

Examining Student Dissatisfaction and Exploring Solutions for Career and Experiential Learning Services at UTSC

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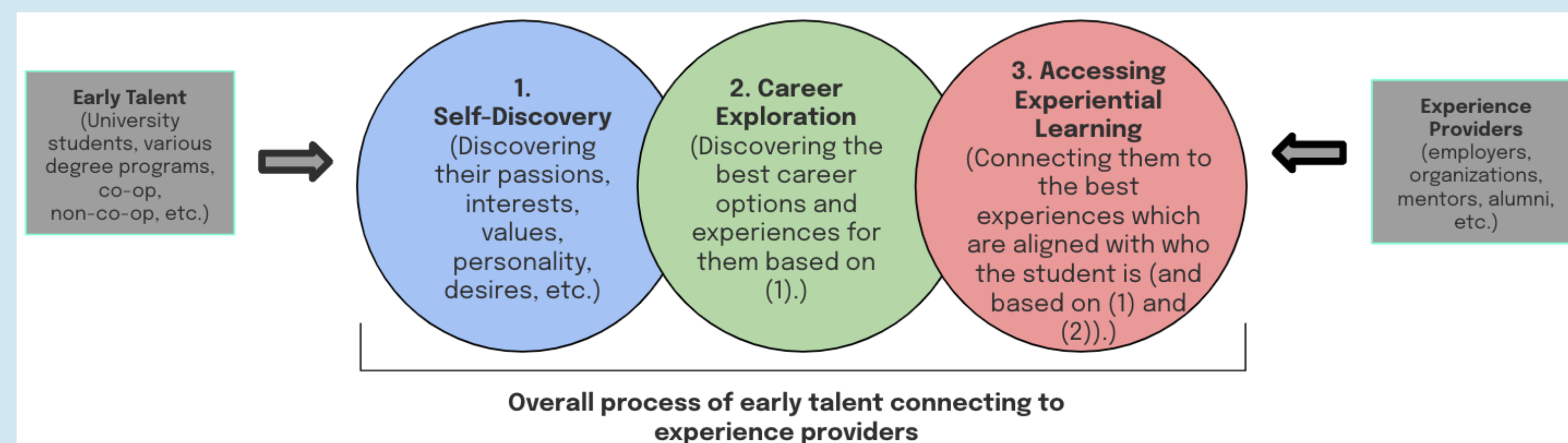
01. Introduction

- As a leading Canadian university UofT, with campuses in Mississauga, St. George, and Scarborough, enrolls over 97,000 students globally.
 - Despite its resources, there's a gap in effectively utilizing career services and experiential learning programs to enhance student employability.
 - Challenges remain in the personalization and accessibility of career support services.
- UTSC offers various career development programs, academic advising and professional pursuit support through in-person services and platforms like CLNx and CSM.
 - Despite the vast array of services, students express concerns over the limited job opportunities and lack of personalized support.

02. Purpose

Identify existing shortcomings and solutions to improve UTSC students' satisfaction.

- Targets UofT's *student career services*, *experiential learning*, and related resources, emphasizing the need for development and improvement in these areas.
- FOCUS AREA:** UTSC Student Experience in *discovery of passions and interests*, *identification of career options*, and *connection to relevant experiences*, where UTSC currently falls short.



