



Sarah Danziger
Shelby Krebs
Kathy Nguyen
John Sloat

Employee Experience Journey Mapping: Inter Housing Council Event Team
Dr. Hendricks
November 11, 2018

Executive Summary	3
Introduction	4
Overview of Inter Housing Council	4
Organizational Chart	4
Employee Experience Journey Mapping	5
Developing an Employee Persona	5
Understanding the Employee	6
Beginning to Design the Employee Experience	6
Identifying Pain Points	7
Generating Solutions	9
Building the Map of the Ultimate Employee Experience	10
Appendix	13
Ultimate Employee Experience Map	13
Listening Session Notes	14
References	17

Executive Summary

Our group worked with Inter Housing Council's (IHC) Event Team to gain a better understanding of the employee experience that they provide. This team plans and executes a wide range of on-campus events for students living on campus to attend. Their overall goal and vision for the team is to bring all first-year residents together from all Cal Poly housing communities in a safe, fun, and inclusive environment. With twenty one people, this is a close knit team that relies on excellent communication and teamwork to be successful. They collaborate with other organizations on campus for certain events, such as ASI for Halloweekend and Campus Dining for Midnight Breakfast. Through our work with them we gained a more comprehensive understanding of the structure of the Event Team and the positives and negatives of the employee experience. This summary will provide an overview of our findings during this time.

IHC Events Team is primarily student run and exists to serve on-campus housing students through different free events on campus. The event team became a subset of IHC ten years ago and has worked ever since to bring Cal Poly students together through events. The team is composed of a full-time coordinator, four full-time advisors and thirteen student workers. These students are mostly females with a passion for program planning and are comfortable working both independently and with the team to plan and execute events. They are given a lot of autonomy from advisors in the planning of events and mainly work with fellow student workers to accomplish their goals. These workers are given individual roles ranging from tabling to sustainability that allow them to have unique responsibilities within the team and pursue areas that they are most interested in.

Looking at the employee experience, there is a lot of independence in the weekly work so students need a specific set of skills in order to be successful. These include flexibility, as events are often at inconvenient times and students need to adapt their school schedule accordingly, accountability because of the amount of self-directed work, and willing to work with a flexible schedule as most of these events occur on weekends and at night. It is important for the team to find resilient students who are ready to work hard because they have had problems in the past with workers who are not up for the challenge and burning out leading them to leave the team shorthanded.

To give a preview of the current employee experience, students generally learn about the position through IHC hosted events or job postings through school resources such as Handshake. Students either gain further knowledge about the organization through employees they have met or by reading the brief description of the team on IHC's website. Employees go through a group interview process that involves both traditional questions and an interactive activity where students must display creativity and the ability to think on their feet. The assimilation phase is one of the weak points, as students are subject to a vigorous event schedule two weeks before school begins. Some students burn out and decide that working these hours and events are not for them, but most workers leave the team because they are leaving Cal Poly. This paper will cover all of these topics more in depth, as well as outline our recommendations for improving the IHC Event Team's employee experience.

Introduction

Overview of Inter Housing Council

The organization that we have chosen for our project is Inter Housing Council (IHC) Event Team, which is part of a public agency within Cal Poly University Housing. IHC Event Team is a group of students, supported by supervisors and advisors, who engineer and implement large-scale, alternative, weekend events. The programming also fosters collaboration with fellow Cal Poly organizations (such as ASI, Campus Dining, etc.), and local San Luis Obispo businesses. Their mission is to design and lead fun, large-scale, weekend events. IHC's vision is to bring first-year residents together from all Cal Poly housing communities together in a safe, fun, and inclusive environment that is welcome to all. The team also offers students the chance to gain professional and career development opportunities by being an Event Team member. Members of Event Team must be open-minded, collaborative, and be able to take initiative. The team originally started out with 5 members in 2008, forming Inter Housing Council's third branch (alongside their Advocacy Board and Community Councils), and has since grown to hold 13-20 members at a time. In terms of services, IHC offers a variety of different programs geared towards first-year residents throughout the year. Starting with Cal Poly's Week of Welcome, IHC Event Team hosts Housing Social, Silent Disco, Casino Night, and Movie Night. Continuing on into the school year, the team designs and leads events such as Battle of the Halls (in partnership with ASI), Feels Like Fall Fair, Halloween Escape Rooms, Donut Festival, Midnight Breakfast (in partnership with Campus Dining), and many more. Food and entertainment is provided at each event and free to any Cal Poly student.

