**Career Counseling Without Counselors? Ideas for Scaling Our Work Beyond 1-1 Meetings**

Maggie Heier ([cosg0022@umn.edu](mailto:cosg0022@umn.edu)) and Laura Heilman ([stit0028@umn.edu](mailto:stit0028@umn.edu))

University of Minnesota - College of Liberal Arts Career Services - www.clacareer.umn.edu

**Agenda:**

Context - 5 mins (Maggie)

* What’s prompting this conversation, overview of CLA Career Services service-delivery model.
* Recent opportunities and challenges.
* Our goal for today: Discuss strategies for how to meet the needs of all students/clients in a scalable, effective, and equitable way.

Small Group Roundtable Discussion - 30 mins (Laura)

* Discussion Questions (broken up by small group at different tables)

1. What strategies have been used to scale services to **serve more clients without minimizing the quality** of their experience?
2. What role can **technology** play in helping us reach more clients, or better ascertain needs to provide more personalized service?
3. How do we get the **right client/student to the right level of service** at the right time?
4. How can **scalability create more equity and access** in our work?
5. As counselors, what **ethical issues** must we watch out for when scaling our work?

* Round 1:
  + After quick introductions, please discuss the question provided on the chart paper in front of you.
  + Add any ideas/strategies/considerations that come up in conversation.
* Round 2:
  + Pass the chart paper to the table next to you (clockwise).
  + Read through the previous group’s responses and add any additional ideas, strategies, or other considerations to the list.
* Round 3:
* Pass the chart paper to the table next to you (clockwise).
* Read through the previous groups’ responses and add any additional ideas, strategies, or other considerations to the list.
* Identify and be prepared to share key themes and highlights with the large group.

Large Group Debrief - 15 mins (Laura and Maggie)

* Have each group identify and share any key themes and highlights from the paper they ended up with.

Closing reflection and questions (All)

* Where do we go next?
* What other factors or questions should we be considering that were missed today?
* Any concrete ideas you will consider implementing as a result of this session?
* Additional reflections?