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Assessing the Impact of Labour Market Information on Career Decision-Making

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**Assessing the Impact of Labour Market Information:
Final Report on Results of Phase Three (Follow up Interviews)**

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Executive Summary

This research project as a whole was designed to address two questions: (a) To what extent is independent self-help a sufficient process in order for clients to use LMI effectively?, and (b) To what extent does assistance by a service provider enhance the effective use of LMI?

Supplementary research questions included: (a) To what extent is LMI an equally effective intervention for clients with career decision-making needs and clients with job search needs, and (b) What demographic factors (e.g., age, gender, job history, etc.) have a differential influence on the effectiveness of a LMI intervention? All questions were addressed in a context where client needs were assessed to determine whether LMI for career decision making or LMI for job search would be an appropriate intervention to address the client needs. LMI packages were developed to address each of those needs (one LMI package tailored to career decision making and a second LMI package tailored to job search). In both cases, the LMI packages contained lists of possible resources, instructions for accessing the information, and tips for interpreting and applying the information to a client's personal situation. Clients remained in the program for 3 weeks. Thus, this project isolated the use of LMI as a viable approach, independent of other interventions such as psychoeducational workshops or career counselling.

The field test results have been presented in the Phase 2 Research Report on this project. The current report focuses on the data obtained from follow-up interviews with a subset of the total sample conducted at 1 week and 4 months following completion of the study. In general, participants reported being surprised by how much information was available and how little they knew about career planning. They also reported that working through the LMI helped them get more focused on their goals for the program as well as their career goals. The materials provided helped to develop a sense of confidence in their ability to handle future career transitions and a sense of optimism about how their future career plans would turn out.

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Assessing the Impact of Labour Market Information: Results of Phase Three (Follow up interviews)

The current study for *Assessing the Impact of Labour Market Information on Career Decision-Making* had three phases. Phase One resulted in a State of Practice Snapshot of the current use of LMI in employment offices across the country. The information obtained in Phase One was used as a guide for developing the interventions used in Phase Two. Phase Two involved a comparison of two ways of delivering LMI to clients: a typical independent self-help process for accessing LMI, and an assisted self-help process for accessing LMI. Both delivery methods were used with adult clients who had job search or career decision-making needs. Phase Three involved a detailed exploration of the nature of the client's experience in using LMI through a semi-structured telephone interview with a subset of the participants from both treatment conditions. The interview focused on the ways in which participants accessed and used LMI, focusing on the details of the client experience related to processing the LMI they accessed.

The project as a whole utilized a participant-researcher perspective, where the research was embedded in the actual service delivery practices of agencies. Several authors have lamented that research findings have not been implemented widely in field settings, likely because the research has been viewed as not relevant by practitioners (See Feller 1993; Sexton, 1993; Walz & Bleuer, 1993). In order to address this problem, the current study was implemented in real service delivery settings, incorporating best practices for using LMI in those settings, utilizing service providers in those agencies delivering the interventions, and clients who were seeking assistance for career decision-making or job search as the research participants. We believe that this approach will increase the likelihood that any positive findings will be incorporated into daily service provision.

The results from Phase One and Phase Two have been presented previously in reports on those two phases of the project. This report is focused on the results of Phase Three.

Methodology

Client perceptions were obtained through a semi-structured telephone interview conducted during the week following completion of the intervention and again 4 months later. The intent was to gain insight into "what's happening between the lines" that might not surface in the questionnaire responses. The interview focused on clients' experiences in accessing and using LMI, how they processed the information they accessed, how they personalized and made sense of the LMI accessed, which resources they found the most useful, what information would have been useful but was not offered, and how prepared they felt to manage their own future career transitions. Both interviews used the same protocol, with some minor tailoring to make sure the time frame was congruent with the interview questions. The interview protocol is attached in Annex A.

The 1-week interviews were conducted by two interviewers. The 4-month interviews were conducted by the same interviewer, who was not involved in the first set of interviews. The interviewers made detailed notes documenting the client responses to the interview questions, and these notes became the data source. To determine the extent to which interviewer perceptions might be influencing the records of client comments, 3 interviews were selected at random and while the interview was being conducted, a second researcher also made detailed notes of the client responses. In all cases, the same client themes emerged from the interview notes. Thus, we are confident that the interviewer notes are an accurate record of the client responses.

When the interview data were complete, a content analysis was conducted to determine common themes occurring in participant responses. The content analysis was done by a researcher who did not conduct any of the interviews. The responses to each question were read at least three times. The first reading was to orient the researcher to the general nature of the responses. Then the responses to each question were read a second time with a view to identifying the commonly occurring themes in the client responses. This resulted in a coding taxonomy that was subsequently used (the third reading) to compile frequency counts indicating the prevalence of each theme. A randomly selected subset of 10 interviews was used to obtain an estimate of inter-rater reliability. Two researchers read and coded each of the 10 interviews independently, the results of the coding were compared, and the percentage of agreement between the two raters was calculated. Across all 10 interviews, the inter-rater agreement on the coding was greater than 90%.

Participants

The sample for the 1-week follow up interviews consisted of 64 participants who collectively represented a similar composition in comparison to the total sample. Approximately half of the sample was from each of the participating provinces (33 from New Brunswick and 31 from Saskatchewan). There were 25 males (39%) and 39 females (61%) and these proportions were identical for each province. Thus it was possible to group the respondents together and present the picture for the sample as a whole.

The sample for the 4-month follow up interviews consisted of 38 participants who had all participated in the week 1 interviews. On both occasions, participants were asked for their current employment status and if they were employed, how well their current job fit with their career vision. One-third of the 4-month follow up sample were employed full time, all of whom reported that their job was a good fit or an OK fit with their career vision. An additional 16% of the 4-month sample was employed part-time, and only one of those people reported that their job was not really a good fit with their career vision. Table 1 provides the supporting details for the above statement, as well as an indication of the shift in employment status, e.g., from part-time at 1-week to full time at 4 months, from being unemployed at 1 week to full time at 4 months, etc. (Note. For all tables in this report, employment status is indicated as follows: FT = Full Time Employment; PT = Part time Employment; UE = Unemployed. Numbers following the abbreviation refer to the number of people in that category,

Table 1. 1-week and 4-month follow-up: employment status and fit with career vision.

1 week follow up			Employment Status Fit with Vision	4 month follow up			Shift
Good	OK	Poor		Good	OK	Poor	
7	6	2	Full-time work	8	5	0	FT → FT = 6 PT → FT = 1 UE → FT = 6
15 (23%)				13 (34%)			
2	6	3	Part-time work	3	2	1	PT → PT = 4 FT → PT = 1 UE → PT = 1
11 (17%)				6 (16%)			
38 (59%)			Not currently working	19 (50%)			UE → UE = 14 PT → UE = 1 FT → UE = 4
64			Total	38			

Results

Participants were asked to indicate the extent to which their current employment status was related primarily to the program they completed, versus other factors operating in their lives. (See Table 2.) In analysing the data, we were particularly interested in how perceptions shifted across time and how that might be related to employment status. Therefore, the results are organized to highlight comments made from the three categories of employment status used in this project.

Table 2. Attribution for employment status.

1 Week			Extent to which current employment status is the result of using what you learned in this study vs. other factors in your life or your community?	4 Month		
UE	PT	FT		UE	PT	FT
21	6	5	mostly other factors	11	2	2
4	1	3	somewhat other factors	2	0	0
5	0	4	Uncertain/50% -50% other factors & this project	2	1	2
4	1	2	somewhat this project	3	1	2
3	2	1	mostly this project	1	2	6
1	1		No answer	0	0	1
38	11	15	Total	19	6	13

One observation that stands out strongly is that 65% of the respondents at week 1 and 46% of the respondents at month 4 thought that their current employment status was primarily a reflection of other factors operating in their lives, such as labour market conditions, plant closures, economic conditions, etc. (See Table 2.) At week 1, 15% of respondents thought that the program and other factors in their lives contributed about equally to their current employment status, compared with 14% at month 4. Furthermore, 24% of those employed full or part time at week 1 attributed their employment status to the program, compared to 61% at month 4. A close look at the narrative responses to this question (See Annex B, Annex C, and Annex D) suggests that respondents had difficulty interpreting this question and that care should be exercised when interpreting Table 2. For example, some participants attributed their job offer to contacts in their networks, seemingly overlooking the emphasis placed on networking in the LMI resources they accessed. In a similar vein, some clients acknowledged that other factors were important, but they got the job because of the coaching they got on interviewing. Even participants who were unemployed and attributed their being unemployed to the project, mentioned that “the program was an eye opener” and that now they were no longer limiting themselves, and also that they “had no idea of where to go until they were part of this study.” At first glance it looks like they thought that participation in the project contributed to their being unemployed, but their narrative responses suggest that they found the program very useful. The overall impression from the narrative comments of participants is that while other factors such as plant closures played an important role in their current employment status, what they learned in the program was still helpful.

In analysing the data derived from the open-ended questions, we paid particular attention to any relationship that might exist between how clients processed the LMI they accessed and their employment status. Therefore, we analysed the results grouped according to their employment status at the time of the interview. Working with open-ended responses to interview questions

made it relatively easy to look at how the emerging themes might be different depending on clients' employment status and also examine the emerging themes for the sample as a whole. The results are summarized below, grouped according to the interview question being asked. The data analyses for those participating in the 1-week interviews are presented first, followed by the results from the 4-month interviews. The same coding scheme was used to analyse the information from both sets of interviews in order to facilitate comparing the pictures painted by the two groups. The detailed data analyses are provided in: Annex B (1-week participants employed full time), Annex C (1-week participants employed part time), Annex D (1-week unemployed participants), Annex E (4-month participants employed full time), Annex F (4-month participants employed part time), Annex G (4-month unemployed participants).

Results from Participants 1-Week Following Program Completion

The interview began with a general request for client perceptions pertaining to their participation in the study. Participants were asked: "In your own words, tell me how the information in the binder helped you with your [CDM or JS]." Participant responses fell neatly into 6 categories: Finding out about themselves, finding out what career possibilities would be good for them; help with specific components pertaining to finding employment, such as resume, interview techniques and job search; assistance with exploration of available resources (different print materials and websites; help in creating a more structured and focused plan; did not help them very much; and unclear or uncodeable responses. (See Table 3). The most prevailing theme was that the information packages helped them get a more clear picture about themselves and how that related to potential employment opportunities, followed by a greater awareness of what resources were available.

Table 3. Client perceptions of how the information in the binder helped them. (1 week follow-up)

Response Category	Sample Responses
Finding out about themselves, what career possibilities would be good for them FT = 5 PT = 4 UE = 20	<ul style="list-style-type: none"> • Participating in this project helped me get to know myself better and to see what job possibilities were best for me. • I now have a sense of direction that I did not have before. • The information helped me to know what I could do in my field – plumbing, electrical, machine operator. • It really helped me find what I think would be best for me in the future. • I am 56 years-old and wanted to change directions after many years in retail. Used Career Cruising quizzes and they confirmed that your retail skills could be used in accounting • I was able to narrow down to the job that would be a good fit for me. • I didn't have any idea when I went into the Employment Centre. It steered me in a direction. • Career Cruising was the most helpful site. I knew the career cluster they would put me in but when I saw what people actually do in these jobs that's when I got excited. It was also helpful to see the list work and training options.

Response Category	Sample Responses
Help with specific components pertaining to finding employment, such as resume, interview techniques and job search FT = 5 PT = 0 UE = 2	<ul style="list-style-type: none"> • Great help. Résumé and cover letter. Different websites. Counsellor encouragement. • Quite often looking for a job is just look at a job bank and take what's there. Helped me build a better resume and it directed me to other web sites for jobs. The job banks don't have all the jobs. • I learned how to build my résumé and cover letter. Gave me information on websites to search for jobs.
Assistance with exploration of available resources (different print materials and websites) FT = 3 PT = 5 UE = 8	<ul style="list-style-type: none"> • It made me aware of different resources out there. I only knew of a couple of sites. The binder helped me organize thoughts and goals – I found out about other resources at the centre I never knew were there. • Helped quite a bit. Did not know the websites. Used résumé and cover letter to apply for Activities Co-ordinator for elementary school. Found the posting on the website. • Helped tremendously, so pleased with amount of information out there. • The information in binder gave me new websites to consider – expanded my searches. The book helped me focus
Help in creating a more structured and focused plan FT = 0 PT = 0 UE = 2	<ul style="list-style-type: none"> • The binder refreshed me and helped me get re-focused on what I needed to do. • Kept me on track.
Did not help them very much FT = 0 PT = 0 UE = 5	<ul style="list-style-type: none"> • The binder wasn't that helpful. Binder was a rehashing of existing resources – not anything new. Most resources are available on-line anyway. • I didn't use a lot of the information. It was left to me to decide what to use. • Some websites were helpful – but overall not that helpful.
Unclear or uncodeable responses FT = 2 PT = 2 UE = 1	<ul style="list-style-type: none"> • Some of the information was helpful but I wish I had more one-on-one. • The resources in the study are great. As an experienced worker, I'm looking for more HR sites, more specific association websites. • It did help. I was the "do-it-yourself" group. I found there was a lot of stuff to work through on your own. It would have been helpful to have a counsellor's assistance to help.

We wanted to obtain a more complete picture of how the clients processed the LMI they used. To do that, we asked a series of questions: "Please tell me a bit about how you actually used the information to help you with [CDM or JS]; As you used the resources what sorts of things were you thinking about? What parts of the information did you find most useful and why? What would you have liked to have, but was not there? If I were coaching other people in how to use the information, what should I tell them?"

In response to the general request for information about how they used the LMI (*Please tell me a bit about how you actually used the information.*), clients provided a very general response, which underscored the need for the more specific questions that were a part of the interview protocol. Generally clients said that they used many of the resources (e.g., web sites, print resources, LMI binder, tip sheets, interview with counsellors, etc.); the specific tools that were part of the resources (e.g., quizzes, self-assessments, resume templates, etc.); and information about qualifications and training requirements. A small number of clients (FT=2, PT=1, UE=7) indicated that they did not use any of the resources or refused to answer this question. The

reasons for not accessing the resources were mostly related to difficulty accessing the physical resource centre and not with the nature of the resources available.

To better understand how clients were processing the information they accessed, we asked them what sorts of things they were thinking about when they were using the resources. The predominating themes centred around: focusing on being specific about what they wanted from the program, surprised by the information and how much they didn't know, general negative thoughts about the program, general positive thoughts about the program, and comments indicating that they were not sure what they thought or the answer was not relevant. A summary of their responses is provided below, in Table 4. (Note: For this and subsequent Tables, the numbers may not total to the same number because participants may have addressed more than one theme in their responses.

Table 4. Client reports on what sorts of things they were thinking when they used the resources. (1 week follow-up)

Response Category	Sample Responses
Focused on being specific about what they wanted from the program FT = 3 PT = 2 UE = 5	<ul style="list-style-type: none"> • I was surprised to find out how much information there was and how much I did not know • Initially, I thought 'there's no way I can do this' but as I read more I began to think 'I can do this. This is how you find a job' • Getting more specific (a more clear idea) about what I want to do • Reading the information helped me get more focussed on my goal, figuring out what would best suit me. • I need to be more clear about what I want from this program • I was looking for anything that could get me employment. • Trying to figure out what would best suit me, what was best for me and what would I like for the rest of my life. • I was thinking of which jobs I could apply for based on my skill set. There are certain areas that I want to work on in terms of skill development. It helped me identify possible areas for training
Surprised by the information and how much they didn't know FT = 4 PT = 0 UE = 4	<ul style="list-style-type: none"> • Getting more specific (a more clear idea) about what I want to do • There is lots there to learn • Thinking about how out of touch I was. • Initially I was thinking "there is so much information, where do I start?" but I realized that "Anyone can do this...I can do this. (Variations on this sort of self-talk was the most frequently reported thought from people who had part-time employment). • I was a little overwhelmed at first, hoping to find something to look forward to and something different and I did.
General negative thoughts about the program FT = 1 PT = 1 UE = 6	<ul style="list-style-type: none"> • A couple of websites – couldn't find what he wanted • Should be more user friendly and clear • I needed more advanced sites to help me – I'm experienced and mid-career worker • Some of the websites are duplications of Service Canada • Typical government of Canada – making things more difficult than they had to be

Response Category	Sample Responses
General positive thoughts about the program FT = 3 PT = 7 UE = 14	<ul style="list-style-type: none"> Initially I was thinking “no way could I do that” but as I read more I began to think “I could to that + that’s the way you need to promote yourself. Positive thoughts about future success with the program Resource information was easy to follow With the binder, I felt that I didn’t know if I could get through it. Once I went to some of the sites then I got more confident. Good and easy to access – it was perfect timing. I was completely lost prior to getting in this study. When I started using the information, it answered many of my questions. Very informative. Lots of information here. Links lead to more information. (About one-quarter of unemployed clients reported having general positive thoughts about the material and their future success with the program, e.g., ‘this is easy to read and the timing is right for me’; the step-by-step process is good for me.)
They are not sure what they thought or no answer, or answer not relevant FT = 4 PT = 1 UE = 9	<ul style="list-style-type: none"> Not sure About one-quarter of the clients who were unemployed could not describe what they were thinking about or would not answer the question. After going through the information, I felt that I had to go to my priest to find out what jobs would be available for me

We also asked participants “What parts of the information did you find most useful and why?” The predominating themes centred around: the information in the binder, quizzes and self-assessment tools, websites, the resource centre in general (i.e., no specific resource mentioned, but many of them), their counsellor’s feedback (for those in the assisted group), work pertaining to resumes and cover letters, other sources of help outside resource centre, and uncodeable or unresponsive answers. A sample of their responses is provided below in Table 5.

Table 5. Client reports on what information they found most useful and why. (1 week follow-up)

Response Category	Sample Responses
Binder FT = 1 PT = 2 UE = 3	<ul style="list-style-type: none"> Found binder the most useful – mainly found what she was looking for. I found new web sites too in the binder. The information in the binder will help me write a better résumé. The list of occupations that suited me was good
Quizzes & Self-assessment tools FT = 2 PT = 1 UE = 7	<ul style="list-style-type: none"> The quizzes helped me – gave you more options in the area you are interested in Liked the variety of questions in the quizzes- I am a timid person & lack confidence, but I have the skills. The quizzes clarified my abilities & strengths, + showed where I lacked qualifications Found out which careers matched my interests and abilities & how it fit with education. All the quizzes pinpointed the same occupation and it verified what I thought I always wanted to do. Results from the knowing yourself. This was something that I had not really had thought of and I didn’t really have a goal when I started.

Response Category	Sample Responses	
Websites FT = 4 PT = 5 UE = 11	Websites mentioned more than once <ul style="list-style-type: none"> • Career Cruising-9 • SASKjobs.ca-4 • Service Canada-2 	<ul style="list-style-type: none"> • Because I was doing it from home. The websites really, really helped me out a lot • The sites listed in the binder pinpointed me to some of the magic sites for jobs. • I liked all the web pages and information I got out of them. They let you make your own decisions. I met with a counsellor but found I really didn't need to meet with her. The websites showed me where to go. • It was good because a lot of these web sites aren't well known. • Career Cruising was the best and the suggestions to talk to others about the work I wanted
Resource centre in general, no specific resource but many of them FT = 3 PT = 1 UE = 5	<ul style="list-style-type: none"> • The most important factor was physical – access to a fax machine and computer and ability to go someplace where it is all set-up around career and employment. • Everything was useful – showed me resources – qualities and characteristics of the worker – salaries, probability of being happy in the job – all good information. • It is so valuable just to know about all the resources. I'd definitely go straight to the RC if I had to look again. I'd commit 1-2 days to go down there if I had to job search again. • The gathering of information that put it all in one place that was incredibly useful for me. I found it useful to see different types of resumes. 	
Counsellor's feedback FT = 0 PT = 2 UE = 1	<ul style="list-style-type: none"> • Found counsellor helpful – reviewed what websites were for and what she would have found most useful. This was pretty important. Having the overview saved a lot of time. Helped with focus. • Really I got the most when I talked to someone in the office (first interview and exit interview). 	
Resume and cover letter work FT = 1 PT = 2 UE = 4	<ul style="list-style-type: none"> • Résumé builder helped me re-write my résumé • Cover letters was my weakness. Now I'm ready to do my own cover letters since I went on this. • Job search tools were very useful to update my resume and interview skills. • Definitely figuring how to put together a résumé and writing a cover letter – cause you're never quite sure about how to go about it. 	
Other (outside resource centre help) FT = 2 PT = 0 UE = 4	<ul style="list-style-type: none"> • The information was overwhelming at times. My wife was my support. • I didn't use the information • : I learned that Canada needs more skilled workers so I got my main goal – could focus on one of my two backgrounds. 	
Answer not relevant FT = 2 PT = 0 UE = 3	<ul style="list-style-type: none"> • I covered this already. • Participant did not answer (nothing more). 	

To determine which resources we had inadvertently omitted from the participant guides, but which clients would have found useful if they had them, we asked participants “What would have liked to have, but was not there?” We grouped the responses into five predominating themes: nothing more, more counsellor support, specific information that could not be found by participants, and other. A sample of their responses is provided below in Table 6.

**Table 6. Client reports on resources they would have liked but were not there.
(1 week follow-up)**

Response Category	Sample Responses
Nothing FT = 8 PT = 6 UE = 18	<ul style="list-style-type: none"> • Nothing really, there was a lot of information. • The centre pretty much covered everything and with the binder it had many websites that were needed. • Don't think it is missing anything. • I didn't find anything missing. If you put all the resources into the binder and make it available to everyone across Canada it would help them a lot. • Can't think of anything that should have been added.
More counsellor support FT = 2 PT = 0 UE = 4	<ul style="list-style-type: none"> • More guidance on aptitude testing – interests, values and how that connects to the job market. • Type of tutorial for people who don't know the computer. • More contact with someone else because I didn't know how to follow through. • I would have like to have some guidance, deadlines, some nudges, some hand holding and access to some counsellors.
Specific information could not be found FT = 5 PT = 3 UE = 12	<ul style="list-style-type: none"> • More structure to counter offers, i.e., More specific tips re: following up after interviews. • Testimonials from people who were successful and why they were successful. • More specific information on job specific companies hiring electrical expertise. This might be hard, but having a contact person would be helpful. • Looking for job openings – number of jobs – could not find. • I would have like to have more on networking and links to social networking sites. • There are acronyms, e.g., what is a CA? it would be helpful to have the full title spelled out in the binder.
Other FT = 1 PT = 1 UE = 4	<ul style="list-style-type: none"> • Extended hours at the Resource Centre. • Put it all together better. It seemed all scattered to me. • A job offer. • Everything was pretty much there. A printer would have been nice. • One respondent (PT) would not answer the question.

We asked participants “Do you have an action plan? If yes, what sorts of things led you to make an action plan?” A sample of their responses is provided below in Table 7.

Table 7. Client reports on their action plans. (1 week follow-up)

Response Category	Sample Responses
<p>Yes:</p> <p>FT = 5 PT = 10 UE = 26</p>	<ul style="list-style-type: none"> • Yes. Written down. 2½ year plan that covers all my training and work term. Starting upgrading next fall. Enrol by this date, get finances lined up, etc. • Completed – signed up for 2-year community college program and am looking for work in the meantime in case I don't get accepted. • Yes – I'm still busy. I have a booklet where I put down a few things. I make notes after an interview. I am taking a diploma course in drug and alcohol addiction counsellor and am more than half way through. • Yes. Since the study, it's clearer for me what I want. I'm searching every day and when I find something I apply. I will use the information to prepare for the interview. I hope that by the end of the summer I will find the job that I want. • Yes, I am working on the plan I put together after I got the binder.
<p>Still working on one:</p> <p>FT = 6 PT = 1 UE = 8</p>	<ul style="list-style-type: none"> • Too early to have a plan of action – she needs time to rest. • In my head – not on paper. • Still exploring. • If he was laid off and had time, might have the opportunity to reflect. Right now just too tired. • Kind of ... I know what my goals are.
<p>No</p> <p>FT = 4 PT = 0 UE = 4</p>	<ul style="list-style-type: none"> • No, not any concrete plan. • Is employed. • Not at the moment. Does not know where else she would "fit" in the non-artistic world. • Not really – I needed to go to do some research.
Factors contributing to making an action plan	
<ul style="list-style-type: none"> • An Uncertain Future <p>FT = 1 PT = 1 UE = 1</p>	<ul style="list-style-type: none"> • I'm working at the farm and they don't know if it's going to go forever. • Friends are encouraging her – she wants to be different and have a future – she is doing this on her own. • Broader horizon of jobs – better do it now while still young enough.
<ul style="list-style-type: none"> • The Resource Centre <p>FT = 4 PT = 4 UE = 13</p>	<ul style="list-style-type: none"> • Intake session makes you do one. • The binder – the suggestions helped me be more organized in my thoughts and goals and make me think "what should I be doing and how" • I knew where I wanted to go and I knew I needed a goal. The information helped me figure out the steps to take to get me where I want to be. I didn't know the steps to get to my goal. • The program led to his action plan. He was stuck before, and the program got him unstuck. • Information on web site confirmed that I needed my journeyman's status to get jobs at the right pay level.

Response Category	Sample Responses
<ul style="list-style-type: none"> Self-directed planning FT = 5 PT = 5 UE = 11	<ul style="list-style-type: none"> Sitting down and actually thinking “How am I going to get there”. Making sure I get everything done in order. Finding out more about herself and understanding herself better, gave her a goal to work towards. Realizing that I could do self-directed planning The fact that I want to go somewhere in my life – I don’t want to sit at home and have a dead end job. It’s interesting – right now I want a career not a job. The results from the quizzes, from LMI sites re economic outlook, asking friends what they thought led me to developing an action plan. Around the same time as the study, someone who I had met who suggested that I do this kind of work. Because before you get a job you have to have a plan to achieve your goal. I’m an organized person – I go step by step.

To get information on how the materials in the study could be used in the future, we asked participants “What if I were coaching other people in how to use the information, what should I tell them?” We grouped the responses together into the following categories: tell them to seek counsellor help, seek help in the resource centre, tell them to go to a specific source of information, tell them to network, tell them to put effort into it and be involved, nothing much/not much advice to offer, and other or uncodeable. A sample of their responses is provided below in Table 8.

Table 8. Client reports on how others might be coached to use the information. (1 week follow-up)

Response Category	Sample Responses
Tell them to seek counsellor help; seek help in the resource centre FT = 4 PT = 2 UE = 3	<ul style="list-style-type: none"> Try do deal one-on-one with a counsellor. Got to a Career Resource Centre first. Do follow-up within 24 hours. Already told 2 of my friends. And at least one has gone to the Employment Centre. I would encourage them to get the material and get help from the counsellor. I am giving the binder to a friend and I’ll suggest that my friend see a counsellor at CANSASK Most of older people my age would need help with use of computer. 45+ probably need more guidance in using webpages. Make appointments and go in and see people and get them to steer you – it would save frustration. I think help from a counsellor would help eliminate a lot of running in circles.
Tell them to go to a specific source of information FT = 3 PT = 2 UE = 8	<ul style="list-style-type: none"> Basically the websites are not that hard to use. The first thing I would tell them is to go to CANSASK. I didn’t know who to see or where to go. There needs to be a more connection between EI and CANSASK. Pay attention to the information on ways to promote yourself. Read the package well and summarize and go over it and see how it can help. Find a website that suits you. Best course is to use the Internet in sites used in Tracking Sheet.
Tell them to network FT = 1 PT = 0 UE = 0	<ul style="list-style-type: none"> Tell them to talk to their family and use their networking to be more aware of job possibilities. Tell them to talk to their family and use their networking to be more aware of job possibilities.

Response Category	Sample Responses
Tell them to put effort into it and be involved FT = 2 PT = 2 UE = 8	<ul style="list-style-type: none"> I would encourage them to get involved and do all the research. Be curious. Put a lot of time in. Use the information that is there. Do as much of it as you can possibly do. If it says do some or all – do it all. All great and all help. Take your time, Do the self-evaluations, Do a full search, Try to have fun with it – don't be too serious.
Nothing much, not much advice FT = 2 PT = 1 UE = 3	<ul style="list-style-type: none"> No – everything was straightforward and very easy to use. It was pretty thorough. Everything was explained to me pretty well. I would just give them the binder and let them explore it. No need for guidance.
Other or uncodeable FT = 3 PT = 4 UE = 16	<ul style="list-style-type: none"> Tell people that they should follow the order that the materials are presented in the binder, not to just let them decide on any order they want. I would tell them to follow the steps. It's really important. I would also tell them to go on every web site from the binder. Depends on where they are in their life and stage of job search. Already showed a friend.

We also asked participants “Are you continuing to use the Resources you were given in this study? If so, how, and how often?” Of the 15 interviewees who were employed full time, 10 were continuing to use the resources, compared with 9 out of 11 part-time employed people, and 30 out of 38 unemployed people. A sample of their responses is provided below in Table 9.

Table 9. Client reports on their continuing use of the resources. (1 week follow-up)

Response Category	Sample Responses
Yes FT = 10 PT = 9 UE = 30	<ul style="list-style-type: none"> Yes does now continue and will .This is a long-term project – will not leave this in the drawer I do continue to look at SASKjobs to do job search every day. I'm still looking in part because of the commute I will face. Yes, I use it to track down new leads, and to remind me of how to sound more professional when I talk to my boss and to my colleagues. Yes – still looking to see if more permanent possibilities come available. I have been keeping up with using them. I don't use them very often. I know what I need to do. Yes, I'm on the Internet a lot – looking at jobs to make sure there are jobs and openings in the area I want. Yes – job bank – is in my favourites, also Career Cruising– go in and look briefly once a week. Definitely – twice daily – goes to see if there are new postings. Yes, I will continue to use the resources even after I find a job.
No FT = 5 PT = 2 UE = 38	<ul style="list-style-type: none"> Not now. Might use the resource in the future. No – not applicable to me right now. Not in past couple of weeks but will in the future. I haven't used any of the resources since the study ended. Didn't go to the resource centre. It's a pain in the ass to get there. The Resource Centre's resources are or should be available on-line.

We also asked participants “What **other resources** have you accessed since you finished this project (or since the study was over)?” A sample of their responses is provided below in Table 10.

Table 10. Client reports on other resources they used since the study finished. (1 week follow-up)

Response Category	Sample Responses
Nothing really FT = 8 PT = 4 UE = 15	<ul style="list-style-type: none"> • None really, I focused more on my new job • None, the stuff in the binder was all I needed. • No other resources
I used another resource FT = 6 PT = 7 UE = 20	<ul style="list-style-type: none"> • Newspaper research, did walk-ins – looked in Yellow Pages – and sometimes spent 2/3 of the day looking and dropping off résumés. Got my job because of newspaper ad. I ‘dropped in’ – and that’s what worked. They contacted him • I definitely went to friends right away to find out what was out there. Accessed my personal network – asked them to keep an eye out • Went on U-tube and watched what people do for a living • I’ve gone to the YWCA site and facility. Talked to a counsellor and enrolled in some classes. • I have gone to company web sites related to my work experience and background. • Employment Centres – drops in – just to see what’s new. • Attended workshop on résumé writing and job interviewing • I am now using executive sources.
No answer, answer not relevant FT = 1 PT = 0 UE = 3	<ul style="list-style-type: none"> • I covered this already • One day on one site. I’ve been busy.

We also asked participants “What other things have you done in the way of career decision making, job search or career exploration since this study finished?” A sample of their responses is provided below in Table 11.

Table 11. Client reports on things they have done regarding their career decision making or job search. (1 week follow-up)

Response Category	Sample Responses
Networked and/or had an information interview FT = 5 PT = 2 UE = 12	<ul style="list-style-type: none"> • Spoke to people in businesses of interest to him. • Going to family and friends. • Took a self-employment program. • Talks with nurses who are on-the-job to find out more about what I can do in the future. • Did a CPR course to put on her résumé. • Talked to a friend who is in ECE: tried to do information interviewing but unsuccessful. • Talked to a few employers.

Response Category	Sample Responses
Continued with job search resources FT = 1 PT = 5 UE = 14	<ul style="list-style-type: none"> Continue to look at Saskjobs and watching my local market for other options. I'm looking for jobs every day. Had meeting with counsellor – and good understanding of what she needs to do. Had 1 appointment with counsellor and have 3-4 more to sign up, going back to school in September – upgrading. Will see an employment counsellor – one-on-one. Went to First National resource centre – quicker to talk to counsellor than to spend time researching on-line
Applying to jobs FT = 0 PT = 1 UE = 2	<ul style="list-style-type: none"> I sent my résumés to companies that send you to interviews at companies who want to hire. Applied for 12+ jobs.
Other FT = 5 PT = 2 UE = 3	<ul style="list-style-type: none"> Nothing, more focused on my new job. Will be contacting counsellor for another meeting. CPR/First Aid course scheduled to take
Nothing FT = 3 PT = 1 UE = 6	<ul style="list-style-type: none"> None of the above. Nothing, I'm pretty self-sufficient
No answer, answer not relevant FT = 1 PT = 0 UE = 1	<ul style="list-style-type: none"> Already covered this.

We asked participants “To what extent do you have a clear vision of what you want in your career future?” A sample of their responses is provided below in Table 12.

Table 12. Client reports on whether they had a clear vision of what they want in their career future. (1 week follow-up)

Response Category	Sample Responses
Very clear FT = 8 PT = 5 UE = 13	<ul style="list-style-type: none"> It's crystal clear at this point and some of it had to do with job instability and low pay. Absolutely. Work on own, learn, train, this job is perfect. Very clear. She is much less stressed now because she has a goal for her career future and she finds her current job more challenging. 100% clear pretty much and clear on how to get there. Very clear vision of what I want – I hope I'll like it as much as I think I will. Very clear. It's been a long time coming. I have a full plan set out for myself now.

Response Category	Sample Responses
Fairly clear FT = 4 PT = 4 UE = 16	<ul style="list-style-type: none"> • Pretty clear, what field and what I want to do. The study helped me work through all the little questions about my life. • Clearer than I was. • About 70% clear, I'm thinking about teaching or therapist. • Better idea than I did before. I realize what's not for me. • My vision of the future is good but getting there is the tricky part. • Yes – it could take 5 years – do all 3 blocks in trade training.
Clear FT = 2 PT = 0 UE = 3	<ul style="list-style-type: none"> • Not 100% sure of what I want to do but I have an idea of what direction I'm going. • I have a better vision than when I started, I am more decisive. I would feel more comfortable in an office in a business. • About a 50-50% - rough idea. My clear decision is to provide some income for the next few years for his family.
Fairly not Clear FT = 1 PT = 1 UE = 3	<ul style="list-style-type: none"> • Will depend on what is available. I'm open to other areas. • Wants a job – whatever – does not care. • I'm still uncertain. I want to work in forestry. It's now just what area. • Not clear yet. Has an idea. Needs some work experience to figure that out.
Very not clear FT = 0 PT = 1 UE = 2	<ul style="list-style-type: none"> • Not clear. It has not changed very much since I was 16. • Nothing is clear. • I have no idea – I'm in a sadly desperate stage of applying for everything.

