Quality Enhancement Plan

August 19, 2024
Fall Convocation

EMPOWERING YOUR JOURNEY

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Demonstrate knowledge of career competencies
and
communicate career readiness

Goal

Three Primary Components of the QEP

NACE 8

NACE Career-Readiness Competencies

Embedded Competencies

Embedding the NACE Competencies into courses and course content

E Portfolios

EPortfolios will serve as the product that demonstrates the journey

High Impact Learning

Internships
Community Projects
Courses with Significant Writing
Collaborative Research
Comprehensive Senior Projects
Service Learning
Study Abroad

HIL Attributes as outlined by AAC&U

"Experiential learning such as internships,
mentored research, and study abroad"

High Impact Learning as defined by NACE

CAREER READINESS

Competencies for a Career-Ready Workforce **Overview**

Competencies

There are eight career readiness competencies, each of which can be demonstrated in a variety of ways.

- Career & Self Development
- Equity & Inclusion
- Teamwork
- Communication
- Leadership
- Technology
- Critical Thinking
- Professionalism

What is Career Readiness?

Career readiness is a foundation from which to demonstrate requisite core competencies that broadly prepare the college educated for success in the workplace and lifelong career management.

naceweb.org/career-readiness-competencies

NACE
NATIONAL ASSOCIATION OF COLLEGES AND EMPLOYERS

CAREER READINESS COMPETENCIES

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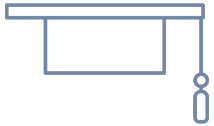
Competencies for a Career-Ready Workforce

Definition and Sample Behaviors



Career & **Self Development**

Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and without one's organization.

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Sample Behaviors

- Show an awareness of own strengths and areas for development.
- Identify areas for continual growth while pursuing and applying feedback.
- Develop plans and goals for one's future career.
- Professionally advocate for oneself and others.
- Display curiosity; seek out opportunities to learn.
- Assume duties or positions that will help one progress professionally.
- Establish, maintain, and/or leverage relationships with people who can help one professionally.
- Seek and embrace development opportunities.
- Voluntarily participate in further education, training, or other events to support one's career.

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Competencies for a Career-Ready Workforce

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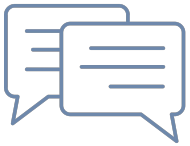

Communication

Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.

Sample Behaviors

- Understand the importance of and demonstrate verbal, written, and non-verbal/body language, abilities.
- Employ active listening, persuasion, and influencing skills.
- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to diversity of learning styles, varied individual communication abilities, and cultural differences.
- Ask appropriate questions for specific information from supervisors, specialists, and others.
- Promptly inform relevant others when needing guidance with assigned tasks.

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Competencies for a Career-Ready Workforce

Definition and Sample Behaviors

Critical **Thinking**

Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.

Sample Behaviors

- Make decisions and solve problems using sound, inclusive reasoning and judgment.
- Gather and analyze information from a diverse set of sources and individuals to fully understand a problem.
- Proactively anticipate needs and prioritize action steps.
- Accurately summarize and interpret data with an awareness of personal biases that may impact outcomes.
- Effectively communicate actions and rationale, recognizing the diverse perspectives and lived experiences of stakeholders.
- Multi-task well in a fast-paced environment.

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Competencies for a Career-Ready Workforce

Definition and Sample Behaviors

Equity & **Inclusion**

Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different cultures and backgrounds. Engage in anti-oppressive practices that actively challenge the systems, structures, and policies of racism and inequity.

