

Job Shadow Program

University of Louisiana Monroe

Career Connections

**Sandel Hall 139
Monroe, LA 71209**

**Office Hours:
Monday-Thursday: 7:30 am – 5:00 pm
Friday: 7:30 am – 11:30 am**

**(318) 342-5338
careerconnections@ulm.edu**

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Introduction

Job Shadowing is a work experience option where a student can receive a “day in the life” of experience with a company and/or employer. The job shadowing experience will provide temporary exposure to the work product in an area of interest to the student and allow the student to “look before they leap.” The location of choosing may or may not relate to the student’s major or his or her current career path.

While job shadowing, the *student/shadower* will be able to witness firsthand the work environment and the occupational/interpersonal skills practiced by their *shadow coach/employer* of choice. This can help the student decide if a particular major/career is something they want to continue with.

Purpose

The Job Shadow Program will:

- Provide a learning experience for both parties
- Enable a better understanding of the role that particular employer plays and the work they do
- Improve communication and enhance relationship building opportunities
- Enhance individual self-development and assist with ongoing professional development
- Help the student answer the following questions:
 - Can I see myself in this role?
 - Doing these types of tasks?
 - Collaborating with these kinds of people?
 - Working in this kind of environment?

Program Guidelines

The student/potential shadower will make an initial request through Career Connections. Before starting any placement, the student/potential shadower should consider what they hope to gain from the experience, and any learning objectives they might have.

In addition, the students will need to think about how it will fit in with their career path goals and questions they might want an answer to.

It would be advisable to consider any aspect of the role the student/shadower may want to review, and discuss this with their shadow coach beforehand, so that the shadowing session may be planned accordingly.

The length of your job shadow should be a minimum of a half-day and should not exceed two full work days.

Job shadowing is limited to observation only; the shadower will not be expected to offer direct work experience, responsibility, or skills.

Before agreeing to any shadowing request, Career Connections will need to assess the resource implications and consider the following questions in order to determine the appropriateness of the request:

- How will it assist the student? Will it help them confirm their major choice? Will it help them decide to change their major?

- Will it positively impact their career path goals?
- Will it allow for learning opportunities as well as student growth and development?
- Will it help to develop a greater understanding for the student as to what that employer specifically does in his or her role?

Student Benefits

- Great way to get a realistic preview of a job and workplace
- Career exploration
- Try on jobs by visiting workplaces and observing what goes on
- Taste of what various careers are like
- One can learn a great deal more about a career than you can through research in print productions and on the internet
- Explore company culture differences
- Explore careers you are interested in by spending time with a professional working in that industry
- See how your in-class and textbook learning applies to the real world to help you discover new career paths
- Offers useful face-to face contact with potential employers that can be used to expand your professional network
- The experience is a step towards professional development for you as you explore your career options

Employer Benefits

- A chance to guide future professionals through a job shadow experience
- Brand your company by exposing students to company culture and new technologies
- Showcase what professionals in your organization do on a daily basis, their daily challenges and requirements
- Provide students a chance to gain exposure to specific applications of their major and career interests
- Get a head start in identifying potential interns/employees
- Easy pipeline for future employees
- Allows the opportunity for you to mold potential employees with the experience by giving them a glimpse of real world application of their in-class and text book education
- Able to see and measure current educational trends
- Help students discover new career paths

Role of the Job Shadow Host/Employer

- Able to communicate openly and in a nonjudgmental fashion with students
- The want to invest in students current and future career paths
- Able to work with persons of different educational, economic, cultural, religious, and ethnic backgrounds
- Capable of linking learning to earning

- Spend approximately one hour planning and preparing for the day
- Help students understand skills needed for the job
- Demonstrate and explain effective work methods
- Arrange parking for student at shadow location
- Complete an Employer Feedback/Evaluation Form on the student upon the conclusion of the visit. Form should be scanned and emailed back to Anna Gasperecz, Career Connections Coordinator of Career Development at gasperecz@ulm.edu.

