

Bridging the Gap

How Integrated Career Services Promote International Student Retention & Success

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Outline

- Context and Challenges
- Filling the Gaps with Integrated Career Services
- Qs & As



Context

Canada's International Education Strategy (2014)

- Attract 450,000 students by 2022
- Economic benefits :
 - ❖ Provide an annual boost to the Canadian economy of almost \$10 billion
 - ❖ Generate about \$910 in new tax revenues
 - ❖ Create new jobs

Canada as an attractive IE destination

- ⑩ Integrated offer: students can work while studying:
- ⑩ 77% of international students in Canada are positive about job prospects (EnviroNics 2014)

International students are a future source of skilled labour (CIES)

Challenges

International students experience many barriers to employment, both on- and off-campus (OUSA, 2011)

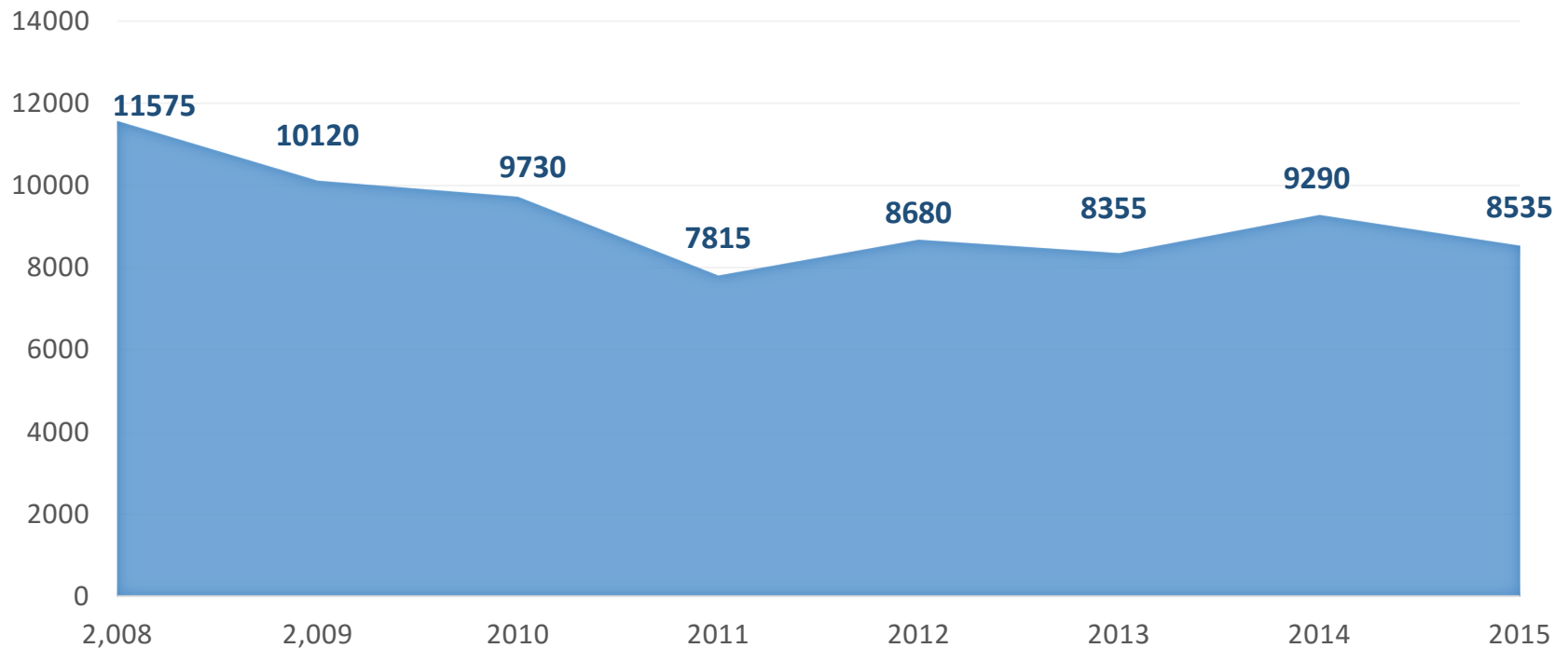
Limited access to opportunities to:

- acquire skills required to enter into the Canadian workforce after they graduate.
 - help finance their education and living expenses
-
- Employers may not have accurate information regarding the hiring of international students
 - “having Canadian experience’
 - Students do not rely on networks: they are not ‘connected’
 - Lack of career advising tailored towards international students.