We also asked participants “How optimistic are you about what lies ahead in terms of meeting your career goals?” and “How confident are you about your ability to manage future career transitions?” Participants were asked to quantify their responses on a scale of 1-10, and also to provide some comments regarding their rating. The response frequencies and a sample of their responses are provided below in Table 13.

Table 13. Client reports on their degree of optimism and confidence regarding their ability to meet their career goals. (1 week follow-up)

How optimistic are you about what lies ahead in terms of meeting your career goals?										
	1	2	3	4	5	6	7	8	9	10
FT			0	0	2	1	2	4	2	3
PT			0	0	0	0	1	2	6	2
UE			1	1	2	2	10	9	5	8
<p>Comments:</p> <ul style="list-style-type: none"> • A lot of change since the research study. Before I was closer to a 0 • 10 – I'm positive about what I'm doing and I know I'll reach my goal • 8 – From the study, I now know that I'm doing well with my job search. I'm not missing anything. I know that I have good education and experience. I'm trusting in my abilities to find work. It's just a matter of time. • 8 – I always have a plan B • 6 – because there are so many variables • Maybe 5 – because of the labour market • 3 – I'm not optimistic I will get back into the Public Service. This has led me to consider changing career goals but I need more information and training before she can use this as her career goal and put the optimistic scale on that. 										
How confident are you about your ability to manage future career transitions?										
	1	2	3	4	5	6	7	8	9	10

FT					2	1	2	4	2	3
PT					0	1	0	7	2	1
UE					2	2	7	13	6	8
Comments: <ul style="list-style-type: none"> • 10 – Would actually keep the binder and use it down the road. Would call on the materials as a resource • 8, very confident, not arrogant confident. I used to think “I could never do that” but now I think “I can sure do that as well as the next person.” • For future transitions – pretty confident. Has a lot of experience with change and moving. She has excellent references and good experience. 										

Note. In the above table, 1 = low and 10 = high.

Finally, we gave participants opportunity to make any additional comments that had not been made previously. A sample of their responses is provided below in Table 14.

Table 14. Client final general comments on the program. (1 week follow-up)

Response Category	Sample Responses
Gained confidence in searching and skills FT = 0 PT = 0 UE = 2	<ul style="list-style-type: none"> • The program helped me become aware of the large range of skills I had to offer, more skills than I thought I had. • Strategies gave me confidence that my choice is a good one.
Helped find out more about myself and potential careers FT = 1 PT = 0 UE = 1	<ul style="list-style-type: none"> • The initial Employment Assessment Interview was very important and helped me to determine what I wanted to and what I already knew. • I think this program is very helpful and should be taken into all provinces. • It reassured me I knew myself and I was going in the right direction – there was lots of job search stuff and I’ll use it again – I have the binder and websites
Helped set goals and structure FT = 2 PT = 1 UE = 0	<ul style="list-style-type: none"> • It taught me how to break down my goal and set action steps to get where I need to go. It taught me how to do the research to find out this information to action plan. • I’d follow the same steps, find the field, develop the Action Plan and put it into action. I was looking randomly – this gave me methodology and I’d use it again and again and again.
Mostly helped with the practical skills like resume and interviews FT = 1 PT = 0 UE = 0	<ul style="list-style-type: none"> • My counsellor coached me on interviewing. When I first started, I would have liked to know more about the resources which were actually available.

Response Category	Sample Responses
Had a problem with the program FT = 3 PT = 2 UE = 5	<ul style="list-style-type: none"> • I'd like to have had more one-on-one counselling support. • Group meetings would be helpful. • The study it wasn't well known; it wasn't public information. I heard about it from my friends. It might be useful to have been more publicized. • The program is wonderful, but there is no support when you walk out the door. I'm feeling for the first time a discrimination against age. • Let more people know that they can access an employment counsellor and what that person can provide • I wish I was in the assisted group. It would have been more motivating and helpful to have someone to talk to.
Counsellor help was great FT = 0 PT = 0 UE = 2	<ul style="list-style-type: none"> • Seeing the counsellor has kept her hopeful and optimistic. • The counsellors are there for you and encourage you and let you know there are always options out there.
Generally a positive experience FT = 6 PT = 6 UE = 17	<ul style="list-style-type: none"> • Yes, absolutely will use in the future. Both the information and the examples. • I didn't find it convenient to go back to the RC because there are only 3 parking spaces. But it is so valuable just to know about all the resources. • Glad I was in the study. Taught me a lot about myself. • The resources would be useful. I could review stuff in binder e.g. interviews, when they come up. • Will use it again – for upgrading or whatever else.
Other FT = 0 PT = 0 UE = 11	<ul style="list-style-type: none"> • I hope that others are able to access this information. • The whole purpose was about LMI research and that was my key learning from this study. • No comment.
No response FT = 2 PT = 2 UE = 2	

Results From Participants 4 Months Following Program Completion

The 4-month interviews were completed in the same format as the 1-week interviews (See Annex A). The interview began with a general request for client perceptions pertaining to their participation in the study, followed by more specific questions intended to determine which resources participants found most useful and to obtain information on how participants were processing the LMI they were using. We also wanted to tap participants' future career plans and some important affective variables that might influence their follow-up activities. Background information for the questions in the interview protocol have been provided earlier and are not repeated here. The tables summarizing participant responses appear below.

**Table 15. Client perceptions of how the information in the binder helped them.
(4 month follow-up)**

Response Category	Sample Responses
Finding out about themselves, what career possibilities would be good for them FT = 3 PT = 3 UE = 3	<ul style="list-style-type: none"> • Well right now I'm back doing what I was doing previously, but it made me more aware of the other fields I would be more suited to. • I think I know myself a bit better now. After I searched the websites, what changed is I did apply for different jobs, and I am more clear on what I am looking for • Well it gave me an idea on where I wanted to go in my career, and how to get at different resources. • It has just helped me to realize what is out there, what is available to someone like me, as an older single mother.
Help with specific components pertaining to finding employment, such as resume, interview techniques and job search FT = 3 PT = 0 UE = 0	<ul style="list-style-type: none"> • It gave me more tools, different websites to check out, places to look and how to go about the search. The biggest area it helped was with the resume. • The biggest thing that helped was not so much in finding the jobs, but the big thing was the interview skills. • It has just given me more of a venue to look at what's out there in the job market. The websites have been helpful.
Assistance with exploration of available resources (different print materials and websites) FT = 5 PT = 3 UE = 10	<ul style="list-style-type: none"> • With the book plus the websites, I got a lot more info about what to do with my degree, and where to look for positions. • I found out about a lot of resources, it helped me a lot, learning about the hidden job market. • I think it really did help, because after I did it I actually got a part-time job, and I got it through networking. • What it did was give me a good info package to do my own labour market analysis to decide what I wanted to do and what I needed to do to get there.
Help in creating a more structured and focused plan FT = 0 PT = 1 UE = 2	<ul style="list-style-type: none"> • Well, initially I was continuing my job search but hoping to enter self-employment program, but I just wasn't able to structure the business idea to qualify. • It helped me to be more focused...before I had just sort of a general idea of what to do, where to go • I would not have been so organized or focused without this information.
Did not help them very much FT = 0 PT = 0 UE = 4	<ul style="list-style-type: none"> • Well, I hate to admit it, but it has yet to help me at all. • Well, it didn't really help me because I kept kind of procrastinating about looking at the websites, reading the books etc. • I don't know, it didn't really help. It gave me lots of info, but I'm discouraged, at this point.
Other FT = 2 PT = 0 UE = 0	<ul style="list-style-type: none"> • Information about education, the information helped me find out about the local market and agencies. • Helped with networking. I think what most helped me was the networking, and that's not in the binder.
Unclear or uncodeable responses FT, PT, UE = 0	

Table 16. Client reports on their continuing use of the resources. (4 month follow-up)

Response Category	Sample Responses
Yes FT = 7 PT = 5 UE = 13	<ul style="list-style-type: none"> • Yes, I was on Career Cruising the other day. When I fill out all the questions, it narrows it down and the position I'm doing is still in the top 5. • Yes, the binder, websites. • Yes, I keep looking through the info, exploring it. • I go on every two weeks or so to see if there's anything else, something better than the part-time job I have.
No FT = 6 PT = 1 UE = 6	<ul style="list-style-type: none"> • I went to a restaurant one day and had the binder, and I left it. I would like to get it back • No, I'm happy with the job I have now and am not looking any more • Had some temporary work, now unemployed again. My last job, my job was outsourced overseas and I'm not interested in taking a job that could be gone.

Of the 19 people who were unemployed 4 months after the study finished, 6 were still actively searching for work and 7 more had enrolled in some form of formal training.

Table 17. Client reports on other resources they used since the study finished. (4 month follow-up)

Response Category	Sample Responses
Nothing really FT = 8 PT = 2 UE = 8	<ul style="list-style-type: none"> • I don't think there really has been anything. Just maybe other people that I've talked to. Cause I pretty much got work right away. • Just the websites through the study. • Not really, once the project ended, between school and studying and working. I do go on the computer more since then
I used another resource FT = 5 PT = 4 UE = 11	<ul style="list-style-type: none"> • Networking and information interviews (11 participants) • Talked to a counsellor (3 participant3) • Other websites I discovered (3 participants)
No answer, answer not relevant FT, PT, UE = 0	

Table 18. Client reports on things they have done regarding their career decision making or job search. (4 month follow-up)

Response Category	Sample Responses
Networked and/or had an information interview FT = 3 PT = 1 UE = 1	<ul style="list-style-type: none"> • Has been talking with management at his current job about advancement opportunities. • Lots of informational interviews. To narrow my search and see exactly what I'm interested in. • Well, I've talked to different people, like in schools, as I'm interested in working with children.
Continued with job search resources FT = 2 PT = 3 UE = 7	<ul style="list-style-type: none"> • Mainly just looking at websites and talking to people. • I've seen a career counsellor at the EI office, that's helped make the decision. • Updated my resume. • Continually updates his resume, may look into workshops at CanSask • Seeing employment counsellor. Lots of work on my resume.

Response Category	Sample Responses
Applying to jobs FT = 0 PT = 0 UE = 1	<ul style="list-style-type: none"> I have 16 cover letters for different varieties of jobs I've applied for.
Other FT = 2 PT = 0 UE = 8	<ul style="list-style-type: none"> Looking into education possibilities (9 participants)
Nothing FT = 6 PT = 1 UE = 2	<ul style="list-style-type: none"> There's nothing more I can do. Nothing really. I'm doing casual work, but it's not a career and probably won't lead to anything. Nothing, I've been consumed with other issues
No answer, answer not relevant FT, PT, UE = 0	

Table 19. Client reports on whether they had a clear vision of what they want in their career future. (4 month follow-up)

Response Category	Sample Responses
Very clear FT = 1 PT = 0 UE = 4	<ul style="list-style-type: none"> I definitely have a clear vision. Very clear, plus it will help a lot when we go out for practicum, I will be in the environment and get a real feel for it. Pretty high. Right now I'm narrowing down the places I actually want to work when I am done.
Fairly clear FT = 3 PT = 1 UE = 6	<ul style="list-style-type: none"> I think I have a pretty clear idea...not exactly the job I want, but what I want to do. Yes I do, I am a customer service person, and I would like to reach my goals to have a steady, full-time work. Right now 75%, only because I'm paying for this. It's not really what I'd planned.
Clear FT = 6 PT = 3 UE = 2	<ul style="list-style-type: none"> I do, it is still a job related to my field. I wondered if I couldn't find job because I am a woman in a non-traditional field. Well, I don't have a total clear vision of what I want. I would say I have a 70% vision of what I want. I'm pretty sure, about those ideas that I've said. I want to retrain more, definitely, to work here (in Canada) and in health care.
Fairly not Clear FT = 3 PT = 2 UE = 7	<ul style="list-style-type: none"> Not sure, at the time when I was doing all the things with the study, like looking into schools, I thought I knew what I wanted to do, and I still do want to do it, it's just not the right time. I guess I don't really have an answer for that. I'll probably stay where I'm at for now. Still kind of debating between the two careers. No, not yet, I've had difficulty, perhaps because I'm kind of tired.
Very not clear FT, PT, UE = 0	

Table 20. Client reports on their degree of optimism and confidence regarding their ability to meet their career goals. (4 month follow-up)

How optimistic are you about what lies ahead in terms of meeting your career goals?										
	1	2	3	4	5	6	7	8	9	10
FT	0	0		0	1	0	2	6	3	1
PT	0	0		0	0	2	1	1	2	0
UE	1	2		2	1	1	4	6	1	1
<p>Comments:</p> <ul style="list-style-type: none"> • I am quite optimistic, a 10, I know it's up to me. • Very optimistic, in the position I'm in now I'm going to be able to get more experience in what I'm wanting to do • Very optimistic. Probably a 9 • Right now, probably about an 8, the only thing that stands in the way is the money. • Right now, totally unsure. I'm about a 6 or 7 I guess. • Fairly optimistic, I just need to get motivated. Probably a 5. • Right now, not that optimistic, because I haven't started, I just have all these books sitting here and I'm terrified. • Not, very optimistic right now, because of my circumstances. 										
How confident they were about their ability to manage future career transitions?										
	1	2	3	4	5	6	7	8	9	10
FT		0	0		0	1	2	3	7	0
PT		0	0		0	0	1	3	1	1
UE		1	1		1	3	3	4	4	1
<p>Comments:</p> <ul style="list-style-type: none"> • I know it is up to me. I am very confident. I know what I have, what is needed, and if I do need help I know where to get it. 10. • Well, I'm pretty confident. 10. • 9. Because I know myself better now. • I'm confident I could do that. I've never had a problem with transition. Probably a 9. • Probably an 8. I guess I still don't have a lot of interview experience. • I'm pretty good at handling change. 8 • I am confident, but probably 7 or 8, just because I am in a bit of a rut right now. • 6 or 7, although I hope there isn't a lot more transition to come. • Right now, low, 2 maybe, I couldn't change again, this is scary enough. 										

Note. In the above table, 1 = low and 10 = high.

Table 21. Client final general comments on the program. (4 month follow-up)

Response Category	Sample Responses
Gained confidence in searching and skills FT = 4 PT = 0 UE = 5	<ul style="list-style-type: none"> • I was being held back by my own fears, once I got past that I realized I was letting these lies I was telling myself, about my age, no one will want to hire me, hold me back. • The study helped me get a lot to be more confident, that is for sure. • I do feel confident knowing that the resource centre is there if I need it. I didn't even now it was there, until the week that I went in. • I was very glad to participate because it kept me busy and I am not left out. It gave me confidence and support.

Response Category	Sample Responses
<p>Helped find out more about myself and potential careers</p> <p>FT = 3 PT = 1 UE = 3</p>	<ul style="list-style-type: none"> • Just being able to go online and read about what positions there are and what people think about them. • The thing that probably helped the most was the tests, what skills are your best skills, best suited. • It helped me find something I would love. If you're going to do something, you want it to be something that you like. • To know, when I was doing the quizzes that were on different websites, like personality ones, I think my personality manages transition well, the study confirmed this. So that is good. • When you go through the study you learn about yourself, and then you learn about jobs that are available in your field in this city
<p>Helped set goals and structure</p> <p>FT = 3 PT = 1 UE = 3</p>	<ul style="list-style-type: none"> • The whole process really helped me, learning more about myself, it made me analyse things better, get a better perspective, think about why I should do certain things. I set a goal in my mind, through going through this process, and it helps me, knowing that direction, and knowing that it is a good fit for me. • Yes, I think the best strategy I got is to manage and organize everything I did. • It helped me lay out goal setting a lot better, breaking it down, more concrete, small pieces. • It's the framework and structure, those are key.
<p>Mostly helped with the practical skills like resume and interviews</p> <p>FT = 2 PT = 1 UE = 1</p>	<ul style="list-style-type: none"> • I think the binder is great, it will always help me out. I think the whole thing was very helpful. Probably the resume part was really helpful, also learning about networking, I wouldn't have done that before. • Well, with my many resumes, cover letters, I keep looking, but as far as looking for full time, I'll have to wait for the economy to grow. • Yes, my resume, I always updated it, the style, all that has changed.
<p>Had a problem with the program</p> <p>FT = 0 PT = 2 UE = 4</p>	<ul style="list-style-type: none"> • The only thing that I found with the study is that you do need the help of the counsellor. The self-directed helps, if you can work on your own, but it makes it complicated if you don't have that other person, to help to vocalize ideas, someone to walk it through with. • Using the websites was helpful, but it can be too much. I think the thing that would have been better for me, is to have a different contact person. There was a lot of difficulty in communication. If I were to do it again, I would try someone else. • I could benefit from a more directed approach. If I was in the group that met regularly, I probably would have gotten more out of the resources.
<p>Counsellor help was great</p> <p>FT, PT, UE = 0</p>	
<p>Generally a positive experience</p> <p>FT = 1 PT = 1 UE = 2</p>	<ul style="list-style-type: none"> • I found that really helpful, the step-by-step process. I've shared that with friends. • I'll always have this experience, even when I'm an old man. I never had that help in school, how to get a job, what to do, to be optimistic, so that's been really helpful. • I think the project was helpful and I was happy doing it and it was a good idea for me • The study was helpful to teach you how to stand on your feet and walk. It will be useful for people who have the independent drive to succeed, but if you are a slacker you will never find a job ever.

Response Category	Sample Responses
Other FT = 1 PT = 0 UE = 1	<ul style="list-style-type: none"> • Not anything directly, other than knowing these resources are there, and I can access the counsellors again if need be. • I believe it's very useful. I wish I could have participated more, I was pretty messed up.
No response FT, PT, UE = 0	

Discussion

Care should be taken when interpreting the data reported above as the number of participants is quite small and the participants were not randomly selected from the total sample but were volunteers. At the exit from the research interview, clients were invited to participate in the follow-up interviews at one week and four month intervals. If they agreed, they signed a consent form and were promised an additional \$75.00 if they completed both follow-up interviews. Once we had sufficient numbers of volunteers (n=64), recruitment into the follow-up study was stopped. While it is the case that all of the participants in the 4 month interviews also had been interviewed 1 week following the program, about 40% of the participants at week 1 chose not to participate in the 4 month interviews. Therefore it is recommended that readers avoid comparing the 1 week results to the 4 month results. Instead, we suggest that the two sets of data be viewed as snapshots taken at particular points in time following completion of the intervention. However, with that caution in mind, some general observations deserve mention.

The information provided in Table 2 warrants further attention. In Table 2, 63% of the respondents at week 1 and 45% of the respondents at month 4 thought that their current employment status was primarily a reflection of other factors operating in their lives, such as labour market conditions, plant closures, economic conditions, etc. At week 1, 30% of respondents thought that the program and other factors in their lives contributed about equally to their current employment status, compared with 13% at month 4. Furthermore, 9% of those employed full or part time at week 1 attributed their employment status to the program, compared to 29% at month 4. At first glance this looks like a contradiction compared to the data for Phase 2 of the project where 86% of participants attributed the changes they experienced to the program they had just completed. However, a close look at the context for the question and the narrative responses of the participants to the interview question explains the situation. In Phase 2, respondents were asked to comment on the changes in knowledge, skills, and personal attributes they experienced. These changes were independent of a person's employment status. Clearly, respondents attributed the changes in knowledge, skills, and personal attributes to the program and not to other factors operating in their lives. In the interview, respondents were asked to comment on the relationship between their employment status and the program they completed or the other factors operating in their lives. This turned out to be difficult for respondents to do. Frequently respondents' narrative responses did not match their stated attribution, especially for those who were not employed full time. However, some comments on the role the program played in people's employment status can still be made. About 78% of those who were employed full or part time 4 months after the program indicated that the program was at least 50-50 responsible for their employment status, and 61% of those who were employed full or part time said that the contribution of the program was greater than half. The corresponding percentages at week 1 were about half as large, with 40% indicating a 50-50 contribution to their employment status and 24% indicating that the contribution of the program was more than half. This likely is related to the positive comments at

week 1 regarding respondents' optimism and confidence regarding their career future. At week 1 people who were unemployed were still optimistic and had positive expectations about their career futures, continued to use what they had learned in the program, and thus the larger proportion of respondents who were employed at month 4 attributed their success to the program.

Looking at Tables 3 and 15, there is a strong sense that the information and the process in the binder were a huge help to participants both 1 week and 4 months following the completion of the study. The information and the process for personalizing the information helped participants become more aware of their assets and what they had to offer potential employers. The various resources that were part of the programs (i.e., print materials, web sites, self-exploration questionnaires, etc.), and the assistance those resources provided for participant exploration of themselves and potential job possibilities, helped to build sense of confidence and optimism about their ability to handle future career transitions. The criticisms that were reported mostly had to do with the structure of the research (i.e., participants who would have preferred individual help from a counsellor or a facilitated group format) than with the nature of the intervention per se.

It is noteworthy that the percentage of participants who were optimistic about meeting their career goals was about the same 1 week following completion of the program (about 60% of the participants rated their optimism as 8, 9, or 10 on a scale from 0 to 10). However, 4 months after the program only about 42% of participants who were unemployed were optimistic, compared to 77% of people who were employed full time. We also asked participants how confident they were about their ability to manage future career transitions. About 75% of people who were working full time said they were very confident, compared to 71% of people who were unemployed at week 1 and 50% of people who were unemployed 4 months after the study. The levels of confidence and optimism were somewhat lower for those who were unemployed at 4 months compared to 1 week, but they still were relatively high (ratings of 8, 9, or 10), even for those who were unemployed 4 months after the intervention was finished. Participant responses indicated that some people who were still unemployed after 4 months were becoming discouraged, but these reports were offset by equal or greater numbers who expressed continuing optimism and confidence.

The responses to our attempt to gather information on participant thought processes while using the information produced mixed results. Generally, participants were surprised at how much information was available and how little they actually knew about career planning and the labour market. They indicated that the process outlined in the intervention binders helped them explore options and be more specific about what they wanted from the program. It also helped them to be more focussed and to develop a greater sense of personal control and optimism, as witnessed by comments such as "Initially, I thought 'there's no way I can do this' but as I read more I began to think 'I can do this. This is how you find a job'." However, many participants were not really aware of the thought processes that were involved in making sense of the information they were accessing.

Regarding the most useful resources, a large proportion of participants indicated that the "quizzes" (i.e., the self-exploration questionnaires) were extremely useful, especially for people who were somewhat timid and may have had difficulty interacting with another person. It is not surprising that web sites were one of the most frequently mentioned useful resources (given that most of the self-exploration questionnaires were on line) and that more comprehensive websites were more frequently mentioned (e.g., Career Cruising was the most frequently mentioned specific web site) than were more narrowly focused sites that dealt primarily with specific occupations. Most participants in the assisted groups commented on how helpful their counsellor was. Many participants said that they had trouble accessing the resource centre

citing problems with finding parking, scheduling time to spend in the resource centre, and distance from their residence as the primary detriments. Thus, these people were happy to be working more on their own.

All of the participants who were employed full time and two-thirds of the part-time workers had a clear career vision. About three-quarters of the participants who were unemployed had a career vision 1 week after the study was finished, however only slightly more than half of those who were not employed 4 months after the study reported having a career vision. Furthermore, the vast majority of participants at week 1 reported having an action plan, and for the most part the actions plans that they described were specific and manageable. The main reasons contributing to the creation of an action plan referred to the structure of the program they were in and the resources they accessed as part of the program. The vast majority of participants reported that they were continuing to use the resources, even 4 months after the program was finished. Furthermore, they had discovered additional resources that they were using as well. Many of them had enrolled in training courses to broaden their credentials (e.g., CPR) and had continued to use their personal and professional networks to track down job leads or explore possible opportunities for job advancement. The participant comments suggest a greater sense of self-empowerment regarding the role they can play in their career futures.

Regarding formative feedback on how the program could be improved, participants suggested that counsellor assistance in interpreting the self-exploration questionnaires would be useful as would assistance in finding some specific resources at particular points in the exploration process. This suggests that for most of the participants, intensive employment counselling interventions were not needed, but rather periodic assistance in finding and interpreting information would have been useful. There was one repeating theme that emerged strongly, namely that people needed to be involved in their own research, spending time on the exploration, clarifying the directions they wanted to pursue, and following a systematic plan of action.

Conclusion

Mixed methods approaches to research in the social sciences are becoming much more common (Hiebert, Domene, & Buchanan, 2011), and the data presented in this report illustrate why. The information obtained from the telephone interviews conducted in this project provide a rich supplement to the survey data described in the report on phase 2 of this project. The reports of those who participated in the interviews provide insight into the factors contributing to the success of the interventions used in the project that were not apparent from the analyses of the survey data. Taken together, the evidence contained in the reports on Phase 2 and Phase 3 of this project provide convincing evidence of the impact of LMI as an intervention used in isolation from other interventions such as individual employment counselling or psychoeducational workshops.

Perhaps one of the more convincing examples of the efficacy of the approaches we used in this research comes from one of the counsellors who participated in the study. This person writes: My general assessment is that the service model has been effective and time saving from a counsellor's perspective. One of the best examples comes from a 40 year old male whose hearing on his better ear was 60%. He did not have access to the internet but luckily was assigned as a self-managed client. I had much of the internet data in the binder printed for him to use at home. Using the package he was able to choose his career path and the required short-term training. Now he is employed in a carpentry job permitting him to become an apprentice and ultimately a journeyman down the road. Even though he needed to return for further counselling regarding training specifics and funding, his hearing impairment would have resulted in my spending more time with him, if he had not completed the LMI package.

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Annex A: Interview Protocol

Assessing the Impact of Labour Market Information on Career Decision-Making and Job Search

Name:	
Location where you received service:	
Date:	
Group:	

[NOTE: Record participant group – CDM or JS – from data files PRIOR to beginning interview]

Background Context

First of all, thank you so much for agreeing to be part of the follow-up study and for giving us your time.

(Give an estimate of the time the interview will take and request permission to record the conversation, advising them that the recordings will be erased after the data has been analyzed).

We are contacting you to follow up on the impact of your involvement in the research project that you participated in the last few weeks (or earlier this year (4 month follow-up)). We'd like to get an idea of your current situation, take a look at what you have done since the study ended, find out how prepared you feel you are to manage your career in the future, and see what impact your involvement in the project has had on any of those issues.

When you joined the project, you were placed into the [Career Decision-Making OR Job Search] group and you were given a binder of information as well as referrals to other resources in the Resource Centre. The general term for this kind of information is Labour Market Information. In your own words, tell me how this information helped you with your [insert either CDM or JS here]

(Get the respondent to talk in general terms about their experience, and then focus them on the specific bits we are interested in. Add probes to get the person started, and paraphrase some of the key messages.)

Thanks [name]; that is very helpful. We'd like to explore some of those ideas a little more, and get some other background information.

1. What is your current employment status?

Follow up to confirm (or if necessary probe to find out) which of the following categories they are in:	
	Part-time work
	Full-time work
	Not currently working

If the participant is working FT or PT, also ask 1a below:

a. If you currently are working, how well does that job match your career vision?

Follow up to confirm (or if necessary probe to find out) which of the following categories they are in:	
	A good fit for you
	An okay fit for you
	A poor fit for you

If the participant is not currently working, ask 1 b below:

b. Can you tell us where you are regarding work – for example, are you still planning and deciding; are you searching for work; are you taking a break?

--

2. (Use this lead if participant is working FT or PT):

To what extent would you say that your current employment status is the result of using the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

(Use this lead if participant is not working):

Does your not working at the moment have anything to do with the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

Follow up to confirm (or if necessary probe to find out) which of the following categories they are in:	
	mostly other factors
	somewhat other factors
	uncertain
	somewhat this project
	mostly this project

[NOTE –Focus on the BROAD status of participants-- the global or general outcomes; Focus on getting the participant perspective on how the LMI is or is not related to where they see themselves now.]

For the 1 week follow up only:

3. We'd like to get an idea of how you used the information and the resources in the Resource Centre. Please tell me a bit about how you actually used the information to help you with [insert CDM or JS as appropriate].

[NOTE: Start with the open invitation above, and if needed follow with specific additional probes]:

3a. What sorts of things were you were thinking about as you used the information?

3b. What parts of the information did you find most useful and why?

3c. What would have liked to have, but was not there?

3d. Do you have an action plan?

If yes, what sorts of things led you to make an action plan?

3e. If I were coaching other people in how to use the information, what should I tell them?

[NOTE: Probe for as much detail as possible in the additional probes posed above].

4. Are you continuing to use the Resources you were given in this study? If so, how, and how often?

5. What **other resources** have you accessed since you finished this project (or since the study was over)?

Follow up to confirm (or if necessary probe to find out) if they have:

- Consulted other web sites, other text sources, other people regarding the meaning or implications of LMI
- **Keep the focus here on other LMI resources.** Non-LMI resources, such as counselling, workshops, etc. should be recorded in question 6

6. What other things have you done in the way of career decision making, job search or career exploration since this study finished?

Follow up to confirm (or if necessary probe to find out) if they have:

- Requested individual or group employment counselling
- Requested to attend a workshop offered by the employment office
- Updated their resume, submitted more cover letters, conducted information interviews, etc.

7. To what extent do you have a clear vision of what you want in your career future?

If necessary, probe to see how clearly they understand what they need to do to move forward in their career?

8. How optimistic are you about what lies ahead in terms of meeting your career goals?

[Note: After the participant answers, it may be helpful to ask them to provide an optimism score out of 10, where “0” is completely hopeless, and “10” is the most hopeful they have ever been about anything.]

9. How confident are you about your ability to manage any future career transitions you might face?

NOTE – for 8 and 9:

If they report that they are reasonably optimistic and confident (5 or more), paraphrase their answer, and then ask:

Do you have any comments on how useful any strategies you learned in the study might be to you in future transitions?

If they report that they are not optimistic and/or not confident, paraphrase their answer and then ask if their level of optimism or confidence is related in any way to the resources they were given in this study.

Comment

Thank them again for their participation. If this is the first follow-up interview, remind them that they will be contacted in 4 months for another similar interview and after that they will receive their additional \$75.00 honorarium as an expression of thanks for their assistance in helping to improve services for clients.

Annex B: Week 1 Interviews Results (Full Time Participants Only)

Assessing the Impact of Labour Market Information on Career Decision-Making and Job Search

Background Context

First of all, thank you so much for agreeing to be part of the follow-up study and for giving us your time.

(Give an estimate of the time the interview will take and request permission to record the conversation, advising them that the recordings will be erased after the data has been analysed).

We are contacting you to follow up on the impact of your involvement in the research project that you participated in the last few weeks (or earlier this year (4 month follow-up)). We'd like to get an idea of your current situation, take a look at what you have done since the study ended, find out how prepared you feel you are to manage your career in the future, and see what impact your involvement in the project has had on any of those issues.

When you joined the project, you were placed into the [Career Decision-Making OR Job Search] group and you were given a binder of information as well as referrals to other resources in the Resource Centre. The general term for this kind of information is Labour Market Information. In your own words, tell me how this information helped you with your [insert either CDM or JS here]

Category	Sample Comment
Finding out about themselves, what career is good for them (5).	<p>169: At the beginning, she found her job uninteresting and not challenging, but she did not know what she wanted to do and was very stressed about it. Participating in this project helped her get to know herself better and to see what job possibilities were best for her. She now has more direction and a more specific idea of what she wants to do in the future. She now has a sense of direction that she did not have before.</p> <p>164: Was useful guide. Approached Centre because stuck in a dead end job. Hit the ceiling where she is. Know Yourself-whittled down what she should Know Occupations – some websites were out-of-date Useful to find out the status of jobs she was interested in Started looking at a geography (has a BA (honour)) Arts & Creative Cartographer came up – would be a good match Also looked at GIS – Geographic Information System – can map different layers on information Works full-time – needs an income: was looking at on-line course 2-year certificate at University of Toronto Looked at Outlooks for NEW: 1. 90% women; 2. Forecast was very poor in NB</p> <p>62: It was most helpful to find ways to look for working in different sectors other than education (She has a bachelor in education). Now, there is the internet and I didn't know how to use that in looking for work. Saskjobs.ca was the common link. I didn't realize how many other sites there were -- like administration and HR jobs. I found a lot that that I wasn't interested in. I just signed a secure contract for a full-time teaching position. It reaffirmed that teaching is for me when I was wondering if I might be limiting my job search because that was what I was trained to do. Coming to Saskatchewan was a really different LM than I was used to. I really needed have stay-with-it-ness to get a full time job. The information made me realize that the grass isn't really greener on the other side. Other jobs were not at the skill level or at the pay level that I wanted to leave my children in daycare for. I found out where other teachers who go to other fields went and it didn't look as appealing to me.</p> <p>18: Before I went to see the woman at the employment office I didn't know what career I'd be going to. The information helped me to know what I could do in my field – plumbing, electrical, machine operator.</p> <p>122: It actually helped me a lot. It gave me a methodology. I had a broad idea but didn't know what I wanted. I had no plan of action. It made me sit down and go through the process. There was a lot more in the binder than I thought. I used Career Cruising for the quizzes and job descriptions. It gave me more hope that maybe I am looking in the right place. I talked to people and confirmed the field I'm interested in. "where to go for what you want" gave me sites to go to for different</p>

Category	Sample Comment
	types of information. It helped me a lot – I could go on for hours.
Helped with resume, interview techniques and job search (5).	<p>170: Great help. Résumé and cover letter. Different websites. Counsellor encouragement. Working at full-time job.</p> <p>140: Was pretty confident anyway Was looking for hidden jobs Initial interview with counsellor – she went over her résumé – pointed out some things to improve and invited her into the study. Used the binder a little – tracked the websites Went to Enterprise Fredericton and used them for a list of cold contacts. Used Resource Centre. R.C. counsellor watched her on job interviews – very helpful. Used cold contacts list and interview tips and got a job offer in 1 day.</p> <p>138: Helped with résumés – was not sending cover letters – was not doing follow-up calls. Within 1 week of the study had over 4-5 employers willing to hire him. Worked at local mill and it closed down – went to Alberta – but then returned to N.B. and started to market his Truck Driver skills (Class 1 Truck Driver) Was not getting responses from his résumés – then invited into the study. In one week, 4 calls, week 2 – 2 calls. Appointments with counsellor helped – counsellor showed him samples – he couldn't find on his own.</p> <p>118: Quite often looking for a job is just look at a job bank and take what's there. Helped me build a better resume and it directed me to other web sites for jobs. The job banks don't have all the jobs.</p> <p>107: Being able to take the binder home was great. I used all the NB web sites. The tips for describing myself helped me to write my resume and do a better job in my interview. The tips for writing the cover letter were not that helpful because I know all that already. Mostly all of this gave me a lot of confidence. I was in the same job for 16 years and was sad about losing that job. But the information in the binder gave me confidence, made me more prepared for the interview, helped me make a stronger case for myself and to negotiate a better salary.</p>
Aided in exploration of resources (different websites) (3).	<p>86: It made me aware of different resources out there. I only knew of a couple of sites. The binder helped me organize thoughts and goals – I found out about other resources at the centre I never knew where there.</p> <p>71: I felt it helped because it opened up other resources. I didn't even think of and how to get in touch with new resources and information. Really surprised at how much is online – that's the easiest way for me. Sarah (the counsellor) looked over my resume – I had assumed it was ok and she assured me it was ok. Nice to know.</p> <p>46: Did not have familiarity with websites. Works in Day Care Centre – her own centre in her house – for 35 years. This motivated her to do the research – to return to do the research. Quizzes were very helpful – could go much further. Further Jobs and Career Cruising were very helpful. Did not go to the Resource Centre but was not necessary. Used Career Cruising and Job Bank a lot. Also used Saskatchewan websites.</p>
Help to create a more a structured plan, and refocused them (0).	
Did not help them very much (0).	
Answer not relevant (2).	<p>36: Went thru binder – had to take time to think through because the answers were personal. Had two appointments with a counsellor – “Some” were helpful but wishing he could have had more one-on-one. Found the material a bit challenging. Age is 62. Counsellor knew his stuff but there was a language barrier. Worked with his wife to find some answers – and this was helpful.</p> <p>90: Part of my goal was to find a career switch. Call centre work is unstable. The skill I have is to write but I've never been able to put it into a business context. I want to get into SEB – Self-Employment program. Other goal was part-time work to top up EI. I was already aware of many of the resources before I got the binder. As I continued with the job search I got a call centre job right away – part-time, from home - 2 weeks after I entered the study.</p>
TOTAL:	15

(Get the respondent to talk in general terms about their experience, and then focus them on the specific bits we are interested in. Add probes to get the person started, and paraphrase some of the key messages.)

