



Policies

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 in 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, and more.

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, and more. In addition, a variety 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 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 weekly – check the CIC website for days and times.

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 may schedule up to four career coaching sessions with their assigned Career Specialist in-person or virtually by Skype or phone. Career Specialists also engage students virtually via email. Email correspondences are reserved for general questions or follow-up to previously scheduled coaching appointments. Students seeking to access career development services virtually beyond general questions must first schedule an initial session with their Assigned Career Specialist before utilizing virtual coaching services. In addition, Career Specialists have the ability to deny virtual services and recommend an in-person, phone or Skype appointment at any time during the coaching relationship.

COACHING OCCURRENCES: UB students may schedule up to four career-coaching appointments with their assigned Career Specialist each semester (Fall, Spring and Summer). Career & Internship programs, events or walk-in services

are not included in this count. Students who maximize their coaching requests for a given semester have the option to communicate with their Career Specialist via email, wait until the following semester when their allotted sessions re-open or seek an exception by contacting the Director of the Career & Internship Center.

TERMINATION AND REFFERAL: CIC Career Specialists are trained professionals and have the right to determine when coaching has reached its limits. Specifically, if the CIC Career Specialist 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.