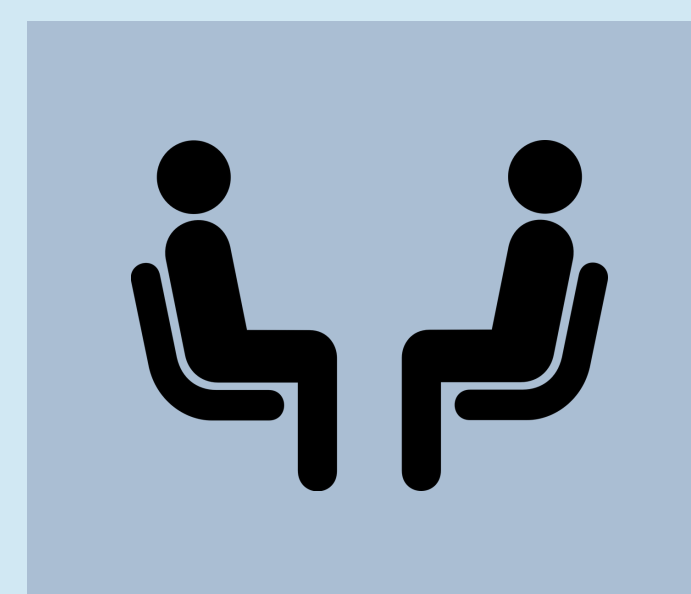
03. Methodology

- The methodology encompassed *two student surveys*, and *stakeholder interviews* with UTSC's Co-op Office, and Career Counsellors.

