

"HELP! HOW DO I WORK-TERM?"

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Centre for Career Action

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Territorial Acknowledgement

The University of Waterloo is located on the territory of the Neutral, Anishinaabeg and Haudenosaunee peoples and is situated on the Haldimand Tract, the land promised to the Six Nations that includes ten kilometers on each side of the Grand River.

Outside of KW area? Check out: native-land.ca/

We aim for this to be safe(r) space

We are entering this space with the intention of creating as safe a space as possible for you. Safe space means something different for everyone, but we promise you that we will try our best!

- Participate in the way that feels most comfortable for you! Take what works for you, leave what doesn't.
- We will try our best to get to all questions and we will have a Q&A at the end. You can use the chat or raise your hand to ask a question during the Q&A if comfortable.
 - Feel free to send Katie a direct message to participate anonymously!
- If having tech issues, our Career Programming and Event Specialist “**Sana – CCA Support**” will be able to troubleshoot with you. We appreciate your patience if any tech problems arise on our end.

At the top/bottom of your screen, you should see a menu that says, 'view options'. Click on that and select 'annotate'. Please select a stamp!

What faculty are you in?

| | |
|--------------------|--|
| Arts | |
| Engineering | |
| Environment | |
| Health | |
| Math | |
| Science | |

Agenda

- Your Work Term at a Glance
 - Post-Match
 - Start of the Work Term
 - On the Work Term
 - Finishing the Work Term
- Supports & Resources
- Q&A



Your Work Term at a Glance

Post-Match

- Reaching out to your new employer
- Review onboarding paperwork
- Knowing who your Work Term Support is (WTS)
- Secure housing*

Start of Work Term

- What to expect the first few weeks
- Update work term details, contact and travel info
- Set work term goals
- Professional Development (PD) course

On the Work Term

- e-Check In
- Informal mid-evaluation
- Future Ready Talent Framework (FRTF)
- Adjust and adapt work term goals
- Take initiative and track projects
- Skills development and micro courses
- Work Term Support visit*

End of Work Term

- Student Performance Evaluation (SPE)
- Update application documents
- Add connections and network
- Think about your work term report*

POST-MATCH

Congratulations!
So you've secured a co-op... now what?

Next steps...

- View your new Work Term Record on your WaterlooWorks profile
- Contact your employer to confirm:
 - Start date and end date
 - Hours of employment
 - Who you report to
 - Salary
 - Anything you can do to prepare
 - Any paperwork they require
- It's typical for employers to take some time to respond, so please be patient! If you have not heard back after two follow-ups, please reach out to your Work Term Support (WTS)