Steps for a Student to Obtain a Shadow Experience

- 1) **Identifying Host Site:** The first step in setting up a job shadow experience is finding a company you would like to shadow as well as a position you want to shadow. Career Connections has a binder located in the office that provides this information.
- 2) **Request a Job Shadow Through Career Connections:** Once you have selected the company you would like to job shadow, it is your responsibility to fill out Permission Form Part 1 (located on page 12) and turn it in to Career Connections.
- 3) **Contact Employer:** Once Permission Form Part 1 has been approved by Career Connections, it is your responsibility to contact the employer. For many students, contacting the organization and setting up dates and times to visit can be a valuable part of the learning experience. (See sample phone/email script on page 20).
- 4) **Contact Career Connections:** Once you have made contact with the employer and you have an agreed upon date and time. You must complete Permission Form Part 2 (located on page 13) and submit it to Career Connections.
- 5) **Signing Consent Forms:** The company as well as the student is required to sign the consent form (located on page 14). The consent form is due back to Career Connections no later than **TWO WEEKS** prior to your job shadow day. You will be responsible for signing your Student/Employer Consent Form as well as getting it signed by your employer/shadow host. A copy of your Driver's License and Vehicle Insurance Card should be submitted along with the consent form. If not complete, student will be unable to shadow.
- 6) **Confirming Plans:** At a minimum of a week out from the shadow date, the student should contact the employer to confirm arrangements and get answers to any questions he or she may have.
- 7) **Preparation:** Students need to be thoroughly prepared before they go out on a job shadow.
 - Research the company and its industry ahead of time
 - Prepare a list of questions you want to ask; bring the list with you. For examples of possible questions refer to page 9.
 - As a courtesy, invite your host to lunch on the day you are shadowing. Even if he or she declines, extending the invitation is a good way to find out about the lunch scene, such as whether you might need to brown-bag it if that is what everyone else does.
 - Prepare a brief 30-second introduction/elevator speech about yourself and why you are shadowing
 - Dress appropriately for the workplace. Feel free to ask Career Connections about proper attire. You may also refer to our **ULM Career Connections Pinterest** page: <https://www.pinterest.com/ulmcareers/>. Err on the conservative side. For further appearance help, refer to page 11.
 - Arrive about 5-10 minutes early. Come ready to observe everything—interactions between people, the layout and look of the workplace, the range of jobs employers hold. Take lots of notes.

- Be polite, courteous, and enthusiastic.
- Write down the names, job titles, company email addresses, and company mailing address of everyone who takes the time to talk with you. You will utilize this information to write your thank you letter(s).
- Keep in mind the employer who is allowing you to job shadow them is a busy professional who is going out of his or her way to accommodate you.

- 8) While on Location:** Students/shadowers must operate within the bounds of any company and/or departmental confidentiality policy. Ask permission to take pictures as well as a picture of you and your host. Request a business card or write down whole name(s) of host(s) (check spelling, host title, company name, and complete addresses—email and mailing).
- 9) Student Feedback/Reflection Form + Employer Feedback/Evaluation Form:** These forms are located on pages 15 and 17. You are required to fill out the Student Feedback/Reflection Form regarding your experience. Be sure to turn it in to Career Connections no later than a week after completing your shadow day. A copy of your thank you letter should be attached. Keep in mind, the company will be receiving an Employer Feedback/Evaluation form from our office to fill out on you.
- 10) Thank You Letter:** A thank you letter to the job shadow host is very important. Your job shadow host volunteered his or her time for you to be able to go into his or her workplace. They invested their personal time in preparing activities and demonstrating job skills because they care about your future. The host still had to meet his or her own job deadlines. A thank you note will show your appreciation. It also builds a good relationship with the workplace so other students will be invited back for a job shadow in the future. To see an example thank you letter refer to page 19. The letter should be submitted to your shadow host no later than a week following your shadow day. A copy of the letter is to be made and submitted to Career Connections along with your Student Feedback/Reflection Form.
- 11) Follow Up:** Make an appointment with Anna Gasperecz, Career Connections Coordinator of Career Development to discuss your experience. To make an appointment you may email her directly at gasperecz@ulm.edu, call her at (318) 342-3517, or call the main office line at (318) 342-5338 to speak with one of the office student workers. Career Connections is open Monday-Thursday 7:30 am – 5:00 pm and Friday 7:30 am – 11:30 am.

Frequently Asked Questions

What happens during a job shadow?

What you do while job shadowing depends heavily on where your shadow takes place. However, usually during the job shadow experience, you follow the professional you are shadowing through his or her work day. You observe the rigors of the job, the company culture, and ask lots of questions. A tour of the workplace, a discussion about responsibilities, and anything a professional can “show and tell” in the workplace is a good start. Attending meetings and a short debrief at the end of the day, to reflect on the experience, are also customary practices.

Who should participate in a job shadow?

Any University of Louisiana Monroe undergraduate or graduate student who wants to know more about a specific career or who is not sure what career path/major to pursue.

Who should I shadow?

A person who is working in a job you want to learn more about is the ideal choice.