Thanks [name]; that is very helpful. We'd like to explore some of those ideas a little more, and get some other background information.

1. What is your current employment status?

018, 036, 046, 062, 071, 086, 090, 107, 118, 122, 138, 140, 164, 169, 170	15	Full-time work
020, 029, 037, 084, 093, 114, 116, 130, 127, 128, 145	11	Part-time work
002, 011, 027, 035, 038, 047, 050, 052, 056, 058, 064, 067, 073, 075, 079, 080, 081, 085, 088, 094, 098, 099, 103, 106, 111, 113, 115, 119, 123, 137, 139, 143, 144, 147, 149, 152, 156, 157	38	Not currently working
<p>027: Not Currently Working- Has a couple of interviews when she gets back.</p> <p>036: Full-time work. Back in trucking. Field was journeyman carpenter. Worked in small town – then moved to Saskatchewan. Was a contractor – too hard – went for permanent work – with a pay check every two weeks. Is now a Class 1 A driver.</p> <p>037: Not currently working, but has 3 jobs: *Moved to part-time work because of this response.</p> <ol style="list-style-type: none"> 1. City of Saskatchewan – credit union, call in, maybe 2 times monthly or a 24 hr/day 2. Personal Care Aid – weekends 3. Domino's Pizza <p>038: Not currently working- Have applied but no news yet</p> <p>075: Not currently working- Technically but with casual, contract work when possible.</p> <p>093: Part-time- 2 part-time jobs</p> <p>094: Not currently working- Job is very specific. Registered respiratory therapist – she wants a job relevant to the RT area.</p> <p>113: Not currently working- Broke his back in 2009 – cannot go back to auto tech so he needs to find another field.</p> <p>122: Full-time work seasonal – forestry division</p> <p>130: Part-time work- 3 part-time jobs</p> <p>139: She's a stay at home mom.</p>		Testimonials: Participant has been include in the above grid
Total:	64	

If the participant is working FT or PT, also ask 1a below:

a. If you currently are working, how well does that job match your career vision?

036, 046, 062, 071, 138, 140, 170	7	A good fit for you
018, 107, 118, 122, 164, 169	6	An okay fit for you
086, 090	2	A poor fit for you
	0	No Response
<p>086: An okay fit as well as a poor fit- At a call centre in customer service – training process and have an interview on Monday to be a teacher's aide. The call centre job is not using my skills and education very well. But it has potential for advancement. They are looking to hire office managers in November in HR. She has a business degree If I got the teacher's aide position I'd take it – but only if it's permanent, full-time.</p> <p>122: An okay fit- It's in the field I want but it's seasonal. I want something year-round</p> <p>164: Does not develop the skills she needs to develop. It is learning, and not training.</p> <p>169: An okay fit- (The pay is OK and her current job is more challenging (=better) that the job she had at the start of the project, and there are possibilities for further training, but in the medium-long term, she wants to be doing different work (accounting is her future goal).</p>		Testimonials: Participant has been include in the above grid
Total:	15	

2. (Use this lead if participant is working FT or PT):

To what extent would you say that your current employment status is the result of using the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

(Use this lead if participant is not working):

Does your not working at the moment have anything to do with the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

036, 062, 090, 138, 164	5	mostly other factors
018, 046, 122,	3	somewhat other factors
	0	uncertain
107, 169	2	somewhat this project
071	1	mostly this project
086, 118, 140, 170	4	Somewhat other factors & somewhat this project
036: Mostly other factors. His wife was helpful in getting the referrals to jobs. More helpful than this study. 138: Friend of his called him re: the job – Called that evening and got the job. Other jobs mainly the project. 140: Somewhat other factors- Because of coaching she got on interviewing		Testimonials: Participant has been include in the above grid
Total:	15	

[NOTE –Focus on the BROAD status of participants-- the global or general outcomes; Focus on getting the participant perspective on how the LMI is or is not related to where they see themselves now.]

Mentions how the LMI is related to where they see themselves now (6).	<p>071: Combination – but mostly due to research because I found a website that I didn't know about and got my job through it.</p> <p>086: My boyfriend's family is helping distribute my resume (other factors) (Project factor) With the research study it helped me learn about more resources and it was a help to find the websites. I needed help with resume and cover letters and the websites showed me how to create at least 2 different resumes I could use for job searching in my areas of interest.</p> <p>118: Needed to find work as soon as possible or become homeless and the resources helped to some degree</p> <p>122: Because I lucked out and found a job I loved. I fell into it – it's limited and I want to expand my skill set.</p> <p>164: Also looked at Craftsperson – not sure if she wants to be self-employed</p> <ul style="list-style-type: none"> Needs to find something useful and local <p>Binder is almost full of information</p> <p>170: Not really related to research project. She got lots of hope from being in the study. I was struggling in a big ocean – but she was left not alone – and this was a big hand. Even if they cannot give you a job, the hope they give keeps her going.</p>
Mentions how the LMI is not related to where they see themselves now (0).	
Other (1).	169: She left the job she had when she joined the project and took a new one in the same company that will give her additional skills and make it more likely that she will be able to get a job consistent with her long term goal in the future.
No response (8)	8 Participants had no response.
Total:	15

For the 1 week follow up only:

3. We'd like to get an idea of how you used the information and the resources in the Resource Centre. Please tell me a bit about how you actually used the information to help you with [insert CDM or JS as appropriate].

Category	Resources Used	Sample Comments
Used many of the resources directed towards job search (10).	<p>Searched the websites provided (9) Participants: (018, 036, 062, 071, 086, 090, 107, 164, 170).</p> <p>Did resume and cover letter work (3) Participants: (062, 086, 118).</p> <p>Used the job binder (3) Participants: (062, 071, 170).</p> <p>Photocopied material and printed material (2) Participants: (118, 164).</p> <p>Saw a counsellor (2) Participant: (062, 107).</p> <p>Used quizzes self-assessment tools (2) Participants: (018, 107).</p>	<p>018: First, I visited all the sites – see what kind of jobs around here – looking for something I like. I did the preference quizzes and spoke to people who had taken the quiz.</p> <p>036: He sent in lots of applications. Used all the websites – but looking for construction or carpentry: saw a lot of supervisory jobs and thought he couldn't compete.</p> <ul style="list-style-type: none"> • Some of what he found was discouraging. He could not find a way to really explore what he wants to do next and/or to uncover options. More support needed. <p>062: In the Resource Centre, I went through an intake meeting then I was able to meet one-on-one with the counsellor. The Resource Centre -- I didn't do much in there. I like the binder because I could work at home. The job search program was for me looking at what other options are out there. I checked to see if my resume was appropriate in other sectors. I did a little tweaking to it. What was helpful was identifying other employers. I found sask.jobs.ca most helpful. Job bank and career beacon were redundant because sask.jobs.ca had the jobs for my community.</p> <p>071: I definitely used the list of all the websites. The binder led me to Monster where I found this job. I had been using Saskjobs. Sarah simplified the situation for me in our AIS.</p> <p>086: Tracking Sheets – first I looked at all the different websites to see what was suitable for me, what they offered.</p> <ul style="list-style-type: none"> • Looked at resume and cover letter websites and created them and then I went to job search websites. • I started to make a profile and then started doing job search. <p>090: Mostly I found some of the websites helpful – that was key</p> <ul style="list-style-type: none"> • I used it to consolidate what I needed to do next, what I already knew but hadn't pulled together. <p>107: I was using the job banks already</p> <ul style="list-style-type: none"> • Career Cruising was new to me, and the self-assessment was useful • Seeing the example of different resumes was helpful and also talking to the counsellor was helpful. It helped me to tailor my experience to the job I wanted • The use of verbs and specific descriptions was new information for me and it was very useful • Practicing how to pitch myself also was useful. <p>118: Essentially I got all resources in the Resource Centre photocopied. I read over all of it. The</p>

Category	Resources Used	Sample Comments
		<p>only part I really used was the résumé builder.</p> <p>164: Had her doing more Internet search – was a jumping off point</p> <ul style="list-style-type: none"> Went to Resource Centre once – copied a lot of materials. <p>170: Some websites – she went every day i.e. Job Bank</p> <ul style="list-style-type: none"> Followed the binder – COR pushed her to follow the binder. <p>COR attitude was so authentic</p>
Used many of the resources directed towards looking at potential careers or job suitability, or further job training (3).	<p>Looked at school programs and/or training programs (2) Participants: (122, 138).</p> <p>Searched the websites provided (2) Participants: (138, 140).</p> <p>Used the job binder (1) Participants: (138).</p> <p>Used quizzes and self-assessment tools (0).</p>	<p>122: I grabbed everything I could in job related fields/subjects. I looked at SIAST and see if they teach anything in the occupations I like. Then I got lists of jobs I could do that are related to the SIAST courses. I looked at programs that led to year round jobs and expanded my skill sets. I am going into a co-op work term and will get experience and contacts.</p> <p>138: Went to resource centre – getting nowhere</p> <ul style="list-style-type: none"> Went to look into training. They said he had good qualifications – needed to market himself – but he was not progressing and was invited into the study. Went thru binder at least 6 times Used the websites – almost all of them. copied information – he spent 3-5 hours per day on job searching. <p>140: Career Advisor websites – were helpful</p> <ul style="list-style-type: none"> Created a couple of profiles Used the salary profiles Did not use the binder as such. Not as much in binder as she expected and hoped for – only 8 pages!
The resources used were not helpful, or did not use the resources (1).		169: She did not use the resource centre. She is a new driver and was not keen on driving to the busy part of town where the resource centre was located.
Answer not provided (1).	Participant 046	
Total: 15 participants	Columns do not add to the same totals because some clients used numerous resources	

3a. What sorts of things were you were thinking about as you used the information?

Category	Sample Responses
As they went through the information they focused on being specific about what they wanted from the program (3).	<p>018: Looking for something I would be interested in</p> <p>090: I was focused on a goal of developing self-employment. Before my life and work pulled me away from the goal</p> <p>118: I was looking for anything that could get me employment.</p>
They were surprised by the information and how much they didn't know (4).	<p>046: Curious. There was lots there to learn</p> <ul style="list-style-type: none"> Surprised to find that much information Much more information than she expected. Used the binder a little – used it as reference – but mainly used the websites <p>062: How out of touch I was.</p> <p>071: Checked on resumé writing because it's the first thing you need especially for online. I tweaked and made it sound more powerful. I went on Service Canada site – got me thinking about transcripts and proof of education. New things that would be expected in the labour market – I hadn't looked for work for many,</p>

Category	Sample Responses
	<p>many years and this online and computer looking is all new to me.</p> <p>169: Thinking about the new things she was finding out about herself that she did not know before.</p> <ul style="list-style-type: none"> • Discovered the reasons why she did some of the things she did • She now knows herself better, especially why she does the things she does
General negative thoughts while using the information (1).	<p>138: Should be more user friendly and clear</p> <ul style="list-style-type: none"> • A couple of websites – couldn't find what he wanted • Monter.ca was negative • Next visit to counsellor helped direct him. • Onsite not in binder – jobOpens.ca – a composite site of all job openings. He applied to at least 2 jobs as a result
General positive thoughts while using the information (3).	<p>107: Initially I was thinking “no way could I do that” but as I read more I began to think “I could do that + that’s the way you need to promote yourself</p> <ul style="list-style-type: none"> • Now even when I’m out walking by myself, I spend some of the time practicing how to put my best foot forward • Checking with the binder gave me feedback that I was on the right track. <p>170: It was kind of perfect. One of the questions “Are you clear about what you want?” – this exercise really captured her and what she wanted to do and find.</p> <p>140: Resource information was easy to follow</p> <ul style="list-style-type: none"> • She would have like more information – for example: follow-up and making counter offers • She wanted more detail than she received. It was not enough
They are not sure what they thought or no answer, or answer not relevant (4).	<p>036: Not sure</p> <p>86: No answer.</p> <p>122: No answer.</p> <p>164: covered</p>
Total: 15	

3b. What parts of the information did you find most useful and why?

Binder (1).	<p>107: The specifics in the binder, words to use, verbs and descriptors. I was aware of the job bank and other resources already.</p>	
Quizzes (2).	<p>018: The quizzes helped me – gave you more options in the area you are interested in.</p> <p>046: Most in terms of comparisons between provinces. Quizzes helped her the most. Helped her understand herself better. Clarified her abilities – strengths Showed her she lacks the qualifications – she is a timid person – she lacks the confidence – but she has the skills. Liked the variety of questions.</p>	
Websites (4).	<p>Websites include:</p> <p>Sask.jobs.ca (1) Participant: 062.</p> <p>Career Cruising (2) Participants: 164, 169.</p> <p>ALIS (1) Participant: 169.</p>	<p>062: Saks.jobs.ca most useful because it had it all. I felt that I wasn't missing anything because I knew about this site. I felt that all of the jobs were on this site. The sites listed in the binder pinpointed me to some of the magic sites for jobs.</p> <p>086: Websites, because I was doing it from home – really, really helped me out a lot</p> <p>164: Career Cruising/Job Bank – was on every website</p> <p>169: The web sites, especially Job Futures and Career Cruising. Used ALIS a bit, but because she was not actually looking for a job, it was not as useful.</p>
Resource centre in general, no	<p>071: The one page that listed all the resources – lots of websites. The time I</p>	

specific resource but many of them (3).	<p>spent with Sarah and her advice in the meetings. I pulled almost all Handouts from Resource Centre and took them home. I looked at some – I couldn't get through it all. I didn't find it convenient to go back to the RC because there are only 3 parking spaces. But it is so valuable just to know about all the resources. I'd definitely go straight to the RC if I had to look again. I'd commit 1-2 days to go down there if I had to job search again.</p> <p>090: The most important factor was physical – access to a fax machine and computer and ability to go someplace where it is all set-up around career and employment. Career Owl is a nice clearinghouse.</p> <p>122: The whole methodology. I took what I wanted and then talked to people – built up my knowledge – then I checked to see what I had.</p>
Counsellor's feedback (0).	
Resume and cover letter work (1).	118: Résumé builder helped me re-write my résumé.
Other (outside resource centre help) (2).	<p>036: Too long ago – can't remember – (then his wife got his binder) He noted: Labour Market – this was interesting Soul Searching in first part – useful It was overwhelming at times. His wife was his support!</p> <p>170: The level of detail – and exposing her to things she had not thought about. Hard to say because she has a clear goal in mind, it may not have been necessary to use the websites totally. She was specific and focused.</p>
Answer not relevant (2).	<p>138: Covers</p> <p>140: Covered</p>
Total:	15

3c. What would have liked to have, but was not there?

Nothing (8).	<p>018: Not really, there was a lot of information</p> <p>046: No – she found most of what she wanted There were many choices and detail and she likes multiple choices</p> <p>086: No – the centre pretty much covered everything and with the binder it had many websites that were needed</p> <p>118: Nope</p> <p>138: Found what he wanted</p> <p>140: More structure to counter offers, i.e., More specific tips re: following up after interviews</p> <p>164: Don't think it is missing anything Didn't get as far with goal setting</p> <p>169: Nothing really</p>
More counsellor support (2).	<p>036: More counsellor support</p> <p>062: More guidance on aptitude testing – interests, values and how that connects to the job market. I would love to have someone to tell me what options are right for me so that I could have researched more about them. When I asked my friends, they gave me answers that are more appropriate for retirement i.e. Yoga instructor. Not really what was right for me right now.</p>
Specific information could not be found (4).	<p>071: Testimonials would be helpful – I was thinking it would be really hard because of my age. I was discouraged. I found employers really are looking for people with experience, professionalism. Testimonials from people who were successful and why they were successful – perhaps 3 stages of employment life.</p> <p>107: Perhaps even more examples, specific resumes as examples of how to tailor a resume to a specific job</p> <p>122: Didn't provide information on where to find information on the education you need to do a job – am I trained enough to get/do this job. Do I have the skills sets.</p> <p>140: More structure to counter offers, i.e., More specific tips re: following up after interviews</p> <p>170: If there were more specific information on job specific companies hiring</p>

	electrical expertise – but she knows this might be hard. Contact person would be helpful – having an actual name.
Other (1).	090: Extended hours at the Resource Centre Have to go to all the information boards and fill in before you can see the jobs. Time consuming, so a reference to a BOT – Job Twist – would be good. Or Saskjobs could organize itself to crawl like a BOT. Good to have a page on each set of several circumstances in a job search – could tailor the binder more specifically to these situations.
Total:	15

3d. Do you have an action plan?

Yes (5).	018: Yes 062: Yes. 090: Tentatively yes. Delayed some action to not jeopardize EI 122: Yes – written. 2½ year plan will cover all my training and work term. Starting upgrading next fall. Enrol by this date, get finances lined up, etc. 169: Yes, she has an action plan <ul style="list-style-type: none"> • She will continue with the same job she now has for 2 years more • While doing that, she will explore places where she can take training to become an accountant Maybe take some night courses or training in her job, that will give her some accounting skills
Working on one still (6).	036: Has thought about it. Job is new and different and taking time to adjust to new job. Alternative – i.e. – another plan – is on back-burner for now but he would like to return to it. If he was laid off and had time, might have the opportunity to reflect. Right now just too tired. Maybe this will happen in the future (he wants to find something else – no time and not enough support) 046: Has a plan of action but still is not clear about the actual employment goal. Too early to have a plan of action – she needs time to rest 071: In my head – not on paper 086: I'm working on one right now. The binder – the suggestions helped me be more organized in my thoughts and goals and make me think "what should I be doing and how" 107: I only have a few years left before I will retire. So I'd like to get into a federal government job. My current plan is to do the best I can in the job I now have and keep my eyes open, and use my network contacts, to be aware of something better coming along. I'm taking additional training (computer skills) in my current job which will also help me to broaden the skills I have to offer. 164: Still exploring <ul style="list-style-type: none"> • If using craftsperson, looking at NB School of Craft and Design and also a Business Course Has researched some but has not decided
No (4).	118: No – not any concrete plan 138: Is employed 140: The job just was offered so she is now full-time employed 170: Already have a job. But she did have an action plan. Elise knew about an opening – with COR encouragement, she made an appointment to information interview – she did a couple of information interviews – also COR encouraged her to use her own networks, she also contacted a "job agent".
Total:	15

If yes, what sorts of things led you to make an action plan?

An Uncertain Future (1).	018: I'm working at the farm and they don't know if it's going to go forever so I thought I'd take a course
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The Resource Centre (4).	<p>062: Intake session makes you do one.</p> <p>086: The binder – the suggestions helped me be more organized in my thoughts and goals and make me think “what should I be doing and how”</p> <p>107: Through the networking, it will make me more aware of new job possibilities The networking guidelines in the binder were really useful. And validating</p> <p>170: She is shy – easily gives up – COR really pushed her forward.</p>
elf-directed planning (5).	<p>046: Wants to meet other people to clarify her ideas. Will talk to people at schools to get more information</p> <p>071: I need to figure out how you can go forward and where I'm weak and then build my skills from there. Internal training for their company style.</p> <p>090: Plans to write for a content mill for practice and speed. Take a self-employment program and learn more about the business end of things?</p> <p>122: Sitting done and actually thinking “How am I going to get there”. Making sure I get everything done in order.</p> <p>169: Finding out more about herself and understanding herself better, gave her a goal to work towards.</p>
Other (0).	
No answer, answer not relevant (4).	<p>138: Covered Three participants did not answer</p>
Total:	15

3e. If I were coaching other people in how to use the information, what should I tell them?

Tell them to seek counsellor's help, seek help in the resource centre (4).	<p>036: Try do deal one-on-one with a counselor</p> <p>086: Tell them it's available to them. Make sure they know what's available for them Don't be afraid to ask people for help.</p> <p>140: Got to a Career Resource Centre first. Do follow-up within 24 hours</p> <ul style="list-style-type: none"> • Update resumé specific to the job <p>Do practice interviews/practice behavioural questions.</p> <ul style="list-style-type: none"> • Knowing salary expectations was the most difficult – how to handle this – needed more • Counter offers was tough – how to do this – needed more <p>Very knowledgeable about job search! She has been at it for a year.</p> <p>170: Already told 2 of her friends. And at least one has gone to the Employment Centre. Would encourage them to get the material and get help from the COR. Newcomers need help – she would encourage them.</p>
Tell them to go to a specific source of information (3).	<p>018: Basically the websites are not that hard to use.</p> <p>062: The first thing I would tell them is to go to CANSASK. I didn't know who to see or where to go. There need to be a more connection between EI and CANSASK. I think that all of the information provided to me could be offered all on-line. The binder itself (paper copy) is not necessary. I think the best thing for a local person is knowing about SASK jobs and that help is out there. Make cold calls and contacting employers sections was not helpful to me but could be for others. Career builder.ca was helpful in that it referred to interview questions that was suited towards the interview (I had before the study) than the one I was prepared for. It helped update my interview skills</p> <p>122: Look into education needed to do a job.</p>
Tell them to network (1).	<p>107: Tell them to talk to their family and use their networking to be more aware of job possibilities</p> <ul style="list-style-type: none"> • Pay attention to the information on ways to promote yourself • Point other people to specific parts of the binder that would be particularly useful for them <p>The career counsellor I worked with (Janet) was not essential, but it was useful to have her there as a resource person</p>

Tell them to put effort into it and be involved (2).	046: Do just what she did. I would encourage them to get involved and do all the research. Be curious. 138: Put a lot of time in. Use the information that is there.
Nothing much, not much advice (2).	118: No – everything was straightforward and very easy to use. 164: Don't know, pretty straight-forward
Other (1).	169: Tell people that they should follow the order that the materials are presented in the binder, not to just let them decide on any order they want Tell them to be sure to make a file for themselves so the career cruising information gets stored and gets merged into a profile. Don't leave it to people to discover this themselves
Answer not relevant (2).	090: Depends on where they are in their life and stage of job search It's a very good general resource. One Participant did not answer.
Total:	15

4. Are you continuing to use the Resources you were given in this study? If so, how, and how often?

Yes (10).	<p>Often (2) Participants: 062, 086.</p> <p>Sometimes (1) Participant: 164.</p> <p>Not Often (2) Participants: 018, 169.</p> <p>Not mentioned how often (5) Participants: 046, 090, 107, 122, 138.</p>	<p>018: Yes – Career Cruising – used it about 2 times since I exited – I'm looking at what's going on in the businesses I'm interested in.</p> <p>046: Yes does now continue and will This is a long-term project – will not leave this in the drawer.</p> <p>062: I do continue to look at SASKjobs to do job search every day. I'm still looking in part because of the commute I will face. I have taken a mystery shopper position. I will continue to do it. I'm looking for my son as well. Keeps me in tune with what is out there for me and him. I need to keep looking because of the EI requirement.</p> <p>086: Yes, she is using them often.</p> <p>090: I am – because it's systematic and I don't want to find a different part-time job.</p> <p>107: Yes, I use it to track down new leads, and to remind me of how to sound more professional when I talk to my boss and to my colleagues</p> <p>122: Yes, making up monthly budget and I use it to keep up on my skill sets and to keep up my motivation – I look at the Action Plan to keep optimistic.</p> <p>138: Yes – still looking to see if more permanent possibilities some available.</p> <ul style="list-style-type: none"> • Current job is construction – it won't last forever – so he has a back-up plan. <p>Firm is opening in September and he is on the alert – watching</p>
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		<p>164: Yes – 1 → 2 hours per week</p> <p>169: She continues to use Career Cruising. It's in her "favorites" list</p> <p>As time goes by, people's interests change, so she will continue to check into Career Cruising from time to time</p>
No (5).	<p>036: Not now</p> <p>Might use the resource in the future</p> <p>071: No – more focused on her new job</p> <p>118: No – not applicable to me right now.</p> <p>140: Not needed now</p> <p>170: Not needed – but for future. This is a year's contract - maybe next year she will need help again, she would return to the binder and the COR.</p>	
Total:		15

5. What other resources have you accessed since you finished this project (or since the study was over)?

Nothing really (8).	<p>018: No not really</p> <p>046: No</p> <p>071: No – more focused on her new job</p> <p>086: Not really</p> <p>I keep using those websites from the binder</p> <p>118: No</p> <p>122: No – using same sites Sask jobs</p> <p>164: No – had enough resources</p> <p>169: None, the stuff in the binder was all she needed</p>	
I used another resource (6).	<p>Newspaper (2) Participants: 036, 138.</p> <p>Yellow pages (1) Participant: 036.</p> <p>Teacher Website (1) Participant: 062.</p> <p>Job Twist (1) Participant: 090.</p>	<p>036: Newspaper research</p> <p>Did walk-ins – looked in Yellow Pages – and sometimes spent ¾ of the day looking and dropping off resumés.</p> <p>Got his job because of newspaper ad. He 'dropped in' – and that's what worked. They contacted him.</p> <p>062: In addition to the information, I'm checking teacher sites for jobs.</p> <p>I definitely went to friends right away to find out was out there. Accessed my personal network – asked them to keep an eye out</p> <p>090: Stuck with Job Twist – which she found on her own – wasn't in the binder</p> <p>107: I continue to check the job bank for new openings</p> <ul style="list-style-type: none"> • I still do the networking <p>I practice the self-promotion skills mentioned in the binder</p> <p>138: Newspapers</p> <p>Community bulletin boards</p> <p>140: Used Enterprise Fredericton for list of cold contacts</p>
No answer, answer not relevant (1).	170: Covered	
Total:		15

6. What other things have you done in the way of career decision making, job search or career exploration since this study finished?

Networked and/or had an information	018: Spoke to people in businesses of interest to him - plumbing
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interview (5).	<p>046: Talked to sister-in-law who is a principal at a school and another person who has taken the same course she is interested in. likes to do the research herself – she is very visual. Has had an interview with someone who took the tutorial course. Has not thought of doing more for now – this is for the future. Would be willing to take workshops and education courses.</p> <p>086: Going to family and friends</p> <p>090: A self-employment program. Talk with old employers</p> <p>138: Friends who are carpenters – network.</p>
Continued with job search resources (1).	062: Continue to look at Sask jobs and watching my local market for other options. Looking at what else is out there.
Applying to jobs (0).	
Other (5).	<p>036: Kept it very focused. NB his wife work for EI. <input type="checkbox"/> she was the task-master. He did a lot of work to get this job – but not related as much to the study – where he was hoping for something else.</p> <p>071: No – more focused on her new job</p> <p>122: Will be contacting counsellor for another meeting</p> <p>140: At the Resource Centre, discovered she was over-analyzing her questions. She needed to relax more.</p> <ul style="list-style-type: none"> In early morning, she did much better <p>Applied these tips – they worked!</p> <p>164: When closed first part of program, Nathalie offered to meet. She indicated she could be available for follow-up. (Can't say she has too many Dr's appointment and hours are a problems) She may work with Nathalie by email.</p>
Nothing (3).	<p>107: None of the above</p> <p>118: No</p> <p>169: None</p>
No answer, answer not relevant (1).	170: Covered
Total:	15

7. To what extent do you have a clear vision of what you want in your career future?

Very clear (8).	<p>036: Knows what he wants. 8 to 5; familiar with: foreman trained as estimator, could supervise. To do this, would need to refresh and retrain If he could get support, might consider this.</p> <p>062: It is as clear as it can be.</p> <p>071: Very clear</p> <p>090: It's crystal clear at this point and some of it had to do with job instability and low pay.</p> <p>107: I have a very clear vision, which is to work in the federal government within 1 year from now</p> <p>140: Absolutely. Work on own, learn, train, this job is perfect.</p> <p>169: Very clear. She is much less stressed now because she has a goal for her career future and she finds her current job more challenging</p> <p>170: Very clear – work in her field</p>
Fairly clear (4).	<p>118: Pretty good – I need to be forced to do something – need a fire lit under me – I usually don't plan it out - it falls into my lap and I go with it.</p> <p>122: Pretty clear – what field and what I want to do – it helped me work through all the little questions about my life.</p> <p>138: Yes – would like construction, Heavy Equipment on full-time basis but could be laid off after season over. Maybe 5 – because of the labour market</p> <p>164: Clearer than she was</p> <ul style="list-style-type: none"> Now has more clarity around what is important Thinks she just needs to pick something and go for it <p>Wants job satisfaction. Doing something she likes is really important</p>
Clear (2).	018: Not 100% sure of what I want to do but I have an idea of what direction

	I'm going – one of 3 areas – plumbing, electric, machinist. 086: I have a better vision than when I started, I am more decisive – I would feel more comfortable in an office in a business. I see what I'd enjoy doing now and the resource binder made me ask questions to myself – make me think. It helped me.
Fairly not clear (1).	046: Could work in literacy – will depend on what is available. Is open to other areas but thinks it will be in education/teaching. Her strengths are there
Very not clear (0).	
Total:	15

8. How optimistic are you about what lies ahead in terms of meeting your career goals?

[Note: After the participant answers, it may be helpful to ask them to provide an optimism score out of 10, where "0" is completely hopeless, and "10" is the most hopeful they have ever been about anything.]

1	2	3	4	5	6	7	8	9	10
				036,138	090,	118,164	062, 071, 140,	018,046	086,122, 170
Testimonials: Participant has been include in the above grid 086: 10 – A lot of change since the research study. Before I was closer to a 0 090: 6 – because there are so many variables 138: Maybe 5 – because of the labour market									

9. How confident are you about your ability to manage any future career transitions you might face?

1	2	3	4	5	6	7	8	9	10
					036, 090		018, 046, 062, 107, 118	071, 122, 138, 140, 164	086, 169
Testimonials: Participant has been include in the above grid									

NOTE – for 8 and 9:

If they report that they are reasonably optimistic and confident (5 or more), paraphrase their answer, and then ask:
Do you have any comments on how useful any strategies you learned in the study might be to you in future transitions?

036: Not related to the study

138: More confident because he can market the skills better.

140: Yes – the interview coaching was superbly helpful – she credits her optimism significantly to the program.

If they report that they are not optimistic and/or not confident, paraphrase their answer and then ask if their level of optimism or confidence is related in any way to the resources they were given in this study.

Further Comments

Gained confidence in searching and skills (0).	
Helped find out more about myself and potential careers (1).	107: Also 8, which for me is very confident <ul style="list-style-type: none"> The initial Employment Assessment Interview was very important and helped me to determine what I wanted to and what I already knew. I think this program is very helpful and should be taken into all provinces
Helped set goals and structure (2).	086: Oh yes definitely I'd use the resources and strategies from the study 122: I'd follow the same steps, find the field, develop the Action Plan and put it into action. I was looking randomly – this gave me methodology and I'd use it again and again. I'm excited and I'm telling everyone about it – my friends who are seasonal as well. Did you look into developing this for high school. When I was there I only had a job fair.

Mostly helped with the practical skills like resume and interviews (1).	<p>140: ??? (person's name) (Resource Centre) coached her on interviewing. When she first started, she would have liked to know more about the resources which were actually available.</p> <p>Impression:</p> <ul style="list-style-type: none"> • Client job – searching for a long time • Knew a lot but not doing well in interviews • Self-managed group was not the right fit for her • She wanted all the information up front and coaching <p>Resource Centre person proved key in coaching in how to perform better in interviews. So ... not quite a SM client – but a successful one.</p>
Had a problem with the program (3).	<p>036: More one-on-one counselling support</p> <p>062: I would have loved more on aptitude testing.</p> <p>170: Group meetings would be helpful – to meet weekly – to share experience and encourage each other. This could be a huge support – for language as well as for support.</p>
Counsellor help was great (0).	
Generally a positive experience (6).	<p>046: Yes, absolutely will use in the future. Both the information and the examples she is visual and wants to get concrete examples – she got them.</p> <p>She adored the project – it came at just the right moment for her. She is very happy she accepted – she learned a lot. Everything about it was positive.</p> <p>071: I didn't find it convenient to go back to the RC because there are only 3 parking spaces. But it is so valuable just to know about all the resources. I'd definitely go straight to the RC if I had to look again. I'd commit 1-2 days to go down there if I had to job search again.</p> <p>138: Happy to be in the study It helped him a lot.</p> <p>169: Now she knows where to go and which web sites to use.</p> <ul style="list-style-type: none"> • The project has helped her find herself • She now has a direction for the future • She especially thanks Michelle for steering her into this project. <p>The project did a lot for her, and she is very willing to do what she can for the project, any further interviews, any information she can provide.</p> <p>090: Oh absolutely – the binder is a basic resource.</p> <p>118: Most definitely</p>
Other (0).	
No response (2).	2 participants did not respond.
Total:	15

Thank them again for their participation. If this is the first follow-up interview, remind them that they will be contacted in 4 months for another similar interview and after that they will receive their additional \$75.00 honorarium as an expression of thanks for their assistance in helping to improve services for clients.

Annex C: Week 1 Interviews Results (Part Time Participants Only)

Assessing the Impact of Labour Market Information on Career Decision-Making and Job Search

Background Context

First of all, thank you so much for agreeing to be part of the follow-up study and for giving us your time.

(Give an estimate of the time the interview will take and request permission to record the conversation, advising them that the recordings will be erased after the data has been analysed).

We are contacting you to follow up on the impact of your involvement in the research project that you participated in the last few weeks (or earlier this year (4 month follow-up)). We'd like to get an idea of your current situation, take a look at what you have done since the study ended, find out how prepared you feel you are to manage your career in the future, and see what impact your involvement in the project has had on any of those issues.

When you joined the project, you were placed into the [Career Decision-Making OR Job Search] group and you were given a binder of information as well as referrals to other resources in the Resource Centre. The general term for this kind of information is Labour Market Information. In your own words, tell me how this information helped you with your [insert either CDM or JS here] .