Survey-1: Problem Identification



Stakeholder Interviews

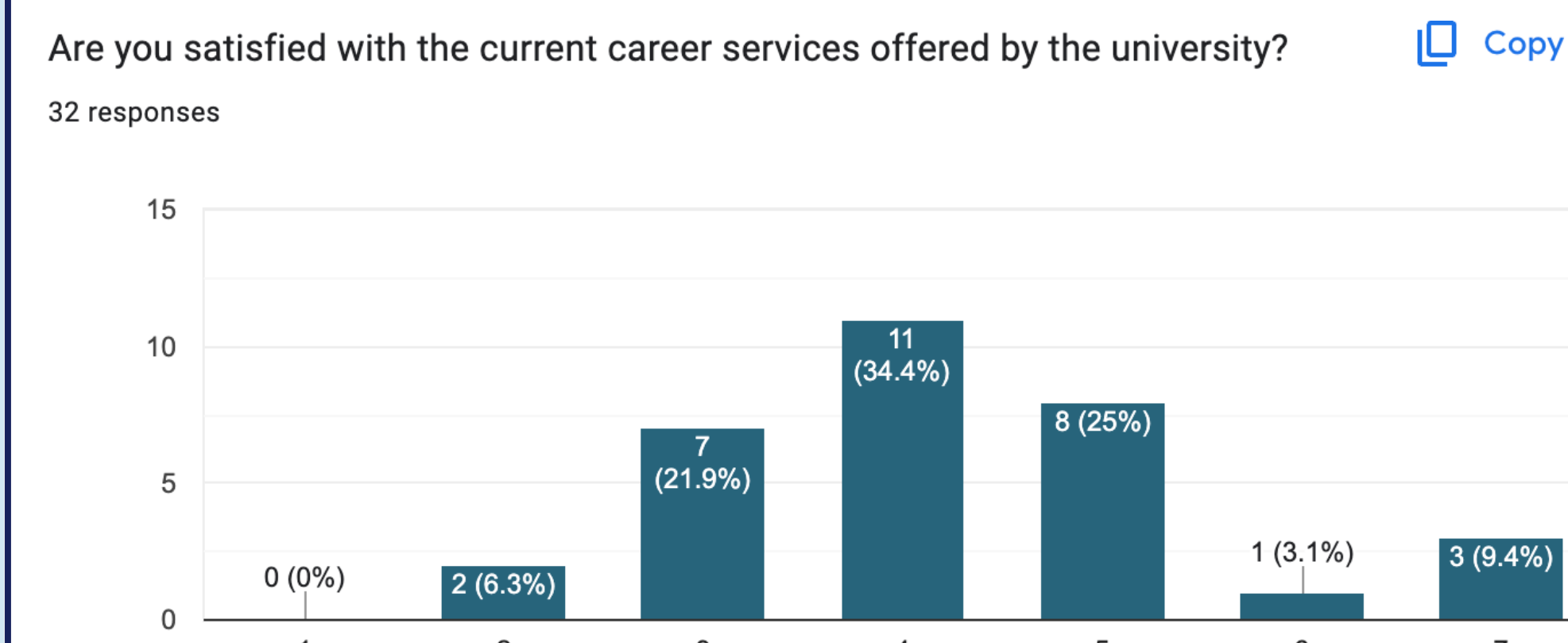


Survey-2: Solution Feedback