Co-op Sequence - Summary

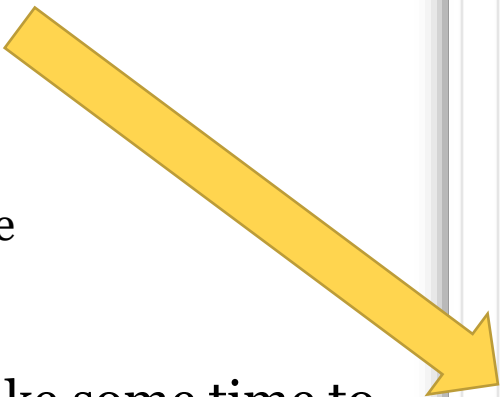
Term: 2022 - Spring

Work Term

WORK TERM RECORD DETAIL

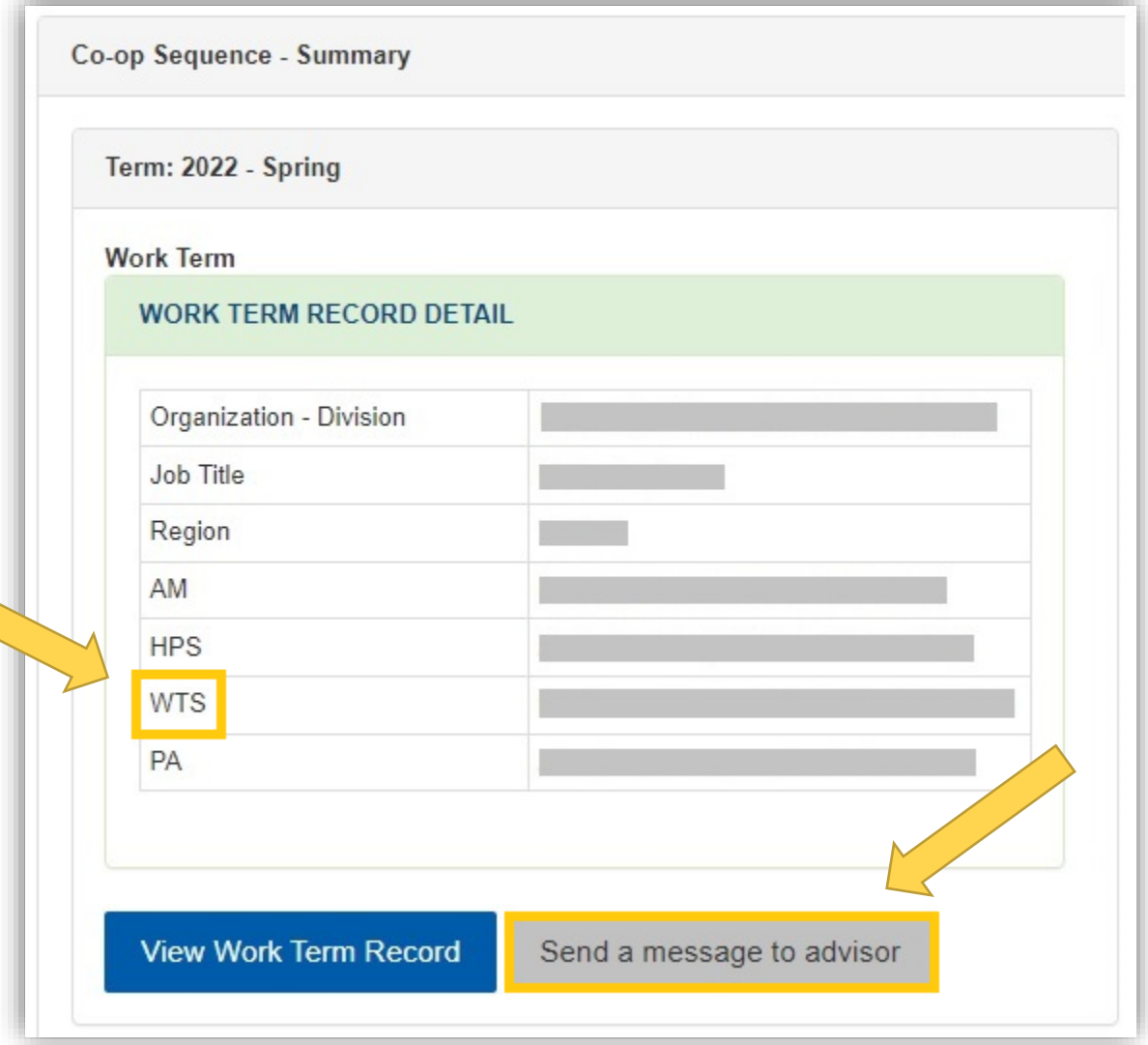
| | |
|-------------------------|--|
| Organization - Division | |
| Job Title | |
| Region | |
| AM | |
| HPS | |
| WTS | |
| PA | |

[View Work Term Record](#) [Send a message to advisor](#)



Work Term Support (WTS)

- Once you've secured a job, you'll be assigned a co-op advisor based on location
- Primary contact throughout the work term for any questions or concerns you might have
- To send them a message, click on the 'Send a message to an advisor' on your work term record



Finding housing

- Living in a different place can be exciting, but finding a safe place to live can be a bit daunting if you're unfamiliar with the area
- Reach out to your new Work Term Support (WTS) as they have knowledge of the specific geographic area you'll be working in
- Look at Facebook groups, other local universities and colleges in the area, and online websites (e.g. Kijiji, Airbnb, Padmapper, Kopa, etc.)