Organizational Chart

A functional organizational chart best fits the needs of Inter Housing Council's Event Team in displaying the structure of positions within the organization and relative job position rankings. This type of chart groups employees within a hierarchy by using their roles and responsibilities. On IHC, Cat, the Leadership and Program Coordinator has the most power and supervises all those in the positions below her. All employees lower than Cat in the hierarchy are grouped into departments consisting of outreach, social media, and training and assessment. Additionally, communication and collaboration is key to the success of IHC Event Team. Therefore, a functional organizational chart clearly displays communication channels and illustrates which relative supervisors each employee should report to. One disadvantage of using a functional organizational chart is that it divides employees into fixed departments. Employees of Event Team are assigned to certain roles and responsibilities when first hired so a functional chart is the best way to display this. However, by showing the division of employees into departments, employees may have little knowledge or concern about tasks within other departments. Consequently, Event Team emphasizes the chain of

communication. All employees communicate important information upwards and then Cat, the Leadership and Program Coordinator communicates this information to the whole team. The working relationships described in this section are visually displayed on the following chart.

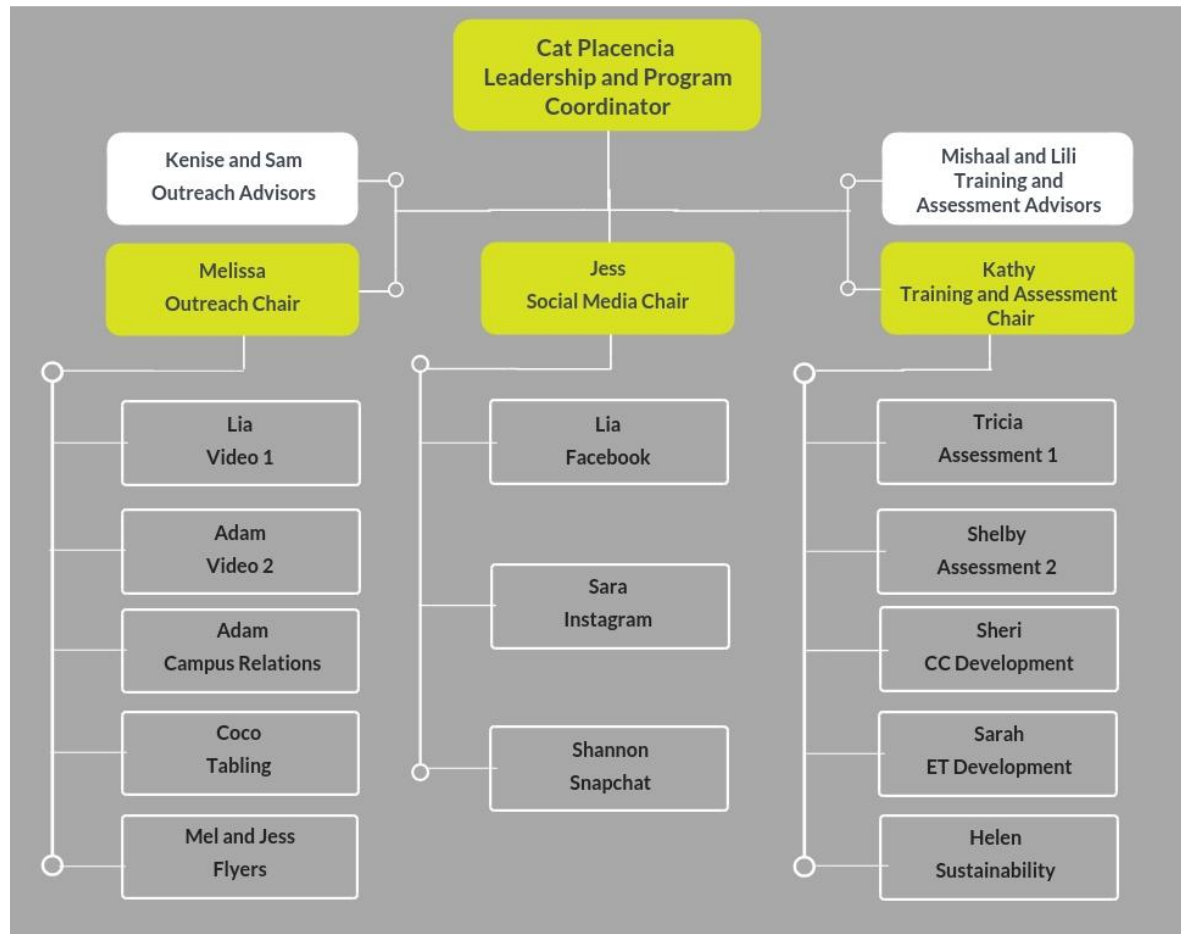


Figure created with Canva

Employee Experience Journey Mapping

Developing an Employee Persona

The employee persona created by the current Inter Housing Council Event Team Members is named Luna. She is a third-year at California State University, San Luis Obispo. Luna is 20 years old and is a Recreation, Parks, and Tourism Administration major with a concentration in Event Planning and Experience Management. Luna is involved in other on-campus organizations like the Line Dancing Club and professional groups, such as Rho Phi Lambda. On the weekends, she enjoys going out with her friends and is very social. She enjoys school and spends at least 2 hours per day studying or completing her homework. Luna is skilled in time management and is highly organized. Luna is interested in getting to know her coworkers and wants to form a bond with each of them. She is

respectful of ideas and differing work and personal life opinions. She is artistic, creative and believes in the work hard, play hard motto. Her personality is bubbly, friendly and outgoing. She is reliable, trustworthy and passionate. One of the most important qualities that Luna possesses, in relation to the organization, is her ability to be an outstanding leader.

Understanding the Employee

