

North Carolina Association of Colleges and Employers

The Flying ACE

A Partnership of Business, Education and Government

Fall 2003

Five NC Representatives Participate in NACE Leadership Institute

By Sarah Moore Brookshire, Pfeiffer University

Five North Carolina representatives participated in the NACE Management Leadership Institute from July 12-17, 2003 in Tempe, Arizona. (I was fortunate enough to receive the SACE

MLI scholarship and I thank SACE for allowing me the opportunity to participate.) You may ask what can be accomplished in 5 days. The answer is...more than you can imagine! And if that isn't enough, you have lots of pre-institute homework that allows everyone to get on the same page and be more prepared for productive conversations and sessions. I won't lie and say that our noses were to the grindstone the whole time. We still found time for lying by the pool, shopping, visiting the botanical gardens and eating, eating, eating.

Fifty-eight Career Services professionals, two NACE coordinators, and six presenters brought together an incredible amount of resources, ideas and added wonderful depth to the entire week. We started the week with the Leadership Practices Inventory and

looked at our results from the LPI; in-depth marketing theory and strategy; strategic planning and management of career services; financial management;

maximizing performance, which included evaluation, motivation, and conflict management; and ethical and legal issues. I brought back resources that I will continue to refer to and hopefully incorporate into my management and leadership roles on campus and in professional associations.

If you haven't participated in the NACE MLI, maybe you should begin planning now to participate in the NACE MLI 2004! If you are interested in attending, contact

Nancy Mikkelsen at 800-544-5272, ext. 148 or nmikkelsen@nacweb.org.



Left to Right: Tim Stiles, University of North Carolina at Chapel Hill; Sarah Moore Brookshire, Pfeiffer University; Brian Newton, East Carolina University; Carolyn Couch, Wake Forest University; and Monica White, Davidson College.



Letter From the President



Dear Colleagues:

For our college and university members who view time through the lens of an academic calendar, the year is off to a snappy start, or as a Seabiscuit fan might intone, "We've left the starting gate and are off and running!" Employer members may feel a stirring of excitement as recruitment season approaches in what we hope will be a brighter hiring year by Spring 2004.

Hurricane winds from ISABEL stirred things up this September. Our many members at or near the coast are in our thoughts and prayers at this moment. All of us hope you and yours are safe and that offices and personal property escaped damage.

The NCACE board and committee chairs, pictured on page 8, met at Elon University for two days in July to plan for the upcoming year. We had great fun coming up with new ideas to move our organization forward. Let me share with you some of what we discussed.

Leslie Rand-Pickett, Technology Co-Chair in charge of the NCACE web site, has boldly taken the reins from Nick Christian, who moved from UNC-C last year to work in Ohio. Many thanks again to Nick, who served as the webmaster even after his move, and to Leslie, who has learned much about web site mastery this summer. Check out our web site at www.ncace.org to see how user friendly it has become. Please send suggestions and updates to Leslie.

Kent Hester and Holly Sweat, Annual Conference Co-Chairs, and their committee are hard at work on our 35th Anniversary conference in Asheville, "Soaring to New Heights." Soon it will be time to reserve your room (\$105/night) at the Marriott Renaissance Hotel for May 5-7, 2004. Also consider becoming a mentor for new members at the conference – contact the committee for information.

Employer Visitation Co-Chairs Pat Nash and Meredith Goetz, and Professional Development Co-Chairs Jerry Allen and Sarah Moore Brookshire, will work together this year to produce a new series of programs called "Coffee and Conversations." In the works are three half-day regional meetings, tentatively scheduled for January 30, 2004, which we hope will be video-linked for speakers, lunch, and roundtable discussions. We thought it was important to have easy-to-reach regional get-togethers for informal discussion of important topics. During the summer, these committees conducted a survey to receive input for topics, speakers, workshop recommendations, and geographic locations. Results will be presented to the board at the October meeting.

The Executive Board and Committee Chairs will meet on Friday, October 24, 2003, at the new Career Center at UNCG in Elliott Hall from 10 am-3 pm.