Transitioned to Permanent Residency 2008-2015

(CBIE World of Learning Report, 2015)

Number of international students



IS as “Ideal” Immigrants: Ontario Employers’ Perspective

Desai-Trilokekar, Thomson, El Masri, 2016

IS face many challenges in entering the Canadian labour market and in getting their ‘foot into the door’. Education may confer hard skills, but there are only a small part of what employers look for in selecting employees.

Soft skills:

Universities need to offer services to IS in developing & communicating their ‘soft skills.’

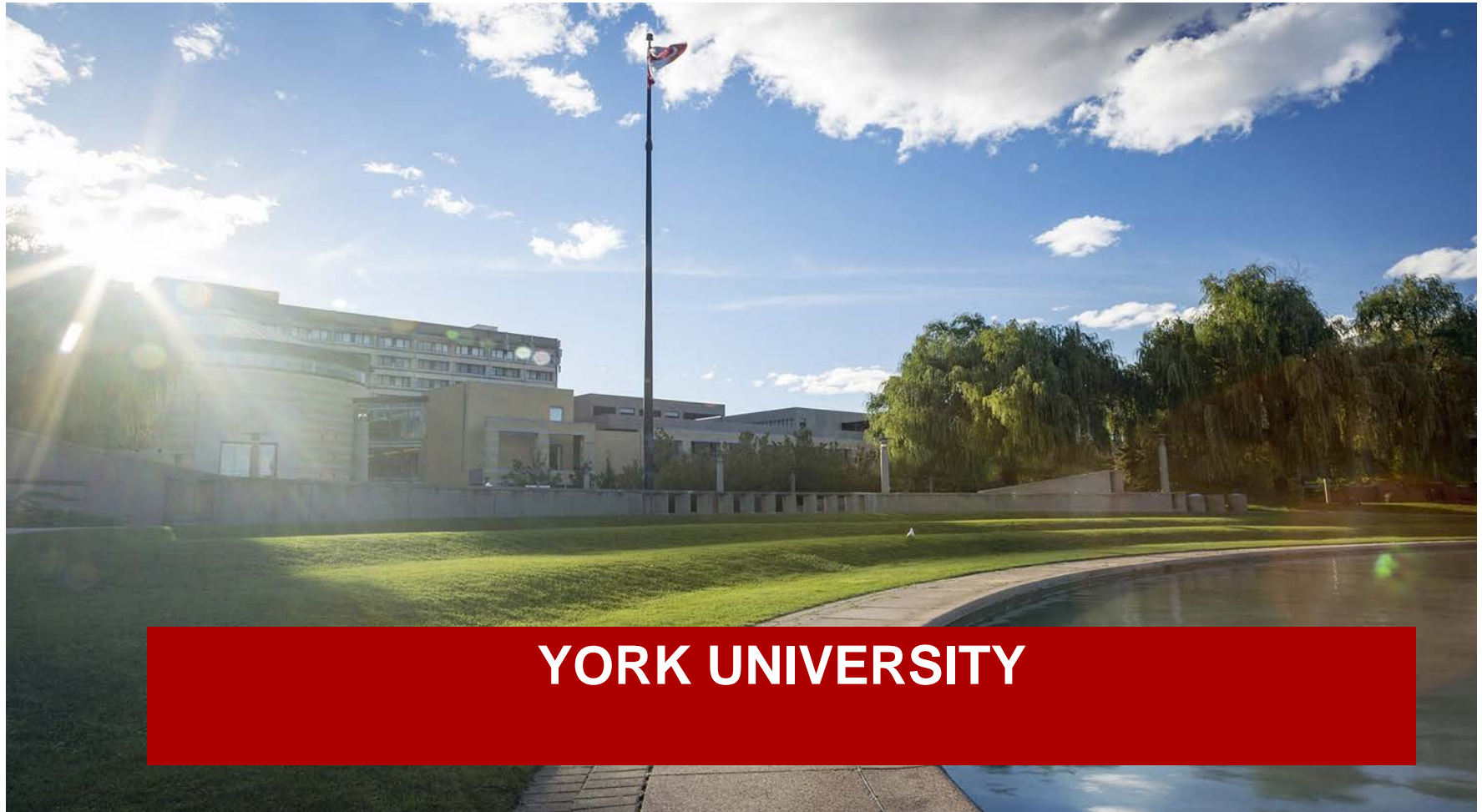
Career services:

Universities need to review the delay of career planning for IS and re-examine their career services that are made available for IS especially when & how they are offered.