Access our on-campus and off-campus housing info by clicking [here!](#)



Best practices

- Save a copy of your job description – a lot of the responsibilities and skills listed will be great bullet points to update your resume with
- Ask a lot of questions before you start, especially if you're relocating or if you're unclear about the job responsibilities or job details
 - Note that both you and the employer have mutually agreed to a commitment with clear expectations and guidelines laid out
- Ensure you have a clear understanding of expectations for remote, in-person or hybrid work
 - Knowing your schedule *before* you start so you can plan out transportation to arrive on time

Common questions



- **When can I reach out to my matched employer?**
 - As soon as you are matched! You are welcome to reach out to them via phone or email to start your onboarding. If you don't hear back from them in 5-10 business days, feel free to follow up again by phone or email. If they still haven't replied, please connect with your WTS.
- **What is the offer letter supposed to state, and what if I don't receive one?**
 - Offer letters may vary from company to company, however it should typically state your job title, the start/end date of your employment, working hours per week, salary, vacation (if any), conditions of employment (if any [e.g. background check]), and confidentiality clauses (if any [e.g. non-disclosure]). If you don't receive an offer letter, connect with your employer again as most will give some sort of confirmation.

Common questions



- **I have questions about my offer letter and would like to go over it with someone! Who do I speak to?**
 - All full and part-time undergraduate students who are members of WUSA can utilize the Student Legal Protection Program. They provide legal advice on any subject and representation on issues relating to academic rights, co-op and employment, or housing and tenancy. You're more than welcome to bring your offer letter to them and ask any questions you're unsure about. You are automatically covered (unless you have opted-out of the Legal Protection Program).

START OF THE WORK TERM

What should I expect?

Update your information

- You will be prompted to update your work term details on WaterlooWorks at the start of the work term to confirm some basic information about your role
- We'll also ask you to update your contact and travel information, so our WTS know where and how to contact you throughout the work term for emergencies or safety concerns

Work Term Details | Employment Details | Map

Work-term details - Approved

My contact and travel info - Approved

eCheckIn - Approved

Recruiting term experience survey - No Record

Print Edit

EMPLOYER CONTACT DETAILS

Intro to the Work Term

- You may spend the first week(s) completing workplace orientation or training, this is completely normal! If it's prior to your official start date, **note that you should still be paid for any training hours you complete**
- You may not have access to all the technology, software, passwords and email on your first day – it may take some time to get you set up in the company database
- Reflect and set your own learning objectives or goals to make the most out of your work term
- Start your Professional Development (PD) course, if you are enrolled in one

Common questions



Connect with your WTS regarding any of these potential questions or concerns:

- “I haven’t been paid yet”
- “Do I get paid for training?”
- “It’s hard communicating with my employer”
- “I don’t really have any work to do”
- “My employer is on vacation, and I haven’t been set up yet”
- Safety concerns
- Discrepancy between the job description and what you’re doing
- And more (when in doubt, reach out)!

ON THE WORK TERM

What should I be thinking about?

eCheckIn

- Make sure to check WaterlooWorks and your UWaterloo email account for messages
- At the start of the second month, you will be prompted to fill out the eCheckin
- This mandatory form helps us know how to support you; helps you identify competencies from the Future Ready Talent Framework (FRTF); and verifies information (location, job title, salary)
- You may receive a follow-up from your WTS to discuss further
- Employers receive a brief eCheckin request as well (student meeting expectations? Questions/concerns?)
- **If you have a concern – reach out ASAP!**