<p>Finding out about themselves, what career is good for them (4).</p>	<p>128: He said that initially he was on a 1-way street going nowhere. He'd seen other programs, but they were all short term, just a job and not much more. His interaction with Cathy at Can-Sask, and his participation in our program gave him a sense of direction. It also made him more aware of what he had to offer and what he could do. It also put him in touch with "Work Source Solutions" which was excellent follow-up and resulted in his current part-time job.</p> <p>114: It did help me. It really helped me find what I think would be best for me in the future.</p> <p>84: Basically, the quizzes helped me to identify the skills and qualifications I have that connect with the kind of work that I want and confirmed that the area of work I wanted to get into what right for me. I have worked mostly in office settings (administration) and I was looking to get into the financial area of office work. The quizzes confirmed that the finance jobs are jobs that I can get into because I have the most of the qualifications needed. Career Cruising basically told me what I would need to update the skills to get where I wanted to go. The thing that I found surprising was the amount of information available. It broke down (occupational information) quite well. It directed me towards the position that I really wanted because there was so much detail in the information. I was able to narrow down to the job that would be a good fit for me.</p> <p>20: I found it very good. I am 56 years-old and wanted to change directions after many years in retail. Used Career Cruising quizzes and they confirmed that your retail skills could be used in accounting – tests gave me areas to look at. I have enrolled in community college for the fall. Career Cruising led me to consider combining retail and accounting into business accounting.</p>
<p>Helped with resume and interview techniques (0).</p>	
<p>Aided in exploration of resources (different websites) (5).</p>	<p>145: It was good because I was bound to do the research myself – but got a lot done I had to do a lot of digging in different places Inconvenient – if it could have been put in one place (referring to Gov't sites) Career Cruising fun to use. Colour coded and general outcomes not as precise outcome. Gc.ca website – Questions on the site were a good chain of questions – very precise. But information spread. Career Owl</p>

	<p>was a lot of information right there in front of you.</p> <p>130: Helped quite a bit. Did not know the websites. Actually wrote a cover letter and found a few job postings but not exactly what she had been looking for. Used resumé and cover letter to apply for Activities Co-ordinator for elementary school. Has 4 years of experience with children and volunteers at the school. Found the posting on the website.</p> <p>127: Helped tremendously, so pleased with amount of information out there It's easy to access and well organized You can just print out what you need from the Internet and I have put all the information into my binder</p> <p>116: All the information help me confirmed that I was job searching correctly. I had already used most of the web sites I found in the binder and it was affirming to see that I was on the right track. I checked every website in the binder. A lot that I already knew. Links to placement agency web sites were most helpful. Also I used the binder to make some changes to my resume. This was the first step that I did.</p> <p>29: It actually helped me quite a lot – networking I found a lot of jobs banks that I didn't know about. Resumé and cover letter information helped. My counsellor helped me quite a lot. Gave me a lot of advice – how to go about looking for a job and showed me Saskjobs and employment centre</p>
Help to create a more a structured plan, and refocused them (0).	
Did not help them very much (0)	
Answer not relevant (2).	<p>93: It's important to first assess where the individual is – I came from Ontario and had different information. I combined all my skills. The resources in the study are great. As an experienced worker, I'd be looking for a little different information. I'm looking for more HR sites, more specific association websites. Resources in place are good to accommodate career goals but for experienced workers there is a disconnection between the program and what employers want in Saskatchewan.</p> <p>37: Never used the Resource Centre Used the websites themselves. Some didn't work as well for her. Went through binder quickly – she was really determined to find out what she wanted to do and already kind of on her way.</p>
TOTAL:	11

(Get the respondent to talk in general terms about their experience, and then focus them on the specific bits we are interested in. Add probes to get the person started, and paraphrase some of the key messages.)

Thanks [name]; that is very helpful. We'd like to explore some of those ideas a little more, and get some other background information.

1. What is your current employment status?

018, 036, 046, 062, 071, 086, 090, 107, 118, 122, 138, 140, 164, 169, 170	15	Full-time work
020, 029, 037, 084, 093, 114, 116, 130, 127, 128, 145	11	Part-time work
002, 011, 027, 035, 038, 047, 050, 052, 056, 058, 064, 067, 073, 075, 079, 080, 081, 085, 088, 094, 098, 099, 103, 106, 111, 113, 115, 119, 123, 137, 139, 143, 144, 147, 149, 152, 156, 157	38	Not currently working
<p>027: Not Currently Working- Has a couple of interviews when she gets back.</p> <p>036: Full-time work. Back in trucking. Field was journeyman carpenter. Worked in small town – then moved to Saskatchewan. Was a contractor – too hard – went for permanent work – with a paycheck every two weeks. Is now a Class 1 A driver.</p> <p>037: Not currently working, but has 3 jobs: *Moved to part-time work because of this response. 4. City of Saskatchewan – credit union, call in, maybe 2 times monthly or a 24 hr/day</p>		Testimonials: Participant has been include in the above grid

5. Personal Care Aid – weekends 6. Domino's Pizza		
038: Not currently working- Have applied but no news yet		
075: Not currently working- Technically but with casual, contract work when possible.		
093: Part-time- 2 part-time jobs		
094: Not currently working- Job is very specific. Registered respiratory therapist – she wants a job relevant to the RT area.		
113: Not currently working- Broke his back in 2009 – cannot go back to auto tech so he needs to find another field.		
122: Fill-time work seasonal – forestry division		
130: Part-time work- 3 part-time jobs		
139: She's a stay at home mom.		
Total:	64	

If the participant is working FT or PT, also ask 1a below:

a. If you currently are working, how well does that job match your career vision?

	0	A good fit for you
093, 128	2	An okay fit for you
020, 037, 084, 114, 116, 127	6	A poor fit for you
029, 130, 145	3	No Response
037: A poor fit- Did want to be a personal care aid – thinking of nursing which would be higher pay – also firefighting. Personal Care Aid is too low pay. Nothing she wants to do as a career		Testimonials: Participant has been include in the above grid
114: A poor fit- It was something until I could save money for school.		
Total:	11	

2. (Use this lead if participant is working FT or PT):

To what extent would you say that your current employment status is the result of using the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

(Use this lead if participant is not working):

Does your not working at the moment have anything to do with the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

037, 084, 093, 116, 127, 145,	6	mostly other factors
114,	1	somewhat other factors
	0	uncertain
130,	1	somewhat this project
020, 128	2	mostly this project
029	1	No Answer Provided
037: Mostly other factors- Needs to pay off her car – before she can return to school. She has a plan. Study did not help with any of these. 046: Somewhat Other factors. Wants to take a break and then return to the labour market part-time. Wants to stay in education. Wants to do a tutorial in education.		Testimonials: Participant has been include in the above grid
130: Job as youth care worker was a result of this study. She found it as part of her research in the project. Also found the organization's website – e-mailed résumé – they contacted her and she went for an interview – succeeded		
Total:	11	

[NOTE –Focus on the BROAD status of participants-- the global or general outcomes; Focus on getting the participant perspective on how the LMI is or is not related to where they see themselves now.]

Mentions how the LMI is related to where they see themselves now (5).	<p>020: The project really gave me a focus. It narrowed down everything to where I wanted to be and was fairly quick too.</p> <p>084: (The LMI helped identified where she wants to go. She's working part-time to put food on the table and because of health reason she really needs to get back into an office – she can't carry much and needs a sit down job)</p> <p>093: You don't know what employers want. Your program helps people get out there but the other side, the employers don't respond. (This is what the client kept referring to as the disconnect she found between the research project and the real world.)</p> <p>128: Our program got him started. It was the first set in the right direction. Through Work Source Solutions he now has a part-time job as a driver with Canada Post, with the prospect of turning it into a full time job in 2 months.</p> <p>145: The research proved what I was thinking to begin with. Because of the course I know exactly what to do and when to do it.</p>
Mentions how the LMI is not related to where they see themselves now (2).	<p>037: Seeing the counsellor did not help very much. She did get references about where to go – but she knew where she was heading anyway.</p> <p>116: I was already working before the study started (at the part time job). I want a full time job that is "safe" (stable hours) and has some benefits as well as the financial security to complete the MBA program. (Education is important to get the job she wants.).</p>
Other (1).	029: Both factors.
No answer (3).	3 participants did not respond.

For the 1 week follow up only:

3. We'd like to get an idea of how you used the information and the resources in the Resource Centre. Please tell me a bit about how you actually used the information to help you with [insert CDM or JS as appropriate].

Used many of the resources directed towards job search (7).	<p>Materials used:</p> <p>Searched the websites provided (4) Participants: (114, 116, 128, 130).</p> <p>Did resume and cover letter work (3) Participants: (093, 116, 130).</p> <p>Used the job binder (3) Participants: (029, 037, 116).</p> <p>Photocopied and printed material (0).</p> <p>Saw a counsellor (3) Participant: (029, 037, 093).</p> <p>Used quizzes and self-assessment tools (0).</p>	<p>029: I went through the binder and if I didn't understand it I asked my counsellor.</p> <p>037: First day, spent three hours on the binder Then maybe once a week for 3-4 hours per week. She could have finished it in 3 days. Did not find the Counsellor content particularly helpful.</p> <p>093: The counsellor was great – she outlined what the resources were and where they were. Resumé and cover letters a good refresher for me – it was nice. Counsellors are wonderful at giving feedback.</p> <p>114: I did all the websites online and talked to a couple of people I knew about jobs I wanted to get into. I explored 4-5 different jobs in the same area – everything involved in business.</p> <p>116: I used the binder to update my resume. I started with the section of the binder first. I used the web site references to get samples of resumes to use as models for hers. I used Career Builder – the binder helped me go there. There's a resume builder. The web site helped me to tailor the resume for jobs in my field.</p> <p>128: He used the computer links and the computer at the resource centre and also his own computer</p> <ul style="list-style-type: none"> • The information helped him
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		<p>develop interview skills and how to look for work</p> <p>That got him 2 interviews, and the second one gave him his current position.</p> <p>130: Helped quite a bit. Did not know the websites. Actually wrote a cover letter and found a few job postings but not exactly what she had been looking for. Used resumé and cover letter to apply for Activities Co-ordinator for elementary school. Has 4 years of experience with children and volunteers at the school. Found the posting on the website.</p>
Used many of the resources directed towards looking at potential careers or job suitability, or further job training (3).	<p>Materials used:</p> <p>Looked at school programs and/or training programs (1) Participant: (084).</p> <p>Searched the websites provided (2) Participants: (020, 084).</p> <p>Used the job binder (0).</p> <p>Used quizzes and self-assessment tools (2) Participants: (084, 127).</p>	<p>020: I first looked at all websites to see how they were set up then I did Career Cruising – the whole process and quizzes and then I looked at the list of occupations and then chose a marketable skill that would give me a better paying job.</p> <p>084: I went through all the quizzes and looked through the jobs that would be appropriate for me. I had a general idea of where I wanted be but this help confirmed which area was the best for me and my skills right now. I went to the job market area on Career Cruising which had the job availability for my area. I checked out the LMI there.</p> <p>I checked out different schools – if they have the courses I need to have. I checked out the government site – SASK jobs – and looked at what’s available for those kinds of finance positions.</p> <p>127: Was able to get personal assessment and evaluation and could define what I wanted to do. From there I was able to find occupations that suited me and then narrow down to what I was interested in.</p>
The resources used were not helpful, or did not use the resources (0).		
No answer provided (1).	Participant 145.	
Total:		11

3a. What sorts of things were you were thinking about as you used the information?

As they went through the information they focused on being specific about what they wanted from the program (2).	<p>114: Trying to figure out what would best suit me, what was best for me and what would I like for the rest of my life.</p> <p>116: I was trying for a long time to find a better job. Opening the binder, I felt that I really wanted feedback that how I was looking for jobs was good – that I was doing the right things.</p>
They were surprised by the information and how much they didn’t know (0).	
Negative thoughts while using the information (1).	093: I needed more advanced sites to help me – I’m experienced and mid-career worker.
Positive thoughts while using the information (7).	020: Go through pages in order it tells you where to go next – I’m an organized person and I like that. There are so many sites out there a person could

	<p>look forever without direction that the binder gives.</p> <p>037: Was familiar with Career Cruising – but it is good No surprises for her – she was already doing the right things – confirmed this.</p> <p>084: With the binder, I felt that I didn't know if I could get through it. Once I went to some of the sites then I got more confident. As I looked through the sites, I started wanting to get a goal set up and start to look at the steps to get in that direction.</p> <p>127: At first I was sceptical – I hadn't done it before but I wasn't sure of how much information is out there. I found out there is a lot out there and the binder really laid out the framework.</p> <p>128: Initially her was thinking "where do I get started?" it was too much information and he did not know where to begin, what programs he might want to take, where he should end up, etc.</p> <ul style="list-style-type: none"> • He was thinking that doing anything was impossible • Later he was thinking "Anyone can do this", "I can do this" • He felt a lot of pressure come off when he realized that this was something he could do <p>He ended up with a real positive mind set</p> <p>130: At the time, looking for websites and job postings Found a lot of sites for now and in the future. Useful</p> <p>145: It's good – a little bit scattered</p>
They are not sure what they thought or no answer, or answer not relevant (1).	029: No answer.
Total:	11

3b. What parts of the information did you find most useful and why?

Binder (2).	<p>130: Found binder the most useful – mainly found what she was looking for. Found counsellor helpful – reviewed what websites, were for and what she would have found most useful. This was pretty important. Having the overview saved a lot of time. Helped with focus. Probably would have got there anyway but this was faster and very helpful.</p> <p>116: I found new web sites in the binder.</p>
Quizzes (1).	127: Find out which careers matched her interests and abilities – how it fit with her education. All the quizzes pinpointed same occupation and it verified what I thought I's always wanted to do. Found that job forecast for writers was good.
Websites (5).	<p>Websites included:</p> <p>Sask.jobs.ca (2) Participants: 84, 128.</p> <p>Career Cruising (2) Participants: 37, 116.</p> <p>Government of Canada (1) Participant: 37.</p> <p>Career Matchmaker (1) Participant: 84.</p> <p>020: I liked all the web pages and information I got out of them – it lets you make your own decisions. I met with a counsellor but found I really didn't need to meet with her. The websites showed me where to go and I got direction very fast.</p> <p>037: Websites:</p> <ul style="list-style-type: none"> • Government of Canada – helpful • Career Cruising – helpful <p>Nothing else mentioned.</p> <p>084: Career matchmaker – learning inventory was most useful. It's really hard to access yourself this made it easy and you can miss things that you think aren't important but they are to an employer.</p> <p>It was good because a lot of these web sites aren't well</p>

		<p>known (I usually use SASK jobs) and I was able to access all kinds of information and find things that I needed.</p> <p>I also learned more about the CANSASK office. I didn't know that I could copy my resumes and use the facilities like this.</p> <p>116: First, the placement agency web sites because I could find them all in one place. It made it easy to access.</p> <p>I found new web sites too in the binder. I went to them to find out what was new (e.g. Career Cruising and LMI). Career Cruising: I could find information about resume writing and interviewing and applying for the job. The information wasn't entirely new but it was more like that it gave me direction – e.g. how to find and prepare for the interview. The LMI site was useful for job search.</p> <p>128: Sask Jobs</p> <ul style="list-style-type: none"> • Other internet job search sites • Star Phoenix <p>The web information was most useful</p>
Resource centre in general, no specific resource but many of them (1).	145: Everything was useful – showed me resources – qualities and characteristics of the worker – salaries, probability of being happy in the job – all good information!	
Counsellor's feedback (2).	<p>114: The people I talked to because it became clear that I wanted to do or really didn't want to do.</p> <p>130: Found counsellor helpful – reviewed what websites, were for and what she would have found most useful. This was pretty important. Having the overview saved a lot of time. Helped with focus. Probably would have got there anyway but this was faster and very helpful.</p>	
Resume and cover letter work (2).	<p>029: Cover letters was my weakness. Now I'm ready to do my own cover letters since I went on this.</p> <p>093: Counsellors gave me feedback on how my resumé meshed to specific jobs.</p>	
Other (outside resource centre help) (0).		
Answer not relevant (0).		
Total:		11

3c. What would have liked to have, but was not there?

Nothing (6).	<p>020: I didn't find anything missing. If you put all the resources into the binder and make it available to everyone across Canada it would help them a lot.</p> <p>029: I don't think so.</p> <p>084: Nothing. Pretty detailed. I would have like to have had the Assisted self-managed binder in print form instead of just the electronic copy.</p> <p>114: Not that I can think of.</p> <p>127: No – I can't think of anything</p> <p>128: Nothing</p>
More counsellor support (0).	
Specific information could not be found (3).	037: Looking for job openings – number of jobs – could not find i.e. 15% of current firefighters will be retiring in the next 10 years (she

	<p>found this out thru networking)</p> <p>116: I would have like to have more on networking and links to social networking sites. I didn't go to the resources centre because I could do it from home.</p> <p>130: Wanted more information on hidden job market. Where to look for that Got a brief overview but wanted something more specific for provincial positions in criminal justice. Counsellor indicated once she finishes research, she could set up another appointment. May do so in future.</p>
Other (1).	145: Put it all together – it's all scattered
No Answer (1).	1 participant did not answer.
Total:	11

3d. Do you have an action plan?

Yes (10).	<p>020: Completed – signed up for 2-year community college program and am looking for work in the meantime in case I don't get accepted.</p> <p>029: Yes – I'm still busy. I have a booklet where I put down a few things. I make notes after an interview. I am taking a diploma course in drug and alcohol addiction counsellor and am more than half way through</p> <p>037: Timeline – wants into school by September 2011, in either firefighting or nursing LPN – has this down pat Firefighting – has connections with existing employers and will find out. Action plan in place.</p> <p>084: Yes.</p> <p>093: Yes – it's multiple - matching interest to make it a passionate decision. Each position has different action plans based on that opportunity.</p> <p>116: Yes. Since the study, it's clearer for me what I want. I'm searching every day and when I find something I apply. I will use the information to prepare for the interview. I hope that by the end of the summer I will find the job that I want.</p> <p>127: Yes</p> <p>128: Yes</p> <ul style="list-style-type: none"> • He has decided that he wants to go to school and study mechanics • He knows he can do this • He will work for Canada Post (hopefully get on permanent after his current 2-month trial period) <p>He will save enough money to return to school and begin his mechanics program</p> <p>130: Yes – may take more steps in the fall – once she knows the outcome of the job application for Activities Coordinator "May" go back to find out more about the provincial jobs in justice</p> <p>145: Yes it's in the binder – I filled in everything.</p>
Working on one still (1).	114: I have a little one in my head.
No (0)	
Total:	11

If yes, what sorts of things led you to make an action plan?

An Uncertain Future (1).	037: Family is not known for doing well – so not much support there Friends are encouraging her – she wants to be different and have a future – she is doing this on her own.
The Resource Centre (4).	<p>084: I knew where I wanted to go and I knew I needed a goal. The information helped me figure out the steps to take to get me where I want to be. I didn't know the steps to get to my goal.</p> <p>093: Paying bills and career fulfilment makes me see that it is necessary. Counsellor had input – good input for my steps and plans.</p> <p>127: The more excited I got about seeing there was work propelled me to make a plan. With the binder and how it was laid out it was natural next step.</p> <p>128: Our program led to this action plan. He was stuck before, and the program got him unstuck.</p>
Self-directed planning (5).	020: Wanted a job with more money and to use my skills and found that through the research project.

	<p>114: The fact that I want to go somewhere in my life – I don't want to sit at home and have a dead end job.</p> <p>116: I'm going back to school in the fall and I want to make sure I can afford to go.</p> <p>130: Graduated from university in May. Had planned to go back to school to take B.Ed. but changed her mind. Has not quite decided – so taking the year to figure things out.</p> <p>145: It's interesting – right now I want a career not a job – I wanted to really prove I want to be an electrician. It was motivating to do the whole thing</p>
Other	
No answer, answer not relevant	One participant did not answer
Total:	11

3e. If I were coaching other people in how to use the information, what should I tell them?

Tell them to seek counsellor's help, seek help in the resource centre (2).	<p>020: Most of older people my age would need help with use of computer. 45+ probably need more guidance in using webpages. Michelle showed me how to see two pages on the screen at once.</p> <p>037: She is giving the binder to a friend – would suggest that her friend see a counsellor at CANSASK. She will go back because she is eligible for funding (to see the counsellor) She sees CanSask as a valuable resource for her.</p>
Tell them to go to a specific source of information (2).	<p>029: Read the package well and summarize and go over it and see how it can help.</p> <p>084: Do the quizzes. Both my kids did it (career cruising) at school. My husband is interested in doing the quizzes.</p>
Tell them to network (0).	
Tell them to put effort into it and be involved (2).	<p>127: Do as much of it as you can possibly do. If it says do some or all – do it all. All great and all help.</p> <p>145: Look at all your options – it's all there to help you make the right choice.</p>
Nothing much, not much advice (1).	093: It was pretty thorough
Other (3).	<p>116: I would tell them to follow the steps. It's really important. I would also tell them to go on every web site from the binder.</p> <p>128: Tell them to be open</p> <ul style="list-style-type: none"> • Fix up their resumes and cover letters so they are top-notch • Don't be shy about your past or about what you now have to offer <p>Put your best foot forward</p> <p>130: It helped to read it over first with a highlighter. This would help if you left the material and had to come back later Use the websites! Career Beacon was a favourite – could search for jobs in local area – gave wide scope of jobs Fredericton website (not part of binder) was suggested by counsellor and was useful</p>
No answer, answer not relevant (1).	One participant did not answer
Total:	11

4. Are you continuing to use the Resources you were given in this study? If so, how, and how often?

Yes (9).	<p>Often (2) Participants: 114, 116.</p> <p>Sometimes (0).</p> <p>Not Often (1) Participant: 84.</p> <p>Not mentioned how often (6) Participants: 020, 029, 093, 127, 128, 145.</p>	<p>020: I'm still looking at work – use NOC & LMI site in NB because I haven't got my acceptance yet and I looked at outlooks for work – whether a job will grow or not grow.</p> <p>029: Yes she is</p> <p>084: I have been keeping up with using them. I don't use them very often. I know what I need to do. I always go to SASKjobs on a daily basis to look for work.</p>
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		<p>093: Yes – continuing to go into sites and share with counsellor new sites I find.</p> <p>114: Yes, I'm on the Internet a lot – looking at jobs to make sure there are jobs and openings in the area I want.</p> <p>116: Yes, every day</p> <p>127: I am still working with career counsellor and will attend a couple of workshops at the end of the month</p> <p>128: Yes, the web sites</p> <p>145: Using the process – calls and information to collect – still use the information.</p>
No (2).	<p>037: No – past that point</p> <p>130: Not in past couple of weeks but will in the future.</p>	
Total:	11	

5. What other resources have you accessed since you finished this project (or since the study was over)?

Nothing really (4).	<p>020: Not really. Service Canada, Service New Brunswick & binder – pretty well covered what I need.</p> <p>029: Not really</p> <p>114: No.</p> <p>145: No.</p>	
I used another resource (7).	<p>YouTube (1) Participant: 037.</p> <p>Company website (3) Participants: 084, 116, 130.</p>	<p>037: Went on U-tube and watched what people do for a living. Got to see what people did on-the-job. Interesting</p> <p>084: I've gone to the YWCA site and facility. Talked to a counselor and enrolled in some classes – computer classes – how to use internet and email. EXCEL, intermediate.</p> <p>I went to the SIAST site to look at the courses they have available. I went to other school sites for the same purpose. I went back to CANSASK and talked with the counselor about courses.</p> <p>093: Recruitment sites, management networking sites. E.g. www.happen.ca (in Toronto) wonderful network – help executives – access to companies that hire. No such site in SK (she is a recent migrant from Toronto to SK)</p> <p>116: I have gone to company web sites related to my work experience and background (telecommunications). Use the university web site and email. The university sometimes sends us job postings.</p> <p>127: Damn good résumé guide</p> <p>128: He has checked out the</p>

		requirements for Sask Institute of Technology regarding mechanics programs 130: Browsed on local websites
No answer, answer not relevant (0).		
Total:		11

6. What other things have you done in the way of career decision making, job search or career exploration since this study finished?

Networked and/or had an information interview (2)	037: Talks with nurses who are on-the-job (in Personal Care Aid setting) to find out more about what she can do in the future. Learning as much as she can Has contacts who are firefighters. She will interview them. 130: Talking with other people. After seeing job posting, talked to the teacher she volunteers with. Got lots of information and this helped her tailor her resumé for job application. Did a CPR course to put on her resumé. Actually finishes today – will help her in work with children.
Continued with job search resources (5).	116: I'm looking for jobs every day. I have an appointment with a counselor for job search. They contacted me to come in and meet with them. 127: Had meeting with counsellor – and good understanding of what she needs to do. 128: None of these <ul style="list-style-type: none"> Cathy at the Can-Sask office is there to help him if he needs it Job Source Solutions has been a good next step. He would not have connected with them if it had not been for our program 093: She is going to a recruitment firm – referred by the CanSask counsellor she met with for AIS. It's like a follow-up program – more concentrated in a specific area and for people with experience. 114: Went back to talk to counsellor about going back to school.
Applying to jobs (1).	029: I sent my resumé to companies that send you to interviews at companies who want to hire.
Other (2).	020: Not really. I'm on a waiting list to be on resumé writing service at PETL – but PETL hasn't renewed contact with the company yet. 084: I am taking some computer classes to upgrade skills. I looked at courses to take at SIAST. I looked at different positions to see if other jobs train on the job. I applied to one place based on referral.
Nothing (1).	145: No
No answer, answer not relevant (0).	
Total:	11

7. To what extent do you have a clear vision of what you want in your career future?

Very clear (5).	020: A very clear vision. I have lots of sales and marketing experience. A diploma in accounting will be another reason to hire a person my age. 084: I have a full plan set out for myself now. 116: I have two clear options: 1) to finish my MBA and my work experience in telecommunications to be a project manager like in Romaine; 2) to work for the federal government in editing or anything and to finish MBA. 127: 9/10 128: A very clear vision <ul style="list-style-type: none"> He has decided that he wants to go to school He wants a stable job in a stable field so he can have a stable family
Fairly clear (4).	029: I want to see myself growing and get in a company that helps her grow and the company will grow too due to her contribution. I want to add value to the company. I love doing public service. 037: Just want to be happy and go to work. Doesn't care about money but wants to want to go to work in the morning. Either options seem good to her. 114: Fairly clear. I have a little idea of what I have to do but will have a better

	idea after I start school. 145: Yes – it could take 5 years – do all 3 blocks in trade training.
Clear (0).	
Fairly not clear (1).	130: Not clear yet. Has an idea. Needs some work experience to figure that out. Work experience plus own research will be her routes.
Very not clear (1).	093: I have no idea – I'm in a sadly desperate stage of applying for everything. The east (ON) is more diverse, broader opportunities. Now the industries are very specific and opportunities cut in half. I'm from the high tech area and there isn't much here. The employers in other sector don't know how valuable the skills are and how to use them. They need education.
Total:	11

8. How optimistic are you about what lies ahead in terms of meeting your career goals?

[Note: After the participant answers, it may be helpful to ask them to provide an optimism score out of 10, where "0" is completely hopeless, and "10" is the most hopeful they have ever been about anything.]

1	2	3	4	5	6	7	8	9	10
						037	114, 116	020, 084, 093, 127, 128, 130	029,145
Testimonials: Participant has been include in the above grid 029: 10 – I'm positive about what I'm doing and I know I'll reach my goal 084: 9 – Now that I have a plan I can see where I need to be. I feel pretty much set up. I have a majority of the skills and I just have to update and that's a lot easier than starting from scratch. 093: 4 – Reality-wise. I am discouraged, yes. 8 – Personal-wise – I believe something will come; I have some hope 116: 8 – From the study, I now know that I'm doing well with my job search. I'm not missing anything. I know that I have good education and experience. I'm trusting in my abilities to find work. It's just a matter of time									

9. How confident are you about your ability to manage any future career transitions you might face?

1	2	3	4	5	6	7	8	9	10
					116,		020, 029, 084, 114, 127, 128, 130	093, 145	037
Testimonials: Participant has been include in the above grid 127: I would use this binder and go over what I've done. 128: 8, very confident, not arrogant confident. He used to think "I could never do that" but now he thinks "I can sure do that as well as him"									

NOTE – for 8 and 9:

If they report that they are reasonably optimistic and confident (5 or more), paraphrase their answer, and then ask: Do you have any comments on how useful any strategies you learned in the study might be to you in future transitions?

020

Use all of them again. I kept my binder – it's on my shelf. I didn't have any idea where I wanted to go and it helped me quickly

037

Yes – has given her the resource to fee a 7 & 10 – otherwise she would be a 0.
The project has opened doors for her.

Comment from LB: difficult to pin her down – on one hand, she said she was already on a good path / on the other she said without the study she would not have progressed

If they report that they are not optimistic and/or not confident, paraphrase their answer and then ask if their level of optimism or confidence is related in any way to the resources they were given in this study.

Further Comments

Gained confidence in searching and skills (0).	
Helped find out more about myself and potential careers (0).	
Helped set goals and structure (1).	084: (Her comments about the strategies learned in the study) It taught me how to break down my goal and set action steps to get where I need to go. It taught me how to do the research to find out this information to action plan.
Mostly helped with the practical skills like resume and interviews (0).	
Had a problem with the program (2).	093: Your program is an 8, 9, 10 for some people. Everything the program is training them to do is great. The program is wonderful. There is no support when you walk out the door. I'm feeling for the first time a discrimination against age – against too much experience. I keep using certain things that will help me. My suggestion: determine an action plan. Go to provinces and tell them how to improve your labour force – make the connection between the job seeker and the employer. You educate the job seeker in CanSask but now you have to educate the employers. 116: The study it wasn't well known; it wasn't public information. I heard about it from my friends. It might be useful to have been more publicized.
Counsellor help was great (0).	
Generally a positive experience (6).	029: When I look at the package and my counsellor it helped me a lot. I would use the information and strategies down the road and I will introduce it to other people like my friends 037: Wished she had known about this sooner. CanSask will be a resource to her. Would be in the same spot if she had been in the self-managed group. Being in assisted group brought no additional benefit. 114: I would use them. 128: Thank you very much. This program was excellent for me. Thanks for everything. 130: Would use the resources again – were very helpful No additional comments Found it all very useful 145: Definitely, I would use the resources for salaries, and opportunities etc...
Other (0).	
No response	2 participants did not respond.
Total:	11

Thank them again for their participation. If this is the first follow-up interview, remind them that they will be contacted in 4 months for another similar interview and after that they will receive their additional \$75.00 honorarium as an expression of thanks for their assistance in helping to improve services for clients.

Annex D: Week 1 Interviews Results (Unemployed Participants Only)

Assessing the Impact of Labour Market Information on Career Decision-Making and Job Search

Background Context

First of all, thank you so much for agreeing to be part of the follow-up study and for giving us your time.

(Give an estimate of the time the interview will take and request permission to record the conversation, advising them that the recordings will be erased after the data has been analyzed).

We are contacting you to follow up on the impact of your involvement in the research project that you participated in the last few weeks (or earlier this year (4 month follow-up)). We'd like to get an idea of your current situation, take a look at what you have done since the study ended, find out how prepared you feel you are to manage your career in the future, and see what impact your involvement in the project has had on any of those issues.

When you joined the project, you were placed into the [Career Decision-Making OR Job Search] group and you were given a binder of information as well as referrals to other resources in the Resource Centre. The general term for this kind of information is Labour Market Information.

In your own words, tell me how this information helped you with your [insert either CDM or JS here].