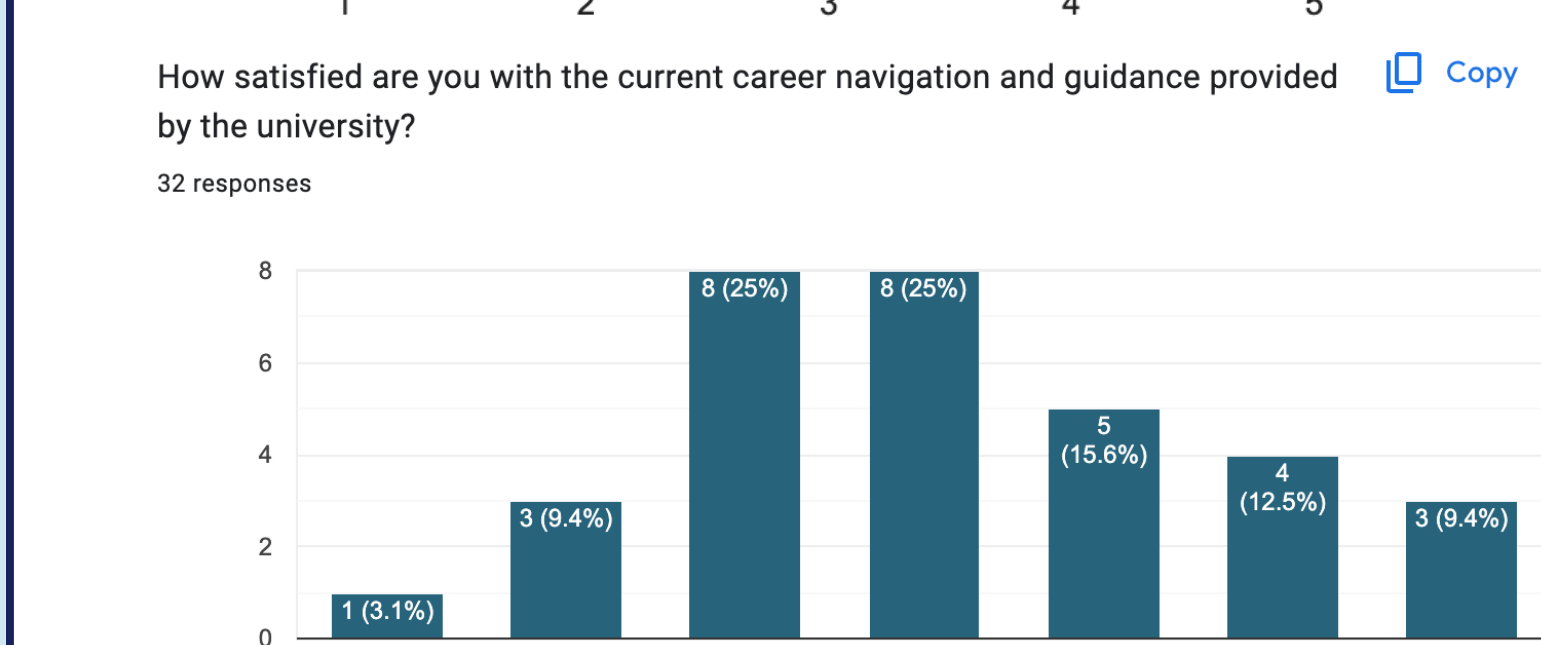
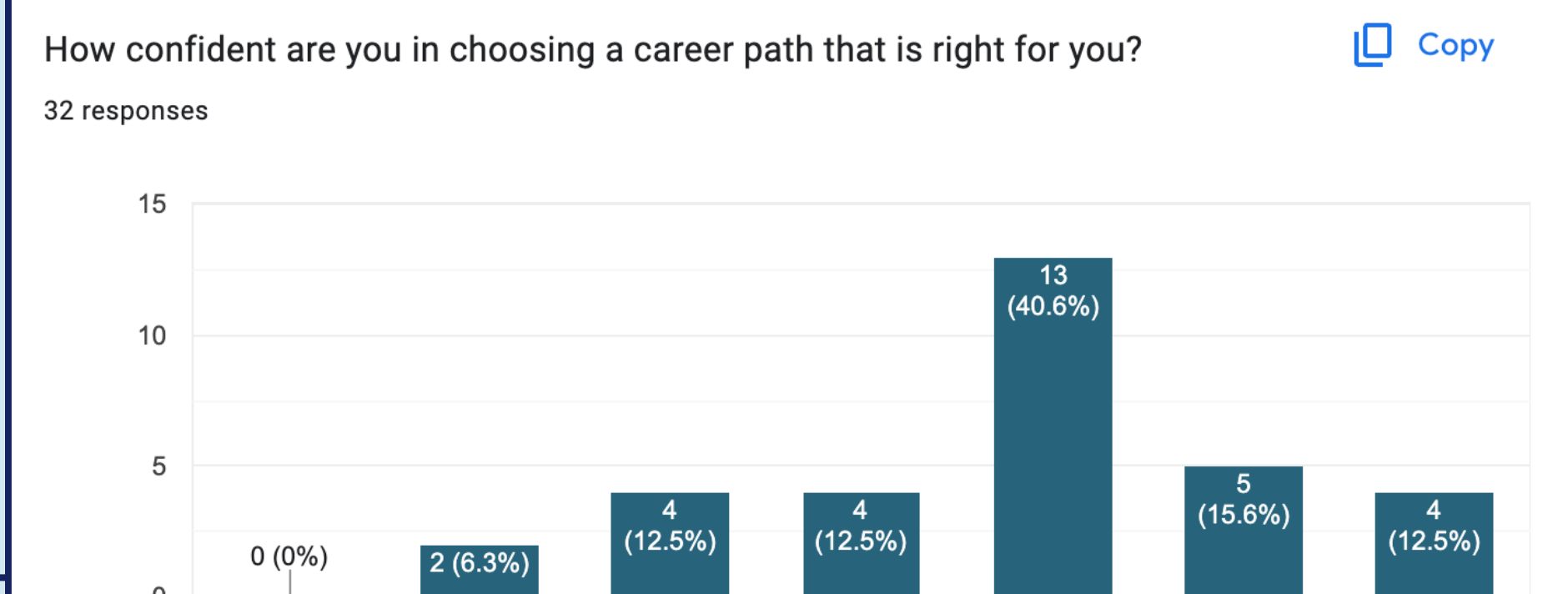
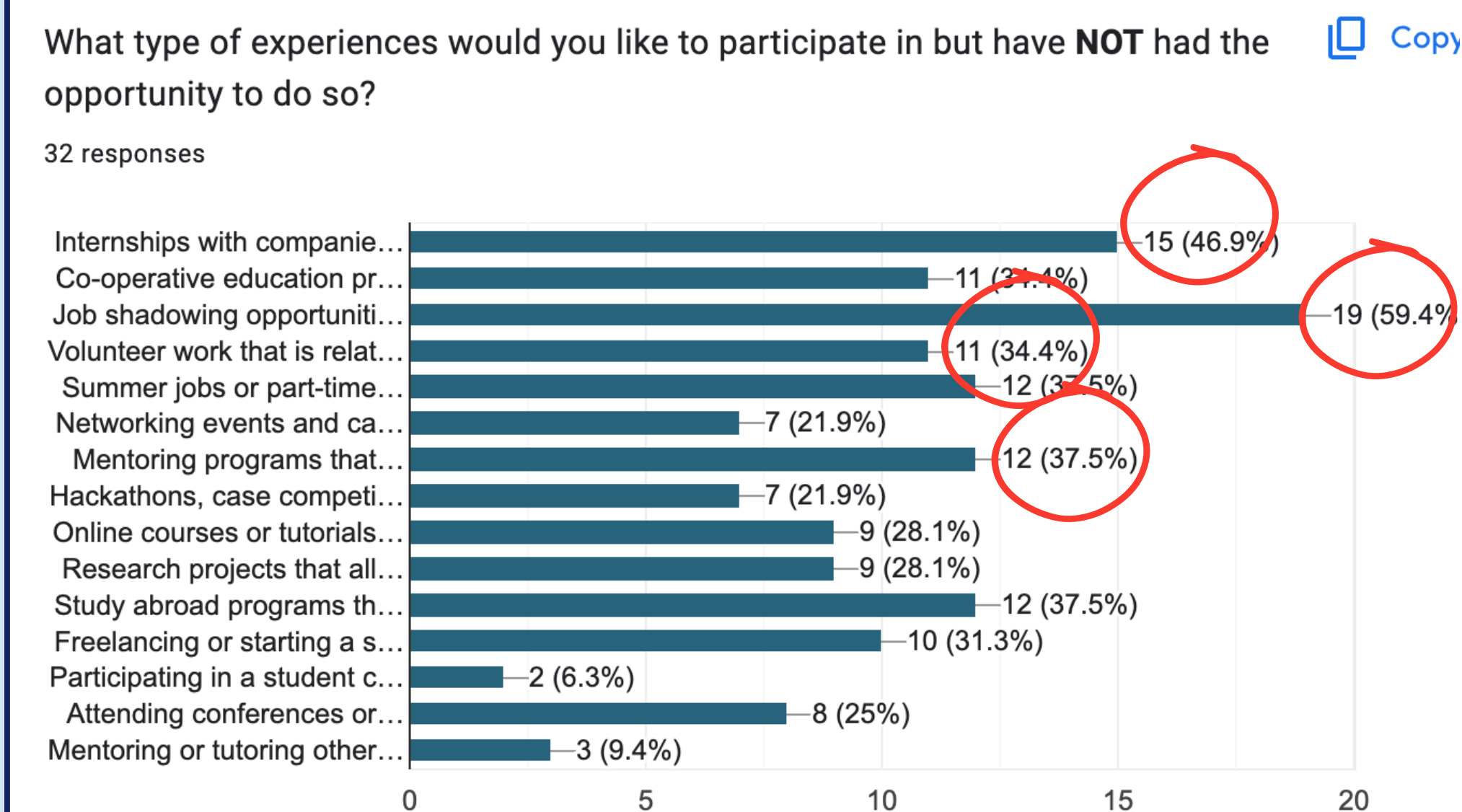