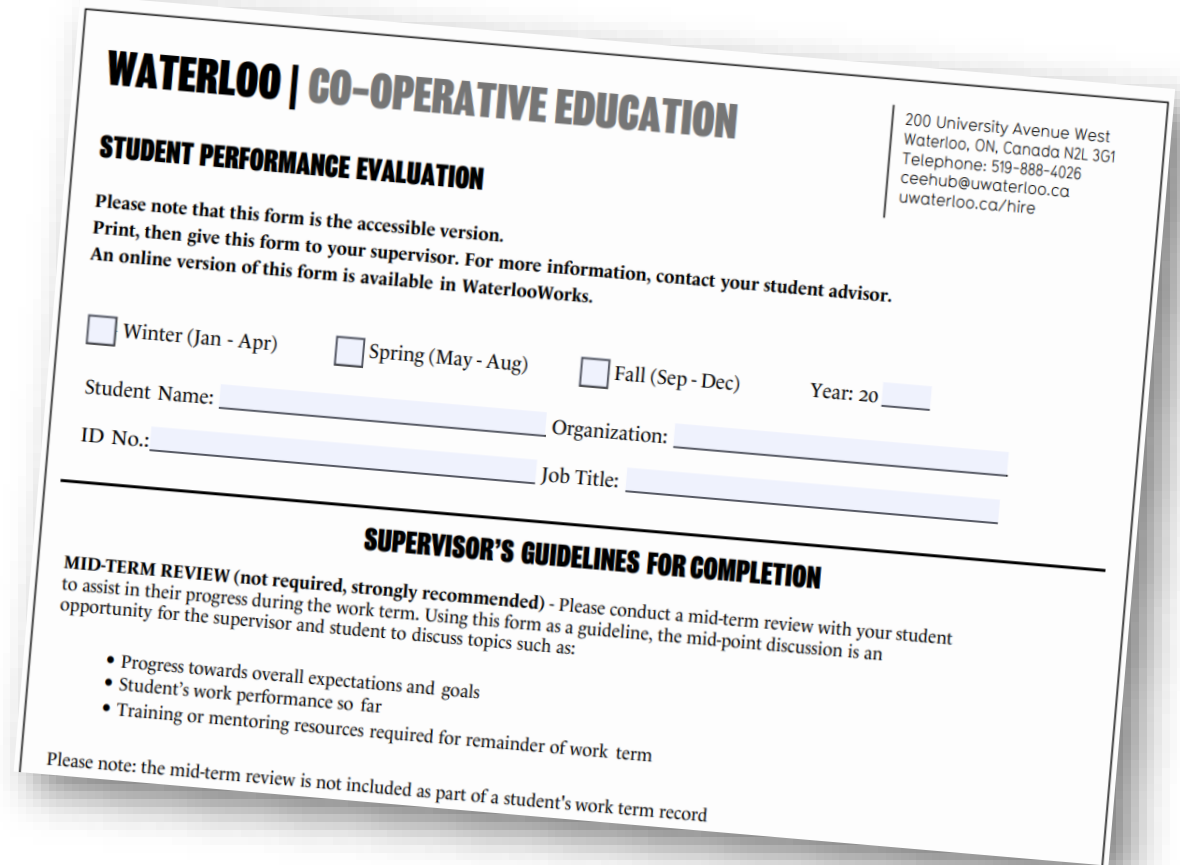
Future Ready Talent Framework (FRTF)

- A tool to understand key competencies to navigate the future of work and learning
- A guide to honing your talents to stay competitive in the workforce
- See more info [here](#)

| Expand and Transfer Expertise | Design and Deliver Solutions | Develop Self | Build Relationships |
|--|-------------------------------------|--|-----------------------------|
| Discipline and Context-Specific Skills | Innovation Mindset | Self-Management | Communication |
| Information and Data Literacy | Critical Thinking | Self-Assessment | Collaboration |
| Technological Agility | Implementation | Lifelong Learning and Career Development | Intercultural Effectiveness |

Midterm Evaluation

- Optional, but highly recommended to *receive* and *share* feedback on how your work term is going
- About 6-8 weeks into the term, after you've completed a project, or if there are pressing issues
- Helpful to review and revise your learning objectives
- Ask about your current overall rating
- Solely for reflection purposes (not recorded on WaterlooWorks; nothing to submit)
- Find a PDF copy of the evaluation [here](#)



WATERLOO | CO-OPERATIVE EDUCATION

STUDENT PERFORMANCE EVALUATION

200 University Avenue West
Waterloo, ON, Canada N2L 3G1
Telephone: 519-888-4026
ceehub@uwaterloo.ca
uwaterloo.ca/hire

Please note that this form is the accessible version.
Print, then give this form to your supervisor. For more information, contact your student advisor.
An online version of this form is available in WaterlooWorks.