Hint: It may be of value to you to shadow several individuals in a particular field, in different work environments, so you can compare and contrast your experiences and learnings.

What is the advantage of a job shadow?

You see firsthand what really goes on in the workplace. You can explore a career in which you might be interested. You have the opportunity to feel secure in your major choice or have the needed push to change your major. You will meet people that may help you with future internships and jobs. You will understand what is needed in different jobs.

Will I get paid?

No. Job shadow learning sessions are unpaid observation opportunities.

Will I be reimbursed?

No. Students will be responsible for all expenses incurred, i.e. housing, meals, transportation, etc.

Possible Questions to Ask Your Host

- 1) What caused you to choose this job?
- 2) What do you like about this job? What do you dislike about it?
- 3) What makes a person successful at this job?
- 4) Why did you select this type of work?
- 5) How much education do you need for this job?
- 6) Did you need more training after you had completed your education?
- 7) What classes can I take to help prepare me for a job in this field?
- 8) What skills are useful for this job?
- 9) Do you ever have to work in teams on your job?
- 10) Who do you work closely with?
- 11) What kinds of problems do you solve on the job? What skills do you need to solve those problems?
- 12) What did you learn in school that helped you the most on the job?
- 13) What do you wish you had studied more in school?
- 14) What are your hours/days of work?
- 15) Is there a dress code?
- 16) What type of skills and experiences did you need to have to apply for this job?
- 17) How is this job satisfying or meaningful to you?
- 18) Do you supply your own equipment, tools, and or supplies?
- 19) What types of employment benefits do you receive through the employer?
 - a. Health Insurance
 - b. Dental Insurance
 - c. Vision Insurance
 - d. Sick Leave
 - e. Vacation Time

- f. Retirement Benefits
- g. Profit Sharing
- h. 401K

- 20) Which benefits are the most important to you?
- 21) Do you have any recommendations for me?
- 22) What are the future prospects for this type of job? Why?
- 23) What is the salary range for someone working in this field?
- 24) What is the turnover rate? High? Low? Average?
- 25) What are the work hours? Weekends? Holidays? Nights? Overtime?
- 26) Is there traveling involved?
- 27) Is relocation possible?
- 28) What is the chance of promotion? If good, what would be the next level?
- 29) What major would you recommend to me that would prepare me best for this position?
- 30) Do you take interns?

Reminders:

- 1) Ask permission to take pictures as well as a picture of you and your host
- 2) Request a business card or write down whole name(s) of host(s) including: Host title, company name, company email address, and company mailing address.

Appearance

(Impressions make a statement)

Someone with a good appearance looks fresh, clean, and confident. A good appearance has nothing to do with the brand labels on your clothing or looks.

- Dress in the clothes that you would wear on the job. For example: Executives should wear suits; healthcare or office staff should wear business clothing
- Be sure your clothes are neat, clean, and wrinkle free. Wear conservative colors- blues, grays, and browns are preferred. Be sure your shoes are clean and appropriate.
- Avoid trendy fashions, patterns that clash, and bright colors
- Avoid excessive jewelry and makeup
- Avoid strong perfume or cologne
- Never wear a hat, tank top, shorts, jeans, or sandals
- Never chew gum or eat candy
- Cover any tattoos or piercing and clean your fingernails
- Turn cell phones off (Having them out to take pictures is okay IF you ask for permission first)

Remember: Your attitude is reflected in what you say and how you say it!

Employers look for employees who:

- Have good eye contact
- Have an honest and genuine smile
- Are enthusiastic and motivated
- Are excited about coming to work
- Sit up straight in their seats
- Ask questions
- Have a positive attitude

* For more attire help, refer to the **ULM Career Connections Pinterest** page:

<https://www.pinterest.com/ulmcareers/> or visit Career Connections to speak with a staff member.

Job Shadow Permission Form
PART 1
University of Louisiana Monroe
Career Connections

Student Information:

Full Name: _____

Campus Wide ID Number: _____ DOB: _____

ULM Email Address: _____

Other Professional Email Address: _____

Cell Phone Number: _____

Major: _____ Minor (if applicable): _____

College Cumulative Grade Point Average: _____ Classification: _____

What company do you wish to shadow? _____

What do you hope to gain from the experience?

How will this placement help to meet your career goals and aspirations?

Are there any aspects of the role you are particularly interested in observing?

