Districtwide Handshake Implementation Meeting
Tuesday, September 12, 2023 | 11am |Zoom

Meeting Notes

Summary:
- Colleges currently using appointments feature (Mesa and Miramar) to confirm grace period/buffer window by 10/6 – see meeting notes for details
- Agreement made to auto approve all students will sdccd student email accounts
- Colleges encouraged to meet with Amy (handshake rep) to review local goals, projects, and needs
- Additional action items noted below

Student Uploads and Activity
- Handshake Counts as of 9/11/23:
  - Active Student Accounts
    - City – 1,350
    - Mesa – 2,079
    - Miramar – 1,275
    - SDCCE – 846
  - Job Postings: 7,853
  - Employers: 5,510
- Student Upload – end of this week
- Student Email challenges
- Question raised regarding whether or not students must activate new student email account before gaining access to handshake
  - CEWD to Confirm
  - **Update:**
    - The student upload file includes preferred email address
    - The handshake verification (when the student goes to log in) will go to their preferred email
    - If their preferred email is the new student email then they will need to activate their account in order to get the verification email from handshake
    - All students should be encouraged to activate their student emails
    - Once in handshake, they can re-set their preferred email at any time (within handshake only)

Round Table
- City – not present
- Mesa – raised questions about student email fraud (false job opportunities) - see notes below
- Miramar – raised questions about approvals for student emails and grace periods for self-scheduling – see notes and action items below

- o Miramar's First job fair – October 12 (Hum, arts, com, etc.) - open to all students districtwide
    - ▪ All Colleges encouraged to promote
  - o New WBL coordinator at Miramar – Melanie 😊
- SDCCE
  - o 9/1 did PD flex day for Professors
  - o Banners coming this week
  - o Kicked off fall with student events / focused on increasing student awareness

Student fraud – phishing emails offering jobs to other students; fake jobs
- District Educational Services addressing issue with District IT and college specific VPs
- Mesa reached out to Handshake rep to see if anything was going on within handshake itself – waiting to hear back
- CEWD to check in with Handshake rep regarding student access in handshake – what can they do and see regarding contacting other students within/on the platform? (can students see other student emails or contact info in HS)

Still receiving student approvals with student email addresses...
- Currently, when students activate or create account – some are added to a queue for approval (but not all)
  - o CEWD to confirm what triggers approval for some and not others
- When this occurs, to manually approval or denial is required
- **Proposal:** Miramar proposed updated district settings to auto approve all sdccd student emails
  - o Meeting representatives supported the proposal
- Note: current Handshake account settings require this to be a districtwide decision (cannot be made at local school/college level)
- Next Steps:
  - o Alex will update the district settings
    - ▪ All students will sdccd email accounts will no longer be added to our queues for manual approval
  - o For others in the queue – we will shift review and approval to District Career Services Admin Tech (new role starting on 9/25).
    - ▪ Colleges are encouraged to approve until Admin Tech is trained

Grace Periods for self-scheduling appointments with counselors
- Reminder: All colleges have committed to moving career services related appointment to Handshake – each college is in a different place in this process. There is no requirement to make this change right away.
- Miramar and Mesa currently use handshake for some appointments and for some appointments self-scheduling has been enabled for students
  - o Mesa – only doing career ambassador appointments now; career counseling appointments will be launched in October
- Grace Periods are a Districtwide setting – cannot be made at the local school/college level

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- Grace periods of "buffers" are time delays/constraints for how quickly a student can self-schedule
- Buffer before first available appointment to allow time to prepare to meet with the students
- Example:
  - If a student goes online to self-schedule at 10am, depending on the buffer set, they would be unable to pick a time until 10am the following day or, without a buffer, they might be able to self-schedule for noon that same day
- It does not refer to time blocks between appointments
- Each college has different scheduling habits and times available
- Options – we can set time buffers at min, hours, or days (under general appointment preference settings
- Decision will not impact walk-ins
- **Proposal:** A 24hour window was proposed
  - Meeting participants requested time to discuss internally
- Action: Colleges to discuss internally and decide by 10/6.
  - (currently only relevant to Mesa and Miramar)

How are people notified if someone makes an appointment? - See handshake personal settings (dashboard and email from HS)

