

## Covid-19 – S2 Wk4 Check In Survey: Response from the Careers Service

### Check-in Survey Results April 2021

#### Careers Service response

Of the 2378 free text responses, there were 66 mentions of/references to the 'Career' in the survey (2.7% of all responses). 51 of these were positive comments and 15 were negative. It should be noted that it is often impossible to determine if these comments refer to the Careers Service or other faculty-based support such as placement teams.

#### Positive feedback:

Most of the positive comments mentioned the consistent 'support' throughout the restrictions and the availability of online resources and webinars. Most students felt well-informed and supported: *'The careers service are also doing a great job of keeping us engaged and feeling confident with our job search.'* And that the topics being delivered were relevant: *'Careers online events have been very engaging and useful.'*

Many students felt very positive about access to the Careers Service: *'Career webinars - I'm finding these helpful and being able to access them virtually rather than having to attend on campus makes them more accessible.'* And there was some positive feedback on individualised advice as well as more generic or group sessions: *'Careers have been very useful when I needed help with organising a job interview.'*

Some students felt we had gone the extra mile in providing support: *'I especially am particularly thankful for the careers staff this year who tailored their advice not just to me but in light of the COVID situation.'* And *'career advice has been especially thorough and helpful with the coordinators organizing plenty of talk and webinars with alumni and professionals in my target industry as well as general world knowledge and professional based talks.'*

#### Response to negative feedback:

There were no strong common themes evident in the negative feedback, however comments could loosely be grouped into the following topics:

##### 1) Better support for non-placement students/students without CV 'experience':

Some of this feedback seems to be around the availability of part time or short term work opportunities which is not strictly within the remit of the Careers Service however we are making support for non-placement students a priority in our planning for 21/22. *'...more help should be delivered to students with 3-year courses.'*

##### 2) Better messaging:

Two comments demonstrated a lack of understanding around what was available and where in terms of resource and advice. One comment suggested *'careers advice is now just a newsletter'* and another wanted webinars scheduled later in the day so as not to clash with LOILs. We have been committed to improving our messaging to promote the raft of support that can be accessed by students; 1:1s, webinars, resources and that all webinars are recorded so can be watched when the student has time. Our latest awareness project has been working with Marketing on a short film to promote the service and what it does.

##### 3) Lack of events:

Six of the comments referred directly to a lack of employer events and careers fairs. The prevention of physical events being an obvious gap in our usual offering, was highlighted by some students.

*'The careers service hasn't had many company events this year, even though with things being online this should have been easier to facilitate. Also the Careers website postings are few and not reflective of all the jobs or educational opportunities available.'*

There is maybe not full awareness of how the pandemic has affected the operations of many employers who have themselves struggled to recruit, onboard or even establish their business recruitment needs over the last year. Similarly, many employers do not like or gain much from virtual interactions. We are starting to see job vacancies increase to pre-pandemic levels but a return to full employer engagement activities it still some time away, unfortunately. Plans for Semester One will include a range of in-person and virtual events – hopefully.

*'It is very understandable that the economy has been significantly affected, hence the university is unable to offer as much help to connect students with employers. It is ashamed since University of Bath is known to be very good when it comes to careers prospect, but right now, I think many of the students are facing with the same issue (unemployment) upon graduation.'*