# Districtwide Handshake Implementation Meeting
## Tuesday, December 5th, 2023, | 11am | Zoom

## AGENDA

**Welcome -** Agenda Review

**<u>Handshake Spring Planning</u>** – Group Discussion held regarding local plans for awareness building

- All colleges requested District promotion of handshake to students – this is great news as previously colleges were not ready for district to promote; now all colleges would like districtwide promotion
- CEWD to go back to previously approved student email and work with District PR & Com on other promotional opportunities
- All colleges expressed support for districtwide videos on how students can activate accounts
    - CEWD to develop district videos
    - Noah to distribute handshake videos – these are existing videos on the platform available to be shared right away with students
- Local Awareness Campaigns & Student Account Activations- Discussion
    - Convocation
    - Student Orientation
    - Welcome Week
    - Academic Senate
    - All-School Meetings
    - Classroom presentations
    - Colleges encouraged to partner with Student Services to promote handshake at all events
    - Special Populations Presentations and workshops
        - Promise, Umoja, Puente, Dreamers, etc. ASL and DSPS
        - Colleges encourage to work directly with special population program leads and ensure groups are well aware of handshake and have local support to activate accounts

- Miramar shared that they are
    - Requiring all events to be in handshake
    - Requiring all students to register for events in handshake
    - Registering onsite via QR code
        - Question raised as to whether doing so has resulted in drop in participation – response is that the exact opposite has occurred – more students are attending than ever before
    - Flex workshops are being provided to faculty

- Colleges reminded that they can provide faculty with student accounts – just be sure to flag them as a faculty member with labels/tags
- Colleges encourage to ensure handshake information is available in canvas

- Updated local promotion to "activate your account" rather than make an account needed
  - CEWD to provide updated materials for all colleges to utilize that emphasize activating your account
  - Noah to share flyer on teams

- When promoting Handshake, there are often questions about how long we have had handshake
  - Colleges encouraged to provide basic insight to those who inquire:
  - Reminders:
    - Handshake was first purchased by each college back in 2020; each college determining local rollout and implementation
    - All colleges committed to ensuring student awareness and usage
    - All enrolled students automatically have an account – they just need to activate it
    - Staff and faculty may request student accounts from local handshake leads

**Job Based Approvals Webinar**
- Brief overview provided on recent webinar
- Information does not really pertain to us since we already auto approve jobs from approved employers
- Job-based approvals combines job and employer approvals into a single step.
- post their jobs to your institution without a pre-existing employer approval—but they will not be approved at your school (granting access to post events, message students, etc.) *until* their first job is approved
- Webinar recording

**Handshake Video Script**
- Handshake Script Review

Suggestion made to mention handshake and purpose right in front – within first few seconds of video
Action Items:
- Colleges encouraged to shared draft scripts with others internally – share with students as well
- Colleges to provide feedback by 12/15

**Student Uploads and Activity**
- Updates were provided on student Uploads
  - Working through data clean up
  - November Upload complete
  - December will occur before break

- o January's will be finalized before promo begins for districtwide career fair
- Handshake Counts as of 12/4/2023 (provide updated counts)
  - o Active Student accounts:
    - City: 1,469 (+7)
    - Mesa: 2,422 (+16)
    - Miramar: 1,526 (+11)
    - SDCCE: 962 (+3)
  - o Paid Job Postings: 9,956
  - o Employers: 5,758
- Weekly counts emails (confirm usefulness)
  - o Inquiry was made as to why we provide weekly counts
  - o Originally we provided monthly counts only; Mesa College leadership asked to receive counts weekly; now CEWD provides it weekly to all colleges just in case
  - o Each college may use counts however they would like
  - o Each college may set local goals (not required)
- Monthly Reporting – Spring 2024 (review draft elements for feedback)
  - o Reviewed draft elements for feedback
  - o No immediate feedback provided
  - o Action: college to review and provide feedback by 12/15
- How we define completed profile
  - o Concerns raised regarding how Handshake defines "completed profile" – this is a challenge and not something we can control at this time;
    - Action: CEWD to provide feedback to Handshake rep


## Handshake web Landing Page

- Colleges were asked if they were aware of the SDCCD landing page and that they each have their own page as well
- Colleges confirmed unable to make edits to their page
- ACTION ITEMS:
  - o Colleges to work internally on what they want to include on their page – encourage to include WBL guidance, local career services resources, key website and contact information, etc. etc.
  - o Noah to connect with Handshake on access to edit these pages
  - o Noah to connect with Handshake on how to add content to our main page

- Make edits on current landing page to:
  - o Increase user experience
  - o Update information
  - o Link websites to page
  - o College specific pages need content

## Reminders & Updates

- **FAQ – under development with questions received**
    - [Draft FAQ](#)
    - Goal: repository of questions, process confirmations, and resources
    - Action: college to continue to share questions and requests for support with Noah
    - Includes: Purpose, Handshake functions, Resources, questions from previous meetings, connecting with employers, etc.

