

2019-2020

# PEER CAREER ADVISOR REPORT



# ABOUT THE PROGRAM



Penn Career Services launched the Peer Career Advisor (PCA) program in the 2019-2020 academic year. Peer Career Advisors support fellow undergraduate students across all four schools by reviewing resumes and cover letters, helping students identify resources for career exploration, and advising students on applying for internships and full-time jobs. Peer Career Advisors also promote the services and programs of our office through outreach to student groups. They also contribute to office operations by executing administrative duties and delivering outstanding experiences to Career Services visitors.

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## THE TEAM

During the 2019-2020 academic year we hired eight Peer Advisors across three schools and four years. This year, PCAs completed a total of 701 pop-ins. Due to COVID-19, our team adapted to the unprecedented times by offering virtual document review and feedback to students seeking help.



# POP-INS

During the 2019-2020 academic year, Peer Career Advisors completed 701 appointments with Penn students. In the fall semester, PCAs worked double-staffed shifts 1-5PM weekdays. For the first month of the semester, appointments remained completely or significantly booked for the duration of advising slots — PCAs served countless students who otherwise would not have been able to meet with an advisor due to a lack of available appointments when they visited.

After establishing the Peer Career Advisor program as a new staple of Career Services in the fall semester, we took strides to ensure the improvement of the program in the spring semester. We received requests from students for extended peer advising hours that filled gaps in Career Services' appointment schedule, and we addressed this need by expanding our hours to 11AM-5PM weekdays. Most notably, by offering advising appointments during 12-1PM, a time block when no other team at Career Services offers appointments, we added an invaluable resource for students looking to receive advising.



# PROGRAMMING

During the 2019-2020 academic year, Peer Career Advisors facilitated and co-facilitated a total of eleven workshops. These workshops include the following:

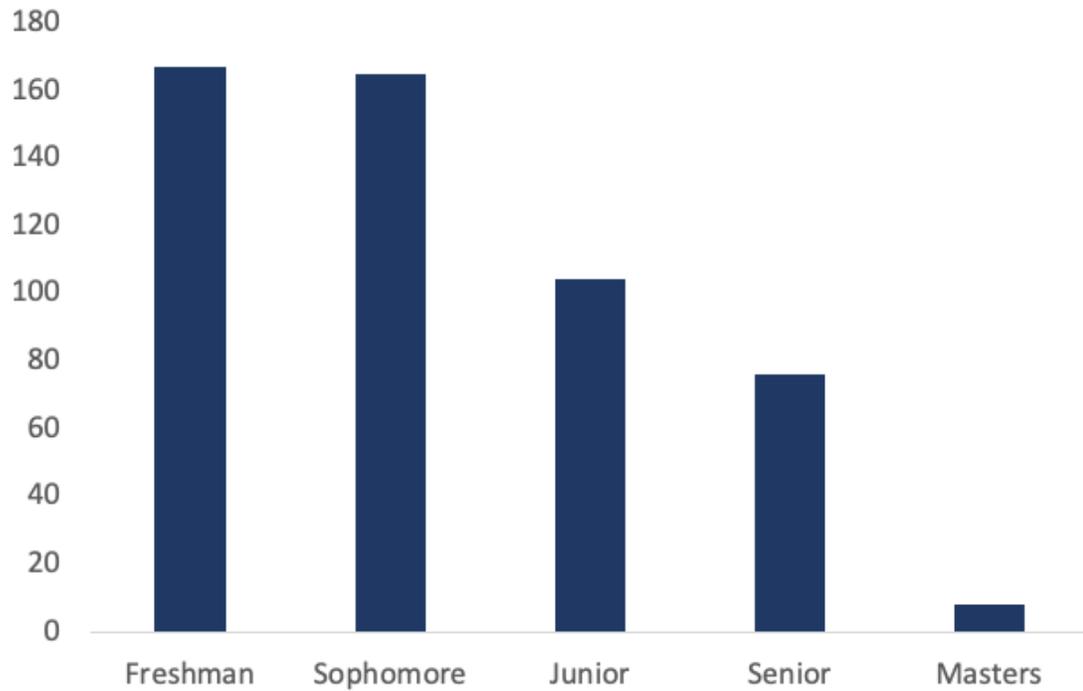
- Sigma Kappa Sorority - Career Services Resources Overview
- Career Services, AKPsi, DSP, and PGN Presents: Resume x Cover Letter Lab
- Wharton Sophomores - Career Fair Prep
- Wharton GRC - Cold Emailing
- AWE Master's Professional Development Hour
- Lauder House - Resume Lab
- La Casa Latina - Resume/Cover Letter Lab
- Wharton Europe - Resume Lab
- Career Fair Prep Workshop - Wharton Sophomores
- Advancing Women in Engineering - Resume Lab
- Penn in Washington - Resume Overview

