

# UPEI Job Shadow Program: Guidebook

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## Job Shadow Program Overview

UPEI's job shadow experience matches students with local professionals for a 10-hour workplace visit. Part of a non-credit Professionalization badge program, the job-shadow experience caps off 20-hours of online modules and face-to-face workshops aimed at building students' job-readiness skills. Open to all students, regardless of their program or level of study, the job shadow experience is intended to be an accessible, low time commitment opportunity for workplace exposure and networking.

### +Experience UPEI: Non-Credit Digital Badge Programs

A digital badge is a micro-credential, verified by UPEI, that students can earn and display to showcase specific sets of skills and competencies. Students earn badges by participating in hands-on interactive workshops, completing online modules, and participating in a UPEI verified experience. Students can display badges to employers to showcase their skills and competencies on LinkedIn, Work PEI, ePortfolios, and other online platforms.

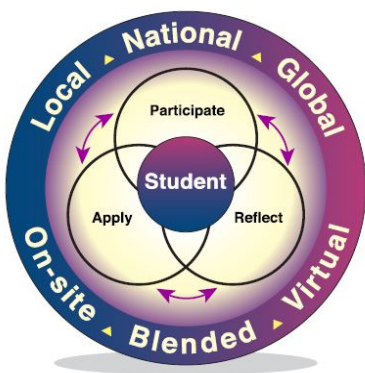
The Professionalization badge program has been designed to help students:

- Develop interpersonal and communication skills
- Learn about career pathways
- Develop effective job search skills

See Appendix A for a more detailed overview of the Professionalization badge program.

## Experiential Learning

Underpinned by the classic learning theories of Dewey (1963) and Kolb (1984), experiential learning programs support transformative learning and successful transitions by placing students at the centre of a learning cycle that integrates three necessary phases: participation, reflection, and application (Image adapted from: Rolfe, Freshwater, & Jasper, 2001).



The job shadow program offers students an experiential learning opportunity to make connections between their academic learning and professional contexts and to reflect on future directions in relation to their own job-readiness.

Through participation in the job shadow program, students will:

- Learn more about a job field of interest
- Make professional connections
- Increase awareness of professional skills and expectations

## Job Shadow Roles and Expectations

The job-shadow experience relies on the engagement of a learning triad: student, workplace host, and job shadow coordinator. A successful learning experience starts with a clear and mutual understanding of the roles and responsibilities of each member of the triad.

### Student

Student participants in the job shadow program must be a current student of UPEI in good standing with the University. Only students who have completed all of the required Professionalization badges will be eligible to participate in the job shadow experience.

Students must understand that through their participation in the job shadow program, they are acting as a representative of UPEI in the broader community and, as such, are expected to conduct themselves with professionalism and respect for the time and resources put into generating this learning opportunity. Workplace-based partnerships are a key element of experiential learning opportunities, and a student's behaviour and attitude during the job shadow has the power to influence – positively or negatively – future opportunities for other students.

Student participants are expected to:

- Commit to participating in the full 10-hour itinerary planned by the host
- Complete and submit part 1 of the learning plan prior to the start of the job shadow
- Meet with the job shadow coordinator for a brief orientation before the job shadow
- Contribute to successful UPEI and community-based partnerships by demonstrating professionalism:
  - Take the lead on communicating and coordinating job shadow details with the host
  - Arrive on time and prepared for each job shadow related appointment and commitment
  - Demonstrate professionalism in dress, communication, behaviour, and attitude
  - Take initiative and be thoughtful in expressing any learning goals or outcomes
- Complete and submit part 2 of the learning plan after the job shadow
- Meet with the job shadow coordinator for a debrief discussion after the job shadow

See the Student Checklist in Appendix B for a breakdown of student responsibilities and tasks before, during, and after the job shadow.

Please note that any additional expenses, such as parking fees or purchasing lunch, are at the student's own expense. The host is under no obligation to further mentor or support students beyond the structured 10-hour job shadow. Any contact that continues beyond the formal job shadowing arrangement is at the sole discretion of the host and student.