04. Results/Findings & Analysis

Survey-1: Problem Identification



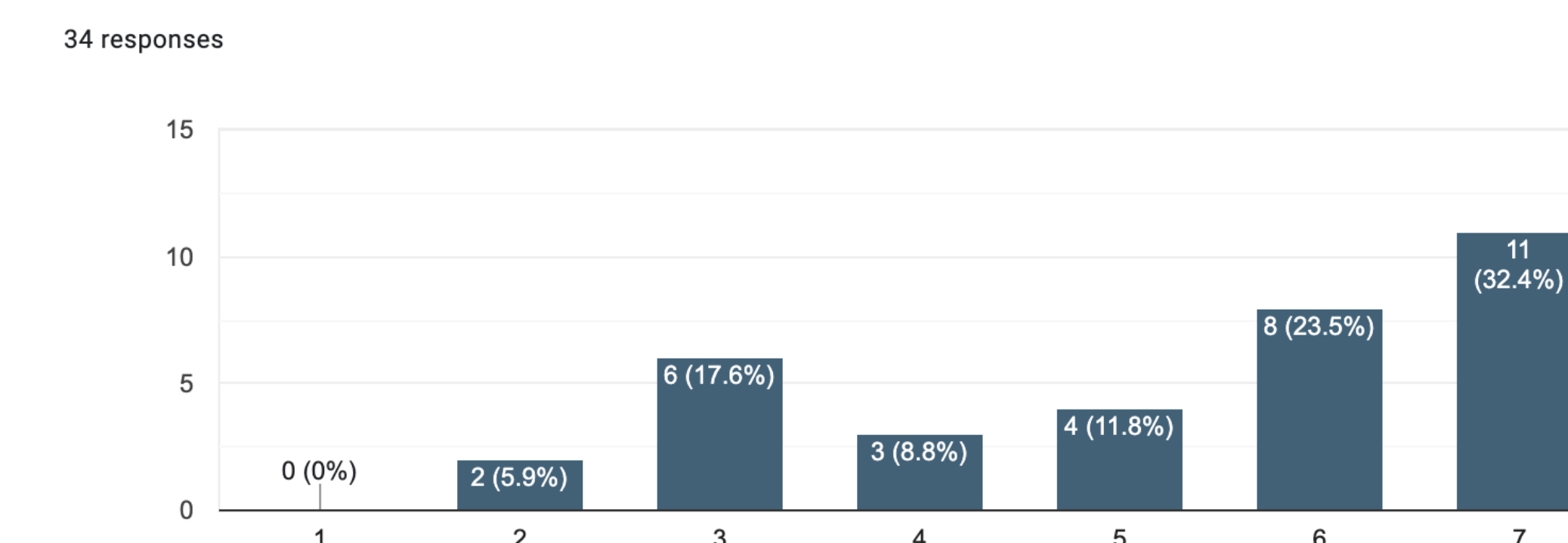
- 62% of Students** believe they have not had enough exposure to a diverse range of career opportunities.