Winter (Jan - Apr) Spring (May - Aug) Fall (Sep - Dec) Year: 20 ____

Student Name: _____ Organization: _____

ID No.: _____ Job Title: _____

SUPERVISOR'S GUIDELINES FOR COMPLETION

MID-TERM REVIEW (not required, strongly recommended) - Please conduct a mid-term review with your student to assist in their progress during the work term. Using this form as a guideline, the mid-point discussion is an opportunity for the supervisor and student to discuss topics such as:

- Progress towards overall expectations and goals
- Student's work performance so far
- Training or mentoring resources required for remainder of work term

Please note: the mid-term review is not included as part of a student's work term record

Work Term Consultation

- When you are on your first or second-last work term, or are working for an employer who hasn't hired UWaterloo co-ops before, expect to have a meeting with your WTS
- Entirely confidential and meant to help you make the most of your work term
- Your WTS may also meet with your supervisor to get a sense of your performance and overall experience, as well as their overall experience as a co-op employer
- **Remember:** even if you don't have a scheduled consultation meeting, you can always reach out to your co-op advisor with any questions or concerns!

Work Term Consultation

- Topics that might come up during your meeting:
 - How are you doing?
 - What have you learned, how have you grown, and where can you improve?
 - The Future Talent Framework competencies you identified on eCheckin
 - Your midpoint review and upcoming final performance evaluation
 - Your short-term and long-term career plans
 - Information about the co-op program, best practices
 - Networking opportunities and other resources
 - Anything else that you'd like to discuss (e.g. concerns or feedback)

Best Practices on a Work Term

- Take initiative! Often there are opportunities to make your work term more than what you thought it could be
- Use time outside of work to start thinking about your next co-op work term and what you can do now to work toward your next goals
- If you'd like to work for the same employer, look out for opportunities and discuss this possibility with your supervisor and/or recruiter contact
- Keep track of projects and situations, or responsibilities listed outside of the scope of the job description. This will help you update your resume and identify topics/examples to discuss in interviews

Common questions



- **How often should I be meeting with my supervisor?**
 - What feels like the right amount for *you*? We suggest to meet with your supervisor and/or mentor at least once a week, perhaps more if you're working remotely.
- **What if I have trouble communicating with my supervisor?**
 - Reach out to your supervisor for a midterm evaluation – opportunity to connect on how things are going and *share* feedback!
 - “My Work Term Support said it is highly recommended to complete one...”
 - “I’ve finished X project, and was wondering if you’d be able to comment on or provide me feedback...”

FINISHING THE WORK TERM

How should I wrap up?

Final Performance Evaluation (Mandatory)

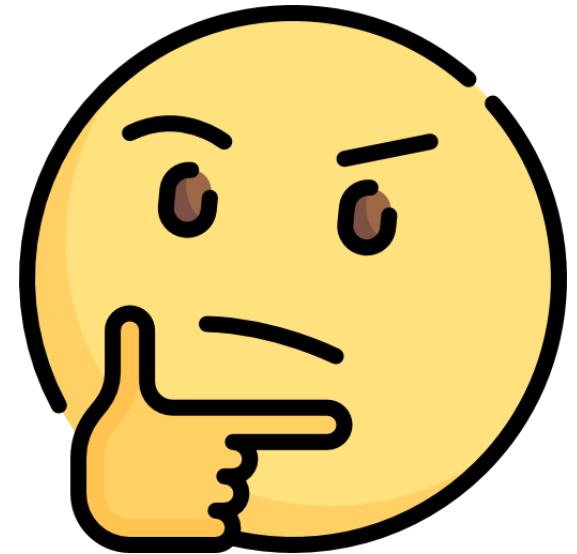
- Your employer will receive an email to complete the final performance evaluation towards the end of your work term
 - To receive co-op credit, you **must receive a rating of marginal or higher**
- You can review and add in your own personal comments **after** your supervisor has completed the evaluation
- Ideally, your evaluation should be submitted *before* you leave so you have a chance to go over it together and discuss – so ensure to remind your supervisor!
- The overall rating you receive, along with your job title, term and company, will be carried over on your official work term history for future employers to see

Before you go...

- Ensure that your supervisor completes and submits your final performance evaluation form, as this is a mandatory milestone for you to receive co-op credit
- On your end, you will be prompted to fill out the work term recap form on WaterlooWorks to reflect upon your term and learning outcomes
 - You can also contribute **anonymously** to the “rate my work term” feature
 - If you didn’t receive a work term consultation earlier, you can request a meeting with your WTS
- Update and revise your application documents (cover letter, resume, portfolio) while the work term is still fresh in your memory
 - **Tip:** This is a great time to book an appointment with the Centre for Career Action!
- Create a profile on LinkedIn to add some of the connections you’ve made!

