



## When Worlds Collide: Partnering with Student Services Offices in an Age of Decreasing Budgets & Increasing Demands

**Presenters:**  
Rupa Bhandari, Assistant Dean of Career Management, Santa Clara University School of Law  
Courtney Fitzgibbons, Assistant Dean for Academic Planning and Career Development, New York Law School  
Sarah McFarlane Polly, Associate Dean for Student Services and Career Development, Case Western Reserve University School of Law

**Moderator:**  
Skip Horne, Senior Assistant Dean, External Relations, Santa Clara University School of Law



April 24 – 27, 2018 • Hollywood, FL

## Case Western Reserve University School of Law

### • History

- Early 2000s through 2007: Admissions, Financial Aid, and Student Services were combined; Career Services was a separate department
- 2008 to 2015: Admissions & Financial Aid, Student Services, and Career Services were all separate departments
  - Fall 2011 snapshot (9.5 employees):
    - Student Services: Associate Dean and Director
    - Career Services: Assistant Dean, 3 Directors, 1 Part-time Employer Outreach Director, 1 Assistant Director, Recruitment Coordinator, Department Assistant

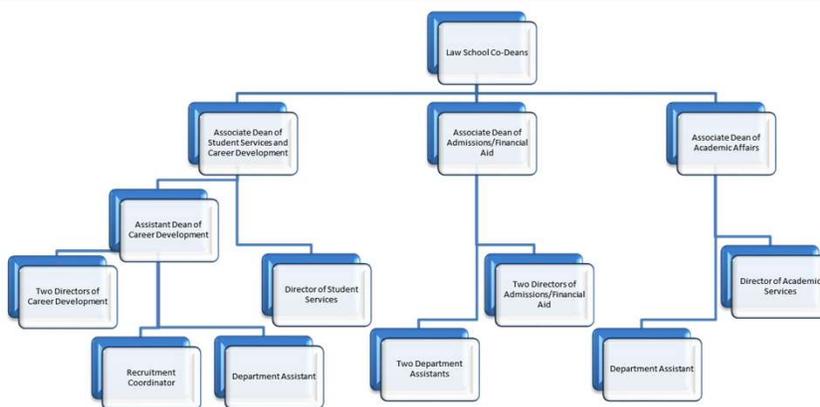


## Case Western Reserve University School of Law

- Summer 2015 snapshot (7.5 employees):
  - Student Services: Associate Dean and Director
  - Career Services: Assistant Dean, 2 Directors, 1 Part-time Employer Outreach Director, 1 Recruitment Coordinator, 1 Department Assistant
- Post-Merger staffing (7 employees):
  - Associate Dean of Student Services and Career Development
  - Assistant Dean of Career Development
  - Director of Student Services
  - 2 Directors of Career Development
  - Recruitment Coordinator
  - Department Assistant



## Case Western Reserve University School of Law



## Case Western Reserve University School of Law

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- **Benefits**
  - Communication with students
  - Programming
  - Information sharing
  - Internal communications, resources, and operations
- **Challenges**
  - Work space
  - Will you all get along?
- **Best Practices**
  - Communicate
  - Rely on each other



## New York Law School

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### Getting to know us ...

- Independent School
- Located: Tribeca

### 2017 Entering Class:

315 Full-Time

62 Part-Time

Two-Year Honors Program



## New York Law School

### Before

#### **Office of Academic Affairs (4)**

- Dean Level
- Associate Director Level (x2)
- Coordinator

#### **Office of Career Services (the structure of this office was fluid – this is simply a snapshot) (15)**

- Dean Level (x2)
- Senior Director Level
- Associate/Assistant Director Level (x6)
- Part-Time Alumni Counselor
- Employer Relations Director
- Employer Recruiting Coordinator
- Externship Coordinator
- Administrative Assistant (x2)

### After

#### **Office of Academic Planning and Career Development (8)**

- Dean Level
- Senior Director/Director Level (x4)
- Employer Relations Director
- Academic and Career Development Coordinator
- Administrative Assistant

## New York Law School

### Think About It



Non-academic administrative and professional employees at U.S. colleges and universities have more than doubled in the last 25 years, vastly outpacing the growth in the number of students.

