

# Client In-take Form

Welcome to the Career and Internship Center (CIC)! Career Coaching services are free and confidential for students and alumni of the University of Baltimore. CIC Career coaches provide two main services:

**Career Coaching**– Career coaching services are available to assist UB students and alumni with deciding on a major or graduate course of study, deciding on a career path or goal, making career changes, researching the job market, managing one’s career, etc.

**Employment Services**– Career development services are available to assist UB students and alumni in finding jobs, internship, or volunteer opportunities. Services include resume and cover letter critiques, job search strategies, networking strategies, personal-professional branding, interview preparation, etc. In addition, a variety of self-directed online tools are available.

The CIC approaches career development from a transformative model called the UB Career Cycle with a focus on helping students become Expert Career Managers. CIC Coaches use a short-term goal oriented model of helping called GROW (Goal, Reality, Options, and Wrap-up). Coaching is a non-directive process that places initiative and responsibility on students. Students can expect to be engaged in the career planning process and may receive outside assignments (career tasks) from their Career Coach to conduct research, develop professional documents, utilize online career management tools, etc.

If it appears at any time that you need or want long-term in-depth career counseling, your coach will assist you with locating appropriate professional referral services (**note: the CIC is not responsible for the cost of ancillary support services**).

**CONFIDENTIALITY POLICY:** Career Coaching is a confidential process designed to help you define your career goals and grow professionally. Our policy on confidentiality is that information shared with a Career Coach is to be kept confidential and that strict confidentiality will be maintained in accordance with the law. Legal exceptions to confidentiality are 1.) To protect you or someone else from imminent physical or psychological danger, 2.) Regarding child or elder abuse, and 3.) In those extremely rare instances where courts subpoena counseling records.

**COACHING FREQUENCY:** Students and alumni may schedule one career coaching session at a time with CIC career coaches. Appointment requests must be made a minimum of 48 hours in advance. Same day appointments are not available; however, walk-in hours are scheduled Wednesdays from 3–5 p.m.

**LATE POLICY:** Due to the impact lateness has on your fellow classmates, if you are going to be more than 10 minutes late, or if you are unable to make your appointment, please call the front desk at (410) 837-5440. If you arrive more than 15 minutes late for your appointment and fail to contact the front desk, you may be advised to reschedule for the next available time. If you arrive less than 15 minutes late, and/or call ahead, your appointment will be reduced by the number of minutes you arrive late.

**VIRTUAL APPOINTMENTS/ CONTACT:** UB students and alumni may schedule up to four career coaching sessions with their assigned Career Coach per semester either in person or virtually (zoom or phone). Career Coaches also engage with students via email. Email correspondences are reserved for general questions or follow-up to previously scheduled appointments. Students seeking to access career development services virtually beyond general questions must first schedule an initial session with their assigned Career Coach before utilizing virtual coaching services. In addition, Career Coaches have the ability to deny virtual services and recommend an in-person appointment at any time during the coaching relationship.

**TERMINATION AND REFERRAL:** CIC Career Coaches are trained professionals and have the right to determine when coaching has reached its limits. Specifically, if the CIC Career Coaching staff concludes that services are no longer beneficial or effective to assist a client the CIC reserves the right to terminate the coaching relationship and refer students and alumni to internal or external resources.

**LINKEDIN APPOINTMENT POLICY:** Please arrive ten minutes prior to prep for your photo appointment. We have restrooms on our floor if you would like to check your clothing, hair, makeup, etc. As a common courtesy, we request that you contact us should you be running late or if you are unable to make your appointment time. If you are more than ten minutes late, your appointment may be delayed or rescheduled due to tardiness.

**ALUMNI POLICY:** Recent alumni (up to two years post-graduation) can continue to book coaching appointments with the CIC. All alumni have unlimited access to UBworks, free admission to career fairs, and unlimited access to online career development resources.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Career Coach (check one):

- ☐ Sarah Holliday (MSB)
- ☐ Daniel Bowley (CAS)
- ☐ Lakeisha Mathews
- ☐ Lana Farley (Strengths)
- ☐ Nuria Diallo (Internships)
- ☐ Matthew Johnson (CPA&JLD)
- ☐ Brittany Crane (LinkedIn Headshot)