- **Past confirmations** – the following information was provided on the last two agendas, but not formally reviewed as a workgroup; please review and confirm any questions or concerns:
    - Notes will be incorporated into FAQ and future agenda topics as needed

1. **Auto Approval for Emails** – in past meetings, we discussed setting auto approval districtwide for SDCCD student emails.
    a. Handshake rep advises against this due to potentially creating duplicate accounts when they already have an existing account.
        i. Next Steps:
            1. We will not turn on auto approval
            2. District CEWD will keep an eye on the email approval queue and approve as needed (by looking for the student in handshake and / or in campus solutions; if the student already has an account, CEWD will contact the student and support them in student activation).
        ii. Locally, when working with students, please feel free to approve requests - this local approval will support day of event registration, etc.
        iii. Just know you do not have to take on the burden of managing the queue

2. **Data Clean up** - Year 1 and Year 2 Status will be refined.
    a. Often, employers use year 1 and year 2 status to search for when hiring students. This is the Employers' preference to use this section, so there is caution against removing it.
    b. Next Step: refine definition so that 1$^{st}$ year/year 1 is only for students who are in their first semester (first time enrolled) and 2$^{nd}$ year / year 2 is for everyone else.

3. **Request to require campus/primary college when student activate accounts** – unable to make this change due to handshake settings
    a. With the corrected data uploads, all students should already have this section populated anyway
    b. For those that do not (legacy uploads), we cannot require the field
    c. Recommendation: explore holding profile updating workshops for students (districtwide or college specific)

4. **If a student cannot see your college's appointments,** then first double check their account/profile settings and ensure your school is listed.
    a. More than one school can be listed
    b. Students can only self-schedule and see events from a campus that is listed in their settings
5. **Students can only see other student profiles if they choose to have community settings** – this is a student profile choice
6. **Events are automatically available on Handshake to every SDCCD email Handshake account in the District,** unless restrictions are created by host
    a. Restrictions should only be used when necessary
7. **Employer collections**
    a. **Spring 2023 – Handshake will be launching a custom collections feature** that can be college specific
8. **Faculty Accounts** – recommendation from Handshake is to provide student accounts
    a. These are not "dummy" accounts – and need to include a label to distinguish them from actual student accounts
    b. Handshake does not recommend uploading all faculty and staff
        i. Recommends providing training to interested faculty on learning the student side – good to train faculty on the basics so they can guide students on:
            1. How to search for jobs and events
            2. How to complete profile
        ii. Recommends all staff currently using handshake also learn the student side (very different from admin side
    c. Other colleges provide Faculty and Staff with student accounts
        i. PROCESS Recommendation: need to ensure process is aligned to label all of these accounts with Faculty or Staff so that we can distinguish them from student reporting

**Resource Reminders**
- Meeting schedule:
    o Spring 2024: 2/6, 4/9, 5/7, 6/11
- Teams Folder
- Past Meetings Notes & Action Items
    o [October 7th 2023 Meeting](#)
    o [July 11th  2023 meeting notes](#)
    o [June 6th 2023 Meeting Notes](#)
    o [May 16, 2023 Meeting Notes](#)
    o [April 18, 2023 Meeting Notes](#)
    o [March 21, 2023 Meeting Notes](#)
    o [March 7, 2023 Meeting Notes](#)
    o [February 7, 2023 Meeting Notes](#)
- Handshake Site Resources:
    o [Handshake Academy](#)

- o [New to Handshake](#)
- o [Reporting and analytics](#)
- o [Report for Employer Flags](#)
- o [Art of reporting](#)
- o [Employer Validation](#)
- o [Understanding How Employers are Validated](#)
- o [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/
- o [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
- **How are people notified if someone makes an appointment**?
  - o See handshake personal settings (dashboard and email from HS)
- **Managing whether or not a student can see appointments within your college**
  - o 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:**
  - o 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
  - o 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
- **Where in the student profile is the information listed?**
  - o Under their account information / general info section - see account; see Campus
- **Events in Handshake**
  - o [In-person & virtual career fairs (joinhandshake.com)](#)
  - o Event check-in – students can use student ID number instead of email (if they want)
  - o Custom 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