Category	Sample Responses
<p>Finding out about themselves, what career is good for them (20).</p>	<p>156: Before I was very undecided. By the second time I went see my counselor, I had decided to back to school and take a course. All the different sites affirmed my decision. The information I was provided helped me with that decision.</p> <p>149: I didn't have any idea when I went into the Employment Centre. It steered me in a direction – education and a change in occupation. I was a stationary engineer – now I'm learning in taking a course in pharmacy friend and went to a school to ask about. Haven't actually filled in application</p> <p>147: Learned how to say NO Got a wonderful file by e-mail. Resource Centre sent out materials Comes from Europe. Has never applied for a job here in Canada Here for 17 years. Had to adjust (culture shock) She wanted to have time for children so she volunteered at the hospital Children are now 13 and 11 years old. No references as business went bankrupt. Worked for a few weeks and so she was stuck for job Went through all of the material – task out only the necessary information – she based everything on it Material from Resource Centre (resume sample) was very helpful. Used Career Cruising – found it helpful – confirmed her idea – clerical office is the right choice for her. (She does translation now but as a volunteer).</p> <p>144: Already had an idea of what she wanted to do. Contacted CANSASK counsellor who put her in the study. First impression binder very good, liked "Get to know yourself" section, don't realize how many skills you already have reassuring, motivating, better picture of where I want to go, Career Cruising & career matching were very helpful labour market occupation – she wants to spend more time on these sections</p> <p>123: It helped me a lot. I went Discover Options and CANSASK previously and I didn't get much out of it. I have a career plan entirely based on participating in this project I got an idea of what I wanted to do. Career Cruising was the most helpful site. I knew the career cluster they would put me in but when I saw what people actually do in these jobs that's when I got excited. It was also helpful to see the list work and training options. It was so nice to have it all in one place on Career Cruising. I've done occupational research and answered all the questions for making an action plan (ALIS). I've done LMI research on the NBLMI website (not sure exactly what it was called). It helped me figure out what you can do to reach your goals.</p> <p>119: The binder helped me with my resume to make it simpler and more concise. The Resource Centre had a computer that was already set up with links to support job</p>

	<p>search (e.g. resume writing and interview preparation). Meeting with the career counsellor encouraged me to look more into the kinds of occupations and training programs I was interested in. She had me conduct LMI research. The project gave me a different perspective. Because of the research I began to have second thoughts. I found out where the education I thought I wanted would lead and I knew because of a friend that there weren't many jobs in this field. I saw a poster in the centre about a training program offered this fall. I thought it would be perfect so I did more research on it to see if it would be a good fit.</p> <p>115: Already knew what I wanted – laid off and decided to go back to school CDM helped me figure out if career I wanted was suited for me I looked at job opportunities in my area. LMI helped solidify my choice – automotive mechanics</p> <p>113: Personal Profile was most helpful (jobbank.ca). Doing the quizzes gave him a clear idea of himself and what suited for. Has no idea what to expect so it gave an idea. Used both websites and the binder <u>Confidential</u> – He has applied for a pardon (from early criminal record) – He had thought about it but had not acted. Was a direct result of the study – having it will open him to possibilities.</p> <p>106: To be honest I was already familiar with web sites and specific information I was given. Though I didn't look at it thoroughly until I was in the study. Once I dove into the information presented in to me, I found it was helpful. There were a couple of online job sites that I hadn't heard of. I applied for some jobs on those specific sites. The information I gathered from this particular program confirmed that I was looking in the right direction. (Interviewer note: I probed further but got no new information).</p> <p>103: It helped me because it showed me the different websites to do quizzes re: interests and abilities and it confirmed my decision to go to school to become a correctional officer.</p> <p>88: The program gave her the resources she needed. Helped her be more aware of the training options that were available The information on job availability, wages, training, helped her set a direction</p> <p>81: First, I wanted to go to college – I heard maybe the government would pay – so I went to the Employment Centre and I heard about the study. But I wanted to make sure I was picking the right career. I was always interested in working with my hands. So I did the project and sure enough every quiz told me to do something with my hands. Then I went to look at NBCC and there was a 1-year course for electrical. It was full so counsellor told me about another college for 15-weeks only. I'm all enrolled. So I'm going to work at something I love. I'm researching what jobs are out there.</p> <p>79: He had been researching for about a year, so he had pretty much made up his mind. But the program confirmed my choice It gave me a lot of websites. Career Cruising – was alright but at the same time I knew what I wanted to do. I would say that it would be very helpful for someone who was just beginning a search like a student just out of school.</p> <p>75: Did all the steps: first 2 sections gave her a beautiful affirmation of where she wanted to be. (Interior Design), # 1 was Director of Photography, then everything artistic – so it was very affirming but the film industry has pulled out of Saskatchewan. Regina is a cheap place to live – cannot afford to move into an apartment. Her field is unionized – and therefore moving to another province is very difficult. She has a double theatre major. Just finished a concert. She is the only female “rigueur” on the crews – all the lighting systems – has a lot of skills and experience in performing arts field.</p> <p>73: It did help me because it was hard to decide on what to choose – but then I went on Career Cruising and did the quizzes and found occupations I hadn't considered. Now I have narrowed down to a few.</p> <p>67: I've been able to put a better resume together. More web sites to search for jobs. I'm interested in going back to school. It confirmed that I was on the right track in going back to school (upgrade to journeyman's status). Saw that the wage I'm looking for is at the journeyman status and the web sites confirmed this.</p> <p>64: I wish that I could have known what I know now a few months ago. My career counsellor was great and all the staff were helpful. I need to change jobs because of my health. I needed to know who I am – knowing myself was so important. I wasn't aware that there were employment counselling services like this. This information and the counsellor support led me to a resumé writing workshop and</p>
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	<p>scheduling to take my CPR/First Aid course. Job sites helped me see what qualifications are needed. It boosted my ego and self-esteem.</p> <p>47: I've been working in call centres and at my last call centre I was rejected in the probation period. After that, I decided that I didn't want to do call centre work again. I found career cruising to be helpful as well as a web site that you link from Service Canada (didn't know the name). I did the quizzes on Career Cruising and religious worker and counselor came up as possibilities. (This interested him to ask other people what they thought). What is important me is that I confirmed it with other people. I talked it over with a priest who said that he would help me. Career Cruising had videos of religious workers from different denominations which was helpful to see what work in other denominations looks like. (He is looking into being a chaplain or priest or humanitarian work that is connected to religious/spiritual work). Met with counselor three or four times. She didn't know a whole lot about religious work. She suggested that I talk to someone/priest. Meeting priest was helpful.</p> <p>35: Was very helpful Used a lot to explore a variety of careers – saw a bigger picture of what is possible. He installs auto electronics at the moment – wants something different.</p> <p>002: Was unsure of what she wanted to do – helped her to get more clear. Discovered she was a hands-on person (not an up-front person) wants to be a helper. Worked outside for 10 years – losing her job was tough – was a flagger for many years. Interested in Early Childhood Education (has a disabled brother) and Accounting (was a Math person in school) Two totally different options on the surface but they still fit for her.</p>
<p>Helped with resume and interview techniques (2).</p>	<p>137: Mostly the information in binder was a group of websites some more helpful than others Terminology on sites is baffling – geared to professional – not for average person but she could handle it. Resume builder is good, helped her. She finds what's on the Internet or at Resource Centre is same as what's on Service Canada.</p> <p>80: She wasn't sure if she had a Job Search Binder - had to go and get it to check. I'm not really good resumé – I learned how to build my resumé and cover letter. Gave me information on websites to search for jobs. Took advice of counsellor for industrial engineering mechanic for the energy/oil industry.</p>
<p>Aided in exploration of resources (different websites) (8).</p>	<p>11: First, I didn't know about the places I went, only been using computer for 2 years – not confident yet. Better at surfing the net, but I get confused in some sites. Career Cruising was really clear – easy to use. I really liked it. Asked questions and then told me occupations I might like.</p> <p>143: The information in binder gave me new websites to consider – expanded my searches. The book helped me focus – steps helped me focus on steps on hand. Resume building and networking – showed me what to do.</p> <p>99: I found the information quite useful. Brand new process to go into job market on EI – never had to do it in 25 years. New to have to go Amanda gave me a lot of information I spent time in the Resource Centre several times looking at resources. Especially on resumes List of avenues to look at jobs – I wasn't familiar with them – other avenues were helpful to a certain extent – resources that were new to me didn't know they existed before.</p> <p>98: Has no helped her make a decision – but she got access to a lot of resources she did not know about before.</p> <p>56: Websites were useful Did not go to the Resource Centre – got the potential employer lists.</p> <p>52: I just graduated and I went to the Career Centre for help. I knew that I was at the CDM stage. Quizzes were very helpful I found out what suits me better. Identified my strengths. LMI was more helpful. I found out about jobs in my field and information about the companies I could work for. The counsellor was more than helpful. She explained the web sites. Because of her I found out about information interviewing. I really benefitted from being in the assisted group.</p> <p>38: Was useful: for example: A resumé would have been done differently in her own country – she learned how to do a Canadian resumé</p>

	<p>Exposed to more websites than she know.</p> <p>27: Definitely helped. She just moved to Miramichi. Wanted information about openings in her field. One website was just Miramichi – and this was very helpful. She can always use this information. Has a B.A. – community Studies and lots of related experience.</p>
Help to create a more a structured plan, and refocused them (2).	<p>94: It helped. She has been looking for work for a year. Graduated in May 2009; has experience looking May to September – looked for work – got full time job – lost in May 2010. The binder refreshed her and helped her get re-focused on what she needed to do. She thinks that if she had the binder in May 2009 and was on her own, the material would not have been enough to help her. This time, she was ok on her own. For the new immigrant getting the material, the person would need to be supported.</p> <p>50: Kept me on track Been in sales most of my time Wanted different ideas of what I could do Found out home inspector in Career Cruising was good for the occupation description On Job Bank daily Played hockey and personal quiz put it at the top (credible instrument) Tourism-customer service – my main focus right now It made me look at Tourism-customer service and I hadn't considered it but it is a good fit and probably where I'll go (Had 2 interviews)</p>
Didn't help them, or didn't help them much (5).	<p>157: The binder wasn't that helpful. It was very similar to a resource that his buddy gave him from his buddy's HR division. Lots of resources online Binder was a rehashing of existing resources – not anything new. Most resources are available on-line anyway. Resources did get me thinking what else I might do. Would have been really helpful in my 30s, but not at 57. Too old to consider a drastic career change.</p> <p>152: Sort of did help. Knows where to find out the information. Knows how to write a resumé – do did not really learn anything new. (He contradicted this later). Some of the questionnaires seemed abstract to him. More complex than they needed to be. But the JS information was ok. He said the questionnaire made it hard for him to think.</p> <p>139: I didn't use a lot of the information. It was left to me to decide what to use. If I was in the other group with the support I would have done more. I thought I would do it later but without the pressure of meeting with the counselor I didn't get it done. I did nothing. I looked at the binder. I wanted to go back to the resources centre but didn't. I meant to do it but I never got around to doing it. Wow! when you are left on your own to do something it takes a pretty driven person to do something.</p> <p>111: Some websites were helpful – but overall not that helpful Helped give him tips about what to do and what not to do but did not lead to a job</p> <p>58: Some was useful. Gave detailed description of what the jobs were – a lot you know – the jobs might be there but you are uncertain what they actually entail. Some was not helpful - info on job market: what was higher rather than lower. That kind of % is not useful. Not interested in big picture, but in his own job and in the local situation Career Cruising – really like that – it gave him local information as well as Canada-wide information. Used that quite a bit</p>
Answer not relevant, could not give clear answer to how LMI helped (1).	<p>85: It did help. I was the “do-it-yourself” group. I found there was a lot of stuff to work through on your own. It would have been helpful to have a counsellor's assistance to help.</p>
TOTAL:	38

(Get the respondent to talk in general terms about their experience, and then focus them on the specific bits we are interested in. Add probes to get the person started, and paraphrase some of the key messages.)

Thanks [name]; that is very helpful. We'd like to explore some of those ideas a little more, and get some other background information.

1. What is your current employment status?

Follow up to confirm (or if necessary probe to find out) which of the following categories they are in:		
018, 036, 046, 062, 071, 086, 090, 107, 118, 122, 138, 140, 164, 169, 170	15	Full-time work
020, 029, 037, 084, 093, 114, 116, 130, 127, 128, 145	11	Part-time work
002, 011, 027, 035, 038, 047, 050, 052, 056, 058, 064, 067, 073, 075, 079, 080, 081, 085, 088, 094, 098, 099, 103, 106, 111, 113, 115, 119, 123, 137, 139, 143, 144, 147, 149, 152, 156, 157	38	Not currently working
<p>027: Not Currently Working- Has a couple of interviews when she gets back.</p> <p>036: Full-time work. Back in trucking. Field was journeyman carpenter. Worked in small town – then moved to Saskatchewan. Was a contractor – too hard – went for permanent work – with a paycheck every two weeks. Is now a Class 1 A driver.</p> <p>037: Not currently working, but has 3 jobs: *Moved to part-time work because of this response.</p> <p>7. City of Saskatchewan – credit union, call in, maybe 2 times monthly or a 24 hr/day</p> <p>8. Personal Care Aid – weekends</p> <p>9. Domino's Pizza</p> <p>038: Not currently working- Have applied but no news yet</p> <p>075: Not currently working- Technically but with casual, contract work when possible.</p> <p>093: Part-time- 2 part-time jobs</p> <p>094: Not currently working- Job is very specific. Registered respiratory therapist – she wants a job relevant to the RT area.</p> <p>113: Not currently working- Broke his back in 2009 – cannot go back to auto tech so he needs to find another field.</p> <p>122: Full-time work seasonal – forestry division</p> <p>130: Part-time work- 3 part-time jobs</p> <p>139: She's a stay at home mom.</p>		Testimonials: Participant has been include in the above grid
Total:	64	

If the participant is not currently working, ask 1 b below:

- a. Can you tell us where you are regarding work – for example, are you still planning and deciding; are you searching for work; are you taking a break?

Category	Sample Responses
<p>Still actively applying (13).</p> <ul style="list-style-type: none"> Active Job Searching (9) Participants 027, 047, 056, 085, 094, 106, 137, 143, 144. Applied and waiting (3) Participants 011, 111, 157. Working resume mostly (1) Participant 064. 	<p>011: I've applied for a part-time job. No connection to the research information but it was on-line – NB job site. I applied online.</p> <p>027: One interview with Department of Social Development Second is with Miramichi Volunteer Services She will continue active job searching until she is successful</p> <p>047: I'm doing a little of everything. I'm looking for work and have had a few interviews. I'm looking into the possibility of working and studying at the same time. Priest is helping me look into working and study at the same time.</p> <p>056: Actively looking. Goes to website every day. Have some applications actively out there now. Using Job Bank and CareerBeacon.com</p> <p>064: I have a pretty clear direction right now. I know I want to work in home care/one on one. I'm working on my resumé to tailor it to this field.</p> <p>085: I'm still trying to get out resumé</p> <p>094: She "may" need to take a "survival" job as an interim job. She "may" volunteer at a hospital to get foot in the door. Thinking about possibility of moving to Saskatoon – and also would need to work as a volunteer first. She has been working very hard at work search – lots of phone calls</p> <p>106: On a daily basis, I check the web sites for jobs (saskatoonjobshop.ca – geared to the city of Saskatoon;</p>

	<p>saskjobs.ca; monster.ca (occasionally). If I find a job I am qualified for, I will either apply online, fax or mailed. Actually, I am scheduled to go to Partners in Employment – assisting people with disability; suffers from back issues. I made an appointment with a counsellor there.</p> <p>111: Had an exam with SGI – as a mail clerk – still has not found any openings – or had any responses. Counsellor (Maureen) was very helpful – spent a lot of time – boosted his confidence - but not getting jobs.</p> <p>137: Still actively searching</p> <p>143: I'm currently looking – building my network – that's the way I'll find a job Get involved in a few organizations Also working on resumes more general - my 2nd resume for broader options I have a gerontology degree – administrative programming</p> <p>144: Looking for jobs – applied for EI <input type="checkbox"/> needs to be looking for work. Phone for help from the counsellor – wanting pointers. Am I doing resume writing, cover letters right? Are there any changes since I last looked for work? Field worked in – event coordination. * Interest in employment counselling/career coaching – where are jobs like that? Did post-secondary counselling *welfare administrator applied for Ab. Skill counsellor with Tribal council AHRDAS.</p> <p>157: I have an appointment with a career counsellor on Friday. I am pursuing 2 opportunities in the land surveying field (his field for the last 25 years). Sent in application and talked with person hiring Looked at the company and where it is located.</p>
<p>Going into education or training for a new career (12).</p> <ul style="list-style-type: none"> • Preparing to go back to school (7) Participants 067, 073, 079, 080, 103, 119, 156. • Changing career, going for more training (2) Participants b • Getting certified and more training (2) Participants 038, 113. • In school currently (1) Participantb. 	<p>035: Is looking for work – in his field. Also looking into changing into another field – needs more education. Will do upgrading – has contacted SIAST. Entire family is into cars or houses – he is too but now would like to change.</p> <p>038: Still searching on-line – always opening up the websites – does this daily. Learned a lot from the project. Graduated as an accountant with 16-years' experience. Needs certification here. Preparing for submission/application for certification now. Having her courses assessed. Could be a bookkeeper (2-year course) – but also certification (3-years' experience). There are road blocks How did she learn these things? She found about it on-line. Counsellor encouraged her. She is more knowledgeable.</p> <p>067: I'm preparing to go back to school and signed up with the apprenticeship board. Career Counsellor is helping organize the courses and school. I will take a course to refresh my memory and then take the exam (Red Seal certification).</p> <p>073: I am looking and waiting to see if I can get into a course for September. My Aesthetics Qc license isn't recognized in NB. I found the course and school through the project.</p> <p>079: I am enrolled at community college for September. He got laid off in Alberta and came back to NB to go to school.</p> <p>080: Going to SIAST to ESL course and I took CBLT course</p> <p>088: She has decided she wants to become a journey electrician, she will enroll in the basic course to begin that process. However, the course is now full and the next one won't start until January. She's waiting to see if someone will drop out, and she can step into the opening</p> <p>103: I am preparing for the course I have to get in shape physically.</p> <p>113: Wants to apply as auto appraiser at Gov't of Saskatchewan.</p>

	<p>Retraining is there but would prefer to transfer directly into the government. In discussion with counsellor, discovered he “might” retrain but he might be able to transfer. Counsellor has been key in thought-processes throughout. Counsellor is really good.</p> <p>115: Can't really work or I will be disqualified for school funding</p> <p>119: I'm on EI so I have to look for work. I worked a few days in June and found that the job was not for me. It was all graveyard shifts and I couldn't handle it. I'm planning to take the program I mentioned in the Fall (Law enforcement – was the old Aboriginal Police Prep Program). I'm looking into it to see if I am eligible (funding) to take it.</p> <p>156: I made the decision to go back to school (Special care aid – work in hospitals assisting nurses). The study got me thinking about where I should go to school and what courses to take. The stuff on schools was particularly helpful.</p>
<p>Taking a little break (3).</p> <ul style="list-style-type: none"> • Travelling (1) Participant 052. • Maternity leave (1) Participant 81. • Medical leave (1) Participant 98. 	<p>052: He will be visiting his brother in South Korea next month and will seriously look for a job after that. Continues to look at LMI, doing quizzes, talking to friends, accessing network. Trying to set up information interviews.</p> <p>081: She's on maternity leave.</p> <p>098: Was on medical leave - now only 1 week left. Has not really done anything. Back and Achilles are wrecked right now. May wait until September. Will follow up with Counsellor to see if funding can be secured. She is thinking about the medical field – an office job.</p>
<p>Still Figuring out Career (7).</p>	<p>075: Very well connected with those in the field plus there are some in-house positions so there may be opportunities in one centre. Also may be something at the university. She is alerted by her network to every opening. Inquired about why she was in Career Decision-making. She was thinking about finding something more stable and secure as the arts is just not steady. Where is she now? She is trying to align herself for artistic opportunities plus staying open to other opportunities for more stable work.</p> <p>118: I am working in electricity-building houses and doing some type of electrical hook-ups He is interested in trades – higher on his list, over electrician, is automotive.</p> <p>123: After this project I went back to CanSASK and did the Career Ability Placement Survey (vocab, math, interest test). It had a graph to see which career areas I would be good for me. I went to talk with Counsellor and started doing occupational research. I need to talk to 10 people in the area I'm interested (she's done 2 already) so that I can apply for the Skills training benefit. I found out this information from the counsellor.</p> <p>139: I realized that I want to have a career option that match with my values – that's something I picked up from the career centre. I'm at the same stage as when I entered the study. I want to look at my options. I didn't progress at all. There are some ideas that I have on possible careers but I'd like more information on what careers are best from me. I know the information is out there but I just don't seem to get around to it. I'm still at the information gathering stage.</p> <p>147: Still gathering information and what is available for her. She wants a job but still a lot is unclear. There are personal issues.</p> <p>149: Not much around in my field. But now I'm exploring options. 152: Has to go to SIAST plus study before taking the GED again. Planning to do that this p.m. Spoke to SIAST once before – cannot remember what they asked him to do.</p>

	Followed up to find out if anything medical was amiss – he reported an attack with a baseball bat last year. Hit his head (I probed to see if he had any neurological problems as a result – he did not know – had not had himself checked) <i>Note: he was quite limited in terms of self-expression and has a very shaky employment record. Suspect a client with multiple issues.</i>
No Answer Provided (3).	Participants 002, 050, 058 and 099.
TOTAL:	38

2. Does your not working at the moment have anything to do with the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

002, 011, 050, 052, 058, 064, 079, 081, 088, 103, 106, 115, 119, 123, 137, 139, 143, 147, 149, 156, 157,	21	mostly other factors
038, 067, 094, 144	4	somewhat other factors
047, 111	2	uncertain
056, 085, 098, 152	4	somewhat this project
027, 099, 113,	3	mostly this project
035, 073, 075,	3	somewhat other factors & somewhat this project
080	1	No Answer Provided
027: Mostly this project- Would not have found the places and it would have taken a lot longer without the study and the help of the counsellor 035: Somewhat this project and somewhat other factors- Program was an eye-opener. He was limiting himself before 113: Mostly this study- Had no idea of where to go until he was part of the study		Testimonials: Participant has been include in the above grid
Total:	38	

[NOTE –Focus on the BROAD status of participants-- the global or general outcomes; Focus on getting the participant perspective on how the LMI is or is not related to where they see themselves now.]

Category	Sample Responses
Mentions how the LMI is related to where they see themselves now (16).	<p>027: Saw a counsellor two times. She was amazing She didn't help out for much because of the research project but invited her back for more counselling when study is over. Counsellor was very comfortable to talk with and gave job leads that she would not otherwise have found.</p> <p>047: This career option pretty much came out of the blue. (The information got him thinking about path that was different from what he expected, but that it surprisingly feels right for him).</p> <p>052: If it wasn't for the counsellor and the resources I wouldn't know where to start. I would've hopped into the first job I was offered and I probably wouldn't have liked it. I know so much more now. Before I always looked on Job Bank and I couldn't find anything for me. The binder and the counsellor help me narrow and target the information I was looking for.</p> <p>056: Gave specific information on salary ranges and this was helpful.</p> <p>064: Project encouraged me</p> <p>067: I found out that to receive the wage I want I need to have my journeyman's status. The information confirmed what I thought to be true.</p> <p>073: I am looking and waiting to see if I can get into a course for September. My Aesthetics Qc license isn't recognized in NB. I found the course and school through the project.</p> <p>079: He got laid off. Plus he had worked in the area and saw others doing the mechanics job. He got to know what they do. Those two things were key factors in his current situation (waiting to go to school)</p> <p>080: Both – 1st I got information and websites to look for jobs and I got information from my older co-workers who have moved to Canada – they gave me the names of their employers.</p>

	<p>098: Otherwise she would not have a clue about any of the web sites where she got information on openings</p> <p>099: Research project provided information and resources that took me to the point I'm at now.</p> <p>106: The information did give me other job posting web site options (I asked if the information helped him see other options) I've been unemployed for 9 months. I've been going to other organizations that could help me. The information in this project was similar to information received elsewhere. I'm starting to get depressed.</p> <p>111: Counsellor taught him how to do cover letters, resumé, website. Networks are the way to go. Currently working his network – but nothing is resulting in job offers.</p> <p>123: This project is actually going to help me find a career – something that will last.</p> <p>137: Job market is depressed</p> <ul style="list-style-type: none"> • Hidden job market is hard to crack • I found research project to be helpful <p>144: yes, definitely myself – I know I needed something different both access to the binder; and counsellor support, didn't access resource centre.</p>
Mentions how the LMI is not related to where they see themselves now (9).	<p>035: Because of job market – in Regina, things are quiet – compared with the fall. Got let go in a very rough period – summer – usually it is winter lay-offs. Hard to find work now.</p> <p>058: Not a lot of work at the time in his area</p> <ul style="list-style-type: none"> • Company went bankrupt • Logistics – shipping/receiving is his field – would like to return if company is sold. There are bids out on the company. If sold, he has a good chance of getting old job back. • Will not work for \$9.00/hr when making more on unemployment. • Looking only for jobs which benefit him financially • When EI runs out, will or may be forced to choose differently and he will if necessary – but will hold out until at least January (EI runs out in March). If not successful, he will then take anything. <p>081: Due to maternity leave and the fact that she's gone from job to job in the past and she has a baby and want to provide for her.</p> <p>088: She was let go from her previous job without any reason being given, which makes it tough for her to interview for a new position, and that is beyond her control</p> <p>115: Lost job in March – applied for 60 jobs, got 1 interview.</p> <ul style="list-style-type: none"> • 10 years' experience in customer service – live in a University town • Too many people in retail <p>119: My diploma is not recognized by employers here and this is why I couldn't get a job I wanted. I feel I need to have another degree or specific training to get where I want to go.</p> <p>139: 99% other factors in my life. The busyness of my life and lack of childcare hinders my attempts to gather the information I need to choose a career for me.</p> <p>143: Other factors – live in a French area – major hurdle</p> <p>149: Mostly other factors- Totally other factors – the mill shut down.</p>
Other (1).	<p>002: Wants to go to school in September but may not be in the cards this year Will probably have to find a job for a year. Then will go to school in a year's time NB – tried to contact Early Childhood educator for information interviewing – it was difficult to find as everyone is so busy in June. She has procrastinated for quite a while – thinks she will now do information interviewing In the fall and work for a year and then do her ECE diploma.</p>
No answer (12)	12 participants did not respond.
Total:	38

For the 1 week follow up only:

2. We'd like to get an idea of how you used the information and the resources in the Resource Centre. Please tell me a bit about how you actually used the information to help you with [insert CDM or JS as appropriate].

Category	Resources Used	Sample Responses
Used many of the resources directed	Searched the websites provided (4) Participants: (035, 056, 073,	002: Went to Resource Centre several times. Saw a counsellor twice.

Category	Resources Used	Sample Responses
towards job search (14).	<p>119).</p> <p>Did resume and cover letter work (4) Participants: (027, 067, 119, 137).</p> <p>Used the job binder (6) Participants: (011, 027, 056, 067, 085, 119).</p> <p>Photocopied and printed material (2) Participants: (035, 119).</p> <p>Saw a counsellor (4) Participant: (002, 038, 050, 058).</p> <p>Used quizzes and self-assessment tools (0).</p>	<p>011: With the binder – I started at the topical. I went to every site to see what I preferred.</p> <ul style="list-style-type: none"> • The LMI.ca was very confusing • I found interest things – things I wouldn't have thought of • It was helpful. <p>027: Started off with her resumé – improved it</p> <ul style="list-style-type: none"> • Went to Resource Centre and used the binders – used all the handouts • Used cold calls – had worked at a call centre – so was comfortable doing this. • Used her own networks – asked friends. <p>035: Went to Centre two times.</p> <ul style="list-style-type: none"> • Printed off materials. Used displays - found them helpful • Checked out a lot of websites – INDEED.ca – not on our list but he found this very helpful. Has all the job postings in one spot. <p>038: Every week she has to see the counsellor. On her own she might rely on misinformation.</p> <ul style="list-style-type: none"> • Seeing the COR once a week was good – could get Questions answered. Gave a lot of time to this. • Went to resource Centre once a week – the staff would help her to get into websites she could not access. <p>050: The counsellor was very, very helpful</p> <ul style="list-style-type: none"> • I didn't use in-office as much as I did online • Understand the resources and explained it well. <p>056: Looked thru the binder with Resource Centre but did not take any handouts.</p> <ul style="list-style-type: none"> • Went right thru the binder she was given – mainly her focus was on the website. • e.g. spent hours and hours on the LMI and Career Cruising websites. Examples of resumés and cover letters were very helpful. <p>058: Did a lot on his own</p> <ul style="list-style-type: none"> • Went once a week to meet with a Counsellor • That kind of helped – if he had not met with her, he might have not followed through. Having to go made him feel guilty if he had not done his work. • Counsellor pointed him in the right direction – did not waste a lot of time doing unnecessary things and this was helpful. <p>067: Helped me to prepare a better resume and cover page. Both the information from the binder and the resource centre.</p> <p>073: I went on the internet – several websites.</p> <p>085: I tried doing it step by step as it outlines in the binder. I visited websites and saw how to apply with resumes online. Didn't get to the interviews too much yet.</p> <p>119: I went to use the computer a lot (it was all set up). I used the printer, copier and fax at the centre. I was able to ask questions and have them answer by staff (e.g. resume writing). I checked the centre's bulletin board for training information.</p> <ul style="list-style-type: none"> • Every time I went to a site that used the binder I checked it off and recorded how many times I had went to the site. • The binder guided me in all the steps for how to

Category	Resources Used	Sample Responses
		<p>go about job search. I found out more about other job posting sites than I would have if I had not been in the study</p> <p>137: I have a beautiful resume I added more information about myself and experiences.</p> <p>139: I haven't used the information at all. I want to use it but I haven't used it yet. Lack of time. I have three small children at home.</p> <p>I was thinking a lot about the study and how the other group might benefit from the other group's access to the counselor.</p>
<p>Used many of the resources directed towards looking at potential careers or job suitability, or further job training (17).</p>	<p>Materials used:</p> <p>Looked at school programs and/or training programs (4) Participant: (064, 123, 156, 157).</p> <p>Searched the websites provided (13) Participants: (052, 064, 079, 081, 094, 098, 099, 103, 106, 111, 123, 144, 156).</p> <p>Used the job binder (5) Participants: (052, 081, 098, 103, 106).</p> <p>Used quizzes and self-assessment tools (6) Participants: (052, 079, 081, 088, 123, 144).</p>	<p>052: Mainly the binder and the websites provided.</p> <ul style="list-style-type: none"> • LMI and the NOC – I used the NOC to look at the occupations I'm interested in and comparing them. • I used the personal assessment to identify my strengths. <p>064: I picked up pamphlets re: furthering my education</p> <ul style="list-style-type: none"> • I looked at LMI on other career options • I looked at web sites to check for other jobs. <p>079: Used it for confirmation – went to my field of interest on websites but did browse other jobs a bit</p> <ul style="list-style-type: none"> • Looked at some questionnaires and found list of occupations for me. <p>080: I just followed the resumé and cover letter and I made new ones – they are perfect. Sarah told me to go and talk to managers about my job.</p> <p>081: CDM</p> <ul style="list-style-type: none"> • Followed the binder – followed it page by page. • Used website – looked at job and salaries – did the quizzes "I looked at job titles and saw a lot of what I wanted to do and then I narrowed it down". <p>088: She took all the assessments, skills, what she is suited for, and checked out the job prospects and wages, etc.</p> <ul style="list-style-type: none"> • Across all the assessments she took electrician was either #1 or #2. <p>094: Websites were helpful. Went into most of the sites.</p> <ul style="list-style-type: none"> • Her work is very specific so most sites were not helpful. • The tracking sheet was helpful – she also made her own tracking sheet with all the information listed. Followed the table. • Has done 1 interview in Edmonton! How to make cold calls section was helpful. <p>098: Went on websites</p> <ul style="list-style-type: none"> • Did the exercises in binder – spent about 2 days • Made her feel a bit smarter because of being able to understand herself more and knowing the labour market. <p>099: 1st read through information – then took advantage of interest and get more information from the websites and found new sites. It was a process of information gathering that was very beneficial. I went back to Resource Centre to see what it had to offer.</p> <p>103: I followed the steps in the binder – I went on all the websites. I liked Career Cruising and Job Bank the best.</p> <p>106: In the back of the binder was the form with a checklist of web site and friends and family contacts. There</p>

Category	Resources Used	Sample Responses
		<p>were some web sites that I didn't know about and I looked at them. I went to the resources centre to go once or twice a week because he felt that that was the appropriate thing to do for the program.</p> <p>111: Monster – did not work – websites work so he applies but nothing happens</p> <ul style="list-style-type: none"> • Job Search.com • BC Jobs • Job Bank • He feels that women are getting hired ahead of man <p>123: I did quizzes on Career Cruising. I didn't go to the Resource Centre. I did my research at home. I did all of the quizzes. I did the quizzes on job bank. A looked at schooling a lot on career cruising.</p> <ul style="list-style-type: none"> • I got a notebook and recorded everything. I did LMI research and action planning. All the information helped me start action planning. <p>144: Did the following:</p> <ul style="list-style-type: none"> • Career Cruising Site <ul style="list-style-type: none"> ○ Career Match Makers ○ Work Values Quiz • Career Navigator site <ul style="list-style-type: none"> ○ Abilities quiz ○ Work preference quiz • Variation of resume. <p>149: Tried to narrow down the field – just explored what was out there and it pointed me in different directions.</p> <p>156: I did a whole lot of research. I went to university sites. I know that I love to be hands on and I liked what I read about the program on the school's site.</p> <p>157: Did get me thinking about Plan B? How drastic do I want Plan B to be? – length and cost of training The information (project) did not help me pursue the opportunities I have pursued.</p>

Category	Resources Used	Sample Responses
The resources used were not helpful, or did not use the resources (4).		<p>047: I didn't get much out of the resource centre. I went there and I looked through it. Some things in the binder weren't clear if you clicked on Career Cruising URLs listed on p.4 from the know yourself section, I could not find them on career cruising. They were the quizzes on: multiple intelligence, the work values quiz, seeing hearing and doing quiz. He had problems finding them.</p> <ul style="list-style-type: none"> • On career cruising he did the quizzes and looked up occupation information. • Used NOC or LMI.ca to look up occupational trends, occupation descriptions and the economic outlook for the job. • Resume building sites he used to see how to improve resume and cover letter. Cover letter template on recommended site (no name referred) was good he basically cut and pasted it for his future use. <p>075: Really was not very helpful. May be the field she was in. having this "binder" was just not connected to her personality. Support would have made a big difference. Being on her own was just not her. Plus timelines would have been helpful. Not being alone would have been very helpful. She needs help to think out of the box – and materials did not have a meaningful connection for her. She would have needed a much more specific specialized package in the arts plus a counsellor for support and direction and encouragement.</p> <p>115: Resource Centre not helpful for most part –binder. Was just websites.</p> <p>152: (It was never really clear how much he had used any of the material. I suspect not much!)</p>
Answer not provided	Participants 113, 143, 147	
Total:		38

3a. What sorts of things were you were thinking about as you used the information?

Category	Sample Responses
As they went through the information they focused on being specific about what they wanted from the program (5).	<p>002: Mostly looking for personal growth and knowing herself better.</p> <p>056: Places she could apply – she was looking for very specific information</p> <p>064: There are a lot of jobs out there, but I needed to know who I am first.</p> <ul style="list-style-type: none"> • I need a few more skills to access the jobs I want <p>I need support on my resumé writing and interview skills</p> <p>067: I need to better present myself in a resume and job interview. Need to find more web site to complete this research.</p> <p>106: I was thinking of which jobs I could apply for based on my skill set. There are certain areas that I want to work on in terms of skill development. It helped me identified possible areas for training.</p>
They were surprised by the information and how much they didn't know (4).	<p>011: This is interesting</p> <p>035: Was a little overwhelming at first. Hoping to find something to look forward to and something different and he did.</p> <p>073: Like – WOW! It was more stuff to help me than trying to wrack my brains. A lot more information</p> <p>085: I thought, wow this is a lot to look through (for the binder). I got the resources from the Resource Centre on a USB drive and when I looked at that I thought – it's almost overwhelming. I thought "What am I looking at here."</p>
Negative thoughts while using the information (6).	<p>075: Didn't know what to expect – was excited but then found the website categories did not suit her.</p> <p>098: Was a bit overwhelming – not sure of what to expect.</p> <ul style="list-style-type: none"> • She puts herself down a lot – she did it on her own. • She walked into CanSask Resource Centre Resource Centre person (Sask) was nasty – said she did not know anything about the resources or the project – just told her to go on line and use the computers. (woman older darkish hair) – She had a negative experience <p>111: Could not get him focused on the information He is desperate to find work and all he could talk about was what was not working</p> <p>115: Information is old-predictions seem old</p> <ul style="list-style-type: none"> • Did most of research at home – spent 1st day in centre • Sample sizes were varied – 42 people e.g. <p>137: Some of the websites are duplications of Service Canada</p> <p>149: Typical government of Canada – making things a more difficult than they had to be – Service Canada. Once I got into different sites I found things helpful in Job Search and Career Decision-Making. I wasn't immediately accessible based on sites he started on.</p>
Positive thoughts while using the information (14).	<p>027: Good and easy to access – it was perfect timing given her move.</p> <p>038: Was a relief that she got it. Did not know how to start.</p> <ul style="list-style-type: none"> • Step-by-step procedure was a relief <p>She 'boasted' on her resumé because of her learning</p> <p>050: On Career Cruising – my main thought was what do I really want to do – not what could I do – a change of attitude</p> <p>052: I was completely lost prior to getting in this study. When I started using the information, it answered many of my questions. Most important was the LMI. I also thought that there was more information that I know existed. I would have struggled without the binder.</p> <p>058: Picked out some things he might be interested in. thinking of Pharmacy Technician if he can get funding. Pharmacy Technician option came up</p> <ul style="list-style-type: none"> • Why came out of meetings with the counsellor – but also on his/her own • Career Cruising – Top 10 – found this useful – pharmacy technician just missed the top 10 by a few thing • Discussed job profiles as well with the counsellor – i.e. RV technician • Did a lot of exploration – read all descriptions. Did a lot of work <p>088: Initially she was wondering if she would get the same results as when she took similar tests in high school</p> <ul style="list-style-type: none"> • When she started getting different results, she started thinking that yes, she

Category	Sample Responses
	<p>had changed and the current results were pointing her in a direction that seemed like a good fit for her.</p> <p>She became more aware that she had more skills to offer than she thought and that was a BIG confidence booster</p> <p>094: Not very excited – but the way to proceed became more clear to her – she appreciated the roadmap.</p> <p>113: Was overwhelmed at the beginning. First day was 1st interview with counsellor.</p> <ul style="list-style-type: none"> • Reading the material reinforced that he was already moving forward. • Gave him some comfort – only bright light in several months. <p>Only found out at end of survey that he was eligible for training if needed it – very encouraging</p> <p>119: Very informative. Lots of information here. Links lead to more information.</p> <p>123: I kept on thinking that it was really cool to have it all one place (career cruising and the binder). To have an abundance of information was really cool. I was getting really excited because I had an action plan</p> <p>139: I was looking forward to going to some of the web sites. I wanted to know more about what careers are out there. I am looking forward to doing that and finding out what careers might suit me.</p> <p>144: How I id. With the difference in jobs? All of these resources reaffirmed what I knew I wanted to be doing</p> <p>156: How the binder could help me find a better job. I realized that going back to school would get me further in my career and were I want to be.</p> <p>157: The resource was similar to friend's (already mentioned) but friend's was quite in depth – the binder was smaller. Once you get online, you don't really need the book. I like the guidance given for how to navigate the career sites. There was a lot less reading than buddy's binder</p>
They are not sure what they thought or no answer, or answer not relevant (9).	<p>047: After going through the information, I felt that I had to go to the priest from my denomination to find out what jobs would be available for me.</p> <p>079: Went with it – no preconceived ideas.</p> <p>80: No answer.</p> <p>081: I couldn't wait to see what was in there.</p> <p>99: No answer.</p> <p>103: No answer.</p> <p>143: No answer.</p> <p>147: Started out knowing nothing – so she worked on her own – she wanted to do it by herself.</p> <p>152: He has to read things over 3 times to retain them.</p> <ul style="list-style-type: none"> • Did not access the websites. Usually used the phone book. <p>Sometimes he finds computers intimidating – he has a virus currently on his computer and used none of the websites nor did he use the Resource Centre. He plans to.</p>
Total:	38

3b. What parts of the information did you find most useful and why?