### Workplace Host

The job shadow program has been created as a learning experience for UPEI students to build professional skills and competencies, expand their professional network, and learn more about a job

field of interest to them. Being a job shadow host is a chance to provide new professionals with the support professionals had (or wish they had!) when they first started their career.

Workplace hosts are expected to:

- Share expectations with participants
- Plan meaningful activities
- Provide a safe learning environment
- Provide any constructive feedback that may help the student in reaching their goals
- Complete the Job Shadow Verification form (Appendix C) at the end of the workplace visit to verify that the student has satisfactorily completed the job shadow experience

The total time commitment may include 1 to 2 hours of planning activities and preparing an itinerary, as well as facilitating the 10-hour workplace visit for the student. Any contact that continues beyond the formal job shadowing arrangement is at the sole discretion of host and student.

### **UPEI Job Shadow Coordinator**

The staff in UPEI's Work-Integrated Learning Unit manage and run the Professionalization badge program and are responsible for the coordination of the job shadow program. A team of two Student Advisors work together to support students in their career development process through delivering skill building workshops and working with students in a one-on-one mentorship role. As part of the job shadow program, each student will be assigned a Student Advisor as their job shadow coordinator.

The job shadow coordinator is expected to:

- Match host and student according to the student's interests and career goals, to their best effort. UPEI cannot guarantee that all students will be matched with a host in line with their expectations or particular interests.
- Ensure students and hosts have a clear understanding of the purpose and structure of the job shadow experience.
- Meet with the student before and after the job shadow to collect forms and discuss learning and expectations
- Work with hosts and/or students to resolve any issues that arise

### **Job Shadow Program Overview**

There are four key stages in the job shadow program: the matching process, planning and preparation, the 10-hour workplace visit, and following up.

#### **Stage 1: Matching Process**

Eligible students fill out a registration form and identify possible industries, companies, and occupations of interest. UPEI will recruit and register hosts who best align with student interests.

Once a student/host match is made, the job shadow coordinator will email both parties an introductory message that provides the student with the host's contact information and establishes the week during which the job shadow is to occur. The student is now responsible for initiating further contact with their host to make final arrangements.

## Stage 2: Planning and Preparation

1. **Student will complete part 1 of their learning plan**, which involves signing a code of conduct, conducting research on the host organization, and preparing questions and learning goals. Part 1 of the learning plan must be submitted to the job shadow coordinator through Moodle before the start of the job shadow.
2. **Student will email the host** to introduce themselves and make arrangements for a phone call to discuss scheduling details.
3. **Student will phone host** to set up a schedule for the job shadow, which should total 10 hours and will ideally occur within one week. The schedule will be set at the discretion of both student and host, according to their mutual availability; it may consist of one and a half days, two 5-hour days, or three to four shorter visits. Student and host should also discuss possible job shadow activity ideas to assist the host with their planning.

The sample job shadow activities listed below have been adapted from the University of Alberta's Job Shadow Week Participant Guidebook.

- Conduct an informational interview with your host to learn about their career path, work experience and educational background
- Tour of the workplace and overview of functional areas
- Observe and accompany your host as part of their daily activities
- Meet with or accompany some of your host's coworkers (particularly those in different work areas or at different stages of their careers) to get a broader perspective of the field or organization
- Sit in on meetings, events, and client interactions
- Review organizational documents or reports
- Try appropriate hands-on activities, depending on your skills and background (e.g. create a poster, give feedback on a proposal, etc.)
- Learn about specific equipment and systems your host uses (e.g. lab machines, databases, etc.)
- Learn about the hiring process in the organization, including advice on networking, interviewing, resumes and cover letters; ask if it is possible to meet with Human Resources
- Debrief with your host each day to discuss what you liked, what you learned

4. **Host will plan an itinerary of activities** based on the student's interests and the nature of activities that will be available and/or appropriate for the student to participate in. If the host does not feel comfortable doing one of the activities suggested by the student, students are expected to be flexible and respectful. The brief overview of experiential learning provided in this guidebook can serve as a guiding framework in planning meaningful activities. Hosts are invited to contact the job shadow coordinator at any stage of the planning process for advice on activity planning.