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Sample Behaviors

- Solicit and use feedback from multiple cultural perspectives to make inclusive and equity-minded decisions.
- Actively contribute to inclusive and equitable practices that influence individual and systemic change.
- Advocate for inclusion, equitable practices, justice, and empowerment for historically marginalized communities.
- Seek global cross-cultural interactions and experiences that enhance one's understanding of people from different demographic groups and that leads to personal growth.
- Keep an open mind to diverse ideas and new ways of thinking.
- Identify resources and eliminate barriers resulting from individual and systemic racism, inequities, and biases.
- Demonstrate flexibility by adapting to diverse environments.
- Address systems of privilege that limit opportunities for members of

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Competencies for a Career-Ready Workforce

Definition and Sample Behaviors

Leadership

Recognize and capitalize on personal and team strengths to achieve organizational goals.

Sample Behaviors

- Inspire, persuade, and motivate self and others under a shared vision.
- Seek out and leverage diverse resources and feedback from others to inform direction.
- Use innovative thinking to go beyond traditional methods.
- Serve as a role model to others by approaching tasks with confidence and a positive attitude.
- Motivate and inspire others by encouraging them and by building mutual trust.
- Plan, initiate, manage, complete, and evaluate projects.

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Competencies for a Career-Ready Workforce

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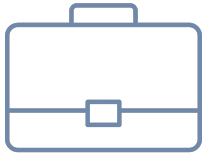

Professionalism

Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.

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Sample Behaviors

- Act equitably with integrity and accountability to self, others, and the organization.
- Maintain a positive personal brand in alignment with organization and personal career values.
- Be present and prepared.
- Demonstrate dependability (e.g., report consistently for work or meetings).
- Prioritize and complete tasks to accomplish organizational goals.
- Consistently meet or exceed goals and expectations.
- Have an attention to detail, resulting in few if any errors in their work.
- Show a high level of dedication toward doing a good job.

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Competencies for a Career-Ready Workforce

Definition and Sample Behaviors

Teamwork

Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.

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Sample Behaviors

- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Effectively manage conflict, interact with and respect diverse personalities, and meet ambiguity with resilience.
- Be accountable for individual and team responsibilities and deliverables.
- Employ personal strengths, knowledge, and talents to complement those of others.
- Exercise the ability to compromise and be agile.
- Collaborate with others to achieve common goals.
- Build strong, positive working relationships with supervisor and team members/coworkers.

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Competencies for a Career-Ready Workforce

Definition and Sample Behaviors

Technology

Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

Sample Behaviors

- Navigate change and be open to learning new technologies.
- Use technology to improve efficiency and productivity of their work.
- Identify appropriate technology for completing specific tasks.
- Manage technology to integrate information to support relevant, effective, and timely decision-making.
- Quickly adapt to new or unfamiliar technologies.
- Manipulate information, construct ideas, and use technology to achieve strategic goals.

