

CYBER COACH CHATS

CMC has expanded services beyond the traditional face to face advising methods. Electronic resources were acquired to communicate to students and alumni so that they may receive the same programs and services they would otherwise receive in person.

CMC provides electronic career assistance using **Sametime**, a web conferencing software and **Live Chat (Instant Career Messaging)**, which are mainly answered through our Cyber Career Center, located within the main CMC.

183 Live Chats using Sametime and Instant Career Messaging were conducted during the calendar year.

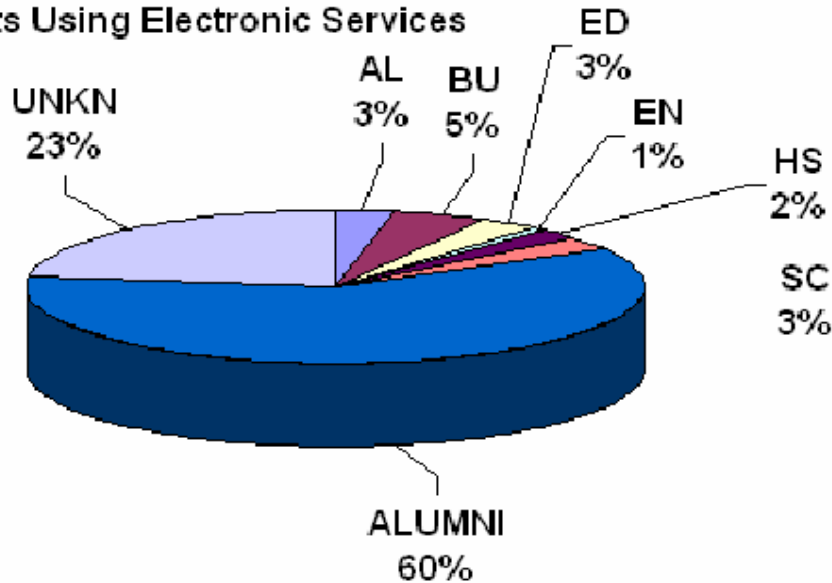
In addition, **905** emails were received and responded to by Cyber Career Coaches totaling **1,088** electronic communications from the Cyber Career Center to students and alumni during the year.



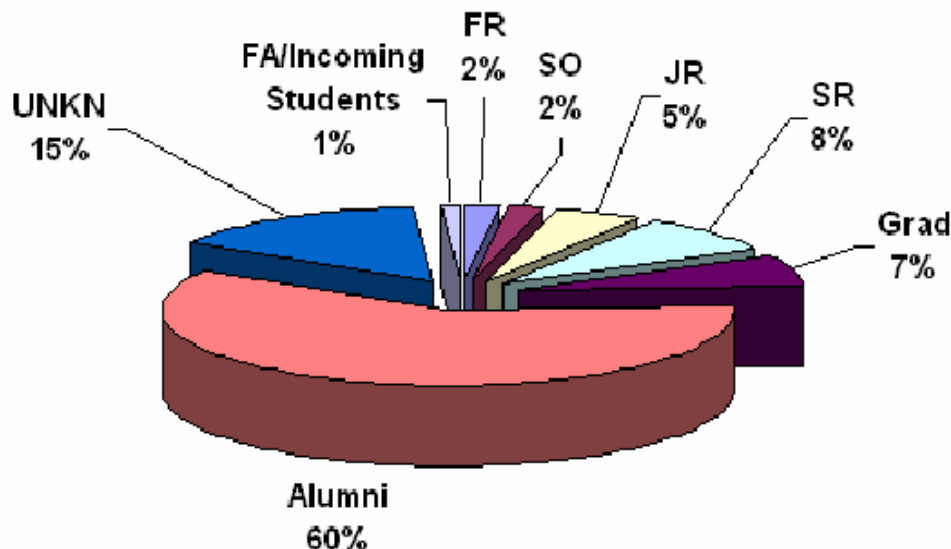
First Name:	Last Name:	Email Address:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Major:	Student Status:	Distance Student?
<input type="text" value="Undecided"/> <input type="text" value="Accounting"/> <input type="text" value="Aerospace Engineering"/> <input type="text" value="Applied Linguistics"/>	<input type="text" value="Alumnus/a"/> <input type="text" value="Freshman"/> <input type="text" value="Sophomore"/> <input type="text" value="Junior"/>	<input type="radio"/> Yes <input type="radio"/> No
Assistance Needed:	Received CMC service before?	Registered in eRecruiting?
<input type="text" value="Career Exploration"/> <input type="text" value="Resume/Cover Letter Writing"/> <input type="text" value="Job Search Strategies"/> <input type="text" value="Networking"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<small>Hold down CTRL or ⌘ to select more than one</small>		
Career Question:		
<input type="text" value="How should I indicate my internship experience on my resume?"/>		