If you are interested in participating as a committee member, please contact the appropriate committee chair listed in this newsletter or on the web site. If you have questions or want to share information/suggestions, please feel free to contact me at pbrumbaugh@elon.edu or 336/278-6538.

Best regards,
Pam Brumbaugh
NCACE President



Two Years after Sept. 11, Two Pros Find New Careers

By Penelope Trunk,
Provided by CareerJournal.com

John and I met at a support group for people who were suffering from post-traumatic stress after 9/11. It was October 2001, and we both had just lost high-paying jobs in the financial-services arena. Two years later, 9/11 is old news to most people, but not everyone is back to work as usual. John and I, like many people who were at the World Trade Center that day, still have not gone back to the office.

In the post-traumatic-stress group we joined, the first thing you're asked to do is tell your story. Survivors like us are believed to have turned off all our emotions to get through the trauma of the World Trade Center attack. The theory behind the story-telling exercise is that we need to experience the emotions we missed so we'll stop having nightmares and panic attacks.

Perhaps your career also has taken a step back as a result of your suffering due to 9/11. Or maybe you have experienced something recently that's very traumatic and has taken a toll on you professionally. Here's what happened to us and how we have dealt with it.

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UNC-Chapel Hill pilots Career Services Intern Training Program

by Jacquelyn M Gist, UNC-Chapel Hill

Do you remember what it was like to be a new intern in a college career services office? Maybe it was twenty years ago or maybe your first day was just last week. We all remember the sweaty palms from not really knowing what was expected of an intern and wondering if all those theories we learned in grad school would work when faced with real students. Few of us were taught in graduate school about resume critiques, interview training, web-based interview scheduling systems, and the myriad other activities aside from career counseling that take place in a career services office. Being an intern in a busy career office can be a little overwhelming, and training new interns at the start of the school year when days whirl by can stress supervisors. To help career services graduate interns prepare for their internships, University Career Services at UNC-Chapel Hill developed a pilot intern training program that was inaugurated on August 12, 2003. Participants in the day-long program were from Washington and Lee, Meredith, NC Central, NC State and UNC Chapel Hill.

UCS staff presented sessions covering the mission of a college career office and the programs and resources that are the daily tools of career services. Session topics included philosophical and legal issues, individual counsel-

ing, assessments, internships, job search correspondence, and interviewing and electronic resources and systems. Participants received a certificate of training completion. The small group of nine participants allowed for lively involved discussions. Participants gave the training program excellent evaluations, and many commented on the usefulness of the material covered. Based on the success of this year's training UNC Chapel Hill will be offering the Graduate Student Intern Training Program next summer as well.

The Flying Ace

is produced by the North Carolina Association of Colleges and Employers (NCACE) for the enjoyment and enrichment of its members. Four issues are published each year (Winter, Spring, Summer and Fall) which are accessible online (via a free Adobe Acrobat Reader) at www.ncace.org.

If you would like to submit articles, updates, or other information for publication, please send your text in a Microsoft Word document to Rhonda Kosusko (rkosusko@elon.edu). Your comments and feedback are always welcome!

NCACE Newsletter Committee

Rhonda Kosusko,
Elon University
rkosusko@elon.edu

Brett Woodard,
UNC-Greensboro
bjwoodar@uncg.edu

Two Pros Find Post 9-11 Careers

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I was standing a block away from the first building when it fell. I ran only a few steps before I was blinded by the debris and fell into a pile of people. I pulled myself out of the pile but couldn't see anything and could barely breathe. For a quick moment, I felt sorry for my family because I knew I would die and they would have to deal with it.

Then I concentrated on trying to make sure I didn't die in a horribly painful way. The tightness of suffocation began. Then I heard the sound of a window breaking. Somehow I walked toward the sound and climbed into a building where I could breathe.

John worked at a large investment firm. To escape his office, he had to run through a courtyard where jumpers were falling all around him. No one told him people were jumping from the building. He just looked up and saw bodies dropping from the sky. He froze. He couldn't stop looking at them or figure out what was happening. A friend had to pull him away.