Survey-2: Solution Feedback

| Solution Components | Centralization | AI & Machine Learning | Reporting & Data Analytics | Technical Support |
|---|----------------|-----------------------|----------------------------|-------------------|
| 1. Personalized Career Guidance and Exploration | ✓ | ✓ | ✓ | ✓ |
| 2. Experiential Learning Database/Network | ✓ | ✓ | ✓ | ✓ |
| 3. Match-Making Stage | ✓ | ✓ | ✓ | ✓ |
| 4. Digital User Experience | ✓ | ✓ | ✓ | ✓ |

Overall, how satisfied would you be with the platform's ability/functionality?



| Solution Sections | Main Findings: |
|---|---|
| 1. Personalized Career Guidance and Exploration | <ul style="list-style-type: none"> 53% would participate in and highly value our personalized guidance/support system |
| 2. Experiential Learning Database/Network | <ul style="list-style-type: none"> 76% find our proposed database/network valuable (33% extremely valuable) 50% find the proposed database/network has high diversity and quantity for their experiential learning compared to UofT's current state |
| 3. Match-Making Stage | <ul style="list-style-type: none"> 57% would find the match-making stage effective for their experiential/career desires 46% extremely value the customizable, diverse and highly flexible experience scheduling |
| 4. Digital User Experience | <ul style="list-style-type: none"> 80% find our platform's digitization of processes for their desired experiential learning/career services more efficient compared to UofT's current state |
| 5. Overall Feedback on Platform Solution | <ul style="list-style-type: none"> 60% would be more satisfied with our proposed solution compared to UofT's current state |

05. Discussion & Conclusion

- UTSC may need to strategically develop a platform solution with the 4 solution components
 - Could significantly enhance the quality of career and experiential learning services at UTSC
- We need more research and surveys on employers and experience providers to gauge their interest in expanding experiential learning for UTSC students
- We need larger sample sizes of students and experience providers to participate in the surveys
- If implementing the solution components, anticipated outcomes include:
 - Increased student engagement in experiential learning
 - Improved career readiness
 - Higher satisfaction levels
- It is recommended to include development and integration strategies for the proposed solution. There needs to be more research and planning conducted to this.
- There would be a need for continuous stakeholder feedback and improvements to ensure efficacy

Stakeholder Interviews

- UTSC Co-op Office:**
 - Expanding Job Shadowing would be worth exploring with the support of alumni and employers.
 - Potential Challenges: Getting Employers/Experience Providers to provide more experiences for students.
 - Solution components would be valuable for students and staff.
- UTSC Career Counsellors:**
 - Information available on the Career Center's website may not be comprehensive and easy to understand for students.
 - The current systems used by the Career Center may not be utilized to their full potential by the marketing and administration teams.