## New York Law School

### Colliding Worlds

•**Benefits**

- Best Practices
- One Stop
- Staff w/Broad Skills
- Curious Team and Knowledgeable Team
- Inconsistent Policies Jump Out
- Empathy (why is something done) and Cross Dept. Alliances
- You can advocate for career side in academics

•**Pause Moments (Things that make you go hmmm ....)**

- Ramping Up
- Meetings, meetings, meetings (breadth of coverage)
- Exhausting Exhaustive Meetings
- Downtime Changes (May and November/Early December)

## Santa Clara University School of Law

**March 2018:**

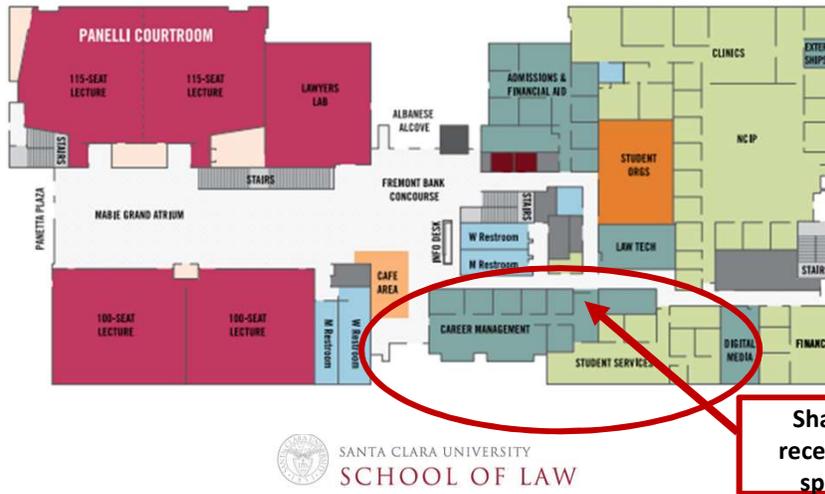
**New  
Law School  
Building**

**Charney Hall**



SANTA CLARA UNIVERSITY  
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## Santa Clara University School of Law



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## Santa Clara University School of Law

### Immediate Actions/Challenges

- Name the suite: Student Support Suite



- Office identity issues



- Merge the front office staff

- Training
- Expectations
- Will everyone get along/ adjust to change?



merge

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## Santa Clara University School of Law

### Benefits

- Centrally located for students
- More knowledgeable front staff → better student service



### Best Practices

- Communicate
- Trust
- Plan ahead if you can



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# Q&A



## Resources

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**Melissa Berry**

Assistant Dean for Student  
and Career Services  
University of Washington School of Law  
(206) 616-1366  
[mberry@uw.edu](mailto:mberry@uw.edu)

**Lisa Key**

Assistant Dean for Career Development  
and Student Services  
University of Missouri School of Law  
(573) 884-2949  
[keye@missouri.edu](mailto:keye@missouri.edu)

**Pam Shea**

Assistant Director of Student Life  
Interim Co-Director of Career Development  
University of North Dakota School of Law  
(701) 777-2226  
[pam.shea@law.und.edu](mailto:pam.shea@law.und.edu)

## Contact Information

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**Rupa Bhandari**

Assistant Dean for Career Management  
Santa Clara University School of Law  
(408) 551-1904  
[rbhandari@scu.edu](mailto:rbhandari@scu.edu)

**Courtney Fitzgibbons**

Assistant Dean for Academic Planning  
& Career Development  
New York Law School  
(212) 431-2859  
[courtney.fitzgibbons@nyls.edu](mailto:courtney.fitzgibbons@nyls.edu)

**Skip Horne**

Senior Assistant Dean, External Relations  
Santa Clara University School of Law  
(408) 554-2706  
[mhorne@scu.edu](mailto:mhorne@scu.edu)

**Sarah McFarlane Polly**

Associate Dean for Student Services  
& Career Development  
Case Western Reserve University  
School of Law  
(216) 368-5139  
[sarah.polly@case.edu](mailto:sarah.polly@case.edu)