Seeing that Inter Housing Council Event Team is an on-campus position, it is important for employers to understand the needs of their student employees when onboarding them to the team. During the listening session, we were able to identify three important needs for a student employee to succeed in an Event Team member position. The first need involves flexibility. Event Team members need the ability to work around their class schedule and other obligations (such as family, Greek life, emotional wellness, etc.) outside of IHC because all members of Event Team are students, requiring flexibility on both sides. The second need of an Event Team employee involves accountability. Event Team members need support from advisors and professional full-time faculty because the job requires a large amount of self-initiative. Without effective guidance, there is no constructive feedback for employees to improve or grow upon. Advisor support is especially critical to keeping each individual member accountable for their responsibilities that affect the team as a whole. The third, and final, need of an IHC Event Team employee involves sufficient staffing and hiring. IHC Event Team employees need a resilient and well-staffed team of at least 15 students, because that is the minimum number of student employees required to effectively execute a large event. IHC Event Team members are required to work weekends and late nights. In years past, Event Team has had challenges with student burnout. Consequently, teams begin to shrink over the academic year and, in turn, it becomes increasingly difficult to execute events with little staff support.

Beginning to Design the Employee Experience

There are substantial touch points that an IHC Event Team employee goes through at each stage of their employee journey. Those six stages include the awareness, acquisitive, action, assimilation, adios, and advocate stages. We were able to identify key touch points for each stage during a listening session by having interviewees write their experiences with IHC on post-it notes, with one experience or moment per post-it note.

At the awareness stage, employees first hear about IHC Event Team and became interested either by seeing a flyer, seeing a job description on a jobs page (including the Experience Industry Management Jobs Blogs and MustangJOBS), or attending an event hosted by IHC. During the acquisitive stage, employees act on their initial interest in the job by visiting the IHC website to research the organization and position objectives. At the action stage, employees apply online and go through the interview process, which focuses on individual strengths and collaborative capabilities in a paired interview setting. At the assimilation stage, IHC employees are required to attend a week-long training session before Cal Poly's Week of Welcome (WOW). Following training, IHC Event Team

employees immediately execute their WOW events, which involve late nights and long hours. Once the quarter begins, IHC employees begin to attend weekly Event Team meetings throughout the year, with meeting days and times changing per quarter based on class schedules and general availability. Each member is then assigned to a committee (including Training and Assessment, Marketing, and Social Media Committees) following an advisor evaluation of their skills and abilities. Advisors also regularly check in throughout the quarter to provide support and constructive feedback.