Immigration policies/procedures:

Immigration issues (e.g. delay in work permit) create real challenges for IS in obtaining positions and making them less attractive to employers

Filling the Gaps with Integrated Career Services



YORK UNIVERSITY

Who are the players?

Key Questions:

- ❖ What's the role of ISO?
- ❖ What's integrated career support?



- ✓ On-campus
- ✓ Off-campus
- ✓ Regional
- ✓ National
- ✓ Global

- ✓ Career Centre
- ✓ International Student Office (ISO)
- ✓ Faculties

- ✓ Federal
- ✓ Provincial
- ✓ Municipal

What are the gaps?

Students

- Degree vs Career
- Interests vs Actions
- 1st year vs Last year

Employers

- Interests vs Costs
- Canadian vs Global employers

University

- IS Work Study vs Internships
- ISO vs Career Centre

Government

- SP Work Authorization
- SIN, LMIA
- Delays & Confusion in PGWP
- PGWP vs. NOC 0,A,B jobs

Employer
&
Student

Network

Canadian
&
Global

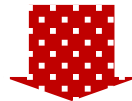
Market

Students
&
Staff

Need

Career Center
&
ISO

Service

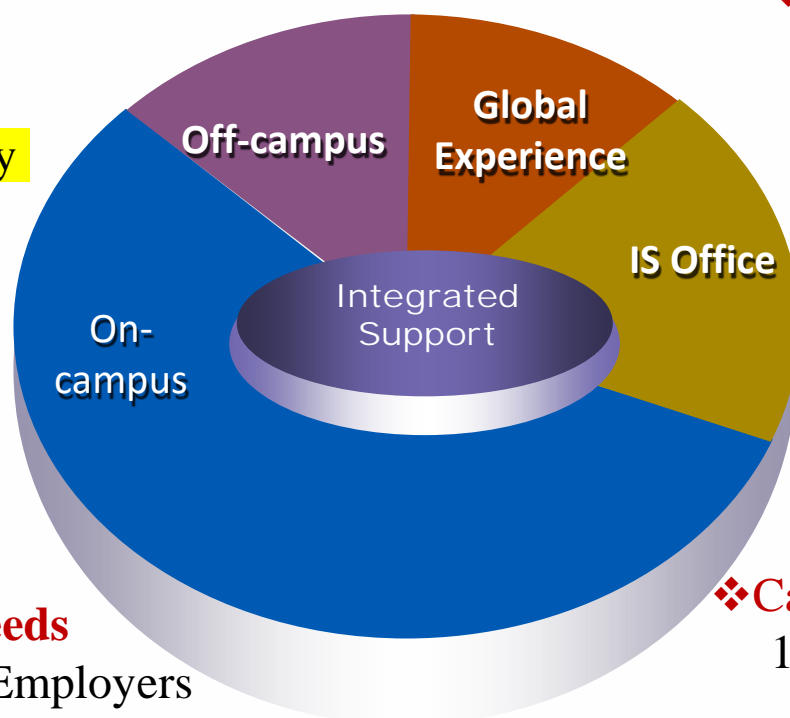


How much could we do?

How do we fill the gaps?