### Stage 3: 10-hour Workplace Visit

Students will participate in the full 10-hour workplace visit itinerary created by the workplace host. Students are expected to demonstrate a high degree of preparation and professionalism throughout their workplace visit. Additional tips and resources are provided to students in their Moodle course.

**Emergency Planning:** If unforeseen circumstances prevent a student from arriving on time or fulfilling their commitment, students are expected to follow these steps:

- Call your host immediately and leave a message if they are unavailable.
- Email your host the details in case they do not receive your phone message
- Call your job shadow coordinator immediately to let them know your situation
- Email your job shadow coordinator to inform them of your circumstances
- Follow up with your host with apologies the following week; perhaps the job shadow can be rescheduled.

At the conclusion of the workplace visit, the student will present hosts with the Job Shadow Verification form to complete (Appendix C).

### Stage 4: Follow Up

In order to demonstrate professional practices and to facilitate a reflective learning cycle for students and meaningful program evaluation feedback, students and hosts will be asked to engage in the below follow up activities.

**Students** are expected to send a thank you email to their host within one week of the job shadow and are advised to email their thanks to anyone else in the workplace who spent significant time with them during the job shadow.

Students are also expected to spend some time reflecting on their experience by completing part 2 of their learning plan and meeting with their job shadow coordinator for a debrief discussion. Completed learning plans must be submitted to the job shadow coordinator through Moodle for students to earn the capstone Professionalization badge. Students will also be asked to complete a brief program evaluation survey to provide feedback on the job shadow program.

**Hosts** will be asked to complete a brief program evaluation survey to provide feedback on the job shadow program and will be invited to opt "in" or "out" of future job shadow programs. UPEI is

extremely grateful to workplace hosts who generously give their time and resources to make this valuable learning experience possible for students.

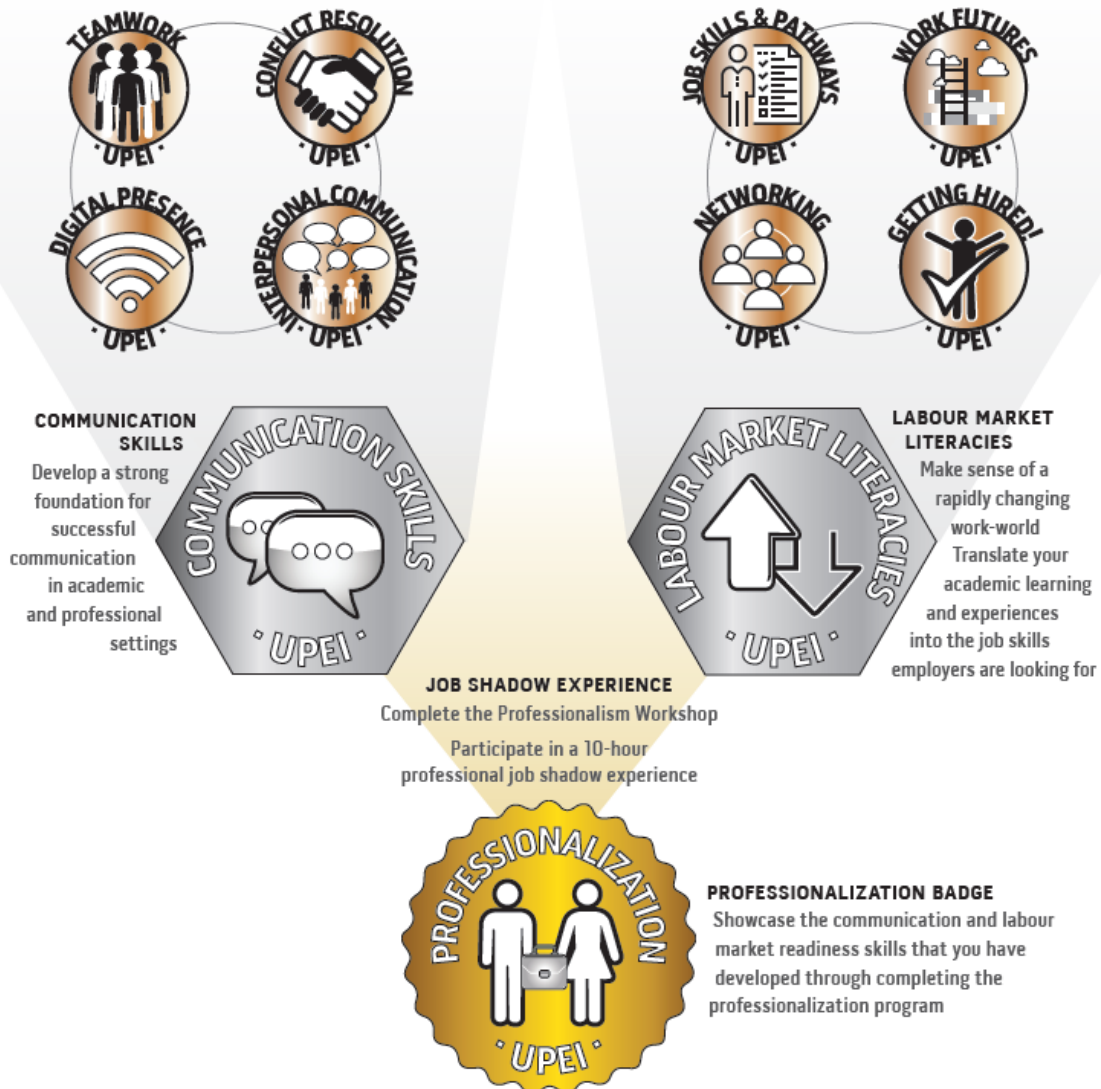
**The job shadow coordinator** will issue program evaluation surveys to students and hosts within one week of the job shadow and will take feedback into consideration in planning future job shadow opportunities. The job shadow coordinator will also meet with students in a debrief discussion to review and provide feedback on students' completed learning plans and will be available to continue to work with students in a mentorship role.