At the adios stage, Event Team members depart from IHC for a variety of reasons. One common reason for an employee to leave is because they feel overwhelmed with having a part-time job alongside their heavy school workload. Another common reason is that IHC employees often find better professional opportunities, whether it be better in pay or better in their major field. Finally, at the advocate stage, IHC employees are able to apply their skills to their major career field, thus allowing employees to talk highly of, or recommend IHC Event Team. However, not all IHC employees are in a major that is relevant to their job responsibilities as an IHC Event Team member (such as engineering, environmental science, and biology).

Identifying Pain Points

Each stage of the employee experience for the Event Team with Cal Poly's Inter Housing Council includes specific pain points that the interviewed employees identified. For the Awareness stage, employees found that on-campus residents and housing staff do not know what Inter Housing Council is or that an Event Team is in existence and actively implementing programs throughout the school year. Employees stated that even though they lived on campus their first year, they were not aware Inter Housing Council's Event Team were the ones designing and hosting the programs they attended. They also found that Inter Housing Council is often confused with Cal Poly's ASI (Associated Students, Inc.), concluding that there is not enough brand awareness for the organization.

As far as pain points for the Acquisitive stage of the employee experience, employees found that the organization's website is not informative. The site did not include a job description and only had a brief summary of the organization's purpose and mission. The site also was not updated consistently and contained dated information.

For the Action stage, employees identified the main pain point to be the actual interview process. Inter Housing Council's Event Team members said that the interview itself was stressful and unclear. The interviewees received an email beforehand that stated the meeting would consist of a group interview followed by an individual interview. When they showed up they were then told that there would be a timed activity during the group portion of the interview. Employees found this produced feelings of uncertainty and unforeseen stress. Current employees came to the realization that another pain point for this stage is that there is a long gap between the hiring process and the start of the job. Employee's recalled that they applied for the position around January, were interviewed in the beginning of February, got the job offer in late February, but did not start the training process until the

middle of September. This created a confusing hiring process and a distance between the future employee and the organization.

Once hired and part of the Event Team, employees recognized several pain points in the Assimilation phase. Firstly, they found that the job training was scheduled too close to the start of the academic school year and Cal Poly's orientation program, Week of Welcome, events. Employees spent four full work days undergoing job training, followed by a week of preparing and working Week of Welcome events. This consists of working all day and into the night and then returning back to work early the next morning with very few breaks between shifts as well as only having one to two days off. Employees found this to be too overwhelming and it did not allow adequate time to understand their general event team roles as well as their individual committee roles. This also made employees tired, stressed, overworked and unprepared for their first week back at school. After training was finished, employees found that it can be difficult to work late night programs. Some events that the Inter Housing Council's Event Team hosts are held on school nights so employees are working late at night, and into the early hours of the next day. Employees find this difficult to balance with school work and early morning classes. In addition, Event Team members stated that on-campus parking is a pain point at this stage. There is a lot of confusion on where they are able to park for late night events as well as during their week of training. The employees do not want to walk home after their late night events, as they feel it is not safe to do so but they are not sure if they are allowed to park on campus or where they are authorized to. These generates confusion and little direction by officials. A majority of the event team members are Recreation, Parks and Tourism Administration majors, however, the rest of the team consists of a wide variety of majors. This makes the job not applicable to their major or future career field. Employees find that they may not need the experience that event team is providing them and that they don't find a position within the organization to express their individualized skills. Another pain point that was identified was that the job requires an ample amount of independence and not much guidance for superiors or advisors. The employees found that this leads to a lot of uncertainty on what to do in office hours, how to correctly complete tasks, and not feeling adequately supported by their supervisors.

The pain points in the Adios stage of the employee experience consisted of a negative outlook of Inter Housing Council after leaving and the employee who quit feeling like they have let down their team. The interviewed event team members said that some previous employees have been terminated for their lack of participation and contribution to the team's efforts in designing events for residents, and therefore do not have a positive relationship or reflection with the organization. The Event Team members of the organization also found that when employees have quit, whether it's for personal reasons or because they cannot handle school work and Event Team hours, they tend to feel like they have disappointed their fellow co-workers.