CYBER COACH ELECTRONIC TRAFFIC

% of Clients Using Electronic Services



% of Clients Using Electronic Services by Student Status



Cyber Career Center resources were developed to support the future growth of the University and to meet the needs of our local students who live off campus.

Cyber Career Center resources also provide services to our distance student population nationally and services to our alumni population, while recognizing the realities of our staffing limitations.

As indicated by the charts the majority of the electronic traffic to the Cyber Career Center is from alumni.

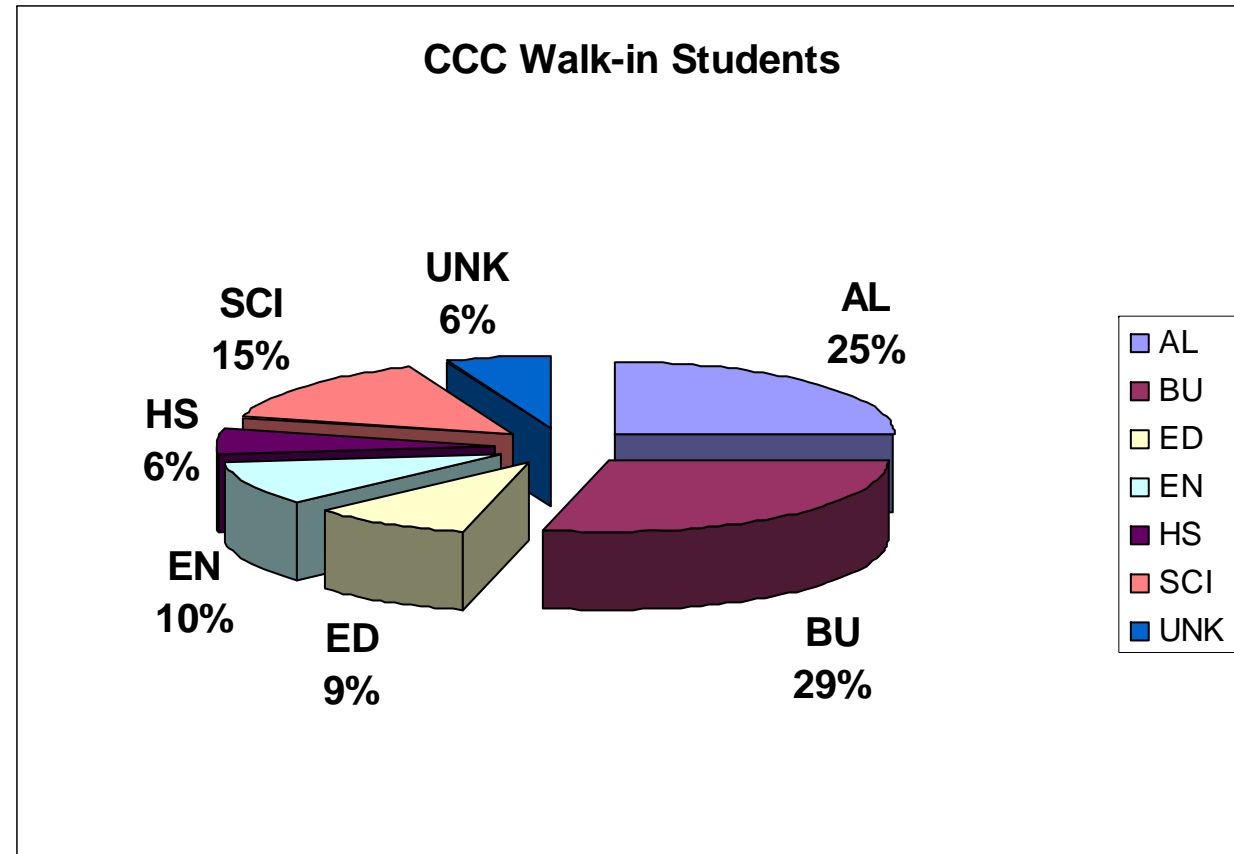
**Electronic Services includes Cyber Coach email responses from both students and alumni.*