Students cannot self-schedule at a campus that is not their primary campus.
- CEWD to confirm with handshake rep

Managing whether or not a student can see appointments within your college
In each college's local preferences you can set boundaries of what you want students to see or be able to schedule appointments, etc.
- Example: Miramar can make it so only Miramar students can work with them

If a student is unable to see your appointments:
- Double check Handshake account not just Campus solutions
  - The student's Handshake account has to have a designated campus so they can see that campuses info/appointment types
- All profiles should have a designated campus This information should be pre-populated in the student upload, but we are noticing some blanks
  - If it is blank, students will not be able to see the information
- Needs to be a required field for activating an account
  - CEWD to ask Amy to ensure it is a required field
- **Where in the student profile is the information listed?**
  - Under their account information / general info section - see account; see Campus

Handshake Updates/Reminders:
- Event check-in – students can use student ID number instead of email (if they want)
- Custome QR codes can be made for each booth or table within/at a job fair

- o Could help increase insight into what tables students were most interested in - this is a new feature in Handshake

Cleaning up past uploads

CEWD - Need to loop back to Dan and Amy about removing (archiving?) old non activated accounts and just using new uploads with good emails

- Impacting SDCCE right now – needs to be addressed soon

2023-24 Districtwide Implementation Team - Priority Projects Discussion

1. Staff/Employee Accounts – working with District HR
   1.1. Need to confirm recommended account type
   - Held brief discussion regarding faculty accounts
   - Miramar experimented with two faculty accounts -   not real engagement though
   - How likely are folks to actually use their account?
   - Miramar expressed hesitation about launching a faculty upload (may not be ready)
   - If auto uploaded– will academic senate need to be involved?
   - If voluntary – how would we confirm who wants one?
   - Request made to explore what other colleges have done
     - o CEWD to ask handshake rep for insights – what have other colleges done for faculty and staff
   - Consensus: Don't give out admin accounts
   - Custome profile admin accounts – not full but some designed around special roles (ERL, etc.)
   - Some colleges in our region allow faculty to voluntarily create student accounts
   - Action items for the group:
     - o Explore how other colleges have done this
     - o Confirm purpose of faculty accounts
     - o Design districtwide process and support structure for faculty (guides, resources, training, etc.)
2. Accepting Payment from Employers – *didn't get a chance to talk about*
   2.1. May be contingent on local accounting office participation
3. Districtwide Reporting *didn't get a chance to talk about*
   3.1. Cabinet Update (early Fall 2023)
   3.2. Formalized Monthly Reporting / Expanded Reporting
4. Continue to Increase Student Engagement *didn't get a chance to talk about*
   4.1. Using Handshake for all events
   4.2. Transitioning appointments into Handshake

Guests/Guest Speaker(s)

- Fox Valley Technical College – 11/7

Questions/Topics for Amy - – *feel free to add topics*

- Reminder – college's encouraged to hold one-on-one/college-specific meetings with Amy

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Future Agenda Topics – *feel free to add topics*

Resource Reminders

- Meeting schedule:
    - Fall 2023: 9/12, 10/10, 11/7, 12/5
    - Spring 2024: 1/9, 2/6, 4/9, 5/7, 6/11
- Teams Folder
- Past Meetings Notes & Action Items
    - July 11th 2023 meeting notes
    - June 6th 2023 Meeting Notes
    - May 16, 2023 Meeting Notes
    - April 18, 2023 Meeting Notes
    - March 21, 2023 Meeting Notes
    - March 7, 2023 Meeting Notes
    - February 7, 2023 Meeting Notes
- Handshake Site Resources:
    - Handshake Academy
    - New to Handshake
    - Reporting and analytics
    - Report for Employer Flags
    - Art of reporting
    - Employer Validation
    - Understanding How Employers are Validated
    - Employer engagement at City of SF CC - City of SF CC – Access to the recording: https://joinhandshake.com/blog/career-centers/fall-2022-community-college-meet-up/
    - Report for Employer Flags which tells status and reason Click on Employers > You can view Approved, In Progress, Pending, Declined, and Flagged. If you click on "Declined" then it tells the industry, date of decline, and reason
- The Handshake Chair is at Mesa – reach out if you want to use it