Defined By Our Jobs

My company laid off almost all its employees within a month of 9/11. John took a voluntary severance package. When I think back to the first days of our group, it seems remarkable that when we first told our stories, we were more bothered by the fact that we weren't working than by our World Trade center experience. Prior to the attacks, we had defined ourselves largely by our jobs, and it was less traumatic for us

to feel the humility of unemployment than to re-live the horror of 9/11.

I told people I was job hunting and ready to return to work, but in fact I had frequent panic attacks. During one of them, I had to go to the hospital. I wasn't in any condition to be in an office.

John said his reason for taking the severance package was that he couldn't travel to New Jersey, where his office had been relocated. Months later, he realized that he also couldn't go back to work because he wasn't sleeping or eating. He saw jumpers in his dreams almost every night.

Trauma hits everyone differently. Some people can cope by working. Perhaps they're soothed by the routine, or the camaraderie of co-workers makes them feel safe. Maybe work is just an escape. For whatever reason, some people were able to go back to work the next day, and some people weren't.

I wasn't able to separate the trauma from the office. For me, going into an office seemed like going back to the trauma. I had been doing free-lance writing for a while, even when I had an office job, but after 9/11, I kicked it into high gear. I decided that I wasn't an unemployed financial-services professional; I was a working free-lance writer. After months of group meetings, I was able to reframe my 9/11 trauma. Instead of being a debilitating spiral of panic attacks and unemployment, it became a turning point in my career.

Overcoming Survivor's Guilt

John's response to 9/11 was to basically lock himself in his apartment. He felt guilty that he survived when people with young children had died. John read account after account about the randomness of who had died in that courtyard. Some were killed by dropping jumpers, some by falling building parts, and some by falling pieces of airplane. People were hit all around him.

Overcoming survivor's guilt takes months. Not only did John overcome it, he also changed his life. Once he could view himself as lucky to be alive, he felt compelled to create a life that would be meaningful to him. He never really liked his job at the investment firm, and earning a big paycheck was no longer important to him.

What to do, though? Before John could hunt for a job, he had to find out what was worth doing for the remainder of the life he was lucky enough to have. This transition has been slow. He's had to visualize himself going into an office without being traumatized. He has had to buy interview clothes because he gave all his work clothes to Goodwill in an early moment of distress.

His resume has a two-year gap and needed to be retooled. In New York, a large gap on a resume following employment at an investment firm is generally understood to be due to a World Trade Center

Post 9-11 Careers

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experience. Still, because everyone is bound to ask, John has worked hard at crafting an answer to, "What have you done for the past two years?" He aims to mention 9/11 without having the trauma dominate the interview.

For him, this process of moving from survivor's guilt to finding a more meaningful career has taken two years. He started to hunt for a job in film archiving just this month. Compared to John's, my career change was relatively easy. I wrote an account of my World Trade Center experience that was published by Time magazine online. Who could ask for a better clip than that?

John and I wish the tragedy of 9/11 never happened. However, we both have grown from the event. We made personal assessments that we might never have made otherwise, and we took career risks that would have looked too scary in the pre-9/11 world. Our memories of 9/11 will always be filled with images of our offices, but our new careers will be a bright spot in the sad memories of that day.

— Ms. Trunk is a free-lance writer in Brooklyn, N.Y. She has launched new businesses for Fortune 500 companies and founded two companies.

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NCACE Conference 2004 *Soaring to New Heights*

**May 5-7, 2004, Renaissance Hotel
Asheville, NC**

On behalf of your Annual Conference Co-chairs (Holly Sweat and Kent Hester), we would like to say hello to all NCACE members! We trust that the beginning of the new academic year is busy with activity for both employers and college members alike!

Planning for the 2004 NCACE Annual Conference is well underway, so we want everyone to go ahead and get it on your calendars now, so you won't miss out! The 2004 conference will be held May 4-7, 2004 in beautiful Asheville, NC...where springtime in the mountains brings colorful flowers, sunny and warm days and cool, crisp nights. Our location is the fabulous Renaissance Hotel (<http://www.marriott.com/dpp/PropertyPage.asp?MarshaCode=AVLBR>) in historic downtown Asheville. We have already met with the hotel folks, and are excited about the possibilities for this conference...and we think you'll be excited as well!