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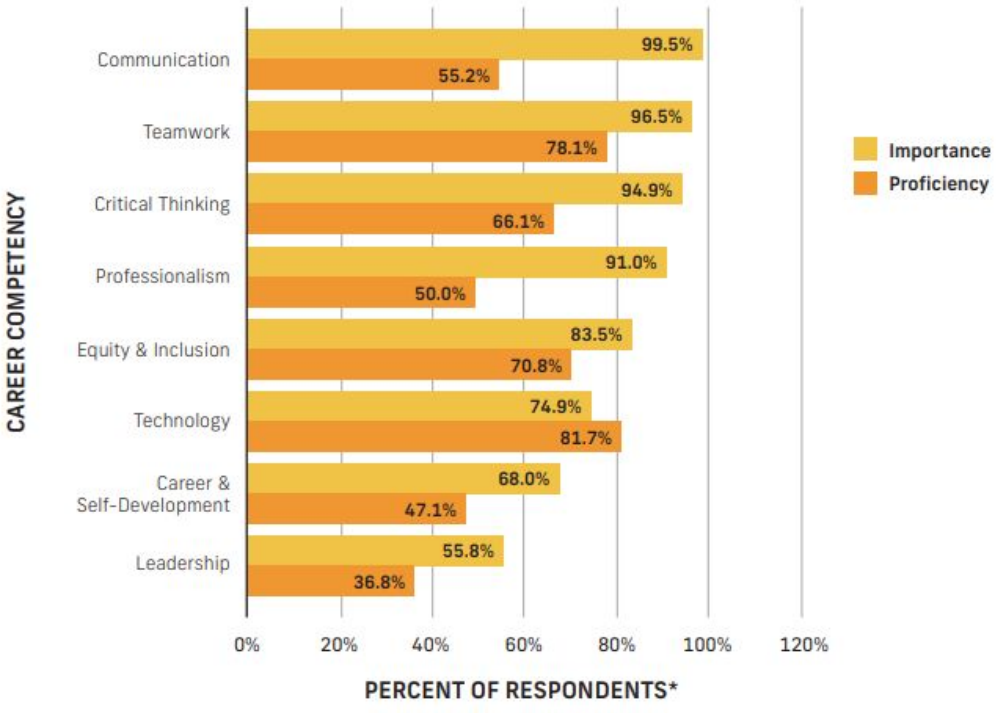
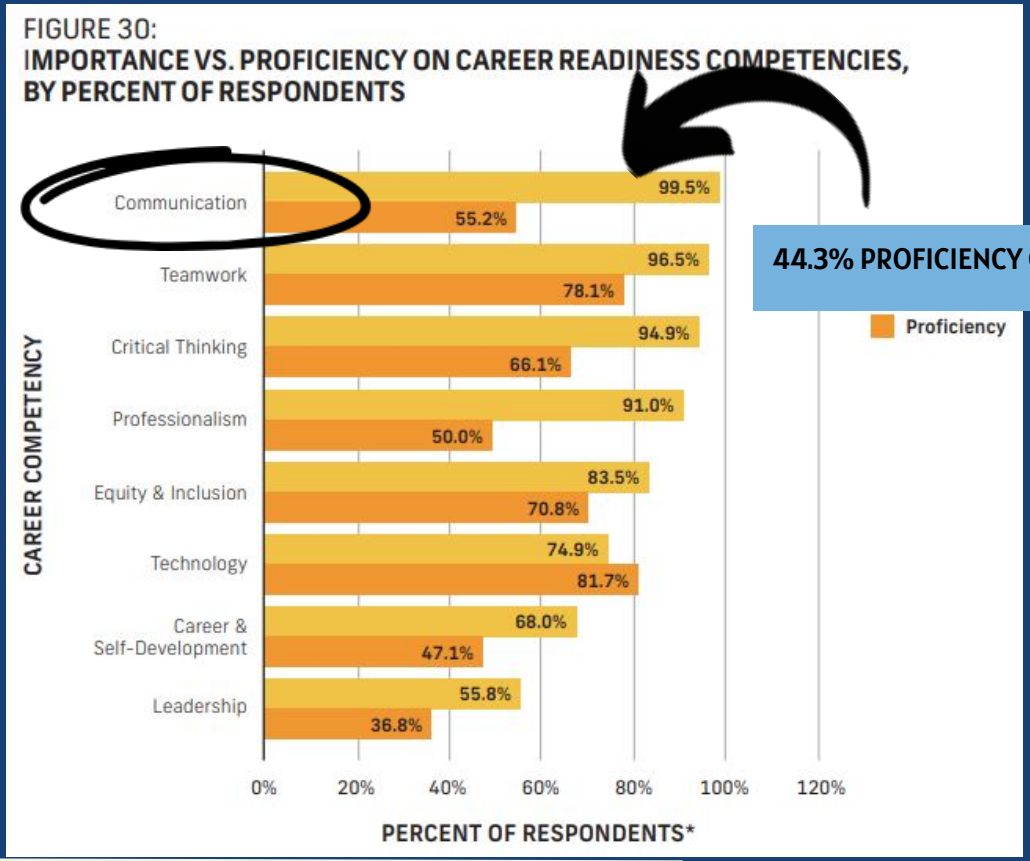