Self-Reflection

- Ask yourself some of these questions to help you refine your career path and determine next steps for potential future work terms:
 - How did my work term align to the FRTF key competencies?
 - What did I learn about the role, the industry or the organization?
 - How did this role align with my career goals or program?
 - What did I learn about myself?
 - What skills did I use and develop?
 - What projects did I enjoy or not enjoy?
 - What type of management style or working environment do I like or dislike?
 - What kind of role(s) am I looking for in my next work term(s)?



Common questions



- **I'm interested in working at this company for another work term. How do I arrange this?**
 - That's great to hear! Connect with your WTS and we can get the process started for you.
- **What are the deliverables to get to a higher rating?**
 - Ask your employer what they are in a midpoint evaluation! Don't wait until the last minute in the final evaluation to find out.
- **I'm disappointed with my overall rating... can I negotiate?**
 - Unfortunately, no, it is not professional to try and negotiate your final work term rating and we encourage you to accept your evaluation as-is. The best way to manage your rating is to have that midpoint review and ask questions to see if you are tracking and working towards your goal.

SUPPORTS & RESOURCES

We understand that co-op can sometimes be challenging, but we're here for you every step of the way.

Workplace Rights

- You have rights to ensure that you are treated fairly and equally by your employer
- Connect with your WTS immediately if you have concerns about:
 - Unequal treatment (e.g. discrimination)
 - Harassment
 - Bullying
 - Hostile environment
 - Health & Safety
 - Pay and overtime
 - When in doubt about any concern, reach out!
- **Everything you discuss with us is confidential; you are in the driver's seat, and you get to decide on what you want to have happen.**

Accessibility Services

- AccessAbility Services offers co-op support if you have any permanent, temporary or suspected disabilities
 - Topics for discussion can include accommodations, developing a care and support plan and/or receiving referrals to additional on-campus services
- They will aim to provide you with specialized insight and confidence to have conversations with a supervisor, interviewer, or Human Resources Representative about creating effective accommodations for you
- Contact [AccessAbility Services](#) to learn more or book an appointment



Co-op Embedded Counsellors



- Our counsellors provide 1:1 mental health support to prepare students for upcoming work terms, and ongoing phone or ‘virtual’ support during work or recruitment terms
- These counsellors understand the co-op program and are a great resource to help resolve challenging wellness-related situation
- **Everything is confidential** - information that you share with the counsellors will not be shared with co-op advisors or other staff

Work Term Resources

| Resource | What it is |
|---|--|
| <u>Campus Wellness</u> | Support for your health and wellness during school and co-op |
| <u>Co-op Connection</u> | Connect with other students working in your area |
| <u>Health, Dental, Travel Coverage and Legal Protection</u> | Coverage provided by WUSA for (co-op) students |
| <u>CareerHub</u> | Online portal with lots of topics for success in the workplace |
| <u>Mental Health Resources</u> | For (co-op) students to maintain a healthy work-life balance |
| <u>Accessibility Supports and Resources</u> | Learn how to navigate through work terms with a disability |

Keep in mind...

- Navigating the co-op process on top of schoolwork and other life demands can be challenging. Whatever you're experiencing, we're here to support you and are committed to helping you have the most positive experience possible.
- Your co-op term now does not determine your future success; you can always use this work term as a building block to get the skills you will use in future terms!

CAREER ADVISORS



Help with finding your **first** co-op job

Résumé, Cover Letter,
Interview Prep

Career Planning Advice

Further Education
Planning

STUDENT ADVISORS



Questions about your co-op job, **once matched**

Questions or concerns during your work term

Finding a place to live

Finding your next co-op

IMMIGRATION CONSULTANTS



Co-op Work Permits

Study Permit

Electronic Travel Authorization (eTA)

Social Insurance Number

Creating a Bank Account

ACADEMIC ADVISORS



Academic Program

Co-op Degree Requirements

Study/Work Sequence

Course Selection

Work Term Report

Q&A

What questions do you have?

UNIVERSITY OF WATERLOO



YOU+WATERLOO

Our greatest impact happens together.