**Employability Milestones**

**Overview​​​​​​​**

* Our Employability Milestones are a series of tangible things our students can accomplish on their way to achieving their goal of securing post-college education or employment. There are [15 Employability milestones](https://tbl500amory.sharepoint.com/:w:/s/SuccessProgramCurriculum/ESrW8w0QzkNFhMRqnh9MObIBcZUe6CHyi74437oror4r8g?e=DbMO30) broken into four categories:
  + **Career Exploration and Planning**
  + [Experience](https://tbl500amory.sharepoint.com/sites/SuccessProgramCurriculum/SitePages/Experience-Tab.aspx)
  + **Build & Maintain Relationships**
  + **Job Search Tools**
* **​​​​​​​**This page will discuss how information is captured and tracked within the categories in bold. For more information on tracking career-relevant experiences, please see the [Experience Tab](https://tbl500amory.sharepoint.com/sites/SuccessProgramCurriculum/SitePages/Experience-Tab.aspx) page.

**Structure**

* Employability milestones in these three categories are structured as **sequential tasks**. Within each category, we expect students will almost always accomplish tasks in the same order (with the possible exception of Job Search Tools, discussed below.)
* First-year students will begin with the first task in each category on their list of upcoming tasks (listed below as 1A, 2A, and 3A.)
* When the first milestone in a category is marked as completed, the next milestone will appear in the list of Upcoming Tasks with a due date 4 months (121 days) in the future. This pattern continues until all milestones in that bucket are completed.
* The idea here is to make sure that students are making steady progress on the employability milestones, but we know some students will accomplish these tasks on a faster or slower timeline than what's automated. Advisors should feel free to make progress on E milestones before they are "due," or to push back an automated due date if the student needs to be focused on another area.

The order is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Order** | **Task Name** | **Upon Completion, generate this task, with a due date 4 months (121 days) in the future** |
| Career Exploration & Planning | 1A | Identified values, interests & skills | 1B |
| 1B | Narrow career interests to 3 career clusters or less | 1C |
| 1C | Individualized career plan complete (have a goal post graduation and an action plan) | None |
| Build & Maintain Relationships | 2A | Establish min 1 new connection related to career path of interest | 2B |
| 2B | Establish min 2 new connections related to career path of interest | 2C |
| 2C | Establish min 3 new connections related to career path of interest | None |
| Job Search Tools | 3A | Understand mechanics of a resume and has initial resume drafted | 3B |
| 3B | Update resume tailored for career opportunities, meets BL standards | 3C |
| 3C | Create LinkedIn Profile, meets BL standards | 3D |
| 3D | Understand key elements of job search process | 3E |
| 3E | Demonstrate interviewing skills & understand interview processes for field(s) | 3F |
| 3F | Apply & interview for min 3 career related opportunities | None |

**When Job Search Tools are addressed out of order**

While we expect the majority of students will follow the order above, we understand there may be times when a student might work on the job search tools in a slightly different order. This solution is **highly technical**and it is important to follow the steps **in this exact order**in order for milestones to be counted accurately.

Let's say, to use an example, that your student scores an interview and receives a ton of interview support before you have a chance to focus on the key elements of the job search process.

* **What to enter**:
  + ​​​​​​​Mark the "Understand key elements..." task as complete  
    - ​​​​​​​You will need to enter a "Type" - choose CCT Direct Service for now
    - The "Demonstrate interviewing skills..." task will appear, due 4 months from now
  + Mark the "Understand key elements..." task as not started
  + **Here's where things will start to get confusing**
  + When you later work on the job search process with your student and check off the "Understand key elements..." task, the system is going to generate *another*"Demonstrate interviewing skills..." task.
  + Delete the duplicate "Demonstrate interviewing skills..." task (not the one you already completed)
    - You should only ever delete an E Milestone task if it is a **duplicate of a task you have already completed**. You can see previously completed tasks by scrolling down in the timeline to past activities.

Want to see this example live in Salesforce? Check out this video!

FAQ:

If an E Milestone is not relevant to my student right now, can I delete it or mark it as Not Pursued? ***Never****delete an E Milestone or mark it as Not Pursued; instead, move the due date to a future date that seems reasonable based on the student's goals and progress.*

When E Milestone data was imported from the old UI, my student had already completed some later job search tools, so the earlier ones never populated. How do I add them?

* *If you can find the E milestone task that comes before the missing one you need to check off, mark it as not started and then mark it as complete again. This should populate the task you're looking for under Upcoming Tasks*
* *Keep in mind that when you mark missing tasks as completed, you will end up with duplicate tasks, so refer back to the instructions above for how to resolve*

Can't I just add a new task and type in the name of the Employability milestone? *Unfortunately, no. The system will only count tasks that have been populated by this automation toward the count of completed E Milestones.*

My student is graduating or timing out. What should I do with the E Milestones they have not yet completed? *You don't need to do anything with those milestones; you can leave them as Not Started.*

*My student is missing one of the "seed" E Milestones in a category (1A, 2A, or 3A) - what should I do? Contact your Program Director or Managing Director - they have the ability to add these milestones for you.*

**Confirming the Status of an E Milestone**

When on the engagement tab, the first thing you see is “upcoming and overdue." Click on the “view more” tab for a list of all outstanding tasks. If a task here has already been completed, edit to mark it as such and the next milestone in the progression order will come up on your upcoming list. If you don’t see something on your upcoming list, scroll down further to see if it was completed previously.

Example Upcoming & Overdue

Example completed

**How goals related to E Milestones are tracked:**

Our goal in moving the "Experience" category milestones out of the tasks function was to allow the entering of the actual experience to be what counts toward completing the milestone. In other words, if a student has one career-relevant experience logged, they have achieved the milestone of 1 career-relevant experience - no need for the advisor to have to check off another box to make it "count."

When looking at the data for E Milestones Completed (Total or This Year), you're seeing a count of any E milestone tasks completed PLUS up to 3 career-related experiences logged on the [Experience Tab](https://tbl500amory.sharepoint.com/sites/SuccessProgramCurriculum/SitePages/Experience-Tab.aspx). For the "This Year" count, you're seeing anything completed after 8/23/21.