They are Toppel Award winners, and this is what their nominators had to say about them:



Suzanne Nelson
Office Manager, Academic Resource Center

Each year, Suzanne seeks out a group of students to mentor and develop. Most of the time, these students are first-generation college students or low-SES students on scholarships.

She is dedicated to investing her time to meet with students on a weekly basis to develop their skills and coach them on navigating college, and she has done so consistently for years.

During her time at the Camner Center, Suzanne has been working to develop student employment opportunities for UM students. The group of students graduating this year are better equipped to handle their first job because of the leadership Suzanne has provided to each of them.

Ana Regalado
Associate Dean, Student Development Programs
School of Architecture



Ana Regalado has been a champion of career at the U and a great partner to the Toppel Career Center. She is willing to try new things and supported Toppel's efforts when we launched a new peer career coach pilot to explore the idea of embedding students in the School of Architecture.

Ana is an advocate for her students and supports them in a rigorous 5-year academic program where she helps them succeed by encouraging them to secure internships before graduation.

Ana has also worked diligently to secure firms for the Architecture Career Fair, now known as the Architecture Career Forum. She develops relationships with firms, many of which have lasted for 20 years, as well as strong relationships with alums who work at many of the firms that recruit UM students.



Society of Hispanic Professional Engineers

The Society of Hispanic Professional Engineers has provided several career and professional academic opportunities to its members, spanning different approaches and formats. They have collaborated with different companies and employers to host events on campus for all members to attend. These events not only detail valuable information on the opportunities offered by that specific employer to students, but they also foster that initial connection and exposure to the industry, which can be so difficult for students to find.

They also organized their own "Conference Prep Series" leading up to their annual national conference. This series of events incorporated workshops and peer advice on many professional skills, such as resume building, elevator pitches, interviewing, and even setting up a LinkedIn profile.

Select members of the organization attended the national convention in Salt Lake City and made connections with employers for internships and potential employment. Overall, through direct connections and by building a community around professional development, they have helped guarantee a successful future career for its student members.

Doug Lehman

Associate Professor of Professional Practice
Director, Deloitte Institute for Research and Practice in Analytics

Under Doug's leadership, the Deloitte Institute for Research & Practice in Analytics (DIRPA) has flourished as a cornerstone of innovation and collaboration at the University of Miami. This initiative, generously funded by Deloitte, exemplifies a cross-disciplinary effort to integrate academic inquiry with the pragmatic needs of industry and community organizations worldwide. Through DIRPA, Doug has not only brought together a diverse array of students and faculty but has also fostered a culture of excellence in analytics that resonates beyond our campus borders.

His commitment to enhancing the academic and professional trajectories of UM students is further demonstrated through his creation of numerous scholarship opportunities, workshops, and events. These initiatives have provided invaluable resources for students, enabling them to pursue their academic and career aspirations with greater confidence.



Thank you to all of our partners! If you would like to partner with us, don't hesitate to reach out!

EMPLOYER ENGAGEMENT

361,783

Jobs/Internships Posted
on Handshake

81

Networking/Recruiting
Events Held



21,906

Organizations Posted
Jobs/Internships on Handshake

556

Organizations Attended
Career Fairs

WHO ENGAGED WITH OUR STUDENTS THIS YEAR?



THE 9th ANNUAL TOPPEL AWARDS

The Toppel Awards recognize the many outstanding individuals and organizations who have made career education & career development a priority. Career development is challenging and complex for any aspiring professional and there are amazing individuals and organizations working every day to make a difference in the professional lives of University of Miami students. This year's awards ceremony took place on Friday, March 1st, 2024, and was held virtually via Zoom for the fourth consecutive year. Toppel Awards was initially hosted virtually in 2021 considering the need to social distance during the COVID-19 pandemic. We were surprised by the amount of support and engagement the online format has received.

Therefore, to promote inclusivity and ease of access for our attendees, we decided to continue in a virtual format for the 9th Annual Toppel Awards. We engaged with staff, faculty, students, and even parents this year as we honored the individuals who work tirelessly towards the professional success of University of Miami students!

Fourteen awards were presented this year, including the most recently created award for "On-Campus Internship of the Year". This award was presented to a University of Miami department and/or leader for offering a robust internship during the 2023 calendar year, focused on developing essential skills, mentorship, and guidance, and bolstering the professional advancement of students. Each Toppel Award was uniquely designed by Gapingvoid, to reflect the qualities demonstrated by the recipient. This year's ceremony was hosted by Toppel's very own Christian Garcia, Associate Dean and Executive Director, and Ali Rodriguez, Executive Director.

The Toppel Career Center is grateful to everyone who helped make this a great event for the 9th consecutive year! Congratulations again to all our nominees and winners; we appreciate your dedication to career development!