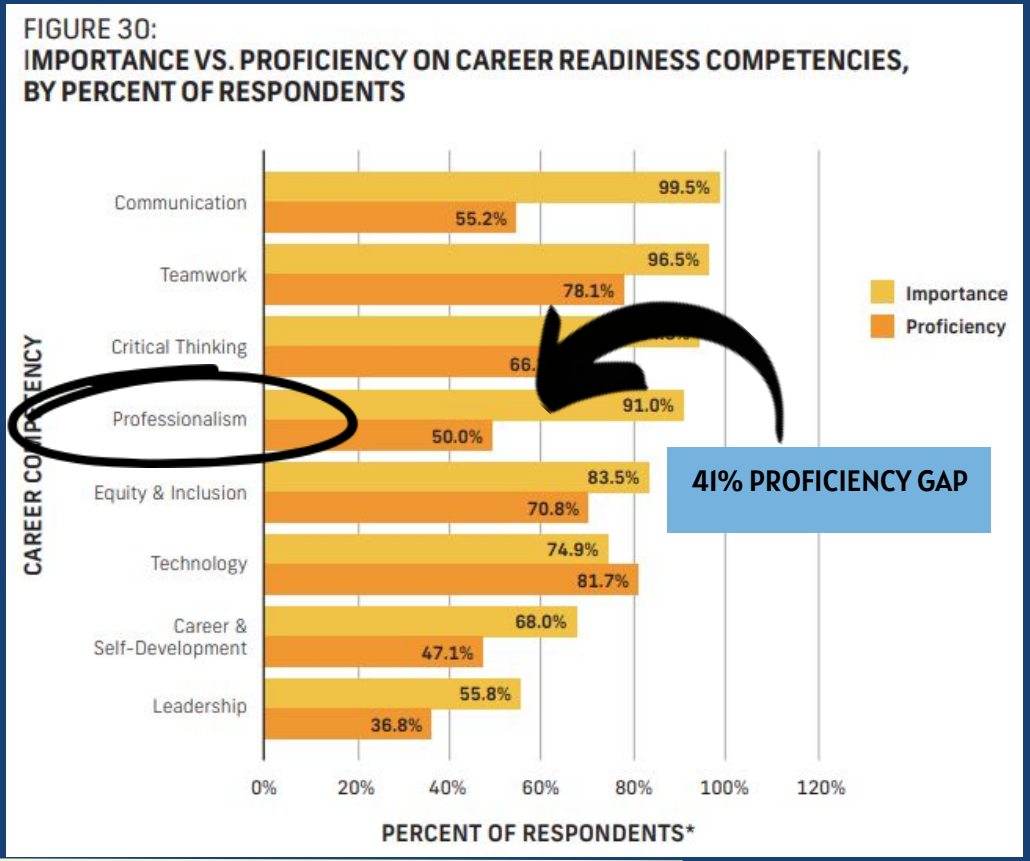
FIGURE 30:
IMPORTANCE VS. PROFICIENCY ON CAREER READINESS COMPETENCIES, BY PERCENT OF RESPONDENTS