Workshops led by PCAs seemed to have high attendance rates. According to the data we have collected on eight workshops, approximately 268 students attended. In addition, PCAs collaborated with advisors on existing Career Services programming including resume labs and workshops.

# OUTCOMES

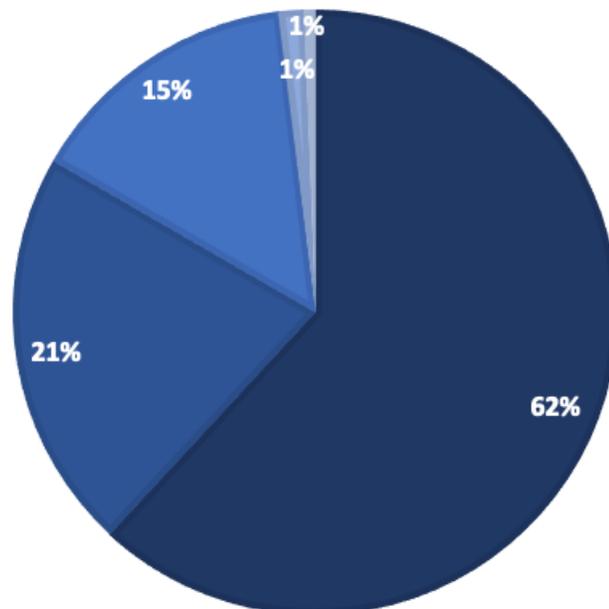
The following charts are a visual representation of data from 701 completed Peer Career Advisor Pop-ins. Qualitative data was also collected from a survey automatically generated by Handshake to students who met with PCAs. Approximately 80 students completed the survey.

## STUDENT USERS BY CLASS YEAR



## STUDENT USERS BY SCHOOL

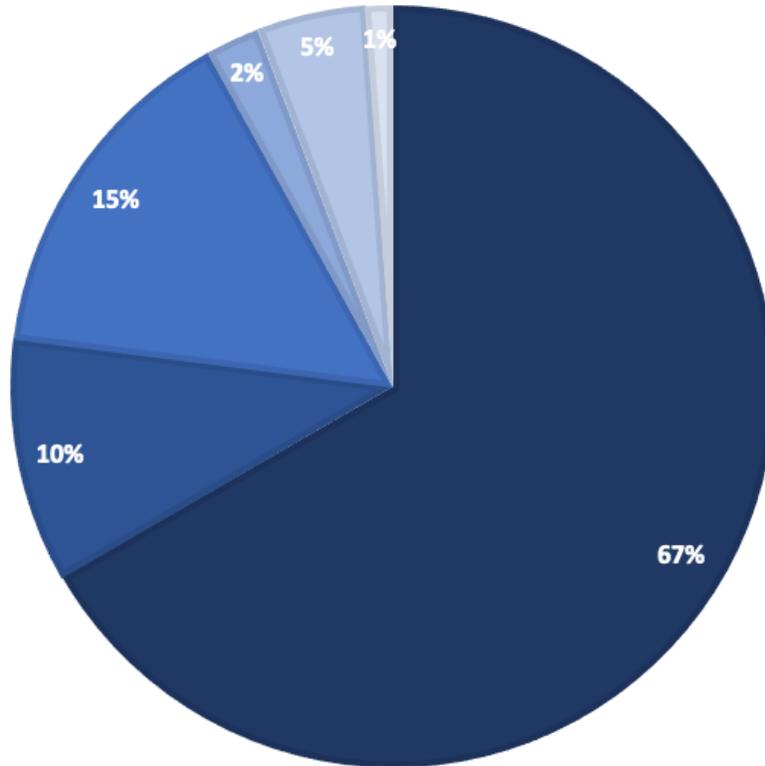
■ College ■ Wharton ■ SEAS ■ Nursing ■ School of Design



