

Valencia College

Career Services Student Facilitated Conversations

****Note:** This guide is only for facilitators and recorders (not for participants)

A print version of this document will be provided at the facilitator training and it contains:

1. This overview
2. The Discussion Guide
3. The Participant Details Handout to be handed out at the end (copies will be provided)
4. A Notes template for the write up of the report and for note-taking

Facilitator – Primary Role: Introduce the purpose (i.e. program improvement – document aspects of the student experience), set the ground rules (i.e. comments will not be linked to student names), guide the conversation to cover the topic areas – delve deeper as appropriate (using questions like: “Tell me more about” “What might be an example of that...” “If another student were to ask you about x, what would you tell them...?”) Take notes as possible, but maintain eye contact as clearly as possible. See related notes and reminders later in The Discussion Guide.

Recorder – Primary Role: Listen. Take notes to include non-verbals and changes in tone – like sarcasm or humor – facilitators may not be able to capture that level of detail. At the very end ask any unanswered questions or questions regarding unexplored ideas at the invitation of the facilitator (we will not have time to break, confer, and reconvene the students.) If the activity results in a product (like a map or writing on the board) take a cell phone photo.

Afterwards: If time permits discuss / debrief after the session. Capture any additional notes from the session and send all notes to the Assistant Director, Learning Assessment by email.

Background of Participants and Purpose of the Student Conversations: The participants can be any students across the college without any necessary connection to Career Services. Students were emailed an invitation that did not include the topic of the conversation and responded to register as a participant. Career Services is conducting research to learn how aware students are of the Career Center and to document student perceptions. The Career Center provides students access to: 1) career advisors, 2) career exploration, 3) resume assistance by email or appointment, 4) mock job interviews, and 5) research assistance.

Research Questions:

- 1) Are students aware of the services that the Career Center offers? To what extent?
- 2) How do students perceive the Career Center?
- 3) What are the best ways to promote services to students?

Discussion Guide

Introduction:

- We're here to find out about your experiences with services provided at Valencia.
 - Begin on time and thank participants in advance for their time.
 - Introduce yourself, your role as a student, and how long you have been a Valencia student.
 - Discuss your role as the interviewer explaining the need for frank and honest feedback and that the information is confidential.
 - Explain aspects of the process telling why are we interviewing and what will happen with the information.
 - Stress that this is not an evaluation of faculty or advisors.
 - Remind those who have not signed in to sign in.

Establishing Context:

- **Their Story**
Respondent Introduction (first name)
 1. What are your job prospects when you finish your degree?
 2. What would you do, or have you done, to prepare for a job or internship interview?

Objectives:

- **Document what students know about the service (see the notes for probes)**
 3. Before today, did you know where the Career Center was located?
 4. How did you learn about the Career Center?
 5. Do you know some of the main services offered by the Career Center?
 6. When thinking about other students at Valencia, how aware do you think they are of the Career Center and what it offers?

Objectives:

- **Reflect on the impact of the service (see the notes template for probes)**
 7. Aside from today, have you ever visited the Career Center?
 8. How did you feel right after you left the Career Center?
 9. How helpful did you find the services?
 10. What would make you interested in visiting or revisiting the Career Center?

Any follow-up questions raised by recorder...

Wrap Up

- Ask if there is anything else they would like to add?
- Give them "Participant Details Handout" (with pencils).
- Let them know they can leave after completing it and thank them for their time.

Participant Details Handout

Career Services Student Facilitated Conversations

Please take a few minutes to share additional information about yourself that will be helpful in understanding the types of students impacted by the services at Valencia.

- What is your first name?

- How long have you been a student at Valencia?

- What is your program of study and desired major?

- What are your career/academic goals?

- Please check here if you are willing to have us contact you in the future: _____

- If so, please include the best e-mail account to reach you.

Please include any other comments that you wish to share, here...

Thank you for your time today.

Notes Template (in Word)

Document Their Responses

1. What are your job prospects when you finish your degree?
2. What would you do, or have you done, to prepare for a job or internship interview? course?
 - Did they have a plan?
3. Before today, did you know where the Career Center was located?
 - Do they tell how they knew?
4. How did you learn about the Career Center?
 - What terms do they use?
 - Do they refer to the website?
5. Do you know some of the main services offered by the Career Center?
 - Any concrete? (We can create a resume...)
 - Any abstract? (Help with choosing a job...)
 - How do they describe the services?
6. When thinking about other students at Valencia, how aware do you think they are of the Career Center and what it offers?
 - Do they state their friends' perception?
 - Do they indicate if it would benefit them?
 - What kinds of services do they mention?
7. Aside from today, have you ever visited the Career Center?
 - Do they mention which services?
 - What kind of expectations did they have? (I wanted to...)
8. How did you feel right after you left the Career Center??
 - What impact do they report that this had?
9. How helpful did you find the services?
 - Any barriers reported or changes needed?
10. What would make you interested in visiting or revisiting the Career Center?
 - Do the talk about how it does or does not fit their idea of college services?
 - Do they name specific service that would be useful? Anything not useful?

Any overall themes and conclusions? Suggestions if we use these questions again?

Research questions to keep in mind:

1. *Are students aware of the services that the Career Center offers? To what extent?*
2. *How do students perceive the Career Center?*
3. *What are the best ways to promote services to students?*