Furthermore, a fantastic conference committee has been assembled to make this conference one that you'll not want to miss. Look for more details as they are confirmed in future newsletters and through e-mail announcements.

For more information, or to volunteer to help, contact Holly Sweat at hsweat@gardner-webb.edu or Kent Hester at kent_hester@ncsu.edu. We hope to see everyone in the beautiful Smokey Mountains in May!

Holly Sweat & Kent Hester
Co-chairs, 2004 NCACE Annual Conference Committee

In Memory of Lucile Reed Edwards

Lucile Reed Edwards (we knew her as Lucile Reed), died at her home in Kinston August 27. Lucile was a graduate of Western Carolina and had a graduate degree from East Carolina University. Lucile was an active member through her work at Lenoir Community College in Kinston.

"I can remember her positive approach through working with her

on committees and at our annual conferences," said Michael Bailey, Southern Bank and Trust. "She was a big help when I needed to fill some hard-to-fill positions for our new operation center in Kinston. She truly represented well the profession of helping students find meaningful work. She will be missed."

Welcome New NCACE Members!

Larry Donley

Coordinator, Student Professional
Development
East Carolina University
701 East Fifth Street
Greenville, NC 27858
(252) 328-6050
donleyl@mail.ecu.edu

Lenroy Jones

Director, Career Services
East Carolina University
701 East Fifth Street
Greenville, NC 27858
(252) 328-6050
jonesle@mail.ecu.edu

Sue Martin

Assistant Provost, Student Profes-
sional Development
East Carolina University
701 E. Fifth Street
Greenville, NC 27858
(252) 328-6050
martinsu@mail.ecu.edu

Jeff Sackaroff

Director, Career Services-College
of Management
NC State University
2100 Pullen Hall, PO Box 7303
Raleigh, NC 27695
(919) 515-2396
jeff_sackaroff@ncsu.edu

Kudos to...

Carol Schroeder, formerly
Interim Director of the NC
State Career Center, on her
promotion to Director.

Darlene Broadhurst,
formerly a graduate assistant
in the Career Development
Center at Appalachian State
University, on her new
position as Career Counselor
for the Bryan School of
Business at UNC-Greens-
boro.

Brett Woodard, formerly
Assistant Director and
Counselor for the College of
Fine & Applied Arts at
Appalachian State University,
on his new position as
Assistant Director of Career
Services for Student Employ-
ment at UNC-Greensboro.

Technology Corner

by Leslie Rand-Pickett, UNCW Career Services

Useful Websites for College Students:

Career Planning

- Gives insight into many career opportunities, including info on how to "break into" a given profession. Very cool design and useful information for those exploring careers. **Website:** www.getthatgig.com

Federal Jobs

- Good information on the federal job search process and how to find job openings. **Website:** www.calltoserve.org

Pharmaceutical Careers

- This website is great for a little "who's who" in the industry, with links to their websites. **Website:** <http://www.phrma.org/whoweare/members>

Personal Statements for Graduate School

- Offers examples and tips for students writing personal statements for graduate school. **Website:** <http://www.statementofpurpose.com>

Save the Date For Coffee and Conversations!

Join your colleagues for "Coffee and Conversations" in one of four regional sites to discuss hot topics and connect through a live broadcast with the other sites to share insights throughout NC!

Friday, January 30, 2004
10:00 a.m. – 2:00 p.m.

Four Convenient Regional Sites:

- * Vance Granville Community College
- * Western Piedmont Community College
- * Coastal Community College
- * Central Piedmont Community College

**Look for more details on
NCACE's website!**

Meet the Executive Team!

Each issue of this year's newsletter will highlight several members of the Executive Board and Committee Co-Chairs so you can get to know them better.