The Inter Housing Council event team members identified only one pain point for the Advocate stage of the employee experience. This pain point was that the position of an event team member may not be applicable for some employee's future careers, therefore they will not put it on their resume, LinkedIn profile, or talk about the organization in future interviews. Because the

employee's have varying majors and concentrations, they may not find the skills or experience gained from Event Team relevant to them for future jobs. This reduces the advocacy and conversation about Inter Housing Council Event Team amongst professionals.

Generating Solutions

For every pain point and concern listed above, our team worked with the focus group to determine possible solutions to resolve these issues. Beginning with awareness, the calendar portion of the site also needs a complete remodel. The currently available calendar of events is simply a Google Calendar extension that adds the events into your personal calendar. However you can not view the events if you do not add the calendar, and people who do not use or are unfamiliar with Google Calendar are left at a disadvantage. There needs to be a rundown of events on the site, each including the same visuals and flyers used to promote it on campus, and explaining details of the events. This will help inform more students and draw larger attendance. Awareness can also be increased for this position by increased advertising throughout WOW week that the Event Team is planning these events. Through awareness, the team can attract students with an interest in the field and get them excited about the position. If their position is highlighted and promoted the way that WOW Leaders are, it will help draw awareness to the position and the team.

Moving on, there is a need in the acquisition phase for the IHC Event Team to build a website with more information and resources regarding the specifics of the Event Team and the job positions. While there is a small paragraph on the website devoted to the IHC Event Team, there needs to be more information about the different positions to provide an understanding of the type of professional experiences they can gain from the job. This position is a great example of the school's motto "learn by doing", and further education about the team will help draw more students.

Looking at the action phase, employees identified the lack of information about the structure of the interview as a pain point in the employee experience. Since the focus group recalled being caught off-guard by the activity portion of the interview, we suggest that hiring managers give interviewees a better description of the interview structure when reaching out to them. Employees believe that the activity portion of the interview should either be eliminated from the process, or made clear to interviewees beforehand in order to reduce animosity towards to process. Additionally, there is a large gap in the action phase between hiring and training that needs to be filled. Students are hired in February but do not receive any formal training until the week before WOW in September. This six month period is valuable time lost where students could begin job training and get the feel for how the Event Team operates. Based on their accounts, new hires are overloaded with work for their first two weeks since they go straight from training to WOW. We strongly suggest creating a training program in the spring that allows these workers to become acquainted with the team and understand the functions of the job. Not only will training before summer help build confidence, but it will help diffuse the chaos of those first two weeks. This will help to prevent new hires from burning out too soon or getting scared and leaving the job early. Since hiring managers prefer to hire during this time every year, we suggest that they provide employees with some basic training before the school year is over. New

hires can begin shadowing current employees for events so that they can build up confidence moving towards WOW.

Next, in the assimilation phase, workers expressed a desire for clearly defined job duties and committee roles. We suggest providing more defined explanations of job duties and different team roles so that employees have a better understanding of the expectations for them. Similarly, individual committee roles need to be more well-defined so that students are not simply presented with a position that they do not understand, or forget about. Employees also identified a need for clear parking instructions during the week of training. We recommend collaborating with Campus Police to provide temporary parking for these students during the week so that they do not have to pay the high daily fees. Finally, the event team needs a more structured and involved support system for employees, especially during training and WOW Week. Employees told us that they do not feel there is enough support from advisors, so it is key that these advisors become more involved early on in the process. Overall, these solutions for the pain points in assimilation will help create an enjoyable employee experience that leads to more relaxed and confident workers.

Moving on to the adios phase, employees feel that many people leave the job with an overall negative outlook and feel like they are letting their coworkers down by leaving. Employees explained that there needs to be a more concrete protocol for announcing departure, that way other employees can understand the choice, and the employee leaving does not feel like they have let them down. It was suggested that announcing these choices during team meetings, or other gatherings where other coworkers will be there to listen to their reasoning. With this method, employees on the way out can feel satisfied knowing that their story is heard and there are no hard feelings.

Finally, in the advocate phase, student workers who were not studying subjects like event planning or marketing feel like this job does not provide relevant job experience moving forward. There is a large potential for change in this area because of the different job duties within the Event Team. With positions from training and assessment to campus relations, there are plenty of opportunities for students to tailor their work experience in order to gain relevant job skills. Furthermore, students who still are not able to find applicable experiences to fit their resume, can reach out to advisors on the team to look into ways they can help past the regular job duties. For example, the student worker we interviewed studying economics could help advisors manage the event budgets and help with tracking purchases. This relates back to the need of advisors to be more readily available to student workers, as they are a valuable resource. With more relevant experience, workers from all majors will feel confident with this position on their resume.