Student Signature: _____ Date: _____

*Do not forget to submit Job Shadow Permission Form PART 2

To be filled out by Career Connections:

Received Date: _____

Approved Date: _____

Job Shadow Permission Form
PART 2
University of Louisiana Monroe
Career Connections

(To be completed by the student after contact with the company and completion of Job Shadow
Permission Form PART 1)

Student's Full Name: _____ CWID: _____

Shadowing Location: _____

Address of Shadowing Location: _____

Phone Number for Shadowing Location: _____

Person being Shadowed: _____ His/Her Job Title: _____

Date/Dates Shadowing: _____ Time: _____ to _____

Student Signature: _____ Date: _____

Shadow Host/Employer Signature: _____ Date: _____

To be filled out by Career Connections:

Received Date: _____

Approved Date: _____

**Student/Employer Consent Form
Career Connections
University of Louisiana Monroe**

General Liability:

There are complex laws that address the full spectrum of personal injury and personal liability. Generally, the job shadowing student is subject to the same responsibilities at the work place for safety and conduct as is any other public visitor. It is the responsibility of the sponsoring employer to provide any necessary safety instruction and or equipment as well as enforce the use of such safety equipment to the job shadowing student as it would to any other visitor or vendor visiting the workplace.

I understand that university personnel has not visited the job shadow site, may not have met the host, and will not be present when the student is at the job shadow site.

All student information is treated as confidential and is not available to the general public.

I take responsibility for my transportation for the day. In signing, I assume full responsibility for any damage to person or property caused.

Further, I hereby expressly waive any claim for liability against the University of Louisiana System and/or the University of Louisiana Monroe and any connection from liability in connection with this activity.

Photo Release

I understand that job shadowing activities may attract attention from the media and also are used to promote partnerships between schools and employers; therefore, there is a possibility that students will be photographed during their experiences. I grant permission to be photographed for these newsworthy and educational purposes. Such photographs will be used only to promote the job shadow program.

I HAVE READ ALL INFORMATION REGARDING THE JOB SHADOW PROGRAM. I UNDERSTAND THE UNIVERSITY OF LOUISIANA MONROE ASSUMES NO RESPONSIBILITY FOR HEALTH, ACCIDENT OR TRANSPORTATION INSURANCE WHILE THE JOB SHADOW EXPERIENCE IS TAKING PLACE. I AGREE TO ARRANGE TRANSPORTATION TO AND FROM THE JOB SITE.

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT ANNA GASPERECZ, CAREER CONNECTIONS COORDINATOR OF CAREER CONNECTIONS BY EMAIL gasperecz@ulm.edu OR BY PHONE (318) 342-3517.

Shadow Host Signature: _____ Date: _____

Student Signature: _____ Date: _____

Students, please attach a copy of your driver's license and vehicle insurance card to this form

Student Feedback/Reflection Form
Job Shadow
Career Connections
University of Louisiana Monroe

Full Name: _____ Date Shadow Took Place: _____

Time/From: _____ To: _____ Name of Job Site: _____

Area/Job Shadowed: _____ Person Shadowed: _____

*Your honest evaluation of your recent job shadow experience is greatly appreciated. Please indicate your rating of the job shadow experience in the categories below by circling the appropriate number, (1 indicates poor and 5 indicates excellent OR 1 indicates strongly disagree and 5 indicates strongly agree).

- | | | | | | |
|--|---|---|---|---|---|
| 1) Rate the organization of your job shadow. | 1 | 2 | 3 | 4 | 5 |
| 2) I learned something about what a business expects from its employees. | 1 | 2 | 3 | 4 | 5 |
| 3) I learned about the skills needed to perform my host's job. | 1 | 2 | 3 | 4 | 5 |
| 4) My host demonstrated job duties and responsibilities. | 1 | 2 | 3 | 4 | 5 |
| 5) I was treated with respect. | 1 | 2 | 3 | 4 | 5 |
| 6) I enjoyed my job shadow experience. | 1 | 2 | 3 | 4 | 5 |
| 7) I would recommend this job shadow to other students. | 1 | 2 | 3 | 4 | 5 |
| 8) I would like to job shadow in another career/position. | 1 | 2 | 3 | 4 | 5 |
| 9) Rate the overall experience of this job shadow | 1 | 2 | 3 | 4 | 5 |

10) Was the job what you expected?

If yes, why? _____

If no, why not? _____

11) Note three things you learned from this experience or surprised you the most

a. _____

b. _____

c. _____

12) What did you like best about the job?

13) What did you like least about the job?

14) As a result from this job shadow experience are you considering changing your major and/or career path?

