WEBINAR SERIES

“Impressive” Post-Secondary Career Service Models: What Have We Learned?

Series Overview: November 13 -17

• Monday Nov.13 Introduction

• Key Themes
  • Tuesday Nov.14 Collaboration
  • Wednesday Nov.15 Intervention
  • Thursday Nov.16 Innovation
  • Friday Nov.17 Evaluation
Outline of Session

• Introduction to the theme: (10 mins)
  - Peter
• Panelist Introduction: (10 mins)
  - Each panelist introduces themselves and comments on theme
• Fireside Chat: (30 mins)
  - Peter poses 3-5 questions to panelists for comment
• Q&A (10 mins)

INNOVATION THEME

Doing Things Differently
Director’s Perspectives: Resources and Programming

<table>
<thead>
<tr>
<th>Area</th>
<th>Last 5 years</th>
<th>Next 5 years</th>
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<tbody>
<tr>
<td></td>
<td>Increase</td>
<td>No change</td>
</tr>
<tr>
<td>Budget</td>
<td>30</td>
<td>36</td>
</tr>
<tr>
<td>Staffing</td>
<td>43</td>
<td>32</td>
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<tr>
<td>Space</td>
<td>25</td>
<td>56</td>
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<tr>
<td># services</td>
<td>65</td>
<td>24</td>
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</tbody>
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Best Practices Submissions (98)

<table>
<thead>
<tr>
<th>Category</th>
<th>Explanation/Definition</th>
<th>%</th>
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<tbody>
<tr>
<td>Collaboration: Internal</td>
<td>Most commonly working with faculty, but can include other services such as counselling, co-op, advisory committees, student groups</td>
<td>27</td>
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<td>Intervention: Group</td>
<td>Focus on providing direct service delivery other than one-to-one: i.e., workshops</td>
<td>14</td>
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<td>Intervention: 1-to-1</td>
<td>The practice emphasizes access to one-to-one service</td>
<td>9</td>
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<tr>
<td>On-line resources</td>
<td>Development of portals, e-learning modules, online chat support</td>
<td>8</td>
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<tr>
<td>Collaboration: External</td>
<td>Focuses on work with entities outside the institution such as potential employers, outside agencies, other educational institutions, alumni</td>
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Fireside Chat Panelists

• Cathy Keates
  • Queens University
• Andre Raymond
  • Laval University
• Laurie Edwards
  • Nova Scotia Community College

Question 1

• What are effective strategies for building a culture of innovation in career services?
Commitment of Senior Admin

- 45% very or quite committed
- 35% somewhat committed
- 18% not very/not at all

Question 2

- How do you get administrative buy-in for new approaches?
Avoid Transplantation

- “So I would say avoid transplantation, don’t do it unless it fits or you can see there are similarities between the cultures.”

- “So I think there’s not a formula, you have to know your institution, its culture, what its goals are and then look at that.”

Question 3

- How to adapt Best Practices to the local context?
Unworkable Service-related Innovations

• 14 descriptions of initiatives tried but discontinued.

• Majority involved the development of workshops and other service offerings for students but which failed to attract sufficient enrolment.

• Reasons Given:
  • Student timetables
  • Commuter institutions

Question 4

• Strategies for overcoming barriers when new initiatives fail due to lack of attendance?
Institutionalization

• Building Buy-In
  • "...you have to have buy-in from up top, or you're not going to go, get anywhere. You also have to have a very vocal champion, which we have in our manager, to ensure that you are heard and you are seen."
  • "...the big thing is I would say collaborate, and get support from whoever you report to and whoever they report to. And the same thing for your partners, make sure that the people you’re partnering with have the ability to be able to commit to what you’re doing."

Question 5

• What are effective strategies for scaling innovations throughout the institution?
QUESTIONS AND COMMENTS?