CYBER CAREER CENTER WALK-IN TRAFFIC

Students walking into the Cyber Career Center receive assistance with career exploration, development, and management. Walk-in services include assistance with:

- **Resume / Cover Letter Critiques**
- **Establishing Accounts in eRecruiting**
- **Job Search and Internship Search Strategies**
- **Graduate School Personal Statement Reviews**
- **Mock Interview Assistance**
- **Major and Career Exploration**
- **Use of all CMC Technological Resources and Electronic Tools**

For the calendar year 2006, the Cyber Career Center met with a total of **770** students. The chart below shows a breakdown of students by college.



VIRTUAL CAREER CENTER TRAFFIC

The CMC's Virtual Career Center is the **electronic framework** that allows CMC to put "high tech" and "high touch" together creating electronic resources to provide current students and alumni the opportunity to electronically receive the same quality programs and services that they would otherwise receive in person 24/7/365.

The screenshot shows the website for the Old Dominion University Career Management Center. The header includes the university name, navigation links (A to Z Index, Directories, Search ODU), and the center's name. Below the header is a menu with categories like Directory, Career Assistance, Career Resources, Career Experience, and About. The main content area features a 'Link to your future...' section with a description of the Career Advantage Program, a 'Your future starts now!' slogan, and a 'Get ready for the Spring Job Fair' banner with an image of students. There are also sections for 'Events' (listing recruitment fairs and orientations), 'News' (listing hiring trends and newsletters), and a 'Blog' section. A search bar and a subscription form are also visible.