Binder (3).	<p>073: List of occupations that suited me.</p> <p>075: First 2 categories were great! She could rave about them a lot! But when it got to the "what's next", it was not helpful. Information was validating but did not go far enough.</p> <p>152: Did not use the Resource Centre</p> <ul style="list-style-type: none"> • Thinks the binder can help him write a resumé better. <p>Not sure how to present his work history – he has had lots of job – mostly laboring. Pipe fitting was a good fit but there was a strike – he may or may not go back. This was his only semi-skilled job. He is concerned employers might read his resume as a unreliable worker.</p>
Quizzes (7).	<p>047: Results from the knowing yourself. This was something that I had not really had thought of and I didn't really have a goal when I started. I felt that this (being a religious worker) was worth pursuing especially when before I didn't really have clue of what I wanted to do.</p> <p>052: LMI – New Brunswick and National information – good to compare both. Personality quizzes</p>

	<p>Information interview sites.</p> <p>064: Quizzes – for knowing who I am? The overall package is a starting point for gathering more information</p> <p>081: The quizzes because it make me realize what I am and what my skills are and helps me know what I want.</p> <p>098: Specific information on openings in Saskatoon. Liked the quizzes – found out a bit more about who she is. Opened her eyes to looking at what she might do.</p> <p>113: Manual Quizzes in binder were most helpful – not adept at computers: in future, could we make the password more prominent – in colour. It was there but was not very visible.</p> <ul style="list-style-type: none"> • Jobbank.ca: Career Navigator – these were helpful Career Cruising: was more complicated (no password!) actually never quite made it to CC – will go to it to check it. <p>144: Quizzes work environment – skills, knowing myself – looking at my experience, what I had to contribute. Will continue to go through binder</p>	
Websites (11).	<p>Websites included:</p> <p>Career Cruising (5) Participants: 011, 050, 079, 088, 123.</p> <p>Sask Job Futures (1) Participant: 88. Career Beacon (1) Participant: 27.</p> <p>Indeed.ca (1) Participant: 35.</p> <p>Service Canada (1) Participant: 137.</p>	<p>011: Career Cruising – very easy to go through</p> <p>027: Career Beacon Miramichi site Local businesses in Miramichi – she could search by category Looked also in Yellow Pages – and the binder had more information!</p> <p>035: Indeed.ca website Resource Centre Websites and using resumé building.</p> <p>050: Career Cruising – it prompted me in a good way. It wasn't overpowering – made me think of things I wouldn't have thought of. Set up so anyone could use it.</p> <p>079: Career Cruising was the best and the suggestions to talk to others about the work I wanted.</p> <p>088: Career cruising, Sask Job Futures, were particularly useful The comprehensiveness of the information was particularly useful</p> <p>103: Especially the websites – a lot of information different careers and descriptions and interviews, salaries</p> <p>106: I learned to write down which places I applied to (before I would not have done that). It gave me an idea of how many jobs I applied for at the same location and it boosted my moral boost when I saw how hard I had been working towards finding employment. As well, I identified through my research which companies I wanted to work for to narrow my focus a bit. I excluded heavy labour jobs because I can't do them. I could identify which</p>

		<p>companies were hiring most often and which companies were doing good. Companies that are hiring often (who had many job postings) would often be doing good economically and would be more stable. (Interviewers note: He was led to the company pages from the information provided and be able to assess if they were doing well or not.) I had the research skills in the first place but I didn't think to apply them to job search until now.</p> <p>123: Career Cruising – everything was in one place.</p> <p>137: Best site was Missouri – clearer with good information</p> <ul style="list-style-type: none"> • Service Canada – best site in Canada – but hard to navigate <p>Networking – how to apply it – was helpful</p> <p>157: Navigation of websites – good guidance on where to click.</p>
<p>Resource centre in general, no specific resource but many of them (5).</p>	<p>002: Liked the list of the on-line sites Bridges and Career Cruising and University of Waterloo sites were the most useful. Waterloo site had a section of Story Writing – wrote several stories – this was tricky but she did it – a learning experience. Quizzes were very helpful as well. Information Interviewing were also useful She photocopied all the HO's from the Resource Centre. The balloons were helpful. It showed other options.</p> <p>038: Resumé Formatting</p> <ul style="list-style-type: none"> • Other websites • Uses SaskJobs.ca regularly and Monster.ca – posted a resumé <p>Indeed.com is focused on banks only. Other information is limited.</p> <p>094: Roadmap</p> <ul style="list-style-type: none"> • Tracking sheet • Cold calls <p>Some websites</p> <p>099: The gathering of information – that put it all in one place that was incredibly useful for me. I found it useful to see different types of resumes.</p> <p>143: Those were the helpful things. I also used the websites – some were a help, some I didn't care for. Information in binder – used it to rewrite my resume and organize Describe skills and abilities helped me focus in and use the words I wanted. The pitch-part – I liked that part of the book.</p>	
<p>Counsellor's feedback (1).</p>	<p>149: Really I got the most when I talked to someone in the office (first interview and exit interview).</p>	

Resume and cover letter work (4).	<p>067: Job search tools were very useful to update my resume and interview skills.</p> <p>085: Definitely figuring how to put together a resumé and writing a cover letter – cause you're never quite sure about how to go about it. But I have a lot better idea than I did before.</p> <p>119: Computer specifically the resume builder program (also the photocopier and printer were very helpful). Being able to ask for help on the computer was very useful.</p> <p>LMI – I found out that researching occupations and training options is very important in deciding next steps. I was able to research employers and find out what their workplaces are like (e.g. do they provide benefits). I found out in researching the police prep program that it is recognized by municipal police and the RCMP.</p> <p>147: The book – Never seen a Canadian resume . much more is included in the Canadian version</p>
Other (outside resource centre help) (4).	<p>080: I learned that Canada needs more skilled workers so I got my main goal – could focus on one of my two backgrounds.</p> <p>115: Age groups, retirement figures. How many people in the occupation: if a lot of people have been in the job for a while, then there could be apprenticeships available</p> <p>139: I didn't use the information.</p> <p>156: Information was most useful. It helped me pick my course. It helped me make the decision to go back to school.</p>
Answer not relevant (3).	<p>056: Already covered</p> <p>111: Could not focus him</p> <p>Participant No Answer</p>
Total:	38

3c. What would have liked to have, but was not there?

Nothing (18).	<p>002: Not really. Everything was covered.</p> <ul style="list-style-type: none"> • Where to look • Revamping resumé <p>How to pick out a career for you</p> <p>027: None</p> <p>035: All pretty much there. Spent a lot of time. Nothing he couldn't find that he wanted</p> <p>050: NB LMI was good – could find Can't think of anything that should have been added</p> <p>052: Covered a lot. Nothing that I can think of...</p> <p>056: Nothing missing – all was there. One site even had tips on what to do to prepare for an interview.</p> <p>064: Nothing except a ticket to a job ☺</p> <p>067: Not that I can think of...</p> <p>073: Nothing I know of right now</p> <p>088: Nothing really, the binder was very complete Perhaps there could have been a bit more direction from her counsellor, what she got was mostly encouragement</p> <p>103: No</p> <p>106: There wasn't anything missing.</p> <p>147: Got everything she wanted</p> <p>149: Not really</p> <p>152: Had almost everything he needed. He thinks the material will help him write a better resumé</p> <p>156: Nothing that I can think of.</p> <p>080: I got lots of information – enough for me.</p> <p>137: Can't answer</p>
More counsellor support (4).	<p>011: Type of tutorial for people who don't know the computer. A manual to walk you through the use of a computer and surfing.</p> <p>047: Career cruising – something's that weren't clear (see note above) Gave some feedback to the counselor about some results that I got from the site that were contradictory and I wasn't able to clarify. I needed</p>

	<p>counselor to clarify with the help of the resource person who was able to direct us were to go.</p> <p>085: More contact with someone else because I didn't know how to follow through. Especially when talking about yourself – help deciding when your own blowing your own horn and whether you are presenting an honest picture. Would like to bounce it off someone who knows.</p> <p>139: I would have like to have some guidance, deadlines, some nudges, some hand holding and access to some counselors. That's sound so immature when I say it, but it's what I needed for my personality and for my situation.</p>
Specific information could not be found (12).	<p>038: There are acronyms – i.e. – what is a CA? – it would be helpful to have the full title spelled out in the binder.</p> <p>058: Would have like to know what highest demand jobs were – and had difficulty finding that – used Job Bank 2-3 times daily</p> <p>075: Would have liked a much more sophisticated “matching” with her field. She went to every single website. Did a lot of work with the package but found little specific to performing arts.</p> <p>079: In some ways the websites were fairly vague. Amount of work opportunity was not complete; was generic Needs more lists of where to go to find people to talk to.</p> <p>081: More school options – not a lot of private college information, more websites on schools out there.</p> <p>094: Her own tracking sheet – more specific to her needs Went to Resource Centre more than 10 times – used the machines. Did not really have questions. Thinks the staff would have been helpful had she needed them.</p> <p>099: Phone numbers of places you could phone if you didn't have Internet – nice to have information more pertinent to local opportunities. I was glad we got to keep the books after.</p> <p>113: Could not access wage structures (did not access Career Cruising)</p> <ul style="list-style-type: none"> • Some information cites need for NOC codes – could not find a way around the NOC codes – instructions were not clear. <p>Could not find his way to get into the occupation</p> <p>115: Costs for next 5-years insurance, etc. from Australia – wish Canada had some information</p> <ul style="list-style-type: none"> • Where to get deals for tools <p>Like how to have projections for when he is finished school.</p> <p>143</p> <ul style="list-style-type: none"> • Physical places and people and organizations in the community to go to <p>List of places to go in the community</p> <p>144: Handouts specific to “resumé” variations would have been helpful – didn't really thing about what else I needed. How to answer How to be prepared for job interviews would have been helpful, i.e. tell me about yourself question</p> <p>157: Blank, note-taking pages</p> <ul style="list-style-type: none"> • A tracking page/checklist of where I've been, what happen, what I want to pursue (sort of an action plan tracker) <p>Samples of resumé, types of resumé, where to go to see samples.</p>
Other (4).	<p>098: A job offer!</p> <p>111: Could not focus him</p> <p>119: Everything was pretty much there. A printer would have been nice.</p> <p>123: There was one web site that I couldn't get it to work. Gave information to counsellor (Cathy).</p>
Total:	38

3d. Do you have an action plan?

Yes (26).	<p>002: Yes, start fresh in September – leading to ECE next September. Thinking of trying to get into a Day Care Centre – if not, just will take a job – any job – to lead to returning for training</p>
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	<p>011: Seeing a career counsellor – took in my list Going back to school</p> <p>027: 2 interviews on return She is in PEI on holiday and she still is active job-searching and she will continue until successful.</p> <p>035: Yes – a few credits shy of a grade 12 – this is now a priority. Will try to get financial support to continue education.</p> <p>038: Course evaluation</p> <ul style="list-style-type: none"> • Open Door Society – for professional immigrants – Enhanced Language Training – will attend if she gets into the program. <p>On web every day</p> <p>047: Yes</p> <p>050: Yes, I have an Action Plan</p> <ul style="list-style-type: none"> • Update and do resumé – did it • Talked to home inspector re; demand • Talked to real estate people • Talked to a franchise person for home inspection <p>Stopped me from jumping in feet first</p> <p>052: Yes. I want to do information interviews. Look up opportunities outside of New Brunswick I would like a government job. Maybe get more education.</p> <p>056: Accounting clear or data entry Accounts receivable Wants to use her admin experience.</p> <p>067: Yes</p> <p>073: Action plan for aesthetics course</p> <p>080: 2 plans – choose a course at SIAST – co-op course or apprenticeship to make connections or get a job.</p> <p>081: Started an action plan – just started it when I had a concrete idea of where I wanted to go. She is registered in college in a course she wants in September</p> <p>088: YES, become a journeyman electrician</p> <ul style="list-style-type: none"> • Keep checking to see if an opening in the course occurs, and if so, take it <p>Plan B is to work as an electrician's helper so she learns practical skills that will be useful in the future</p> <p>094: Yes, work in field</p> <ul style="list-style-type: none"> • Consider survival jobs/volunteer if she has to • Try to stay in Sask but stay open <p>Planning to apply to Masters' program – in a related field. She is considering this for February 2011.</p> <p>099: Yes, I am working on the plan I put together after I got the binder</p> <p>103: Yes, going to college in September</p> <p>113: Yes – the pardon is a big one. This is key.</p> <ul style="list-style-type: none"> • He does not have a grade 12 and is thinking about getting his GED. Next GED test is July 22nd : tried it many years ago but did not apply himself. Ready to do this now. <p>115: Created an Action Plan based on previous information he had For now the Action Plan is about financing his schooling. He looked at financial options on the NB service website and school websites</p> <p>119: Yes. I am filling out forms for scholarships/sponsorships/funding to take program in the fall.</p> <p>123: Yes.</p> <p>137: Job search through summer Set-up job shadow for fall</p> <p>143: Networking Resume building.</p> <p>144: Yes, networking, online job search</p> <p>152: Writing a resumé Getting the course done. Getting a journey man certificate in future</p> <p>156: Yes.</p>
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Working on one still (8).	<p>058: Action Plan not written down but has written to Academy of Learning re: Pharmacy training and has an appointment for funding considerations. Counsellor agreed to set up the appointment – this made it easier to do as he would not have known how.</p> <p>064: Kind of ... I know what my goals are</p> <p>079: Somewhat</p> <p>098: Kind of.</p> <ul style="list-style-type: none"> • Meeting with counselor for funding – otherwise will do it on her own – online/correspondence. <p>Pretty sure that medical field is what she wants</p> <p>106: I do have one.</p> <p>111: Trying to find any job he can</p> <p>147: Kind of – want to upgrade language skills and computer skills – in September, wants a job – so actively job searching now.</p> <p>149: Rough skeleton on a piece of paper – basic.</p>
No (4).	<p>075: Not at the moment. Does not know where else she would “fit” in the non-artistic world.</p> <p>Action plan is to “lean on someone else” to move forward – i.e. will see an employment counsellor – has already started.</p> <p>085: No – not written down – just stuff that’s in the binder</p> <p>139: Not really – I needed to go to do some research.</p> <p>157: No not really. I want to keep working in my field if I can’t I will need a new action plan.</p>
Total:	38

If yes, what sorts of things led you to make an action plan?

An Uncertain Future (1).	<p>035: Wages – has 2 children Broader horizon of jobs – better do it now while still young enough.</p>
The Resource Centre (13).	<p>052: Binder led me to information interviewing and beginning to create a career portfolio.</p> <p>My attitude – I realize and need to make a decision about my career</p> <p>067: Information on web site confirmed that I needed my journeyman’s status to get jobs at the right pay level. Counsellor is helping to arrange to have EI pay for the schooling. I have done all the necessary paper work.</p> <p>075: She has been working with a counsellor – and she will continue to work to move forward.</p> <p>098: Combo of necessity (single parent) and being in the project.</p> <p>099: Information that I gathered from the Internet and reading the binder. I had a blueprint but it wasn’t as structured as it should have been.</p> <p>113: Having a counsellor and financial consideration. The counsellor is excellent!</p> <p>119: Seeing the poster in the centre. The counsellor got me to apply for the program and I was accepted. I knew that I would need funding to take program. Applied for the CANSASK – working skills benefit program</p> <p>123: There was a particular site that help her create her action plan (career planning guide ALIS) At first I was uncertain as if I could make an action plan, goal setting and action planning in the binder made me do it.</p> <p>139: I talked with a counselor about doing information interviews (before the study) began. And I know that I need to look at the information I was given.</p> <p>143: Followed what the binder was telling me</p> <ul style="list-style-type: none"> • Get resume • How to present yourself • Where to look <p>Focussed my action plan</p> <p>144: Resources in binder/online (quizzes) led her to narrow focus on what she wants to do.</p> <p>152: The materials helped – they made him think of doing things systematically</p>

	156: The education section helped me make the decision to go back to school.
Self-directed planning (11).	<p>027: Move to Miramichi with boyfriend – □ needs a job Has a lot of experience and background</p> <p>047: The results from the quizzes, from LMI sites re economic outlook, asking friends what they thought led me to developing an action plan. Around the same time as the study, someone who I had met who suggested that I do this kind of work. This person was not aware that I was in a CDM mode. This person also had me talk to the priest.</p> <p>064: Finding out who I am I can't do physical work, but I now know what else I can do.</p> <p>073: Basically so I can have steps in order so I don't leave anything out.</p> <p>079: Started 2 years ago when I got into the sector and could see many occupations for myself. I was figuring out what I wanted to do and how to get there.</p> <p>080: Because before you get a job you have to have a plan to achieve your goal. I'm an organized person – I got step by step.</p> <p>088: She thinks that she has always been a tom boy and leans towards male occupations She spent 16 years as a parts management technician, but that had become not challenging and not interesting. She wanted something more exciting.</p> <p>094: Her experience Needs to improve her English. Listens to English instruction on the web. She needs to get herself into the labour market. That is here she will prove herself.</p> <p>103: I didn't like the field of work I was in. During the project I had 3 information interviews – 2 workers and the teacher of the college program.</p> <p>106: Prior to taking part in this study I was attending a previous program which encouraged the making and following of actions plans. The action plan has not changed since being in this study.</p> <p>149: I've learned if you write it down it tends to get done.</p>
Other (1).	002: Started so late in season, so this made her postpone her action plan. Otherwise she might have started ECE this September
No answer, answer not relevant (12).	<p>011: Not in the package</p> <p>038: Did not add anything further. Ten participants did no answer</p>
Total:	38

3e. If I were coaching other people in how to use the information, what should I tell them?

Tell them to seek counsellor's help, seek help in the resource centre (3).	<p>047: I had a friend in the call centre who also wanted leave. I directed him to career cruising. I walked him through the steps on the site.</p> <p>139: I would try to counsel them on making deadlines for themselves to stick with it. Get child care to allow yourself an hour to focus on it.</p> <p>149: Make appointments and go in and see people and get them to steer you – it would save frustration. I think help from a counsellor would help eliminate a lot of running in circles.</p>
Tell them to go to a specific source of information (8).	<p>011: Find out what they wanted to do and figure out which website would best suit. Find a website that suits you.</p> <p>050: Start at Career Cruising – put it up front one of first things to do</p> <p>052: Already told friends about it. Most of his friends are in the same boat. He'd point out the self-assessment and LMI section specifically. He'd show them each section.</p> <p>067: Look at this to make a better cover letter and resume.</p> <p>081: Go through the Action Plan so they have a plan – review it with them</p> <ul style="list-style-type: none"> • Do the quizzes – they are helpful <p>Action plan is important because it has dates on it – avoid procrastination.</p> <p>113: Remember the passcode.</p> <ul style="list-style-type: none"> • Access the on-line Job Bank and do all the quizzes – binder and websites

	<p>Manual quizzes in binder were most helpful. 119: Have a look at it and the links. Interview prep links are particularly useful. Go to the centre it is helpful. You can get your questions answered. 137: Best course is to use the Internet in sites used in Tracking Sheet</p> <ul style="list-style-type: none"> • Checklist isn't big enough <p>Have to know where they want to go and who they are Wasn't clear what I was supposed to be doing when I left with my binder. More guidance on what to do.</p>
Tell them to network (0).	
Tell them to put effort into it and be involved (8).	<p>035: Take your time Do the self-evaluations Do a full search Try to have fun with it – don't be too serious Make it fun</p> <p>056: Start right at the beginning and go right through it. Devote a lot of time to this.</p> <p>058: Spend as much time on Career Cruising – invest time (He spent close to 40 hours in total – lots of web cruising while watching TV)</p> <p>073: Take their time and read through it all and make sure they know what they want to do – don't jump the gun.</p> <p>088: Some of the web sites need 2-3 visits before they start to make sense, so be persistent, don't give up You need to be really honest about yourself when you answer the questions, not too hard on yourself and not too generous either</p> <p>144: It may look intimidating – take time to look through it. It will benefit you. Best resource out there if you are doing it on your own.</p> <p>147: Take everything – read it quickly – think about what you want – select most important 5 → 10 pieces of information – then put the material in a way that is personal to you. The information is a lot – but can be overwhelming – good though – make it your own.</p> <p>152: Use it to best ability you have</p>
Nothing much, not much advice (3).	<p>103: Everything was explained to me pretty well I found.</p> <p>156: I think that I would tell them that they should check it out. It was helpful to me and that they might find it helpful too.</p> <p>157: I would just give them the binder and let them explore it. No need for guidance</p>
Other (13).	<p>002: Learn about yourself first Had not really done this before Graduated in 97 – went to work – there were issues at home so she did not pursue her own goal immediately. Now she has learned about herself and she can act. Autism is a huge interest of hers – has a family experience with her brother – and would like to really work with autistic and Down's Syndrome children.</p> <p>027: Already showed a friend Be positive – trust the websites – do the work</p> <p>038: Compete as it is. Go and get the extra handouts from the Resource Centre.</p> <p>064: Take it step by step. Go back to knowing yourself before job searching.</p> <p>080: In my opinion (for immigrants only) language is first – you need English. Then take programs that give you experience in Canada.</p> <p>085: Not to look at whole thing immediately, go step by step – looking at the whole big picture – it was too much – where do I start.</p> <p>094: Follow the instructions</p> <ul style="list-style-type: none"> • Review regularly <p>Go to websites often.</p> <p>098: Do it all – do the quizzes – to learn more about self. Found out where the opportunities might be.</p> <p>099: Don't make you plan too broad. Be focused in what you do. This showed you to get the pieces in order to make the plan.</p> <p>106: I would suggest to the person that they look at sight that examine your strengths and aptitudes and use this information to narrow your job search.</p>

	<p>I did Caps, Copes, Cops (an aptitudes, math skills, logic, reading skills test that chart where you will excel). As a result of taking this test, I've been focusing on more admin jobs.</p> <p>115: Be more broad in your search – look in the field itself – or check similar fields if you can't find exactly what you want.</p> <p>123: I would tell them that they should really look at it because it helped me decide what I wanted to do. I would especially say this if they had no idea what they wanted to do.</p> <p>143: Pretty self-explanatory It's important to network Internet-you can apply and never hear back. You need to follow-up and go physically You can't rely on the computer Push yourself – it won't land in your lap</p>
Answer not relevant (3).	075: n/a Two participants did not answer
Total:	38

4. Are you continuing to use the Resources you were given in this study? If so, how, and how often?

Yes (30).	<p>Often (7) Participants: 027, 035, 056, 064, 080, 088, 156.</p> <p>Sometimes (4) Participants: 011, 067, 073, 147.</p> <p>Not Often (5) Participants: 079, 119, 123, 137, 149.</p> <p>Not mentioned how often (14) Participants: 038, 050, 052, 075, 081, 085, 094, 099, 106, 113, 115, 143, 144, 152.</p>	<p>011: Yes – job bank – it's in her favourites Career Cruising – go in and look briefly once a week</p> <p>027: Yes – probably every day She gets notices of openings from Job Bank and Career Beacon</p> <p>035: Definitely – twice daily – goes to see if there are new postings. Taking his time – he has a working spouse and he knows he will get a job eventually</p> <p>038: Will continue to use it.</p> <p>050: Yes – on there today, job bank for Fredericton and back to Career Cruising to compare jobs I see to my personal profile.</p> <p>052: I'm going to keep using the binder. I'm not going to give it to anyone. It's become a career portfolio. I will look back at the LMI section. Career Cruising very helpful.</p> <p>056: On web every day – an hour a day NB – a lot of websites don't update their information until the afternoon – so she picks her times.</p> <p>064: I look on job posting sites every day. I wanted all the information in the Resource room binder. Yes, I will continue to use the resources even after I find a job.</p> <p>067: Once a week... Everything is set up for going back to school. There's a section on interview – using that to better prepare for them.</p> <p>073: Yes – once or twice a week – the Job Bank</p>
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		<p>075: Yes – she would use the Personal Journey material again plus the transferable skills. NB- her film resumé is 7-page long – but it is in the Arts and needs to be totally rearranged. She needs the counsellor’s help to do this. She knew there was help coming and this motivated her to hang in with the research study. It had been emphasized that once the study was over, she would have access to everything in the Centre.</p> <p>079: A little bit – I don’t have continuous access to interest – I will see if anything new pops up on some of the websites when I can.</p> <p>080: I use it every day: Saskjobs.</p> <p>081: Yes, the interview questions</p> <p>085: Yes – using online resources to post resumés and look up jobs I might be qualified to do.</p> <p>088: Yes, she sues job futures regularly, to keep an eye on the labour market, what is happening, who is hiring.</p> <p>094: Using her own Tracking Sheet – it tracks jobs applied for, interview, call backs etc.</p> <p>099: Absolutely! It’s the guidelines I go by for gathering and maintaining – binder is my strategic guide for each job I apply for.</p> <p>106: I may not go to the resource centre as much as I once did. I continue to do job search at home. I’m not really looking at the binder. I still have the binder.</p> <p>113: Will use the counsellor for sure! Binder – will go to Career Cruising and Job Bank – will work with Counsellor</p> <p>115: Some of the links to websites in the binder – going back and checking labour projections a couple of times to check for new info/studies</p> <p>119: Yes. Once a week/every two weeks to update resume and look for updated on bulletin board.</p> <p>123: I used them a little bit. I looked at the LMI sites again to find write down information about what skills I need to pursue this career. After I talked with my counsellor, I went to ALIS did the action plan again to fill out more stuff that we had talked about.</p> <p>137: Yes- when I get low I go to</p>
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		<p>website and read some uplifting stuff</p> <ul style="list-style-type: none"> I have further to go on résumé - will use résumé information further and review networking and cold calling <p>143: I still use the book (binder) and still some of the websites and I'm trying to follow-up by phone or in-person and doing your little pitch</p> <p>144: Definitely</p> <p>147: Occasionally – will continue to in Career Cruising</p> <ul style="list-style-type: none"> Will still continue to look to the fields available Now still at the point of finding the job and making her pitch <p>149: One day on one site. But not really - I've been busy.</p> <p>152: Yes – especially the Resumé part. Considering going back for some more support to the Employment Centre. He thought he might have benefitted from more support throughout the study</p> <p>156: Yes... I'm not working right now. I'm on the job sites all the time.</p>
No (7).	<p>002: Not so much now But will redo her resume and will use it again Right now her resumé is dull and boring</p> <p>047: I haven't used any of the resources since the study ended.</p> <p>058: Has not lately – tied up with family matters – wife is a nurse. He is parenting his 3-year old full-time for now Checks job bank on daily basis In wait and see pattern. He is waiting for a funding appointment to explore</p> <p>098: On hold until September</p> <p>103: No</p> <p>139: There are list of web sites and I do want to use them to figure out a career path for me and I would like to do information interviews. And, sign up for the appropriate training. I need to find the time to use the information.</p> <p>157: Didn't go to the resource centre. It's a pain in the ass to get there. The Resource Centre's resources are or should be available on-line. Might go back to the binder if can't find work in lands surveying.</p>	
No answer (1).	One participant	
Total:		38

5. What other resources have you accessed since you finished this project (or since the study was over)?

Nothing really (15).	<p>002: No other resources</p> <p>038: Not really</p> <p>050: No – I tried Monster but didn't find it helpful – going in circles</p> <p>073: No</p> <p>075: Other than Help Wanted, No</p> <p>079: No</p> <p>080: No, I always go to Saskjobs</p>
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	<p>081: Not really – computer at repair shop 085: No 098: No 103: None 137: None 139: No. Nothing 143: Not really 152: None</p>	
<p>I used another resource (20).</p>	<p>Newspaper (2) Participants: 035, 156.</p> <p>Employment agency or counsellor (6) Participants: 029, 035, 088, 106, 119, 123.</p> <p>Other websites (11) Participants: 011, 052, 056, 058, 067, 094, 099, 11, 123, 144, 157.</p>	<p>011: Kijiji – looked for job sites 027: Counsellor – she provided job leads Otherwise nothing else 035: Local newspapers Employment Centres – drops in – just to see what’s new. (was managing own Electronics Department – has a lot of skills but not as much education as he wants) 047: I am trying to arrange a follow-up meeting with the priest. I did a few job interviews. This was not part of my CDM 052: Job.gc.ca – helpful Friends/family – friend out west for occupation information, uncle up North working in similar field for occupational information. 056: A few specific company websites 058: Using Job Bank daily Career Beacon regularly School Board District website. Regional Health website Checks daily for postings – is on computer daily Has applied to at least a dozen jobs: one has replied – openings closed indefinitely. Very active in job search. Could have had a job already but not at lower salary. So he will wait and see. 064: Attend workshop on resumé writing and job interviewing <ul style="list-style-type: none"> • Plan to take CPR/First Aid. • Spoke to people at above workshop to find out places that are hiring. Family/friends – will speak to in-laws who work in the field about what they do in their jobs. 067: I researched a web site on my own – quintessential careers. Just by chance. It provided a formula for cover letters. 088: Other job web sites, she checks in with her counsellor every couple of weeks, when she is in town, just to let her know that she still is looking 094: Workopolis <ul style="list-style-type: none"> • Hospitals directly (websites) • Hospital Association Not much is on the Sask. Websites. 099: I am now using executive sources. 106: Going to Partners in Employment. That’s the only thing I’ve done. I get suggestions from family about jobs they’ve seen advertised. 115: He has found other websites <ul style="list-style-type: none"> • The best websites for apprenticeship are in ON and Australia. • In ON you can search by area or job code – brings up all places that are hiring and then search those for the levels of apprenticeship they want to hire. • I wish we had this in NB (could be an answer to #3C) </p>

		<p>He went in to apprenticeship office to talk about apprenticeship (could be #5 or #6?)</p> <p>119: I went to another agency to inquiry about funding for training.</p> <p>123: I went to see the counsellor 3 more times. I did the CAPs survey (aforementioned in 1b). I talked to a people working in the field (2). I've gone the SIAST web site and found more information about courses available in this semester.</p> <p>144: Job Alerts – Sask Power, jobs.ca, SaskTel</p> <p>147: Went back to a friend who runs an international company.</p> <ul style="list-style-type: none"> • It was a little helpful <p>Talked to another friend – but she cannot apply her situation to her friend</p> <p>156: I've used the newspaper a bit but that's it.</p> <p>157: NB gov't job site – made 2 applications</p> <ul style="list-style-type: none"> • Career Beacon <p>Some network/references</p>
No answer, answer not relevant (3).	149: One day on one site. But not really - I've been busy. Two participants did not answer.	
Total:		38

6. What other things have you done in the way of career decision making, job search or career exploration since this study finished?