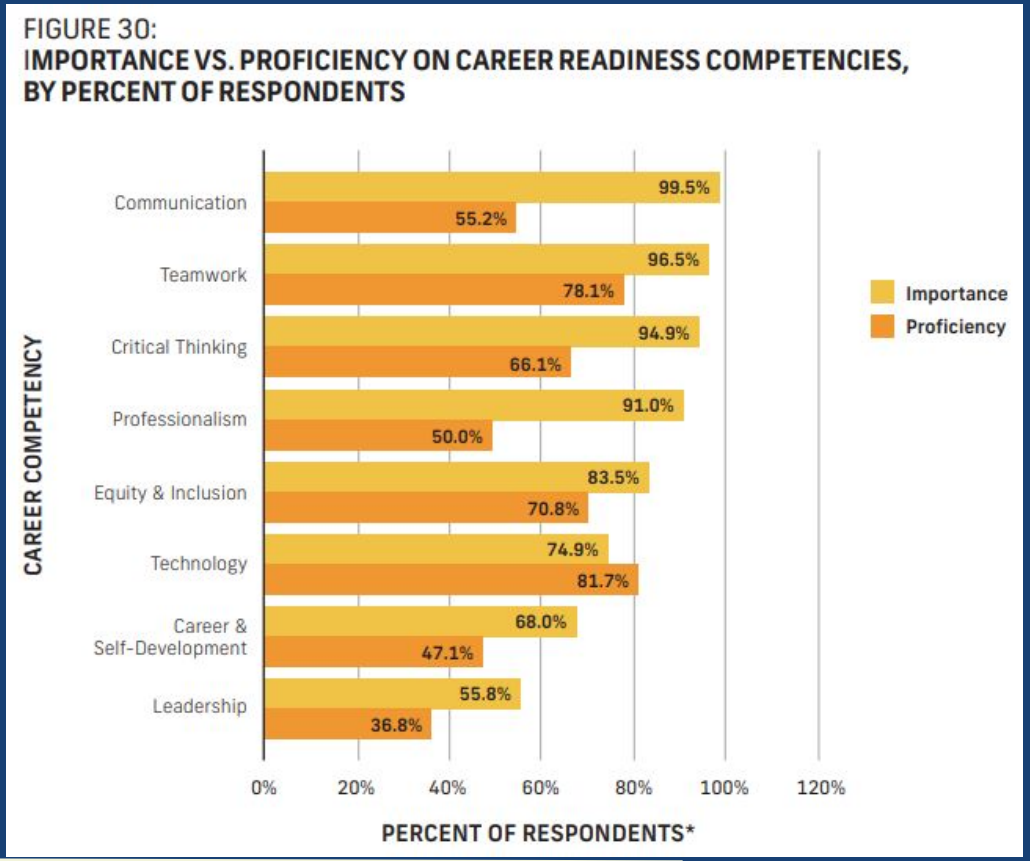
NACE JOB OUTLOOK SURVEY 2024



COMMUNICATION IS THE LARGEST PROFICIENCY GAP



PROFESSIONALISM IS THE 2ND LARGEST PROFICIENCY GAP



NACE JOB OUTLOOK SURVEY 2024

Attribute	% of Respondents
Problem-solving skills	88.7%
Ability to work in a team	78.9%
Communication skills (written)	72.7%
Strong work ethic	71.6%
Flexibility/adaptability	70.1%
Communication skills (verbal)	67.5%
Technical skills	67.0%
Analytical/quantitative skills	66.0%
Initiative	65.5%
Detail-oriented	61.3%
Interpersonal skills (relates well to others)	58.2%
Computer skills	54.6%
Leadership	52.1%
Organizational ability	44.8%
Strategic planning skills	34.5%
Friendly/outgoing personality	25.8%
Creativity	21.6%
Tactfulness	21.1%
Entrepreneurial skills/risk-taker	18.6%
Fluency in a foreign language	5.2%

ATTRIBUTES EMPLOYERS LOOK FOR IN A RESUME

CSPD CENTER STUDENT SERVICES

- Career Advising
- Career Assessments
- Resume/Cover Ltr Review
- Interview Preparation
- Professional Development Training
- Internships
- Connecting with Employers

Handshake

The W
CAREER SERVICES &
PROFESSIONAL DEVELOPMENT

Embedded Competencies

Embedded Through

Dialogue
Instruction
Processing Activities
Assignments
Assessments
Service Learning
Internships
Research
Senior Projects
Collaborative Projects

Faculty Toolkits

Launching at end of fall 2024 semester
Resources & Support
Content

E-Portfolio Fundamentals

Academic instrument

- Demonstrates key knowledge and competencies: examples as evidence
- Demonstrates breadth as well as depth
- Revised as student progresses through degree program