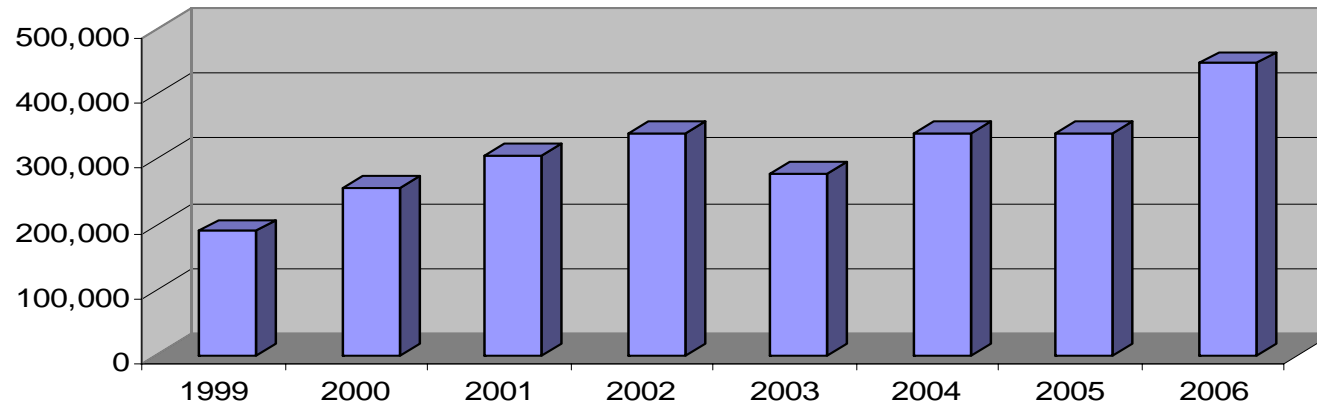
Monthly Unique Visitors Report

Month	2006
1. January 2006	7,515
2. February 2006	7,248
3. March 2006	8,412
4. April 2006	7,815
5. May 2006	6,363
6. June 2006	5,538
7. July 2006	6,326
8. August 2006	6,956
9. September 2006	7,056
10. October 2006	8,392
11. November 2006	6,831
12. December 2006	4,833

Monthly unique visitors, in most months, are equivalent to the entire student body of any other local 4-year institution visiting in one month.

VIRTUAL CAREER CENTER TRAFFIC

Yearly Page Views



Time Zones Report

Time Zone	Visitors	Time Zone	Visitors
UTC-11:00	2	UTC+01:00	329
UTC-10:00	64	UTC+02:00	354
UTC-09:00	5	UTC+03:00	172
UTC-08:00	1,730	UTC+04:00	36
UTC-07:00	3,006	UTC+05:00	37
UTC-06:00	1,681	UTC+06:00	14
UTC-05:00	47,515	UTC+07:00	64
UTC-04:00	67,497	UTC+08:00	307
UTC-03:00	128	UTC+09:00	132
UTC-02:00	42	UTC+10:00	51
UTC-01:00	19	UTC+11:00	19
UTC 00:00	144	UTC+12:00	6

Visitors from 84 countries from every time zone on earth show CMC's Virtual Career Center's Global reach.

Monthly Unique Visitors Report:



Virtual Career Center traffic peaks during the month of the annual Spring and Fall Job Fair (March and October), reflecting the build up of CMC programs and events leading up to the job fair plus interest in information on job fair employer participants.

VIRTUAL CAREER CENTER CYBER VISITS

2006 VISITS REPORT

For the Calendar Year 2006, the Virtual Career Center had **149,846** cyber visits for career related services. This represents an increase of **20%** over last year's total.

An increase in CMC monthly cyber visits during the summer months (May—August) over the previous summer is indicative of the university's increasing year around operation and CMC's commitment to serve our clients year around.

In calendar year 2006 CMC's Virtual Career Center had **70,705 unique visitors** from **84 countries** who made **149,846 visits** and **viewed 447,042 pages** of career related information and programming.

Visits Report Details

	Month	2006	2005
1.	January 2006	11,721	11,699
2.	February 2006	11,487	11,182
3.	March 2006	13,352	11,242
4.	April 2006	12,371	10,609
5.	May 2006	12,101	8,867
6.	June 2006	10,545	7,848
7.	July 2006	12,229	7,927
8.	August 2006	16,120	10,451
9.	September 2006	16,372	11,450
10.	October 2006	14,669	12,007
11.	November 2006	11,163	9,667
12.	December 2006	7,716	7,425

VIRTUAL CAREER CENTER ON-LINE SEMINARS

The CMC self-paced, online career orientations and seminars were all re-recorded during 2006 and received a total of **1,932** visits. The Resume Writing online seminar was most popular with a total of **600** visits followed by the Internship and Co-op Orientation with **295** visitors.

The CD version of the 2005 seminars, which was provided to all Teletechnet sites, was accepted by the National Association of Colleges and Employers (NACE) for inclusion in their 50th Anniversary Time Capsule as an example of the state of the art asynchronous delivery of career information.

Online Seminars	Visitors
Resume & Cover Letter Writing	600
Intern/Co-op Orientation	295
Interviewing Skills	253
Job Search Strategies	217
Networking	153
Career Exploration	133
Orientation to CMC Services	106
Evaluating a Job Offer	86
Distance Seminar	55
Graduate School Option	34
TOTAL	1932

CMC Online Seminar Resume and Cover Letters