## Appendix A

UPEI's Professionalization badge program has three levels:

- Level 1 (bronze): Skill-Building Workshops – Develop employability skills through online modules, interactive workshops, and independent tasks
- Level 2 (silver): Readiness Badges – complete all of the required skill-building workshops to earn a level 2, competency-based badge
- Level 3 (gold): Capstone Badge – complete the required level 2 badges and the job-shadow experience to earn the capstone Professionalization badge

# READINESS BADGES *help students make connections* BETWEEN ACADEMIC & PROFESSIONAL SKILLS



## Appendix B

### Student Checklist

#### Prepare

- Complete part 1 of your learning plan
- Send introductory email to your host
- Conduct a planning phone call with your host. Discuss and confirm:
  - Your goals for the job shadow (what you hope to see, learn, or try)
  - The dates of your workplace visit, including the arrival and end time each day
  - Appropriate clothing
  - Location of the job shadow (street address, entry point to building)
  - Parking or transit information (if relevant)
  - Lunch information, if relevant (bring or buy lunch on site)
  - Give the host your phone number in case of last-minute information or changes
  - Anything else you can / should do to prepare for your visit
- Meet with your job shadow coordinator for orientation discussion and to submit forms
- Visit the location a few days before the job shadow so you know exactly where it is and how long it takes you to get there
- Prepare to introduce yourself and the purpose of your job shadow to many different people (be clear and brief)

#### Participate: Job Shadow Week

- Dress professionally (follow advice given during your planning phone call)
- Bring a notebook (include a list of questions in your notebook)
- Arrive on time and leave on time
- Ask questions and take notes
- Observe closely – be mindful of both “what” people do and say and “how” they get things done and work together
- Grow your network (express genuine curiosity, collect business cards, follow up on referrals and resources)
- Ask your host to sign the Job Shadow Verification form at the completion of your job shadow

#### Follow Up

- Send a thank you email to your host
- Send a thank you email to anyone else who spent significant time with you
- Complete part 2 of your learning plan and submit to the Professionalization course in Moodle within 2 weeks of your job shadow placement
- Meet with job shadow coordinator to debrief discussion and to submit forms



**Appendix C**

**Job Shadow Verification Form**

Student name: \_\_\_\_\_

Host name: \_\_\_\_\_

Host organization: \_\_\_\_\_

Dates and times of job shadow:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Host comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Host Signature