

Covid-19 – Week Eight Check In Survey: Response from the Skills Centre

“Careers - the strength of the Careers department is a massive bonus. The talks, engagement and workshops that they put on are a massive help for those of us trying to mould our professional skills.”

From the week 8 Student Pulse survey, a total of 79 responses in the free text mentioned Careers. 84% of these responses were positive. Some (a small minority of) responses appear to confuse faculty placement support with the central Careers Service.

Positive feedback regularly included reference to helpfulness, ease of access to useful resources and regular email communications. There were many positive comments about the way the Service has adapted to an entirely online delivery, with praise for use of Zoom and MS Teams. Almost a third of positive comments mention ‘support’ when commenting on the Service, and a further third are complimentary of the ‘helpfulness’ of the Careers Service. ‘Big, big shout out to the careers service and student services, absolutely amazing support, could not ask for more!’

Comments on what could be improved were similar to those given in the Week 4 survey and focussed a lot on a lack of awareness of what the Service offers or how to access it and not understanding or misunderstanding the Service. It is clear that more promotion should be done on this as many topics have been previously addressed but clearly not shared widely enough. For example, one student felt their ‘hectic’ timetable meant they often missed out on Careers Service events. Almost every session and event is recorded and available for students to watch back if they are unable to attend at the time; this message needs to be shared more widely and social media work along with wider communications will be explored here.

Addressing other feedback:

- Info on application deadlines: we created a new FAQ in response to week 4 feedback <https://unihub.bath.ac.uk/s/myfuture/faqs/detail/21/faq-can-you-give-me-list-of-gr>
- Support with resilience and rejection: we’ve just this week launched a new Career Fulfilment guide which covers resilience and wellbeing <https://unihub.bath.ac.uk/s/myfuture/workflows/detail/59>
- Further study support: new for this year, we launched a dedicated resource area for further study information <https://unihub.bath.ac.uk/s/myfuture/workflows/detail/22>
- Job market status and who is still hiring: we’ve had regular blogs giving updates on the state of the job market e.g. <https://blogs.bath.ac.uk/careers/2020/11/18/november-graduate-opportunities-how-the-labour-market-is-faring/> and have created a dedicated coronavirus

resource area that addresses key issues around the pandemic
<https://unihub.bath.ac.uk/s/myfuture/workflows/detail/24>

We look forward to the responses from the next survey and a further opportunity to improve our service to students.