Networked and/or had an information interview (12).	<p>002: Talked to a friend who is in ECE: tried to do information interviewing but unsuccessful Has to set up an interview with Counsellor so she can get financial support – will do this Update resumé – will also do this Has looked at schools in her are</p> <p>027 Information Interview – one of her upcoming interviews is an Information Interview Three of her friends helped – even though in different city. Another friend sent her resumé to someone else in Miramichi Will return to see counsellor on her return</p> <p>035: Talked to a few employers – semi-casual – went to a welding shop – took work for them to do and used this as an opportunity to do information interviewing. These were very helpful – learned what was not for him as well as what might be for him. Used the tips in the binder. Social Services – went to a Day Care information Session Seminar</p> <p>038: With friends, learned about Open Door Society Uses her friends for information</p> <p>047: Trying to meet with priest. Arrange with the priest (priest offered to take him) to take a trip to a school in St. John (Taylor) to look at education options. I've had two job interviews.</p> <p>050: Talked to an acquaintance – told her what I'm looking for</p> <ul style="list-style-type: none"> • He has an interview – last week at a hotel, he went for information and got called back to come in for an interview <p>An interview with building supply chain offered a job but knew I didn't want to do that after this CDM experience.</p> <p>075: Requested individual assistance</p> <ul style="list-style-type: none"> • Keeping connected with her network <p>Using family and friends</p> <p>081: I'm interviewing different people in the job. Follow-up individual counselling sessions will be more for the government grant.</p> <p>094: Asked friends and classmates in Edmonton, Calgary, Saskatoon – but it is hard to get specific referrals</p> <p>113: Has talked to people in Government.</p> <ul style="list-style-type: none"> • A claims officer – a friend – this was helpful
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	<ul style="list-style-type: none"> • 2 persons (HR) – SG Insurance – these were cold contacts. <p>People in Motorcycle Industry – has discovered a course in Edmonton.</p> <p>115: Conducting information interviews about mechanics – to get funding for school</p> <p>152: Spoken to friends about starting a business. He would rather work for a while. (This proved to be more helping a friend rather than looking for support and advice for himself)</p> <ul style="list-style-type: none"> • Will get help with his resumé <p>Welding course starts in Oct/Nov. He will try to finish his GED in time for that.</p>
Continued with job search resources (14).	<p>011: Had 1 appointment with counsellor and have 3-4 more to sign up – going back to school in September – upgrading</p> <p>052: Tried to set up information interview but they are in busy season. Went to see career counsellor at alma mater</p> <p>056: Has let people know she is looking Has an appointment with Life Works – to help with resumé – for coaching and counseling</p> <p>067: I keep getting emails from the administration at jobsetc.ca. They send him current jobs postings. I signed up with career builder.ca.</p> <p>073: Will see an employment counsellor – one-on-one Went to the aesthetic school and got all the information.</p> <p>098: Requesting a meeting with counselor</p> <ul style="list-style-type: none"> • Funding is no. 1 <p>Looked online for courses – but reluctant to approach people.</p> <p>099: Spoken to people, applications online, go to websites every Monday. Talked to the counselor about plans and school. The binder said she didn't have to stay that narrow – she could do other things.</p> <p>106: Going to Partners in employment. I keep watch on the various job sites and applied for those relevant to my skills.</p> <p>119: I spoke with the counselor about training. How to fill out applications for the Skill Training Benefit. I updated my resume. I started a job one week before end but quit because of the hours.</p> <p>123: She went to see counsellor, added to her action plan, gone to web site to see about course availability and she is talking to people working in the field she is interested in pursuing.</p> <p>137: Booked for a counsellor meeting</p> <ul style="list-style-type: none"> • Made calls • Talked to NBCC • Talked to CompuCollege (recently became Eastern College) <p>Don't know where I'm going to go next.</p> <p>143: Connected to a Life-work Connection group that will help you network – you can phone them or meet with a counsellor if you are stuck. Met with a counsellor at the employment centre after study and made suggestions and hooked her up with Life-Work Connections.</p> <p>144: Went to First National resource centre – quicker to talk to counsellor than to spend time researching on-line</p> <ul style="list-style-type: none"> • Former colleagues, people I was on boards with, friends <p>For what reason: - information on jobs, review cover letters</p> <p>147: Told Janice to call her in July so she does not get off track. This will help her stay accountable. (She was in a thousand pieces) When she saw Janice, she had no confidence. There has been a huge improvement. Her change is a result of a combination of realizing that her work experience and skills in Europe still counted – this built her up and Janice was very positive. Her change was both. Without Janice you would not have had this confidence, without the book she would not have made progress.</p>
Applying to jobs (2).	<p>111: No workshops</p> <ul style="list-style-type: none"> • Applying on-line <p>Drops-in and leave resumé and hopes for the best – but no one calls back.</p> <p>157: Applied for 12+ jobs</p>

	<ul style="list-style-type: none"> Made an appointment with a career counsellor <p>Thinking about changing his resume based on what career centre staff told him, but he took his resume to a person in a large company HR office who told him that they don't like functional resume because chronological are faster to sift through.</p>
Other (3).	<p>064: Workshop (referred above)</p> <ul style="list-style-type: none"> CPR/First Aid course scheduled to take <p>Talked to people.</p> <p>149: Went to information session at college.</p> <p>156: I filled out an application for the school program I want to attend.</p>
Nothing (6).	<p>058: No – pretty self-sufficient</p> <p>079: No</p> <p>080: Not yet</p> <p>085: No</p> <p>103: None</p> <p>139: Nothing.</p>
No answer, answer not relevant (1).	One participant did not answer
Total:	38

7. To what extent do you have a clear vision of what you want in your career future?

Very clear (13).	<p>002: 100% clear pretty much and clear on how to get there</p> <p>038: Payroll Manager – if certain results in more upgrading time that becoming a Payroll Manager (2 years); course are on-line</p> <p>047: I would like to pursue this option. I have financial aspects that I need to consider to make it a reality. I know I need to both work and study to pursue this option.</p> <p>050: I'd say when I started a 3/10, now it's about a 9/10 Probed- Yes – a 3 →9 there too. I didn't have a guide or plan</p> <p>056: Very clear</p> <p>064: Yes, I have a clear vision</p> <p>073: I have a clear vision</p> <p>088: Very clear vision, wanting to be a commercial or industrial electrician She's waiting to a training spot to open</p> <p>103: Very clear vision of what I want – I hope I'll like it as much as I think I will.</p> <p>119: Very clear. Once I finish the training program, I will be linked into the police network. Because of my research I know that they have a recruitment program associated with the training.</p> <p>144: Very clear wants these kind of jobs</p> <ul style="list-style-type: none"> Employment counselling Mentoring Coaching <p>Life skills coaching</p> <p>152: Yes – wants to get into manufacturing through welding and work on cars, boats, etc. Welding would give him access.</p> <p>156: Very clear. It's been a long time coming.</p>
Fairly clear (16).	<p>011: Between a 1-10 – 7.5-8 I know I want to work with people I'm not into agriculture – I know from the information in the study</p> <p>035: About 70% clear – thinking about teaching or therapist. Has always liked to help people – but needs more education.</p> <p>058: Fairly clear – 75% - Would like old job back and would like to try pharmacy training Pretty clear about what he has to do to move forward.</p> <p>067: Pretty good outlook on what's going to happen in my future. Concerned about the intensity of the exam. I need to prepare myself for it.</p> <p>079: I think it's pretty clear I feel like I should have started it a year ago.</p> <p>080: I think after courses or apprenticeship I will get a job.</p> <p>081: I am really excited about the career and going to school</p>

	<p>085: I know what I want – I got accepted into web design at SIASK and I want to work in some area of web design.</p> <p>094: Wants to stick in healthcare area Knows job market is tough. Has back-up plan to do what is necessary to survive and wait until job market improves</p> <p>098: 75% clear – but nervous about approaching people. Has a sense of direction</p> <p>099: In the last week it has really changed. I think I'm going to be looking at a complete career change after talking to people and looking at resources.</p> <p>106: My vision of the future is good but getting there is the tricky part.</p> <p>113: 80% clear, plus clear re what steps are needed. Will likely do his GED before the pardon comes through.</p> <p>115: Better idea than I did before – realize what's not for me – I'm a hands-on person I do – but apprenticeship is a weird thing. You have to have a job to get an apprenticeship</p> <p>137: I want to be a medical administrative specialist</p> <ul style="list-style-type: none"> • I have the skills but not the paper I don't know where I'm going to go next <p>147: A lot. Tried to do it on her own 5 years ago but it didn't work. She needed the support to arrive at her vision. It is now much more clear.</p>
Clear (3).	<p>027: Knows the field she is in. open to learning more in her field but wants to stay in social services</p> <p>149: About a 50-50% - rough idea. My clear decision is to provide some income for the next few years for his family.</p> <p>157: I want to have a job in my field. If I can't get one, I'm not sure what to do next.</p>
Fairly not clear (3).	<p>052: I'm still uncertain. I want to work in forestry. It's now just what area.</p> <p>111: Wants a job – whatever – does not care</p> <p>123: I think better than I did before. I'm not clear cut in terms of what education I will pursue and what job I will find afterwards. This is not clear cut.</p>
Very not clear (2).	<p>075: Not clear. It has not changed very much since she was 16. (love of performing arts) NB – there has to be something creative which is stable – and that is what is unclear. Can she find this in Regina?</p> <p>139: Nothing is clear.</p>
Total:	38

8. How optimistic are you about what lies ahead in terms of meeting your career goals?

[Note: After the participant answers, it may be helpful to ask them to provide an optimism score out of 10, where "0" is completely hopeless, and "10" is the most hopeful they have ever been about anything.]

1	2	3	4	5	6	7	8	9	10
		099	137	106, 157	119, 152	011, 047, 058, 085, 088, 098, 113, 115, 123, 143	002, 038, 052, 067, 079, 081, 094, 103, 139	027, 056, 064, 147, 149	035, 050, 073, 075, 080, 111, 144, 156
<p>Testimonials: Participant has been include in the above grid</p> <p>080: 10 – I think if I take Canadian courses and get Canadian experience, I will be perfect</p> <p>081: 8 – I always have a plan B</p> <p>099: 3 – I'm not optimistic I will get back into the Public Service – or a job similar – this has led me to consider changing career goals but I need more information and training before she can use this as her career goal and put the optimistic scale on that.</p> <p>147: 9 – For first time (she never knew services were available) sees she can be independent. If she gets stuck, the employment centre will be there for her. Knows how to get there.</p> <p>Check these participants: 107</p>									

9. How confident are you about your ability to manage any future career transitions you might face?

1	2	3	4	5	6	7	8	9	10
				075, 098	099, 123	038, 047, 058, 106, 119, 152,	002, 011, 052, 067, 079, 081, 085, 088,	027, 073, 080, 144, 147, 149	035, 050, 056, 064, 111, 113,

					157	094, 103, 115, 139, 143		137, 156
<p>Testimonials: Participant has been include in the above grid</p> <p>027: for future transitions – pretty confident. Has a lot of experience with change and moving. She has excellent references and good experience</p> <p>035: 10 – Would actually keep the binder and use it down the road. Would call on the materials as a resource</p>								

NOTE – for 8 and 9:
 If they report that they are reasonably optimistic and confident (5 or more), paraphrase their answer, and then ask:
 Do you have any comments on how useful any strategies you learned in the study might be to you in future transitions?
002: not sure
027: A combination of both – study and her own experience.
 Feels she knows more about what to do now as a result of the study.
 She is NOT giving up her binder.
035: Can honestly say when first laid-off, was in a slump – did not know what was out there.
 Going thru the program influenced his optimism and confidence positively.
056: Has a lot to do with the study. This has boosted her confidence to have so much information.
075: 60% her – 40% others, including counsellors and the fact that she sets timelines.
152: Has a bit to do with the research study.
 He would have liked to have more support but he would not want to waste his time.
 If they report that they are not optimistic and/or not confident, paraphrase their answer and then ask if their level of optimism or confidence is related in any way to the resources they were given in this study.

Additional Comments

Gained confidence in searching and skills (2).	<p>088: The program helped her become aware of the large range of skills she had to offer, more skills than she thought she had The program was a big confidence booster for her.</p> <p>115: To get into a job in trades I have to prove that I can do the job better than someone else. Project Strategies gave me confidence that my choice is a good one. (he repeated this in #8 and #9).</p>
Helped find out more about myself and potential careers (1).	149: Realistically – anything I got out of it – it reassured me I knew myself and I was going in the right direction – there was lots of job search stuff and I'll use it again – I have the binder and websites.
Helped set goals and structure (0).	
Mostly helped with the practical skills like resume and interviews (0).	
Had a problem with the program (5).	<p>047: No. Need to correct binder. Counsellor knows what they are. (Michelle Doucet). Something with career Cruising and ALIS.</p> <p>064: Let more people know that they can access an employment counsellor and what that person can provide</p> <p>111: Tried in Moose Jaw – still nothing</p> <ul style="list-style-type: none"> • Willing to relocate <p>Re the Study, this was a very unsuccessful interview. He was to stressed about no work and needed to just vent. Encouraged him to reconnect with CanSask and use them to maximum. All I could do!</p> <p>139: I wish I was in the assisted group. It would have been more motivating and helpful to have someone to talk to. I wasn't self-motivated enough to get the work done.</p> <p>157: Project for younger people who are primed to make career change</p>
Counsellor help was great (2).	<p>075: Seeing the counsellor has kept her hopeful and optimistic</p> <p>103: The counsellors are there for you and encourage you and let you know there are always options out there. I hope I won't be in this position again but if I am I know where to go for help.</p>
Generally a positive experience (17).	<p>002: Glad she was in the study. Taught her a lot about herself – otherwise nothing to add.</p> <p>011: If something else was to happen – I now know I have a support to go through Oh yes, I'd use the resources and I've told my daughter about some</p>

	<p>sites.</p> <p>027: Really liked the Career OWL website – great tips of “Do’s & Don’t”. This was new to her. Overall very glad she participated in the study.</p> <p>038: It is just Agnes – but being in the study helped</p> <ul style="list-style-type: none"> ○ More information ○ See other options ○ A ‘little’ bit more confidence <p>She has friends in other parts of Canada who encouraged her to get the Canadian Securities Course but she doesn’t know where to get it – she will go to the Bank to inquire. They should know and be able to advise. Has another appointment with the Counsellor scheduled.</p> <p>050: I’ll use them again –things can change so it may bring a whole new list of things that may be applicable at the time (referring to Personal Quizzes in Career Cruising)</p> <p>056: Was great. Glad she participated.</p> <p>067: It was fine.</p> <p>079: Yes most definitely</p> <p>080: Yes they would be useful</p> <p>081: Probably use the resources – can’t say for sure, they were helpful.</p> <p>085: The resources would be useful. I could review stuff in binder e.g. interviews, when they come up.</p> <p>099: The biggest thing I could say – it allowed me to say – I can transition – I wasn’t thinking I could change.</p> <p>113: Would recommend that all clients have access to these kinds of resources. This would help the majority.</p> <p>137: A lot of things in the package I know about I’ve never had an issue finding a job. The information was refreshed for me and I will keep using them.</p> <p>147: Will us it again – for upgrading or whatever else</p> <ul style="list-style-type: none"> • Right now doing a portfolio <p>Has been a wonderful thing to have. Not enough people know about this of program. Would have been given a lot to know 5 years ago what she now knows. Sources of support are critical – son’s school and employment counsellor and personal counsellor</p> <p>156: This is a really good program for me. I think you guys put together an awesome binder and thank you for the opportunity.</p> <p>143: Oh yes, definitely</p>
Other (10).	<p>035: No- pretty straight forward</p> <p>052: I hope that others are able to access this information.</p> <p>073: Yes</p> <p>094: Nothing to add. Emphasize the needs of the new immigrant. They really need a lot of support. 2 years ago this would have helped her a lot!</p> <p>098: Nothing</p> <p>106: No comment.</p> <p>119: The whole purpose was about LMI research and that was my key learning from this study.</p> <p>123: No comment.</p> <p>144: Rather than feeling really down</p> <ul style="list-style-type: none"> • Don’t take it personally • Don’t forget that you have skills <p>Get help if you need, book with help, don’t get depressed.</p> <p>152: Nothing to add.</p>
No answer (2).	2 participants did not respond.
Total:	38

Annex E: 4 Month Interviews Results (Full Time Participants Only)

Assessing the Impact of Labour Market Information on Career Decision-Making and Job Search

Background Context

First of all, thank you so much for agreeing to be part of the follow-up study and for giving us your time.

(Give an estimate of the time the interview will take and request permission to record the conversation, advising them that the recordings will be erased after the data has been analyzed).

We are contacting you to follow up on the impact of your involvement in the research project that you participated in the last few weeks (or earlier this year (4 month follow-up)). We'd like to get an idea of your current situation, take a look at what you have done since the study ended, find out how prepared you feel you are to manage your career in the future, and see what impact your involvement in the project has had on any of those issues.

When you joined the project, you were placed into the [Career Decision-Making OR Job Search] group and you were given a binder of information as well as referrals to other resources in the Resource Centre. The general term for this kind of information is Labour Market Information. In your own words, tell me how this information helped you with your [insert either CDM or JS here] .

<p>Finding out about themselves, what career is good for them (3).</p>	<p>050: Well, actually, I really found the career finder helpful, I used that the most. If I was thinking about one particular job, I could look at the descriptions, the education needed, earnings, that was really good. Job bank was the second most helpful one. Career Cruising was the best for me. There were a couple things I was looking for, sales related, and it turned me in a different direction. There were a couple of opportunities that came up, and I had to decide what I preferred the most, and that's where this helped me out the most. I would have gone to the other direction, which felt more familiar. This job I have now was not in my game plan, but learning about it, I found that this is what I want to do.</p> <p>088: Well right now I'm back what I was doing previously, but it made me more aware of the other fields I would be more suited to. (She is working as a Parts & Service coordinator at a service centre – she was previously doing the same job at a trucking company). The tests helped her to realize that the skills she had applied to other trades, like electrician, which she hadn't thought of before. She was looking into that (programs, funding) when she got called by a place she had applied to months previously – they had her resume on file and called her in.</p> <p>169: I did a lot of tests, personality tests, to see what I like. I think I know myself a bit better now. After I searched the websites, what changed is I did apply for different jobs, and I am more clear on what I am looking for.</p>
<p>Helped with resume, interview techniques and job search (3).</p>	<p>118: It gave me more tools, different websites to check out, places to look and how to go about the search. The biggest area it helped was with the resume.</p> <p>140: The biggest thing that helped was not so much in finding the jobs, but the big thing was the interview skills, getting practice through mock interviews. A lot of the websites I already knew. What I didn't know was what to do once I got an interview.</p> <p>143: Well the info in the binder really helped me out. I used that, went through the binder and updated my resume. It showed me how, gave me some wording, plus info on how to approach people when dropping off resume. Asking are there positions or do they know anybody who's hiring if they're not. That's what I basically used. I also used the computers in the employment centre, and their fax – that was helpful too.</p>
<p>Aided in exploration of resources (different websites) (5).</p>	<p>027: Well, it just helped me to find the tools, I had just moved to Miramichi, so it helped me to know where to look, online job search engines, there were ones I hadn't been aware of, and just getting to know the city, who possible employers were.</p> <p>052: Well, using the binder provided more info than what I had thought would</p>

	<p>exist. With the book plus the websites, I got a lot more info about what to do with my degree, and where to look for positions. Plus working with the counselor, helped to narrow it down. Before the study, I had no idea where to go. I have an Environmental Science degree, but didn't know where to focus. It helped me to look at different sections & opportunities, helped to narrow down to something I'd be interested in.</p> <p>071: At the time that I was looking for work, I did work some of the resources. I wasn't very aware of the stuff that was available internet-wise. One of the resources they listed was Monster. I had heard about it before, but I just didn't like the name, didn't trust it, but I used it and sent out a resume, and I was hired within a week with BMO. The resource binder was really helpful, and I pulled as many of the leaflets as possible. I used Saskjobs, Monster, the resume ideas, had Sarah look over the resume. I'd been writing my resume the same way for 10+ years, so I wondered were there places I had a blind spot? It was great to have that help.</p> <p>097: Well, I think because I was at my other job for so many years, when I went to look for work I was not confident, I felt stupid and out of touch. I went there for confidence and it did give me confidence to do a job search, it updated me. I was able to get out there again.</p> <p>170: It helped I think because for me I had just finished my college study, had career goals but needed to find a job. I became more confident and also felt I was not alone. Before I felt so frustrated, then I knew I was not alone, and that the government was there to help me. I found out about a lot of resources, it helped me a lot, learning about the hidden job market. I got ideas about how to prepare for the interview, how to follow-up.</p>
Help to create a more structured plan, and refocused them (0).	
Answer not relevant (0).	
Other (2). <ul style="list-style-type: none"> Information about education (1). Participant: 123. Helped with networking (2). Participants: 116, 123. 	<p>116: First I should tell you that I found a new job, but what helped me was the networking. One of my colleagues from my MBA was working in a placement agency. The information did help me find out more about resources, even about this agency, which was in the binder. Also the information helped me find out about the local market and agencies. I think what most helped me was the networking, and that's not in the binder – you have to go out and do it.</p> <p>123: Well I guess regarding school, it gave me a lot of info. That was my main thing. Before, I had no idea about school, now I know what I can do to get into school, what I need to do, how to go about applying and everything.</p>
TOTAL:	13

(Get the respondent to talk in general terms about their experience, and then focus them on the specific bits we are interested in. Add probes to get the person started, and paraphrase some of the key messages.)

Thanks [name]; that is very helpful. We'd like to explore some of those ideas a little more, and get some other background information.

1. What is your current employment status? All included.

027, 050, 052, 071, 088, 097, 116, 118, 123, 140, 143, 169, 170,	13	Full-time work
011, 018, 037, 084, 093, 128	6	Part-time work
029, 036, 046, 056, 064, 073, 075, 090, 094, 098, 103, 115, 122, 137, 139, 144, 147, 152, 157	19	Not currently working
Total:	38	

If the participant is working FT or PT, also ask 1a below:

- a. When we interviewed you 4 months ago, were you working then?

071, 097, 116, 118, 140, 169	6	Yes
027, 050, 052, 088, 123, 143, 170	7	No
Total:	13	

- b. If you currently are working, is it the same job you had when we interviewed you 4 months ago?

071, 118, 140	3	Yes
097, 116, 169	3	No
	7	No Answer
Total:	13	

If the participant is working FT or PT, also ask 1a below:

- a. If you currently are working, how well does that job match your career vision?

027, 050, 071, 088, 118, 140, 170, 169	8	A good fit for you
052, 097, 116, 123, 143	5	An okay fit for you
	0	A poor fit for you
	0	No Response
Total:	13	

2. (Use this lead if participant is working FT or PT):

To what extent would you say that your current employment status is the result of using the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

123, 170	2	mostly other factors
	0	somewhat other factors
052, 088	2	uncertain
118, 169	2	somewhat this project
027, 050, 071, 097, 140, 143	6	mostly this project
	0	Somewhat other factors & somewhat this project
	1	No answer
Total:	13	

[NOTE –Focus on the BROAD status of participants-- the global or general outcomes; Focus on getting the participant perspective on how the LMI is or is not related to where they see themselves now.]

Mentions how the LMI is related to where they see themselves now (9).	<p>The LMI helped me to:</p> <ul style="list-style-type: none"> Learn how to network (2) Participants: 027, 143. Helped learn where to research (3) Participants: 027, 143, 170. Helped to learn how to create a resume, cover letter and do interviews (4) Participants: 027, 118, 140, 143. Helped me to decide on a career (3) Participants: 050, 088, 169. Gave them confidence (2) Participants: 097, 143. 	<p>027: Learned about networking through the study, and that is how I found out about some of the jobs. I was making calls, and if they weren't hiring, I'd ask if they knew of anyone in the area that was, and that's how I found my current job. Plus the websites. Also, getting my resume sorted – it wasn't in very good shape before.</p> <p>050: Definitely 90% due to this project. Was always in sales, just the wrong kind before, and this led me to think about applying what I like about it – making people happy, giving good service, to a different direction. I probably would have gone another way if I had not been involved in this, and my family life would have suffered. The Career Cruiser suggested this direction, and I'm really pleased with the position I have now, working in a hotel.</p> <p>088: Hard to say, as she had applied before the study began, then got a call out of the blue.</p>
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		<p>Before that call came she was looking at courses, trying to figure out how she might get the money for training. "It fell into my lap at the right time." Definitely wouldn't be thinking about the electrician training if it hadn't been for the LMI in the study.</p> <p>097: This gave me the confidence to get out there. Originally the guy offered me 9.75/hour and with the confidence I gained from the course I was able to say that I wanted more money, and we negotiated and I got what I wanted. The course taught me to point out my bonuses, accomplishments, where I wouldn't have done that before. It gave me the confidence to do that, to talk to them about my skills and to negotiate.</p> <p>118: It was 50-50. He was using the job bank websites prior to starting, but the study helped with resume and cover letters, helped him to focus his search.</p> <p>140: Before the study, I didn't know a lot of things about interviewing, and just the whole process of going through the job search. The mock interviews were really helpful, having practice questions, the Labour Market Info helped. And just the whole process of applying, having the right cover letter, what to do after you apply, what to do in the interview, how to follow up after the interview. Like before, I didn't know to send a follow-up email after the interview.</p> <p>143: It helped me get motivated to look for a job again, it got me motivated to do the thorough resume, the whole search, to go out there and talk to people, and then I got employment. The info also made me aware I have to keep things updated in the resume and keep my ears and eyes open to make connections, networking. It doesn't take much, I was always saying I didn't know anyone, but it didn't take much put yourself out there a little bit.</p> <p>170: I got a part-time job before the full-time contract. Started part-time in February, then my job was terminated because someone came back from a leave. I joined this project, and got lots of ideas about where to look, then my old job emailed me with another position, which I have now. But after doing this I have recommended it to so many other Chinese people, to get support from the counselors.</p> <p>At the time, I had my diploma but couldn't find a job, but the project really helped me to know what to do next, to find a job.</p> <p>169: It is part of it, it helped me to decide to make a change, 50-50. Before I joined the project I was confused and worried about the future. Now I know myself more, and I made up my mind to finally make the move.</p>
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Mentions how the LMI is not related to where they see themselves now (2).	<p>052: With the job I have right now, the resources didn't really help. But it will take more time to find exactly what I want to do. Most of the work I would be suited for is out west, I've realized this from using the websites and binder, and researching. It also said to go talk to people involved in these areas, people who have this job now. I've done that and they all say the same things - get a Masters, go west.</p> <p>123: When I did the career research, I was planning to go to school, but I just didn't and just got a job, because I needed to make money. I ran out of time to apply, so I'm thinking of doing it next year.</p>
Other (1).	<p>071: Before I was a mortgage broker, I worked at a credit union, and didn't know if I'd go back into that again, but knew that was my freshest skills, to go back into banking. Had a year as a commission-based broker, didn't do very well...so I decided I needed a pay cheque every 2 weeks. I'm not as well paid as before I left the credit union. I should have looked more into negotiating, I know there was some stuff about that in thx g binder, I didn't go over that very much, or exercise any of those ideas.</p>
No answer (1)	116: no response.
Total:	13

For the 4 month follow-up:

3. Are you continuing to use the Resources you were given in this study? If so, how, and how often?

Yes (7).	<p>Often (4) Participants: 052, 097, 143, 170.</p> <p>Sometimes (2) Participant: 027, 088.</p> <p>Not Often (1) Participants: 050.</p>	<p>027: I still get notifications from some of the sites I signed up for - Career Beacon and Job Bank - when there are jobs in my field. I'm always looking but pretty set right now.</p> <p>050: Yes, I was on Career Cruising the other day. When I fill out all the questions, it narrows it down and the position I'm doing is still in the top 5. I find it interesting to do that, I go on there once every couple weeks now.</p> <p>052: Yes, the binder, websites. Have been busy with work so haven't been doing as much with the job search, but I keep the job sites open on my laptop and refresh them daily, check out some of the other websites a couple times a week. Binder, once a month.</p> <p>088: Yes, I keep looking through the info, exploring it. Her son is in grade 9 and they're doing similar work on career exploration to help decide on courses for high school. They go on the websites together. She also gave some info to the teacher, and the teacher shared it with the other students.</p> <p>097: I am constantly looking in the paper, look online at Career Beacon and the job bank a couple times weekly. I worked in food service when I was younger, and moved away from that because you can get burned out quite quickly in this work. I haven't applied for anything else since I got this job, though. I'm in</p>
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		<p>my 50's have been there 4 months now and have the medical plan. If I really hated it I would do more to find something different.</p> <p>143: Yes, I started this position and I've done different things, and now I want to incorporate that in my resume, maybe delete some older things. I'm always using that resource to refer back to how to describe things on the resume. I found some of the online job banks helpful, and I still look online. I get a lot of contacts there, and I do look in the paper. I find online is the better way to go. But having a small conversation, even at your kids swimming, you might have seen someone to make a connection with. You can apply a lot online, but you don't hear a lot back. It's talking to people that makes the difference. You might get an interview from online, but maybe not, you need to follow it up, track them down, find a person to talk to. I learned about that from the study.</p> <p>170: Yes, I even send things to friends, and encourage them to go for support. I think it is useful especially for other Chinese, learning about Canadian culture and how to find work here. And I continue to look for permanent positions on the websites.</p>
No (6).	<p>071: I went to a restaurant one day and had the binder, and I left it. I would like to get it back...it may be useful because I don't think I'll stay where I am. I want to do more training to become a financial planner. Would like some insight into that.</p> <p>116: No, but that is because of a personal health reason, will stick to the job she has now, see how it goes.</p> <p>118: No, he's happy with the job he has, is not looking any more.</p> <p>123: Not right now.</p> <p>140: Not really since I got my job...I haven't looked at anything really, I'm not looking cause I'm too busy with my current job.</p> <p>169: Not for now, because I have a long-term plan. I will keep my current job for 3 years, pay off our house then after 3 years go back to the websites again, make another plan at that time.</p>	
Total:		13

4. What other resources have you accessed since you finished this project (or since the study was over)?

Nothing else (8).	<p>027: I don't think there really has been anything. Just maybe other people that I've talked to. Cause I pretty much got work right away.</p> <p>050: None, on my favourites on the computer I had a lot more, but I got rid of those just kept the best – the Career Cruiser and Job Bank.</p> <p>071: No, once I got my job, I was thrown into so much training. Although I did decide because the pay was so different, I went and got a second job, at a retail place...I just now left it, it is too busy with the training and later hours. But I would never have done that before this project - having the confidence to walk in and ask if they were hiring. I always thought I'd be</p>
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	<p>really good at sales, but would never have done that. And I really enjoyed it, and I have so much respect for but those women who work for less than 10 dollars/hour – it's hard work.</p> <p>116: None, just the resources and the placement agency from the binder which led to her current job.</p> <p>118: Nothing.</p> <p>088: Just the websites through the study.</p> <p>140: Found current job on Career Beacon. Hadn't really looked for resources outside of those given through the study – they were enough.</p> <p>169: None</p>
I used another resource (5).	<ul style="list-style-type: none"> • Networked and information interviews (4) Participants: 052, 097, 143, 170. • Talked to a counsellor (1) Participant: 123. <p>052: Have talked with lots of people working in the field. My plan was to get involved with the Federal Government, both my parents work in the government and I worked for them for 2 summers. I was looking for something I could do for the rest of my life. I checked out Fisheries and Oceans, Ministry of Environment, all through the government, plus environmental consulting firms. But I wouldn't have thought about doing that until I went through the binder, using that information to search</p> <p>097: I talk to people about positions available. I see a lot of the same people at the grocery store that I did at my old job, and they tell me about openings. Have looked around a little bit, but I had to put in 3 months to be eligible for medical, so I will be here now for a while.</p> <p>123: Just when I talked to Cathy at CanSask one time.</p> <p>143: Talked to lots of people. Through my boss, I've talked to some doctors who deal with seniors and they need help in their field, but there's no financing, no funding. That is the problem, what's stopping my career at the hospital, too. The doctors suggested building a business that would help seniors, and their support people, with resources and referrals, to help them to see the big picture. (Her education is in gerontology, death & dying, bereavement, in being an advocate for seniors rights and program development and policies)</p> <p>170: I talk with my coworkers, in my daily environment, we share information.</p>
No answer, answer not relevant (0).	
Total:	13

5. What other things have you done in the way of career decision making, job search or career exploration since this study finished?

Networked and/or had an information interview (3).	<p>050: Has been talking with management at his current job about advancement opportunities, different areas to work in within the hotel. Has been offered training seminar opportunities. Is booked for a training seminar in Ottawa in December.</p> <p>052: Lots of informational interviews. To narrow my search and see exactly what I'm interested in. What I'm finding is, it's either I'm not bilingual, or it's more out west. I have also talked to people in companies out west, to see if I'm suited or which areas I'm more suited to. Then I have a meeting set up to talk to a prof at UNB about the Master's program.</p> <p>143: Updated resume, informational interviews. I have seen the employment counsellor again who researches resources specific to me before I go in. There was an agency the counsellor suggested, but I cannot remember the name.</p>
Continued with job search resources (2).	<p>088: Mostly just working. She's been at this position for two months. Before they called, she had been going through the websites, doing the personality tests, contacting people in different fields about their experiences, to see what might be a good fit. She hadn't thought about things like pipe fitter or electrician before. Was looking into seeing if EI would fund, but it turned out that her EI would run out before she could get into the course. Thinking about student loans or personal loans.</p> <p>097: Mainly just looking at websites and talking to people. Didn't worry too much about doing more job searching once I got this job.</p>
Applying to jobs (0).	
Other (2). <ul style="list-style-type: none"> Looking into education (2) Participants: 027, 116. 	<p>027: Have been kind of looking into another university degree, I am interested in upgrading my education. Right now I have a Human Services diploma and BA, I'd like to get a Bachelor of Social Work to continue to work in the field in more advanced jobs. I've been thinking about it for the last year, just kind of researching schools.</p> <p>116: I was enrolled in a counseling program, but I stopped due to health issues. Resume was updated for the current job.</p>
Nothing (6).	<p>071: Again, nothing as too busy with the training in her new job.</p> <p>118: Virtually nothing, happy in the job I have for the time being.</p> <p>123: None</p> <p>140: Nothing. Had updated resume and cover letters for her current job, but hasn't needed to do anything since. Got the job fairly quickly.</p> <p>170: Not really. To be honest, I think my resume is ok, I just finished school, I have had lots of help on my resume, how to adjust cover letter... If I needed to, I know what to do.</p> <p>169: None. Quite satisfied with current job for a few years, then will make further plans and decide which direction to take at that time.</p>
No answer, answer not relevant (0).	
Total:	13

6. To what extent do you have a clear vision of what you want in your career future?

Very clear (1).	<p>027: I definitely have a clear vision. I've wanted to be a social worker for the last 3 or so years, and I'm finally looking into universities and stuff and I am kind of already working in the field. BSW is the next big step. She sees herself working with people with disabilities. Will be applying to schools by Christmas time. Has identified one program in particular through an Ontario University.</p>
Fairly clear (3).	<p>050: I've been offered a couple things in this company already, different areas to move up within the company, different aspects. The training they offer will help me to go further in whatever areas come up. I know I will be happy to continue working within this company, and I have been talking to them, as I said, about the different areas where I can move up.</p> <p>052: I think I have a pretty clear idea...not exactly the job I want, but what I want to do, that's why I want to do the Masters now. I need to move away from here, and hopefully the masters will provide me with more information about jobs and companies. My goal is to end up out west</p>

	<p>somewhere. If I went out west now, I have the right education for positions, but I don't have the funds to move west to find work now. A lot of the jobs I do see require experience, and I can't get that experience here. So I'm kind of stuck right now.</p> <p>118: Pretty good vision, right now working in a trade as a laborer, and may pursue that trade. States he knows what to, in terms of training, etc., and that it may be something he pursues further down road. Not right away.</p>
Clear (6).	<p>071: I can do a lot of jobs; administration, banking, investments. The reason why I left the credit union, I was stuck, didn't want to do more training...I didn't have a vision or dream. Then coming back into the workforce, going to the career office, thinking who's going to hire a lady over 50, thinking I'd not get into the workforce easily. Now that I've done all this training I realize I can do this, yes it's tiring, but...it's either do it for your own benefit, or stay where you are and still train...there's no getting away from it. I think financial planning is what I want to do. That is my new vision. I like coaching, working with people, helping them build their net worth, I really like helping people, the opportunity to bond, to deliver better service. I like listening to people, finding out what they want, build the bridge to get there. I didn't have that vision before. I think I will be good at it. Being genuine with people makes a difference.</p> <p>088: Right now, very clear. Basically right now, it's a money thing, trying to figure out how to support my child and pay rent while doing the course. It's something to work towards. Something that is appealing is that once you're a journeyman, you can start your own company – that's something to work towards. I learned that a lot of people are now retiring and they're going to be needing more people.</p> <p>097: I can see myself in this job until I'm 60, that's only 4 years away, and I'll probably keep working after 60. But I loved my other job, working at the greenhouse, working outside, I loved it, and it's possible that I could go back to that job next spring. Someone else could buy the business, the old owner went bankrupt. I would move, but it has to have the benefits. I'm not a person that moves around a lot.</p> <p>116: It's hard to say now. Yes, I have a vision, but I have to solve this health issue first. I will finish my MBA and specialize in Program Management. I know what I want to do.</p> <p>143: Well, I don't have a total clear vision of what I want. I would say I have a 70% vision of what I want – I know I want a career, to be successful, but I'm open to life changes. I know generally, but whether it's always going to be with seniors, or not...but I know my vision is to have a career where I'm using more my education and to be able to support my family comfortably and be doing something I enjoy.</p> <p>170: I do, it is still a job related to my field, electrical engineering. I wondered if I couldn't find job because I am a woman in a non-traditional field, and because I am Chinese, maybe employers were worried about communication probs. I know that I can do the job. When I couldn't find a job in Canada I thought I should get Canadian education, so I went back to school. Before my career goal was get further education, now it's just to work hard, to get a permanent job.</p>
Fairly not clear (3).	<p>123: Not sure, at the time when I was doing all the things with the study, like looking into schools, I thought I knew what I wanted to do, and I still do want to do it, it's just not the right time. The project helped me figure out the steps I need to take, though, when I am ready.</p> <p>140: I guess I don't really have an answer for that. I'll probably stay where I'm at for now, I'm satisfied with this job. I feel like I'm on the right path. In the future I can see wanting to get more specific with computers, into different types of IT applications, to advance more.</p> <p>169: I think I will do something similar, perhaps change companies. Not a clear idea right now, still a long time to go. Right now I am still in a learning period.</p>
Very not clear (0).	
Total:	13

7. How optimistic are you about what lies ahead in terms of meeting your career goals?

[Note: After the participant answers, it may be helpful to ask them to provide an optimism score out of 10, where "0" is completely hopeless, and "10" is the most hopeful they have ever been about anything.]