❖ Employer & Student Network

1. Career fair
2. Employers' survey
3. Volunteering
4. Alumni network
5. Social Media posting



❖ Canadian & Global Market

1. Cross-cultural Communication
2. Go Global (Exchanges, Global Internships, Summer Abroad)
3. Field trip sponsorship
4. Canadian Labor law

❖ Students' & Staff's Needs

1. ISEF criteria for Employers
2. Career Centre & Academic Advising Staff training
3. Immigration consultation on internship program design
4. IS Feedbacks for the Career Centre

❖ Career Centre & ISO Services

1. Multi-lingual, Pre-arrival webinars for students & parents
2. Career Workshops for IS
3. Student staff training & leadership
4. Graduating student seminar with all-inclusive info

Summary – Integrated Career Services for IS

- **Support**
 - Study, Career & PR
 - Pre-arrival to Graduation
 - Workshops, Social Media, Funding, Policies, etc.
 - Advocating, Coaching & Inspiring
- **Stakeholders**
 - Canadian & Global Perspectives
 - Students, Governments, Employers, Universities, Parents, etc.



The Next Step:

How Do We Assess Outcomes?

Assessing the Gap

- Why do we offer the services we do in ISS?
- Career development programming for students

Assessing the Gap

Statistics Canada report:

- “ International Students, Immigration and Earnings Growth: The Effect of a Pre-Immigration Canadian University Education” Hou, Feng and Lu, Yuqian. Release date: August 22, 2017

Assessing the Gap

The International Student Barometer 2015, Learning – Studies Benchmarking.

- Students invited to participate in the fall of 2015
- 142,445 international students responded from 172 universities in 18 countries (18 Canadian institutions)
- University-specific results compared to national and international benchmarks
- Core areas: arrival, learning, living, support, propensity to recommend, application, and choice of university

Assessing the Gap

The 2015 I-Graduate Survey Results (International Student Barometer):

- The I-Graduate Survey 2015 indicated the key areas for improvement are in areas where UAlberta student satisfaction is in the lower range of the global or Canadian Rankings included: Employability/work experience and Career counselling.

Assessing the Gap

The International Student Barometer 2015, Learning – Studies Benchmarking.

	Ualberta	ISB %	Canada Unis ISB %	Canada ISB %
LEARNING AVERAGE	86.4%	85.1%	86.8%	88.2%
Employability	71.1%	79.6%	76.1%	81.6%
Careers advice	68.0%	73.4%	70.3%	76.3%
Work Experience	62.9%	70.6%	67.3%	74.1%

Assessing the Gap

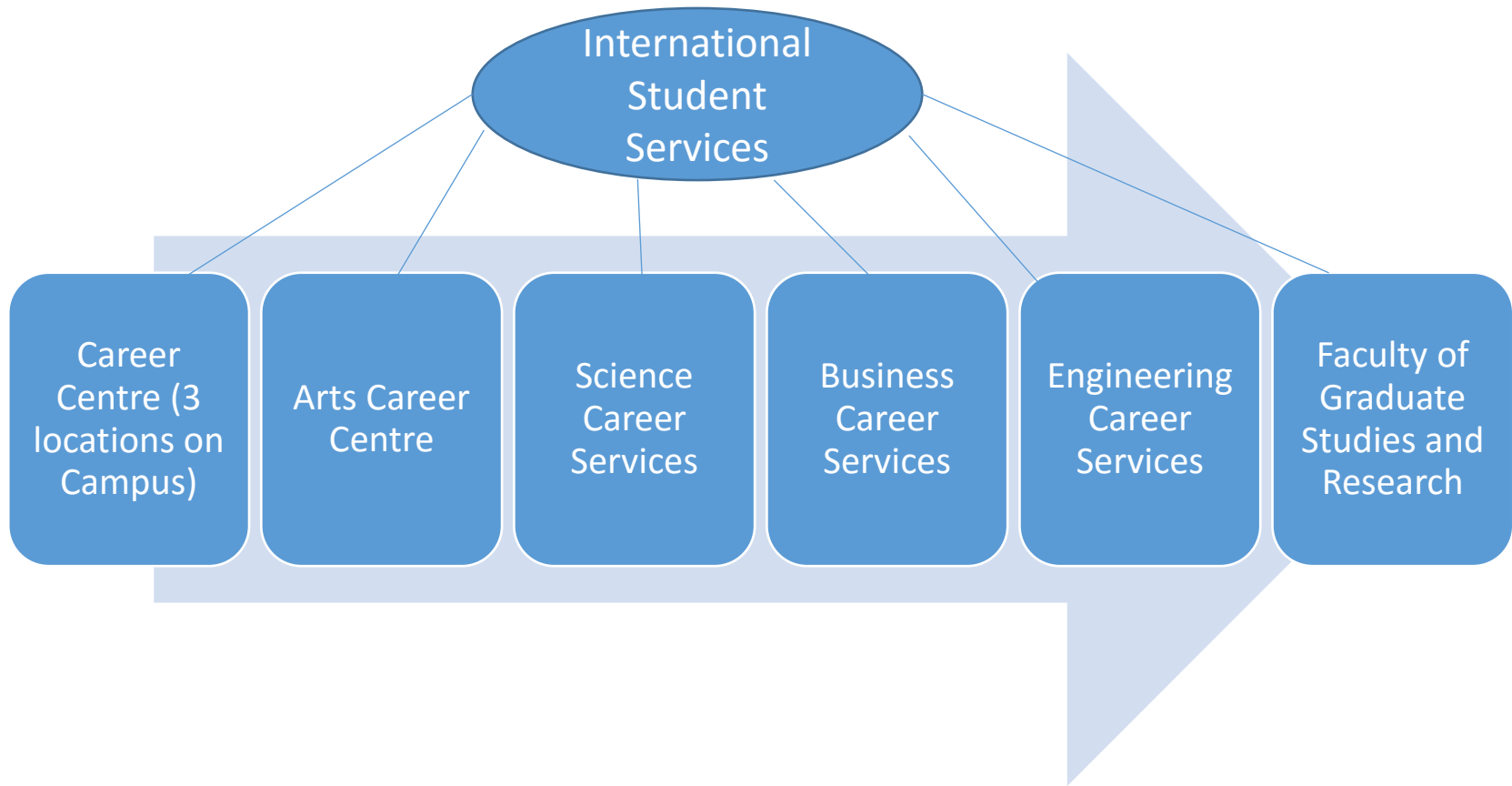
Co-Op Coordinator Survey:

Three Co-op Faculties (Arts, Engineering, Business) highlights where the gaps exist for international students in relation to employability and work experience.

Faculty	Engineering	Business	Arts
1. Lack of work experience, volunteer work & extracurricular activities	Y	y	y
2. Canadian Business Culture / Etiquette	y	y	y
3. Cultural Biases	y	y	y
4. Managing Expectations	y	n	n
7. Language	y	y	y

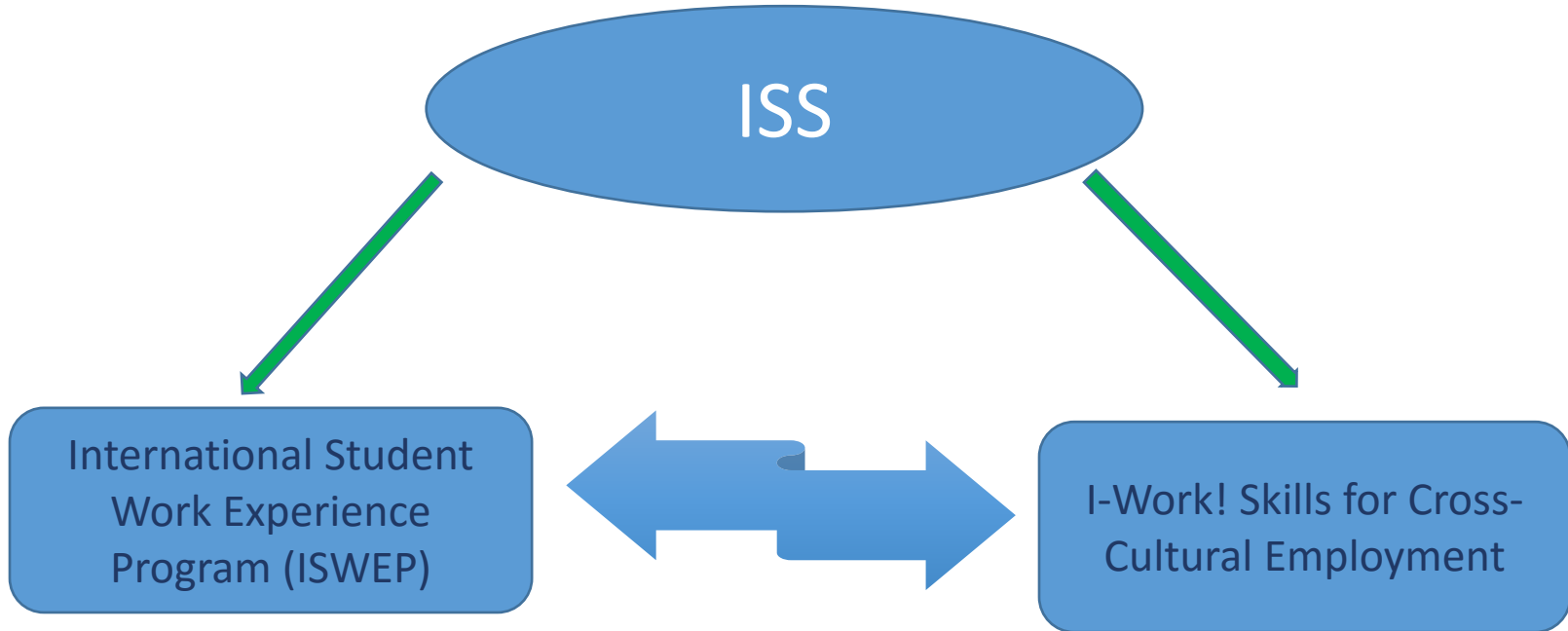
Filling the Gap, building relationships

University of Alberta Career Support Programs



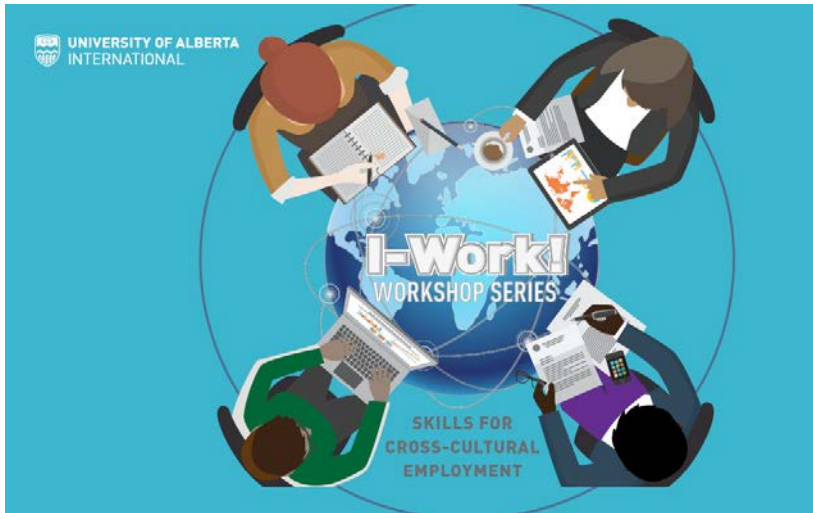
Filling the Gap

University of Alberta International Student Services Career Support Programs



Filling the Gap

University of Alberta International Student Services Career Support Programs



Series of workshops and events for international students related to career development

Targeting the identified gaps

- Intercultural capacities
- Connection to services
- Work experience

Filling the Gap

University of Alberta International Student Services Career Support Programs

International Student Work Experience Program

- Assists full-time undergraduate international students to find employment, develop their career skills and gain valuable work experience over the summer.
- On campus employers apply to ISWEP
- Approved positions will receive a subsidy of \$7.00/ hour to a maximum of \$4,000/position.

Resources

- Loo, B. (2016). *Career services for international students: Fulfilling high expectations*. New York: World Education Services. Retrieved from wes.org/RAS.
- Carlson, S. (2017), "The Future of Work; How Colleges can Prepare Students for the Jobs Ahead" *The Chronical of Higher Education*.
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- Kisch, M. (2015, May & June). *Helping international students navigate career options*. *International Educator*. Retrieved from http://www.nafsa.org/_/File/_/ie_mayjun15_fsa.pdf.
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Qs & As

Group Discussion

- What are the issues and challenges for IS?
- How do you promote career support to IS?

Your feedback is important to us!

Please take a moment to submit the evaluation for this session.

Evaluations are found on CBIE's Conference app.

Thank you!