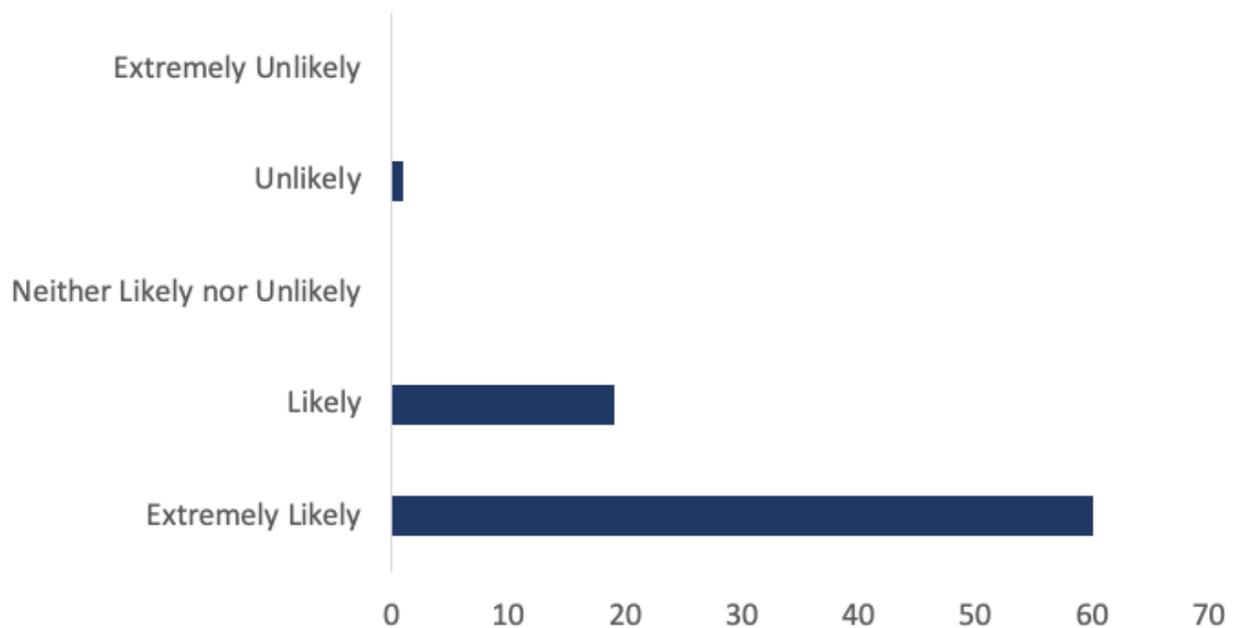
# OUTCOMES

## PRIMARY REASONS FOR MEETING WITH A PCA

■ Resumes ■ Cover Letters ■ Job/Internship Search ■ Handshake Tips ■ Interviewing ■ Other



## HOW LIKELY ARE YOU TO RECOMMEND PEER CAREER ADVISOR POP-INS TO A FRIEND?



# ADDITIONAL COMMENTS

"Very helpful resume feedback."

"Quick and direct."

"My Peer Advisor was very understanding and helpful. I am glad to have left my pop-in with a greater sense of how to write a resume."

"My peer advisor was very experienced and knew just how to answer my questions about resumes."

"Great advice and very helpful overall toward career and course questions."

"Very friendly and patient advisor who provided great tips and advice."

"Personal feedback that was extremely useful."

"I liked that I had a very clear understanding of the things I needed to fix and work on by the time I left. I received very helpful feedback and clear explanations."

"I liked the positive atmosphere and the friendly attitude of my peer career advisor."

"The honest feedback and reasoning behind it. The information I gain during pop-in sessions with Peer Career Advisors teaches me what I should be thinking of when I proofread my own resume."

"Didn't have to wait, immoderate help. Very friendly and helpful staff"