Explain:

15) Reflect on your job shadow experience. Describe the company/organization you visited and the person you shadowed. What skills do you need for this career and which ones do you already have? What might you do to prepare for this career in the next five years? (Feel free to attach any additional documentation if needed).

Your final thoughts:

Signature: _____ Date: _____

***Shadowing experience must be followed with a student THANK YOU note (Sample located on page 19).**

***Be sure to attach a copy of your Thank You note to this form!**

Employer Feedback/Evaluation Form
Job Shadow
Career Connections
University of Louisiana Monroe

***We value your thoughts. Please complete, scan, and send this form back to Anna Gasperecz, Career Connections Coordinator of Career Development at gasperecz@ulm.edu.**

Evaluator/Job Shadow Host Name: _____

Company/Org. Name: _____ Occupation: _____

Phone: _____ Email: _____

Student Name: _____ Date: _____

Please rate the following on a scale of 1 to 5: (1 indicates strongly disagree and 5 indicates strongly agree)

I was at ease interacting with my student throughout the day	1	2	3	4	5
The student was prepared and enthusiastic	1	2	3	4	5
The student asked many questions and took notes	1	2	3	4	5
I would be willing to host another student in the future	1	2	3	4	5

Did the student arrive at the appropriate time? Yes No

Comment:

Did the student stay for the agreed time? Yes No

Comment:

Was the student dressed appropriately? Yes No

Comment:

Did the student display a professional manner at the worksite? Yes No

Comment:

Did the student relate well to the job shadow host and others? Yes No

Comment:

Was the student courteous and polite? Yes No

Comment:

What benefit do you feel the student gained from this experience?

What benefit do you feel you and/or your company gained from this experience?

How do you feel about the experience?

What suggestions do you have for improving this program?

Your final thoughts:

THANK YOU for participating in the Office of Career Connections at the University of Louisiana Monroe Job Shadow Program. If you have any questions and/or additional insight, please contact, Anna Gasperecz, Career Connections Coordinator of Career Development at gasperecz@ulm.edu or (318) 342-3517.

***We value your thoughts. Please complete, scan, and send this form back to Anna Gasperecz, Career Connections Coordinator of Career Development at gasperecz@ulm.edu.**

Example Thank You Letter

*Start your personal address (home or school) approximately 2" from the top of the page.

Full Name
University of Louisiana Monroe
700 University Ave
Monroe, LA 71209
Current Date (Month Day, Year)

Title Host (Mr. /Ms. /Dr. _____)
Company Name
Street Address
City, State Zip Code

Dear _____,
(Paragraph 1)

- Thank your host for his or her time and mention the day and date of the shadow
- Tell him or her why you appreciate his or her time

(Paragraph 2)

- Write about something that you learned or found interesting and/or intriguing during your visit
- Write about something you enjoyed during your experience
- Explain what this experience meant to you

(Paragraph 3)

- Express your gratitude once again for this valuable career exploration opportunity

Sincerely,

Your Full Name Typed

(In between Sincerely and Your Full Name Typed, sign your name)

***Be sure to make a copy of your Thank You note to submit with your Feedback/Evaluation Form to Career Connections**

***Put your letter in an envelope that is stamped and addressed. Please mail your letter no later than a week following your shadow day.**

Example Phone Script

Hello. May I please speak with (job shadow host) _____."

Hi. My name is _____. I am a student at the University of Louisiana

Monroe. The Office of Career Connections here at the university provides a job shadow program for students and your company was listed as a location choice.

I was looking to schedule a job shadow day with you. I would like to shadow the position of _____.

I would be available to do a Job Shadow on _____ (date) from _____ (time) to _____ (time). If this day and time does not work for you, what day and time would work for you?

Thank you very much. I will be sending you the information and contacting you before our shadow day to confirm our arrangements.

If you have any questions, please contact me at _____ or feel free to contact the Career Connections office at the University of Louisiana Monroe at (318) 342- 5338.

Example Email Script

Hello, Mr./ Ms./ Dr. _____!

My name is _____. I attend the University of Louisiana Monroe. I am currently majoring in _____. The Office of Career Connections here at the university provides a job shadow program for students and your company was listed as a location choice to shadow.

I am hoping to schedule a day and time where I am able to job shadow the _____ position at your company as I am looking to gain

_____ (What do you hope to learn and/or gain from this experience?)

I would be available to do a Job Shadow on _____ (date) from _____ (time) to _____ (time). If this day and time does not work for you, what day and time would work for you?

I look forward to hearing from you!

Thank you for your time.

Sincerely,

Your Full Name Typed