Building the Map of the Ultimate Employee Experience

After conducting this interview session with employees from Inter Housing Council Event Team, our group was able to build the ultimate employee experience map. Using the feedback provided, we visually displayed every touchpoint, pain point, and solution. Additionally, we mapped

out what the ideal employee journey would look like for a member of IHC Event Team. For each phase of the employee journey, we identified which team (outreach, social media, or training and assessment) would be tasked with implementing the identified solutions in order to build the ultimate employee journey. The ultimate employee experience map can be viewed within the appendix section of this report.

First, in the awareness phase, students will come into contact with IHC Event Team either by attending one of their events as a freshmen, seeing a flyer for IHC on campus, seeing the IHC booth during University Union hour, or from their resident advisor.

Next, in the acquisitive phase, employees will receive more information about the position. The Outreach and Social Media teams will work together to improve the company website, adding new tabs for job positions, calendar of events, and pictures of past events. A potential employee will have viewed IHC Event Team's professional and informative website before they consider applying for a position.

For the action phase, the ideal employee experience involves a potential candidate applying for the position on the IHC Event Team website and then interviewing for the position on campus. The website will be easy to navigate and the job application will take less than thirty minutes to complete. After applying, the employee will be called in for a group interview and informed that a portion of the interview will ask them to collaboratively design an on-campus event. In the past, employees have felt stressed out by the IHC Event Team interview, so to reduce stress employees will be able to prepare for the activity. Instead of waiting a 6-month period between accepting the job offer and starting the position, employees will go into training shortly after being hired.

Moving on to the assimilation phase, the ultimate employee experience consists of effective training, advisor support, and team support. In the past, there has been a 6-month gap between hire date and start date. We recommend shortening this interval, and instead starting training a month or two after employees are hired. The training and assessment team will work on implementing changes to improve the assimilation phase. In the ideal journey, employees will be hired in February and receive their first training in March or April. Next, they will shadow active IHC Event Team employees at Spring quarter events. This will introduce new hires to IHC Event Team expectations early on and aid in the process of team bonding. New hires also will aid the active employees in planning WOW events. This will allow new hires to have a sense of ownership over the events that they later will spend extensive time working at. Before WOW, an additional training and refresher course will occur that emphasizes job duties at the upcoming events as well as individual job position duties for the entire year. Advisor support will occur early on in Fall quarter, and advisors will reach out to their relative teams within the first month of classes. A team meeting will occur where individual job position duties will be further defined. Each employee will receive specific job duties to complete over the course of the quarter. This will give employees more structure and guidance, and provide them with work to fall back on in office hours when there is nothing else to do. Advisor support will continue on throughout the year and advisors will be expected to attend weekly IHC Event Team meetings every other week. Team support is essential due to the collaborative nature of events. Therefore, IHC Event Team

requires fifteen employees or more. IHC Event Team administration, consisting of Cat and the advisors, must hire enough employees in February so that the workload doesn't fall too heavily on any one student employee. Temporary employees will be hired during peak event seasons, such as WOW week. As a result, students will not feel burned out from working on IHC Event Team and they would not be forced to work late nights and then also work the following morning. Instead, a large enough staff would allow the employees to be broken into shorter, more manageable shifts. Lastly, employees will be granted temporary parking passes for peak event seasons and for events where they are expected to work past midnight. Parking on campus can be extremely frustrating and employee resentment may build if the employee continues to be ticketed while working on campus. It is unreasonable and unsafe to expect employees to walk home at 1AM, therefore parking passes need to be issued for late night events.

The ultimate employee experience within the adios stage goes hand in hand with the assimilation phase. Employees feel supported by their advisors and don't feel overwhelmed by work. They also feel confident in their ability to balance working at IHC Event Team and their class-load. Therefore, employees only quit when they receive better job offers or graduate from Cal Poly.

Lastly, in the advocate phase, employees will have worked with administration during their time in IHC Event Team to implement creative application of their major in their individual job duties. This will allow employees to gain experience that will be applicable to their future career and to feel proud to list IHC Event Team on their resume.