Assessment for improvement

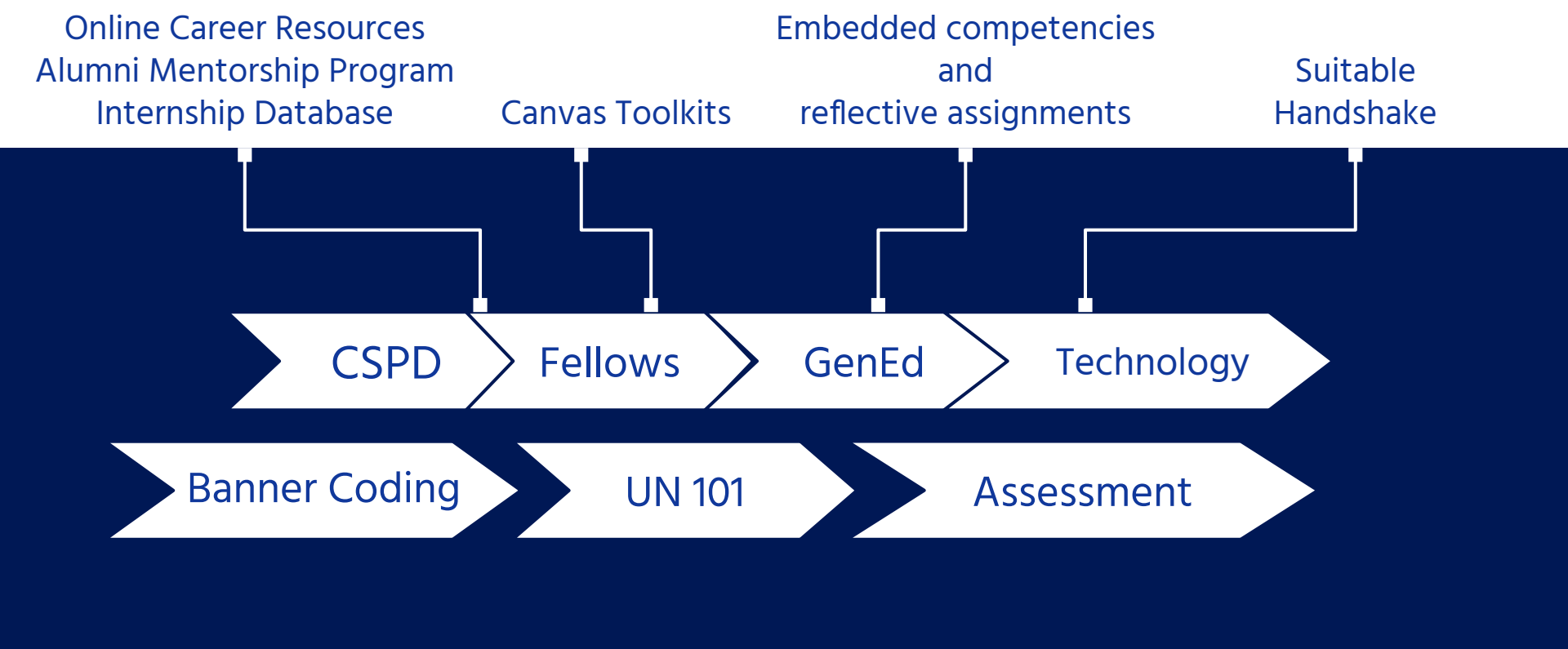
- Integrative Learning rubric (AAC&U)
- Assessment adapted to disciplines?

Example: Zarin Raya

Form of personal expression

- Student-curated digital document
- Personal goals, photos, videos, etc.
- Reflective writing is critical: self-awareness, intellectual curiosity, grounded choices, etc.

Further expansion of instrument may include

- Leadership development
- Community engagement

Upcoming QEP Work