SUPERVISOR TOOLKIT: Developing Evidence-Based Tools and Tips

Presented by: Dave Drewery and Judene Pretti

Waterloo Centre for the Advancement of Co-operative Education (WatCACE)
OUTLINE

- Introducing University of Waterloo and WatCACE
- Experiential Exercise
- Market Research
- Conceptual Framework
- Design Time
- Three-Minute Pitch
- References/Resources
WHERE IS WATERLOO, CANADA?
WHAT IS THE UNIVERSITY OF WATERLOO?

- A top university in Canada
- Named “most innovative” every year for 24 years by Maclean’s rankings (Canadian national magazine)
- 30,600 undergraduate students; 5,300 graduate students
  - 87.7% average admission rate
  - 48% of students with entrance average 90+% 
  - 18,000+ paid co-op work terms (4 months full-time) per year in competitive employment process (not a placement service) across 120 academic programs in all six faculties
WATCACE OBJECTIVES

- Conducting and supporting research on co-operative education and other forms of work-integrated learning
- Thought leadership regarding co-op within and outside Waterloo
- Dissemination of research findings to relevant stakeholders
YOU AS A NEW PRODUCT DEVELOPER
SOME MARKET RESEARCH

- Exploration of Factors affecting Quality of Student Experience (qualitative and quantitative)*
- Unpacking the Supervisor Experience (qualitative and quantitative)*
- Universities as a Talent Pipeline for Organizations (ongoing)*

*Research supported through OHCRIF grants
WHAT DOES A HIGH-QUALITY WORK TERM LOOK LIKE?
WHAT FACTORS INFLUENCE QUALITY?

Role Characteristics
- Role clarity
- Work-family balance
- Autonomy

Interpersonal Dynamics
- Leader-member exchange
- Relational coordination

Organizational Elements
- Learning environment

Co-op Work-Term Quality
- Learning
- Impact
- Relatedness (academics and work)
SUPERVISORS’ PERSPECTIVE

- What do supervisors look for in a student?
  - Organizational citizenship behaviours
  - Person-organization fit

- What difficulties do supervisors have?
  - Onboarding and training
  - (Some) lack of training re: supervising students

- What might help?
  - Educating students prior to the work term about OCB and PO fit
  - Handing the baton – students helping students

- What is the role of the student?
  - Supervisors tend to think of students as students first and as employees second
  - They tend to believe that the work term should mutually benefit students and supervisors (org)
SUPERVISORS’ PERSPECTIVE (CONT’D)

- What does “Talent” look like?

  - Foundational KSAs
    - e.g., core academic knowledge
    - e.g., role understanding
    - critical curiosity
  - Mindset
    - passion (for job for org values)
    - self-directed & lifelong learning
  - "Soft Skills"
    - e.g., communication skills
    - e.g., fit with culture
    - e.g., open to several perspectives
TIME TO DESIGN

Task: You have 15 minutes to come up with ideas for a new product: a toolkit to be used by co-op/internship supervisors. Based on your experience and the market research presented, what would that product look like?

Your team will have 3 minutes before the end of this session to do a sales pitch of your product.
RESOURCES

• WatCACE website: uwaterloo.ca/watcace
  o Current Projects: Supervisor Tools

• Work-Integrated Learning Research Portal: wilresearch.uwaterloo.ca
  o (Version 1.0 release coming soon!)

• Follow-us on Twitter: @UW_WatCACE
SELECTED REFERENCES


THANK YOU!

DAVE DREWERY (dwdrewery@uwaterloo.ca)

JUDENE PRETTI (tjpretti@uwaterloo.ca)