Treasurer – Dana Sumner

Assistant Director of Career Development
Meredith College 3 years
NCACE 3 years – Newsletter Co-Chair
Elon University Residence Life
previous 2 years
BA – Stetson U in FL
MA – ASU



Employer Visitation – Meredith Goetz

Regional Recruiting Manager
Enterprise Rent-A-Car
NCACE member for 5 years
2001 Outstanding Employer Award



Employer Rep – Melanie Rights

Regional Recruiting Manager
Enterprise Rent-A-Car 6.5 years
NCACE 4 years
2001 Outstanding Employer Award
Door Prize, Awards, Nominations
Committees



Professional Development Committee Co-Chair – Jerry Allen

Employment Manager
Novozymes North America, Inc. 2 years
NCACE 9 years
2000 Outstanding Service Award
President, Conference Committee
Harris Teeter 11 years
Eckerd Drugs 11 years
BS – UNC-W



Conference Committee Co-Chair – Kent Hester

Director of Student & Career Services
College of Textiles, NCSU 12 years
NCACE 12 years
Treasurer; Door Prize, Employer
Visitation, Directory Committees
SACE Program Committee Co-Chair
BS – NCSU College of Textiles



Professional Development Committee Co-Chair – Sarah Moore Brookshire

Director of Career Services
Pfeiffer University
NCACE Conference, Employer
Visitation Committees
NCCDA President
Licensed Professional Counselor
MA – in both Counseling & Education



Conference Committee Co-Chair – Holly Sweat

Director of Career Services
Gardner-Webb University 5 years
NCACE 5 years
Psychotherapist 12 years Atlanta, Ga
BA – Houghton College NY
MA – IUPA



Leadership Committee Co-Chair – Mike Bailey

Manager of Human Resources
Southern Bank
NCACE 20 years
1994 Outstanding Service Award
President, Most Committees
NC Banking – 30 years
Human Resources – 20 years



Employer Visitation – Pat Nash

Director of Career Services – 6
campuses
Central Piedmont Community College
NCACE 5 years
Previously at U NH, U MA, D'Youville
College NY
BS – Boston U
MEd – Boston College



Newsletter Committee Co-Chair – Rhonda Kosusko

Associate Director of Career Center
Elon University
NCACE 3 years
NCCDA President-Elect
Carolina Career Center, Lee Hecht
Harrison, Sprint-corp comm/gov rel
BS – UNC-CH
MS – NC Central



Rear Row: Jeff Nardo, Pat Nash, Donna Seckar, Mike Bailey, Carolyn Mark, Linda Greenwood and Pam Brumbaugh. **Middle Row:** Jerry Allen, Sarah Moore Brookshire, Holly Sweat, Leslie Rand-Pickett, Brenda Tyson, Meredith Goetz, Jeannette Moss, Tony Abbruzzi and Audrey Abron. **Front Row:** Lori Bumgarner, Brett Woodard, Michelle Brown, Dana Sumner and Kent Hester.

NCACE 2003-04 Board & Committee Co-chairs

President – Pam Brumbaugh, Elon University

President-Elect – Carolyn Mark, NC A&T

Past-President – Donna Seckar, UNC-Greensboro

Secretary – Linda Greenwood, Mount Olive College

Treasurer – Dana Sumner, Meredith College

Executive Committee

College Representatives:

Jeannette Moss, Wake Tech Comm. College

Thom Rakes, UNC-Wilmington

Employer Representatives:

Scott Jolley, Duke Energy Corp.

Audrey Abron, Belk Stores Services

Melanie Rights, Enterprise Rent-a-Car

Conference Committee

Kent Hester, NC State University

Holly Sweat, Gardner-Webb University

Awards Committee

Brenda Tyson, Belmont Abbey College

Jeff Nardo, Coastal Carolina Community College

Employer Visitation

Pat Nash, Central Piedmont Community College

Meredith Goetz, Enterprise Rent-a-Car

Communications/Marketing

Fran Vogeliën, UPS

Carolyn Green, Disney Worldwide Services

Leadership Committee

Brutus Jackson, Elizabeth City State University

Mike Bailey, Southern Bank and Trust

Membership Committee

Michelle Brown, Appalachian State University

Tony Abbruzzi, UNC-Greensboro

Professional Development Committee

Jerry Allen, Novozymes North Americas, Inc.

Sarah Moore Brookshire, Pfeiffer University

Technology Committee

Leslie Rand-Pickett, UNC-Wilmington

Beverly Marchi, NC State University

Newsletter Committee

Brett Woodard, Appalachian State University

Rhonda Kosusko, Elon University

Historian

Lori Bumgarner, UNC-Pembroke