To conclude, IHC Event Team is a group of students who plan and implement events on Cal Poly's campus. All employees require collaboration, communication, and self-initiation skills. However, through listening to the employees of IHC Event Team, we have concluded that employees can better maximize these skills if their work experience follows the touchpoints within the six stages that have been detailed in this report: awareness, acquisitive, action, assimilation, adios, and advocate.

Appendix

Ultimate Employee Experience Map



Figure created with RealtimeBoard

Listening Session Notes

Step #1: Employee Persona

Ideal employee's name is Luna. Third year. 20 years old. Female. Being creative. Artsy. Work hard, play hard. On the weekends she likes to go out with her friends. She is an EIM major concentrating in Event Planning & Experience Management. She is involved with other organizations such as the Line Dancing Club and different professional groups like Rho Phi Lambda. She is very social and outgoing. "Work hard, play hard." She enjoys school and spends at least 2 hours a day studying. Organized and good at time management. Artistic and creative. Reliable, bubbly, trustworthy, respectful and passionate. Interested in getting to know her co-workers and forming a bond with them. Luna has very good communication skills. She is also reliable, outgoing, friendly, and has characteristics of a leader.

Step #2: Understand the Employee

1. Luna needs flexibility because all members of the team are also students, so she needs flexibility from IHC in order to be flexible herself.
2. Luna needs support from advisors and professional full-time faculty because the job requires a lot of self-initiative. Without guidance, there is no constructive feedback.
3. Luna needs a reliably staffed team with at least 15 students because it is difficult to plan an event with a small team as students start to quit or drop out from the team over time.

Step #3: Begin to Design the Employee Experience + Identify Pain Points for Each Stage and Generate Solutions

Awareness

1. IHC events during WOW
2. Saw job posting on EIM Jobs Blog
3. Current IHC members coming to speak in RPTA classes

Pain Points

1. Website is not informative
2. No job description on website
3. IHC getting confused with ASI
4. No one knows who IHC is

Solutions

1. Consistently updated and more informative website
2. More brand awareness (posters, signage, ensuring other housing employees i.e. desk assistants, RA's and CSD's know about events and event team members)

Acquisitive

1. LinkedIn
2. IHC Website
3. LinkedIn research of current/former employees

Pain Points

1. Long time gap from hiring to job start (interviewed in feb., hired in feb., start in sep.)

Solutions

1. better/shorter hiring period

Action

1. Apply online at erezlife
2. Update resume
3. In person individual interview
4. Group interview and activity

Pain Points

1. Activity portion of interview, not sure what to do, leads to stress

Solutions

1. Explain that there will be an activity portion of interview before hand
2. Don't do a group interview or give outline of how interview will go before it starts

Assimilation

1. Training/WOW
2. Icebreaker mixer
3. Secret Santa
4. Eventsgiving
5. Team bonding
6. Work events and encourage people to go to events

Pain Points

1. Not knowing event team roles or committee roles
2. A lot of training hours and late night working in the beginning during WOW
3. Working late on school nights
4. Not enough application for wide range of majors
5. Unclear parking standards
6. Too independent and not enough guidance
7. Not enough support from advisors

Solutions

1. More explanation of general event team roles as well as individual committee roles during training
2. Start training earlier so have more time to prepare for WOW as well as more time to fully understand training and get more one on one time, also will make sure that employees are not working over time right before they start school as well
3. Team team parking passes for training and WOW programming as well as more clarification on where to park for late night events
4. Have more individual and committee meetings with advisors

Adios

1. Graduation
2. Too difficult to balance work and school
3. Not as interested in the type of work
4. Find a job more applicable to future career field

Pain Points

1. Negative outlook after leaving

2. Feeling like you've let down your coworkers when quitting

Solutions

1. Announce departure from organization during team meeting so everyone is aware and give a brief description of why they are leaving so team can understand and empathize and doesn't feel abandoned

Advocate

1. Reference IHC event team in job interviews and on resume
2. Put IHC event team on LinkedIn page and connect with past IHC employees

Pain Points

1. Not relevant for future job positions

Solutions

1. Create or become apart of positions that aren't specifically event planning/management and more applicable to major or future career field

References

Event Team. (n.d.). Retrieved from <https://ihc.calpoly.edu/programming-and-events>