"I am honored to have been nominated as a finalist for the Student of the Year Award by the Toppel Career Center. It is an incredible recognition to be considered among such talented peers! I would like to extend my congratulations to Emma Warrner on her inspiring achievements and well-deserved recognition. I am grateful to the Toppel Career Center for this wonderful acknowledgment, it is a testament to the hard work and support of the entire university community."

-Amalia Gangotena

Undergraduate Student of the Year Nominee

"I am thrilled to share that I have been honored with the Patricia Toppel Award! I am incredibly grateful for this recognition and would like to extend my heartfelt thanks to the Toppel team for creating a space where people can partner and grow together. This award is a testament to the hard work and dedication of everyone involved in making the Career Center a success. Thank you once again for this amazing opportunity!"

-Alexis Polanco

Bloomberg, Patricia Toppel Award, Employer Recipient

2024 AWARD WINNERS

STUDENT OF THE YEAR

Undergraduate Student of the Year: Emma Warrner
Graduate Student Recipient: Nima Khodadadi

ALUMNI OF THE YEAR

David Wander, Roc Nation

EMPLOYER OF THE YEAR

Corporate: Schonfeld
Government/Non-Profit: U.S. Department of State

STUDENT GROUP OF THE YEAR

Society of Hispanic Professional Engineers

PROGRAM OF THE YEAR

Businesses on the Block

DISTINGUISHED ADMINISTRATOR

Suzanne Nelson, Academic Resource Center

DISTINGUISHED FACULTY MEMBER

Doug Lehmann, Miami Herbert Business School

RECRUITER OF THE YEAR

Dylan Cassidy, PwC

BREAKTHRU AWARD

Sarah Petit

PATRICIA TOPPEL AWARD

Administrator: Ana Regalado, School of Architecture
Employer: Alexis Polanco, Bloomberg



WHAT'S NEW WITH OUR STAFF

We'd like to congratulate Christian Garcia for his Mackes Leadership Award, as well as some Toppel Team members who were promoted this summer!

2024 MACKES LEADERSHIP AWARD

CHRISTIAN GARCIA



Congratulations to Christian Garcia, Toppel's Associate Dean and Executive Director, for being named the recipient of the 2024 Mackes Leadership Award! This award recognizes members of the National Association of Colleges & Employers (NACE) who have shown exemplary leadership while promoting an environment of ethical standards, diversity, equity, inclusivity, and innovation.

Christian's leadership in the field of career services has made a significant impact on NACE and countless individuals in our profession. In addition, his commitment to diversity, equity, inclusion, and belonging has

been a priority across the myriad contributions he's made in over 23 years at UM.

His accomplishments include implementing Toppel's first strategic plan, Toppel 2025: Career Services is Everybody's Business, establishing the Toppel Internship Fund in 2019 (now The Mark and Maureen Angelo Family Endowment Fund), and envisioning BreakThru Diversity Mixer to connect students from underrepresented populations with recruiters, to name a few. The Toppel team is proud of Christian and we look forward to his continued impact at the U!

ALI RODRIGUEZ

EXECUTIVE DIRECTOR

Congratulations to Ali Rodriguez, who was promoted to Executive Director, after leading our employer engagement efforts for over 10 years!

Ali has been with the Toppel Career Center for close to 25 years and is the only staff member to ever lead all three of our teams (Career Education, Employer Engagement, and now, Operations and Strategic Initiatives).

She led the creation of the Diversity, Equity, Inclusion, and Belonging Recruiting Kit for employers, raised over \$100,000 for the

Toppel Partner Program, and envisioned and implemented HireACane Academy, Toppel's annual recruiter conference. In her new role, Ali assumes the day-to-day leadership of Toppel and she has already hit the ground running.

Some words from Ali about her role:

"I am thrilled to transition into the Executive Director position and look forward to continuing to support UM students as they navigate the evolving career landscape."



KEASHLA MARENGO

DIRECTOR, EMPLOYER ENGAGEMENT

Keashla Marengo is our new Director of Employer Engagement. In her previous role as Associate Director of Career Readiness, Keashla achieved many great things, such as growing our Cane2Cane Career & Mentorship Network to connect our 'Canes community with each other, creating our Faculty Engagement Menu and Faculty & Staff Engagement Hub in partnership with our Director of Career Education to support our campus partners, and advocating for the integration of career readiness in the First-Year Directions course to promote early career engagement for first-year and transfer students.

Some words from Keashla about her role:

"When I started at Toppel in March 2020, I was excited, but also unsure about the impact I would make during the unprecedented times. Four years later, I can reflect on key accomplishments I spearheaded as a leader and Associate Director of Career Readiness at Toppel with the support of our team. In my new role at Toppel, I'm most thrilled about bringing my career education perspective into the employer engagement efforts to ensure the needs of our students are always top of mind."



OLUWAJOBA (JOBA) ODEDIRAN

ASSOCIATE DIRECTOR, CAREER READINESS



Oluwajoba (Joba) Odediran assumes the role of Associate Director of Career Readiness. In her previous role, Joba increased campus outreach by 54%, making the process more accessible to students.

