

CareerZone Q and A's (12/12/13)

Q: Why doesn't the resume come up in a user friendly Microsoft document?

A: Due to recent technical bug issues, there were some instances where the Resume Builder has not been properly exported into Microsoft Word or Adobe. However, this issue should have been fixed in our last patch. If you continue to experience problems with the Resume Builder, please report any bugs directly to the CareerZone Help Desk at: careerzone@labor.ny.gov so developers can be notified of the issue and find a resolution.

Q: How can teachers or counselors view or manage their students' individual accounts?

A: CareerZone is building an administration feature for teachers/counselors through collaboration with the New York State Education Department (NYSED). It will take some time to establish clear guidelines for this process due to the students' secure information housed in accounts such as home addresses, phone numbers and emails. For this reason we are proceeding cautiously to develop a comprehensive process with the State Education Department to define how and to whom we can grant permissions in order to allow any educators access to the management feature. Please be patient while we get this feature up and running.

In the mean-time, please take advantage of other ways you can access and evaluate the work that students do in CareerZone by:

1. Asking students to use a standard username and password *or* retrieve their existing usernames and passwords. This would be done by gaining permission to access their accounts on an individual basis.
2. Having students use the "Print" feature at the top of any page throughout CareerZone to print a hardcopy of their work.

Q: Students use the same questions for interest and work value profiler for four years. Do you plan on updating this?

A: The Interest Profiler and Work Importance Locator are national assessment tools that were developed by the US Department of Labor to be used in conjunction with the O*NET Database which powers the CareerZone system. Although the questions have not changed, the Interest Profiler has recently been shortened from 180 questions to 60 questions. The Work Importance Profiler (inside the Portfolio) has also been updated to a more user-friendly drag-and-drop method where students only need to view the statements one time. (Previously, students had to read the same statement several time and scroll through a series of statements on five pages).

The occupation results students will view based on the Assessments are likely to change year-to-year due to the number of occupations added and updated to CareerZone annually.

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Q: Why can't I create a career plan that would allow me to type in answers? (Especially if I were to use assessments not in the Career Plan).

A: The CareerZone Portfolio was designed to provide a more interactive and engaging way for students to work through the SED Career Plan modules. If a teacher wishes to have students handwrite in answers he/she may do so by printing a blank one from the CareerZone Commencement level Portfolio by clicking on 'View Career Plan.'

Q: How can I determine where the information entered in the portfolio goes in the Career Plan?

A: Please see the new CareerZone - Career Plan Commencement Crosswalk (attached). For further questions on this crosswalk please contact the CareerZone Help Desk at careerzone@labor.ny.gov.

Q: Why don't Volunteer Work, School Classes, and Work Experience show on the Career Plan?

A: Volunteer work, School Classes, and Work Experience all populate the Self-Knowledge: Who Am I section under Interests (Section 3, Part A1). While Volunteer Work and Work Experience will automatically populate the Personal column, School Classes must be selected as a Favorite (in School Classes module) in order for it to appear on the Academic side. If any information is not properly populating the Career Plan, please double check that the information was properly entered and saved in the Portfolio module using the CareerZone - Career Plan Commencement Crosswalk as a reference (see attached). If you are continuing to experience difficulties, please contact the CareerZone Help Desk at careerzone@labor.ny.gov for additional assistance.

Q: Can there be a video to show how to use the Resume Builder, Reference List, etc.

A: The CareerZone team is currently working with the Northeast Comprehension Center to develop a series of short instructional videos that will provide content on the following topics: CareerZone overview, Portfolio overview, Portfolio modules descriptions, CareerZone Portfolio translation into NYSEDs Career Plan, CDOS, Assessments, and Financial Literacy.

We also plan on releasing an updated CareerZone's Facilitator's Guide which will include detailed instructions for how to navigate and implement all CareerZone features including the Resume Builder and Reference List.

Q: If a student loses a password, why isn't there a way to retrieve it without losing the Portfolio?

A: Like all secure websites, CareerZone has a strict password protection policy to ensure student data is safe and secure. Students are strongly encouraged to enter an email at the time they sign up (or by editing their Personal Information) so that the CareerZone system can send a password reset to the email that is on file. Students can also recover forgotten usernames by providing their street address or email and correctly answering one of three challenge questions

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that they answered at the time they signed up for CareerZone. Their username will then be sent to the email that is on file.

Q: Why do the challenge questions require an answer with three letters or more?

A: To help students answer their questions consistently, answers should be one-word answers whenever possible (thus avoiding two letter answers like Mr. or a/an). If needed, we would be happy to provide further guidance on answering and remembering challenge questions.

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