Joba has been instrumental in implementing the use of Artificial Intelligence within career services here at Toppel. She also presented at the Southern Association of Colleges and Employers Conference on career coaching with ChatGPT.

Some words from Joba about her role:

"I'm really proud of hosting over 140 outreach events throughout the last school year. We were able to work with a lot of new student organizations, campus partners, and faculty. I'm looking forward to collaborating with new departments and creating new initiatives to ensure all students are aware of our many resources, especially Cane2Cane!"

LEADING THE WAY

Each year, Toppel staff members lead the career services profession by consistently learning new things, sharing their knowledge and expertise with global colleagues, and engaging in events outside and beyond UM.



EVENTS WE ATTENDED

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

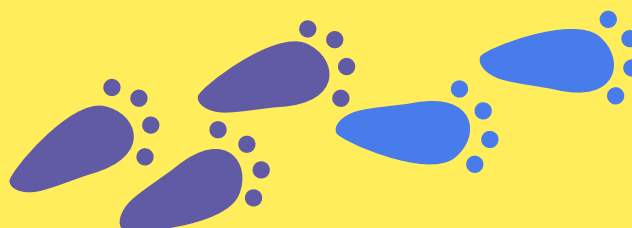
- SEC/ACC Career Center Networker
- LSAC Digital Forum
- Interstride Symposium
- eMerge Americas Conference
- Handshake Access Conference
- SoACE Annual Conference
- Career Leadership Collective Conference
- NACE Competency Symposium
- NACE Management Leadership Institute
- SAPLA Pre-Law Conference
- AI Summit of the Americas
- uConnect Career Everywhere Roadshow
- Pancakes with Pat
- UM Black Alumni Reception

AUDIENCES WE ENGAGED

- Presented at UM Student Success & Advising Summit
- Presented at Negotiating Skills: UM Women in Academic Medicine Symposium
- Presented at SoACE: Enhancing Your Peer Education Programs with ChatGPT: Using AI for Guidance and Support
- Handshake All Access Conference Opening Keynote panelist, "The Next 10 Years of Early Talent Transformation"
- Featured speaker at uConnect's Career Everywhere Series, "The Toppel Awards at UMiami Proves that Career Services Is Everybody's Business"
- Presented at Handshake Strat Chat: Campus Engagement

THINGS WE LEARNED

- Trend Watch: New Data on the Gen Z Recruitment Landscape
- Inside Higher Ed: Ensuring Students Flourish: NYU's Initiative to Eliminate Barriers
- uConnect Webinar: How to Make Career Everywhere a Reality on Campus
- NACE Webinar: Neurodiversity in the Workplace
- JobScan Webinar: AI Tools to Help the JobSeeking Journey
- UM Ibis Ally Training
- uConnect Webinar: Best Practices for Supporting First Generation Students
- UM Webinar: Lead Effective Meetings
- UM Black History Month: Leadership Insights
- UM Lead & Manage Bootcamp
- LinkedIn Learning: Create a Marketing Campaign from Start to Finish
- LinkedIn Learning: Confident Communication for Introverts
- UM Email Etiquette Lab
- LSAT LawReady Webinar
- UM Webinar: Emotional Intelligence in the Workplace
- NACE Webinar: Recruiting GenZ



A YEAR IN PREVIEW 2024-2025

CAREER CHAMPIONS NETWORK

Since the start of the Career Champions Network, UM academic advisors have always been some of the most active participants. This is no surprise, as students mostly choose their academic path based on their career pursuits. Our students expect academic advisors to understand how their course plans relate to their careers; similarly, they expect career coaches to understand what academic pathways exist that will help them reach their career goals.

Toppel is excited to partner with the newly-created Student Success Center to maximize the connections between career education and academic advising by ensuring that all 'Cane Navigators (academic advisors) join the Career Champions Network. Through this initiative, Cane Navigators will have access to important career information and resources that they can utilize in their work with students.

ALUMNI CAREER CHAMPIONS

Toppel launched the Alumni Career Champions (ACC) pilot in Spring 2024. This program was created to leverage the power of the 'Canes community and increase the focus on positive career outcomes for students.

We matched graduating seniors with successful alums to keep students motivated throughout the job search process. With the support of the Office of Alumni Engagement, we will continue the pilot to graduating seniors this fall and expand the ACC program by matching young alumni with experienced 'Canes.

By providing advice, insights, and lessons learned as they've navigated their career, our alumni network will provide guidance and facilitate connections across the country!



Our theme for the new academic year will be #KeepinIt100. We'll use this theme to encourage students to be their authentic selves throughout their career journeys. It is also a nod to the University of Miami's centennial milestone, which will be celebrated throughout the coming year.

TOPPEL CAREER CENTER



TOPPEL CAREER CENTER

5225 Ponce de Leon Blvd., Coral Gables, FL 33146
HireACane.com | toppel@miami.edu | 305-284-5451