1	2	3	4	5	6	7	8	9	10
				123		052, 118	071, 088, 097, 116, 143, 169	027, 140, 170	050

Testimonials: Participant has been include in the above grid

027: Very optimistic. Probably a 9

050: Very optimistic. In the meeting I had today, we were talking about this, and I said I intend to stay here until I retire, and they said that's what they were hoping to hear. I think I'll continue to be pleased with what I do. 10.

052: Still very optimistic, hopefully I get into the masters, and then I'm sure I'll do well. I won't let myself fail. I know what I want and what I need to do, and I am optimistic. Probably 7 or 8, just because I'm not in the masters yet. Once I am, then it will be 10.

071: I'm pretty optimistic, like I don't think I'm going after it immediately, like in 4-6 months I'd like to start the courses to become a certified financial planner, so by end of next year I'll have completed the 2 courses that are required. The company has 750 financial planners now, and they are looking to boost to 1000, so there's room, and I'm also thinking at my age if I sat with someone my age, I would trust the older person more. I see a place for me now. A solid 8

088: Right now, probably about an 8, the only thing that stands in the way is the money. Has looked at personal and student loans.

097: Well, I'll stay at this place until I retire if I have to, it's not that bad of a job, but I guess because I had my ideal job, if I could go to it.... I would switch but, medical is the big thing. 8

116: I am optimistic, when I finish my MBA, and because now I will have experience working close to the role I want to play. Rating: 8-9

118: Fairly optimistic, just take it a day at a time, probably about 7. Happy where he is at right now.

123: Fairly optimistic, I just need to get motivated. Probably a 5. I was a bit intimidated by the student loans package, I want to save up some money first.

140: Very optimistic, in the position I'm in now I'm going to be able to get more experience in what I'm wanting to do, more hands on experience which will help me to advance. 9

143: I'm probably about 80% optimistic. It's hard sometimes because of our health care system. Some years they put lots of money in, others they cut back. So, it depends. But I do feel optimistic that if in the next couple years I can't find the career I want, I will have to develop my own. I don't mind that, there are a lot of unknowns, but that's what I'll have to do.

170: Yes, I think I'm very optimistic, 9 or 10.

169: I think I'm very optimistic, I would say 8, things can still change, but I am optimistic.

8. How confident are you about your ability to manage any future career transitions you might face?

1	2	3	4	5	6	7	8	9	10
					123	052, 143	071, 118, 140	027, 050, 088, 097, 116, 169, 170	

Testimonials: Participant has been include in the above grid

027: I'm confident I could do that. I've moved to different provinces before, I've never had a problem with transition. Probably a 9.

050: Very confident 9 or 10, I'm learning lots in this job, plus what I learned from the study. I feel very confident.

052: I am confident, I know what I want to do and what Environmental Science area I want to be based in. Probably 7 or 8, just because I am in a bit of a rut right now.

071: I think I'm feeling quite confident, probably 8 as well. Once you're in a system where there's an expectation of movement and developing your career, and I'm in that, there's support there. Not a 10 because I need to find a way to pay up front for the courses, then they reimburse.

088: Very confident, probably about a 9.

097: I realized through this course that I'm more valuable than I thought I was, that even if I had to start a bit lower, people will realize what I can do. But sometimes at my age you don't want management, and like I said, I'm not a person who moves around a lot. I'm probably at an 8 or 9.

116: Very confident, 9. I have learned many things, about the market and job offerings and making contacts, new contacts that can help me advance and give references. Working hard on networking, she has seen how important this is.

118: Fairly confident, probably about an 8. Knows what he needs to do.

123: Pretty confident, 6, I know that the course I want to take is in a different city, so I will have to move. I need to

save money, to get over there. I just have to do it, it's just pretty big.

140: Probably an 8. I guess I still don't have a lot of interview experience. When I got this job, I was feeling confident after doing a few interviews and practice interviews, but if I hadn't been doing that for a while, if I applied for something new, I guess I wouldn't feel as confident.

143: It's scary, but that's the only natural step, if I can't find my career goal in the hospitals. You can't live on minimum wage. I want to get out of the cycle and focus on my own career, and that I can only see as developing my own company. Probably a 7.5. I'm pretty confident with anything in life, change is scary but sometimes you need to.

170: For confidence, right now it is high. 9 or 10, I know I can do it, if I work hard.

169: 9. Because I know myself better now. I am a newcomer to Canada, doing my jobs well, I still have language barriers, but I'm doing really well and in my current jobs I got a bonus, only 3 out of 40 people got a bonus and I was one of them. I believe if I put in effort, I will be able to do what I want.

General Comments

<p>Gained confidence in searching and skills (4).</p>	<p>071: I'm not really sure how that would connect, but if I had the time to check things out, touch base with someone, get those resources back... I would definitely recommend someone to go there if they didn't know what to do. It really helped me past that slump, even having someone to look over my resume, because you need to work on that, presenting yourself. The free computer access, that is a real help.</p> <p>I was being held back by my own fears, once I got past that I realized I was letting these lies I was telling myself, about my age, no one will want to hire me, hold me back.</p> <p>097: I just found that the lady that was my support person, she was very helpful and the binder was extremely helpful. Having the words to help you express how you felt, to talk about what you had to give to another job, it was very helpful to someone like me who was in the same job for a long time. I realized that I do have something to give and that I'm not stupid. I think it should just be mandatory to do this – it really gives you a boost and makes you want to go out there, gives you confidence.</p> <p>116: The study helped me a lot to be more confident, that is for sure. I found out about many tools that I can use. I will use that same info again, websites to search, ideas for updating resume. I have positive feedback about all the info and resources but it is not enough to get the job. I learned that not all the jobs are on the websites, some are hidden, you must use other ways to get to them – networking, maybe just using the primary website but contacting the companies directly even if they don't have posting.</p> <p>143: I would say yes. The study gave me the confidence to put myself back out there again, look at my resume harder, focus in a bit more, listen to people to go out and try to put myself out there, to network. Realizing through this process that what I want isn't out there. The study did get me motivated, knowing that I have to spend time every day. Got me focussed. It would have been nice to talk to people, to have had a group to go to. It was good info though, and I feel like that was a good help if people are unemployed; good steps.</p>
<p>Helped find out more about myself and potential careers (3).</p>	<p>052: Just being able to go online and read about what positions there are and what people think about them. From the information from the study I learned about informational interviews, which I never would have considered before. I realized how much there was to career decision making and how much I didn't know about it, how much research was involved. I was maybe overconfident leaving university. I feel sad I guess for people that don't know and are stuck in the same situation but don't have this help. I even saw a career counsellor in university and they didn't know half of it. I wish this could be at all universities.</p> <p>088: The thing that probably helped the most was the tests, what skills are your best skills, best suited. That helped, I realized I could do more than I thought I could. Had never thought of things like pipe fitter or electrician. It opened up all these other things I could do, and knowing that there would be jobs coming up in those areas.</p> <p>169: I think it is very helpful to do the tests to know self better, to see</p>

	<p>examples of what positions would be a good fit, what education is needed. So that I know what I need to do to get that job. In the future I can go to the sites to see how others succeed and then I can do the same thing. I also think that the program was very good. A few months ago I was very depressed, but having to talk to someone, knowing there was someone to talk to, helped a lot.</p> <p>She said that she found the study so helpful, the honorarium seems unnecessary.</p>
Helped set goals and structure (3).	<p>050: The whole process really helped me, learning more about myself, it made me analyse things better, get a better perspective, think about why I should do certain things. I set a goal in my mind, through going through this process, and it helps me, knowing that direction, and knowing that it is a good fit for me. Overall, the information is things I'll always refer back to. I kept the resources, it's somewhere I can look, someone to call if I need to. It was just a real positive overall.</p> <p>123: I didn't ever apply to go to school, but I learned a lot about the steps, how to apply, making a plan and what steps to take, learned about the student loan route. I made a huge list and wrote it all down, so I have that in the back of my mind now.</p> <p>170: Yes, I think the best strategy I got is to manage and organize everything I did, I will have a clear record of what I did in the past, a plan for future. I learned to set up goals, and strategies, even time management is important, before I didn't experience how important this planning is in one's life. To start from the beginning, to set up goals, make a plan for today's search, keep the record, tomorrow do this, next day do this... Having to report back to counsellor, too, and she encouraged critical thinking.</p> <p>My counsellor Maureen was an excellent counsellor...she did such a good job.</p>
Mostly helped with the practical skills like resume and interviews (1).	<p>027: I think the binder is great, it will always help me out. I think the whole thing was very helpful. Probably the resume part was really helpful, my resume was a mess when I started, and the whole preparing me for interviews really helped me out. Learning about networking, I wouldn't have done that before.</p> <p>140: Well I did manage to get a good list of interview questions and answers</p>
Had a problem with the program (0).	
Counsellor help was great (0).	
Generally a positive experience (1).	<p>140: Well I did manage to get a good list of interview questions and answers, and just the whole process of what to do, I found that really helpful, the step-by-step process. I've shared that with friends. I guess the big thing too was about the hidden job market, learning about networking, that is really important. And I had gone over and over my resume, but when the counsellor looked at it she still found lots of things to improve. She was really helpful, the staff were always friendly and had lots of time for me. I would definitely access the resource centre again. I found that having them available by email was really helpful. When I was offered the position I have now I emailed with questions and she helped me with the negotiation process, and I ended up getting more what I wanted. I will know better how to negotiate in the future.</p>
Other (1).	<p>118: Not anything directly, other than knowing these resources are there, and I can access the counsellors again if need be. The resources are readily available, and if I need to use the resources I will.</p>
Total:	13

Thank them again for their participation. If this is the first follow-up interview, remind them that they will be contacted in 4 months for another similar interview and after that they will receive their additional \$75.00 honorarium as an expression of thanks for their assistance in helping to improve services for clients.

Annex F: 4 Month Interviews Results (Part Time Participants Only)

Assessing the Impact of Labour Market Information on Career Decision-Making and Job Search

Background Context

First of all, thank you so much for agreeing to be part of the follow-up study and for giving us your time.

(Give an estimate of the time the interview will take and request permission to record the conversation, advising them that the recordings will be erased after the data has been analyzed).

We are contacting you to follow up on the impact of your involvement in the research project that you participated in the last few weeks (or earlier this year (4 month follow-up)). We'd like to get an idea of your current situation, take a look at what you have done since the study ended, find out how prepared you feel you are to manage your career in the future, and see what impact your involvement in the project has had on any of those issues.

When you joined the project, you were placed into the [Career Decision-Making OR Job Search] group and you were given a binder of information as well as referrals to other resources in the Resource Centre. The general term for this kind of information is Labour Market Information. In your own words, tell me how this information helped you with your [insert either CDM or JS here] .

Finding out about themselves, what career is good for them (3).	<p>011: Well it gave me an idea on where I wanted to go in my career, and how to get at different resources. I want to go into human services, so it gave me the variety of different departments or areas that need human services. I didn't realize there was such a vast amount.</p> <p>018: It helped me, to find some ideas of careers that I would like. Before, I might have just chosen something I already knew, or would not have known what to do to get a certain career. The information I was given was very useful. If I really look at it, I find what I'm looking for.</p> <p>037: It helped me get a better picture of what the situation is here. It did quite a bit, it made me realize I'll probably have to leave Saskatchewan to find work in my career field. It also helped me to be more focused...before I had just sort of a general idea of what to do, where to go.</p>
Helped with resume, interview techniques and job search (0).	
Aided in exploration of resources (different websites) (3).	<p>084: It has just given me more of a venue to look at what's out there in the job market. The websites have been helpful. Doing the self-directed though, I found you really do need the counselor, and I've tried to get help from them, but didn't really get anywhere.</p> <p>093: In a nutshell, the program is excellent. The support and knowledge was invaluable. The disconnect is with the employers in this province. My feedback would be for your program to work with employers to be in synergy with your efforts. For me, this has been a lengthy and disheartening process. I am working now, but for so long, I was getting nothing, no calls. My counsellor even would say, I don't know why you're not getting a call, unless it's that they're intimidated by you.</p> <p>128: It's just, there are things I never knew about how to look for a job and make a resume. And having someone to help, that was a real positive. I've been working with WorkSource Solutions ever since the program was done. I'm still looking for a long term job, like a steady, stable job. But I had never had a course like this before, it was really helpful, learning about how to look for work, and where. It has given me a lot more information, more options.</p>
Help to create a more a structured plan, and refocused them (0).	<p>011: It also helped me to be more focused...before I had just sort of a general idea of what to do, where to go.</p>
Answer not relevant (0).	
TOTAL:	6

(Get the respondent to talk in general terms about their experience, and then focus them on the specific bits we are interested in. Add probes to get the person started, and paraphrase some of the key messages.)

Thanks [name]; that is very helpful. We'd like to explore some of those ideas a little more, and get some other background information.

1. What is your current employment status? All included.

027, 050, 052, 071, 088, 097, 116, 118, 123, 140, 143, 170, 169	13	Full-time work
011, 018, 037, 084, 093, 128	6	Part-time work
029, 036, 046, 056, 064, 073, 075, 090, 094, 098, 103, 115, 122, 137, 139, 144, 147, 152, 157	19	Not currently working
	38	Testimonials: Participant has been include in the above grid

If the participant is working FT or PT, also ask 1a below:

- a. When we interviewed you 4 months ago, were you working then?

018, 037, 084, 093, 128	5	Yes
011	1	No
Total:	6	

- c. If you currently are working, is it the same job you had when we interviewed you 4 months ago?

018, 037, 084, 093, 128	5	Yes
	0	No
	1	No Answer
Total:	6	

- b. If you currently are working, how well does that job match your career vision?

018, 093, 128	3	A good fit for you
037, 084	2	An okay fit for you
011	1	A poor fit for you
	0	No Response
Total:	6	

2. (Use this lead if participant is working FT or PT):

To what extent would you say that your current employment status is the result of using the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

037, 093	2	mostly other factors
	0	somewhat other factors
018,	1	uncertain
084,	1	somewhat this project
011, 128	2	mostly this project
	0	Somewhat other factors & somewhat this project
Total:	6	

[NOTE –Focus on the BROAD status of participants-- the global or general outcomes; Focus on getting the participant perspective on how the LMI is or is not related to where they see themselves now.]

Mentions how the LMI is related to where they see themselves now (4).	<p>The LMI helped me to:</p> <ul style="list-style-type: none"> Helped learn where to research (3) Participants: 011, 093, 128. Helped to learn how to create a resume, cover letter and do interviews (2) Participants: 084, 093. Helped me to decide on a 	<p>011: The LMI opened up the feeling that I could still go into this area, and gave me the information on what I needed to get, the upgrading, how many years it would take, what was involved. I was able to find a part-time job too, because I learned how to search the internet.</p> <p>084: The resume stuff was really</p>
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	<p>career (1) Participants: 011.</p>	<p>helpful, it would be about 20% but the rest is other factors. I did get another position with the new resume, this casual position, but my skills are not up to what I had due to health reasons, and I'm just not seeing the positions in my area.</p> <p>093: Have been using the info, but not much is happening. As I said, everything with the program is great, but if there are no jobs...people here, I don't know...there's a disconnect. It's a strange place.</p> <p>Right now, I have two part-time jobs, adding up to just under full time. I have lots of flexibility in these jobs, so I'm not going to complain.</p> <p>I'm still looking, but it's gotten to the point where with the two part time, I just found it quite exhausting. There are a lot of junior jobs out there, and I've got a lot of experience... I'll still look, but it can't be a junior position. In this province, I'm either not in the right trade, industry, or... it's tiring, I do the research and homework, try to stay motivated, but there's not a lot out there.</p> <p>Have so many resumes, depending on what I want to hone in on.</p> <p>Recently I had an interview with a recruitment firm, but they decided not to fill the position. I was overqualified, and they didn't pay very well. SaskJobs put me in touch with the recruitment firm that I interviewed with. Because they were very small, they wouldn't be able to use all my skills, but still...</p> <p>128: Oh, totally, I didn't even know about WorkSource before, I learned about that through the study.</p> <p>The lady from CanSask, Kathy, has been really good helping me, and getting to know the city more, knowing how to look for work here. (He had been a relatively new comer to the city from a small town)</p> <p>I want a stable future, full time would be better, benefits. But I put in for jobs that would suit me, so I get good ones. I just wish I would know a day ahead, and I'm</p>
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		hoping it will lead to something steady.
Mentions how the LMI is not related to where they see themselves now (2).	037: The jobs that I've had, 2 I've already had for two years, the other I picked up after the study to keep me busy, so, no. For the careers I've chosen, I need to go for more schooling first – either Firefighting or LPN. 137: I'm not working because of factors in the community, not the info. I had already thought about going back to school, my counselor and I decided if I was not working by a certain time, then that's what I would do. I wasn't even getting a bite. This market is not reality based, it's about who you know here.	
Other (1).	018: Right now, I still have part-time work, sometimes it is more. The folks I'm working for say it will only be a few more years that we will be able to keep doing this. So, I am still looking, thinking about what else to do.	
No answer (0).		
Total:		6

For the 4 month follow-up:

3. Are you continuing to use the Resources you were given in this study? If so, how, and how often?

Yes (5).	Often (2) Participants: 084, 093. Sometimes (2) Participant: 011, 128. Not Often (1) Participants: 018. Not mentioned how often (0).	011: There's one I go on frequently, Career ?? can't remember. I go on every two weeks or so to see if there's anything else, something better than the part-time job I have. 018: Sometimes I go on the sites, but not too often. I have some books from NBCC that have the same info. 084: Yes, and I tell others about them. Mainly the job search sites, weekly. 093: Yes, every so often, websites mainly. 128: Yes, the binder is good to go back to, I know everything is in one place, and it's good for a refresher now and then. Not as much as I did at the beginning, and since I'm set up with Work Source, but I'm still looking at the other resources as well.
No (1).	037: Currently not, passed it on to other people in her family.	
Total:		6

4. What other resources have you accessed since you finished this project (or since the study was over)?

Nothing really (2).	011: Not really, once the project ended, between school and studying and working. I do go on the computer more since then... 084: Not really, just used the resources from the study.	
I used another resource (4).	<ul style="list-style-type: none"> Networked and information interviews (3) Participants: 018, 093, 128. 	018: Talked to people who are in the areas I am interested in. 037: I've used the Government of Canada Worksearch job site. 093: Talk with people, travel for work, so sometimes get talking to people. 128: Has a friend who works with SaskEnergy, so applied there. New girlfriend's dad is with Air Canada, so he applied there. Looks at Kijiji, Workopolis,

	StarPhoenix, Saskjob. "It's all mainly online"
No answer, answer not relevant (0).	
Total:	6

5. What other things have you done in the way of career decision making, job search or career exploration since this study finished?

Networked and/or had an information interview (1).	018: Still have the plumbing trade idea, have talked to people about that, also possibly working with heavy equipment, and maybe finishing carpentry, like in houses. In the last couple of months a friend wanted to do some finishing in his house, so I helped him, to get an idea of what that would be like, some experience.
Continued with job search resources (3).	011: I've seen a career counselor at the EI office, that's helped make the decision. Updating resume, cover letters. Will be doing information interviews in the coming weeks. 037: I saw a career counselor at school, I'm doing an upgrading course in high school. It's a self-paced course, I'm at a bit of a standstill. Has applied to do an LPN course in BC and can be admitted in December if she completes the course. 084: Updated my resume. I've been going to the YWCA, I'm doing one of their training courses, updating computer skills, and I've been talking with one of their counsellors there. Also doing volunteer work to have something to add to my resume, and to make contacts, as I've been out of work for a while. 128: I redid my resume. But other than that, not really, just trying to get full time through Worksource, but they make a deal that you have to work through Worksource for the company for 2 months before they can hire you on. For instance Canada Post, it would be a great job, I was doing that for three days in a row, then a couple days went by, and they didn't need me, then Diabetes Association, who I often work for, needed me, and then they found someone else. I've been wanting to get into sports to meet people, make connections, but that costs money. No interviews for a while, I've had several interview for Purolator, lots of experience courier driving, two interviews .
Applying to jobs (0).	
Other (0).	
Nothing (1).	093: There's nothing more I can do. I have come from Ontario, I have multi-level experience...but I'm getting no phone calls. I've really tried. What kills me is in Saskatchewan there are supposedly so many jobs, but how many jobs are real? Even huge corporations... If I'm not getting a call, I wonder was there ever really a job behind that posting. I think they have a certain political goal.
No answer, answer not relevant (1).	1 participant did not respond.
Total:	6

6. To what extent do you have a clear vision of what you want in your career future?

Very clear (0).	
Fairly clear (1).	128: I have a clear idea of what I want to do but to get there will take time. Aircraft mechanic would suit me, that's what I want to do, or heavy machinery mechanic. I know I need to find a good stable job that I will like first. If I was younger, I probably wouldn't care as much, but I if I don't have a good job, I kind of would feel lower...like I don't want to work at McDonalds, I'm past that now. I need a career, a trade. I have so much experience with machines and tools, working with my hands, and I'm kind of kicking myself now for not listening to my parents when I was younger and they were telling me to go get a trade.
Clear (3).	011: I know what I want now, whereas before I didn't. School, making connections with crossroads, youth services. 018: I'm pretty sure, about those ideas that I've said. I'm good with what I'm doing right now. When I don't have that anymore, then I will look to

	<p>something else. I'll need to do some more research then.</p> <p>084: I know what I want, I just still have a ways to go, and I'm not sure how exactly I will be getting there. I still have some more schooling that I'm looking into but also trying to get some more job experience. Hoping that the casual work will lead to a more permanent position. I need to get some sort of funding for training, or I need more full time work so I can save money first.</p>
Fairly not clear (2).	<p>037: Still kind of debating between the two careers, but I can get into school faster for LPN. Need to have the upgrading course finished first. I know what I need to do, I just have to choose which program I'm going to go for.</p> <p>093: I don't anymore, I'm in my fifties, I've had a career. I'm still willing to get out there, but, I scratch my head I try for the multitude of jobs, and nothing. I want acknowledgement.</p>
Very not clear (0).	
Total:	6

7. How optimistic are you about what lies ahead in terms of meeting your career goals?

[Note: After the participant answers, it may be helpful to ask them to provide an optimism score out of 10, where "0" is completely hopeless, and "10" is the most hopeful they have ever been about anything.]

1	2	3	4	5	6	7	8	9	10
					084, 093	011	037	018, 128	
<p>Testimonials: Participant has been include in the above grid</p> <p>011: I'm very optimistic, I'd put it at 7.</p> <p>018: Very hopeful. 9</p> <p>037: I have a clear view, and know I can do it, I feel optimistic, 8 maybe.</p> <p>084: Right now, totally unsure. I'm about a 6 or 7 I guess. The future is not definite; I'm still working on plans, so, I'm optimistic, but uncertain.</p> <p>093: Optimistically, I'll openly admit most companies don't know what they're looking for. My resume is full of experience from back East. They see that, they think a whole lot of things...they are looking for greener people. Mentally as a person, my optimism is 6 or 7, but career wise it's a 2. The way things have happened in the global economy, that's where it's at.</p> <p>128: Since the program and working with Kathy, she's given me lots of positivity, it's kind of exploded, I feel I can do anything now. To have a sponsor to go into a trade would be a bonus, but I know I can do it anyways. I kind of lost my confidence a few years ago, I was feeling low, but for me keeping a positive attitude is really important. My Dad worked for Weirhaeser his whole life, and I have three brother, and of the four of us, none of us got hired there, that made me feel really negative. I was hoping I'd go to work there too. I keep on thinking, I'm still young, but I've got lots of experience. 8.8 I know I can do it now.</p>									

8. How confident are you about your ability to manage any future career transitions you might face?

1	2	3	4	5	6	7	8	9	10
						084	011, 093, 128	037	018
<p>Testimonials: Participant has been include in the above grid</p> <p>011: I would say 8, I know going into the type of work I want there will be changes, and you have to be able to change with that.</p> <p>018: Well, I'm pretty confident. 10.</p> <p>037: Pretty confident, I'm a nine.</p> <p>084: Pretty confident, I've had to do that in the past, change is not a new thing. I'd say 7.</p> <p>093: I'm trying to grow vertical experiences. I have been doing this for 3 years, I have 20-some resumes. I try to streamline it. Technology, things change all the time, I'm pretty good at handling change. 8</p> <p>128: Probably ok, I've been let down before, with Weirhaeser so it's not a new thing if it happened again. Probably an 8. Since I've had a past experience, and I just moved forward. I'm pretty easy going.</p>									

General Comments

Gained confidence in searching and skills (0).	
Helped find out more about myself and potential careers (1).	<p>018: Well, I would say yes. I'm pretty sure that from what I searched for, those ideas, plumbing, electrical, finishing...It helped me find something I would love. If you're going to do something, you want it to be something that you like. I have looked for people what are in the careers, what</p>

	<p>studies you need to do, what the demand is. Do you need to travel, that was a priority, I do not want to travel. I am confident there will be a demand. Also I know it is something that I'm good at. You need to know math for, plumbing, electrical, I am good at that.</p> <p>It has been very useful to find a career.</p>
Helped set goals and structure (1).	<p>037: It helped me lay out goal setting a lot better, breaking it down, more concrete, small pieces. Besides helping me realize what I needed to do for more upgrading for schooling.</p> <p>It's helped me get out there, out of my parents' house, it's a motivator to know you can do something and what you can do.</p>
Mostly helped with the practical skills like resume and interviews (1).	<p>093: Well, with my many resumes, cover letters, I keep looking, but as far as looking for full time, I'll have to wait for the economy to grow, or go back east. I also found through these websites & applying for positions, there are new buzz words, titles. I tell myself everything works out, there's a reason for this. I keep eyes open, and when it's right...I'm a firm believer in timing. Keep my eyes open, keep networking. I think the job search really depends on the jobs. The people at SaskJobs are wonderful, they've been very good, know I can go to them if I need assistance.</p>
Had a problem with the program (2).	<p>084: The only thing that I found with the study is that you do need the help of the counsellor. The self-directed helps, if you can work on your own, but it makes it complicated if you don't have that other person, to help to vocalize ideas, someone to walk it through with. I've tried to access a counsellor for additional support. At the YWCA they've been a lot more helpful, 100% better. I get the info, am able to sit down and discuss it. Whereas at CanSask he just tells me what he needs to see, and he doesn't listen, but it's my future. Also there is a lot of miscommunication problems. The resume suggestions, though, that will be helpful in future.</p> <p>011: The only comment that I might make is, I did this on my own. One of the questions was about knowing the computer. Most people my age don't know the computer, and they didn't understand that. I knew how to turn it on and that was it. I had to figure it out myself. Each centre needs to take into account that not everyone knows how to do this. The whole point of this was to do it on your own, but not everyone would be able to do that. It might seem like everyone has a computer or cell phone these days, but not everyone does. I learned some things about myself, I was intimidated but I worked through it, showed myself I could do it. That makes me more confident about the future.</p>
Counsellor help was great (0).	
Generally a positive experience (1).	<p>128: I'll always have this experience, even when I'm an old man. I never had that help in school, how to get a job, what to do, to be optimistic, so that's been really helpful.</p> <p>I think just overall it's been a positive, and I hope a year from now I'll be doing even better.</p>
Total:	6

Thank them again for their participation. If this is the first follow-up interview, remind them that they will be contacted in 4 months for another similar interview and after that they will receive their additional \$75.00 honorarium as an expression of thanks for their assistance in helping to improve services for clients.

Annex G: 4 Month Interviews Results (Unemployed Participants Only)

Assessing the Impact of Labour Market Information on Career Decision-Making and Job Search

Background Context

First of all, thank you so much for agreeing to be part of the follow-up study and for giving us your time.

(Give an estimate of the time the interview will take and request permission to record the conversation, advising them that the recordings will be erased after the data has been analysed).

We are contacting you to follow up on the impact of your involvement in the research project that you participated in the last few weeks (or earlier this year (4 month follow-up)). We'd like to get an idea of your current situation, take a look at what you have done since the study ended, find out how prepared you feel you are to manage your career in the future, and see what impact your involvement in the project has had on any of those issues.

When you joined the project, you were placed into the [Career Decision-Making OR Job Search] group and you were given a binder of information as well as referrals to other resources in the Resource Centre. The general term for this kind of information is Labour Market Information. In your own words, tell me how this information helped you with your [insert either CDM or JS here] .

Finding out about themselves, what career is good for them (3).	<p>036: Well, I pretty much, at my age, I have my career figured out. I'm thinking pretty much construction or trucking. That's where I'm going. I'm not saying I'm too old to learn something, but my interests have always lain in those areas. Using the sites was good. Sometimes it was too much information.</p> <p>098: It has just helped me to realize what is out there, what is available to someone like me, as an older single mother. The info I got, I was able to look and see, ok, I can do that. It lessened the fear, I felt like I was ok, there are jobs. The sites I went to were very helpful, the quizzes were fun, learning about yourself, it was informative.</p> <p>103: It helped me just to confirm my career choice, the exercises and quizzes, it helped me confirm what I was already thinking about, to know that it was the right choice. I'm actually in college now, I wanted to make sure I had the right career choice before I went back to school. I started in September, it's a 2 year course to become a Corrections Officer.</p>
Helped with resume, interview techniques and job search (0).	
Aided in exploration of resources (different websites) (10).	<p>029: I think it really did help, because after I did it I actually got a part-time job, and I got it through networking. I'm now still really looking, and have an interview coming up with the big new Loblaw's Superstore, and I found out about it through research, that they would be opening here.</p> <p>046: It was very positive because I didn't know how to do computer research, it was all new to me, Melanie explained and helped me to learn to do the research. I had never used the internet before, now I can do it myself. I learned more about myself, and what types of jobs there might be for me.</p> <p>056: I loved the websites, there was one, that had the NLC codes, and gave the descriptions, wage range you could expect. It gave you an idea if you did get a call what you were looking at, so you would know, and be able to negotiate. There was another website there too that gave a lot of info on resumes, interview questions, that and the career cruising.</p> <p>064: Well, why I got involved in the study was I was having trouble getting back into the work force and the depression that I suffer from has escalated. I was frustrated because I wanted to be out there and doing something. But when I went and joined the project they made me feel very comfortable. Plus I went to workshops after on doing your resume and how to conduct yourself in interviews. Also the CPR and First Aid training. It made me feel more confident, knowing I had that behind me, like I could do more and knew what I was doing.</p> <p>073: It actually helped me in a lot of ways, like to better myself. I was able to</p>

	<p>go out there and look for what jobs are available, I learned about networking.</p> <p>115: Most of the stuff in the handouts were outdated, like were things that were going to happen in 2006. The actual paperwork was too outdated. (I probed about this – he said it was not the binder, but other handouts he received at the resource centre, info about things that would be happening in 2006) The websites, different job search ones, and a couple with semi-personality tests, those were helpful. It helped me confirm what jobs I would be suited for, and the job search sites were good. (Could not remember specific sites off the top of his head).</p> <p>122: What it did was give me a good info package to do my own labour market analysis to decide what I wanted to do and what I needed to do to get there, and to decide on education. I looked at jobs, what the qualifications were, and then started with schools to search out programs. This gave me the steps I had to take. Step by step.</p> <p>137: My job search is an ongoing exercise in frustration. The material are interesting and helpful, I really like the Missouri site for information, but like I say, I'm not working, I'm in school, and hopefully when I finish the course I'll be able to get something. But I still go in and use the sites, they are really good tools.</p> <p>147: Actually at the start, the info I needed was totally different from now. First I went through the whole binder and used all the ideas. Now I just use one of the websites, maybe two. Career Beacon, it sends me the notices. That's helpful because I'm a single mom, and I don't have to take hours searching the site, and I don't feel guilty on days don't have time to look. Right now there is a career fair online through career beacon. Everything I do now are ideas initially from the project, I've just adapted them for me. Resume ideas, networking. I have a network now of friends.</p> <p>152: It kind of gave me some direction on how to find a job, but I haven't really been able to do much in that area. I need to get a resume done up. I had one, but I misplaced it. I need to do a new one and then make a bunch of copies.</p>
<p>Help to create a more a structured plan, and refocused them (2).</p>	<p>090: Well, initially I was continuing my job search but hoping to enter self-employment program, but I just wasn't able to structure the business idea to qualify. It did sort of help me to structure my job search with those resources, having a structure to follow really helped. For the resources to really help, though, there has to be jobs available.</p> <p>094: The information helped as a guideline, strategy. I would not have been so organized or focused without this information. I learned about the websites, I think it will help people.</p>
<p>Answer not relevant (0).</p>	
<p>Did not help very much (4).</p>	<p>075: Well, I hate to admit it, but it has yet to help me at all. The area in which I have a 7 year university degree (film-making) and have chosen to live my life around was just not represented in there. The LMI resources had nothing on the arts in general. That said, the first two chapters, the self-discovery parts, that was very confirming, that I am in the right area for me. But then it just seems hopeless, like there is no room in the labour market for this.</p> <p>139: Well, it didn't really help me because I kept kind of procrastinating about looking at the websites, reading the books etc. At the time, my husband was between jobs and I thought I would have lots of time to work on this, but it turned out that I didn't. Then he went back to work and that limited my ability to do anything. So I didn't find it all that helpful but that's more because of me. Being in the self-directed group, I was left on my own to do it, and I know that I, as many people do, have a tendency to say I'll do it tomorrow, to procrastinate. When there's no deadline...it's easy not to do it.</p> <p>144: I don't know, it didn't really help. It gave me lots of info, but I'm discouraged, at this point.</p> <p>157: Not a great amount really, because prior to that a friend had given me a book with similar info. It was an older publication (he could not remember the name of it), but it did cover how the longer process would be, all the</p>

	different steps, and the emotions involved, and so forth. It's a long process. Of course now, the resources are all on the net, and so that was useful having it all in one place, in the binder, and then it's more convenient, having things on-line. But most of it, I'd already seen it.
TOTAL:	19

(Get the respondent to talk in general terms about their experience, and then focus them on the specific bits we are interested in. Add probes to get the person started, and paraphrase some of the key messages.)

Thanks [name]; that is very helpful. We'd like to explore some of those ideas a little more, and get some other background information.

1. What is your current employment status? All included.

027, 050, 052, 071, 088, 097, 116, 118, 123, 140, 143, 170, 169	13	Full-time work
011, 018, 037, 084, 093, 128	6	Part-time work
029, 036, 046, 056, 064, 073, 075, 090, 094, 098, 103, 115, 122, 137, 139, 144, 147, 152, 157	19	Not currently working
	38	Testimonials: Participant has been include in the above grid

If the participant is not currently working, ask 1 b below:

a. Please tell us where you are regarding work – for example, are you still planning and deciding; are you searching for work; are you taking a break?

<p>Still actively applying (6).</p> <ul style="list-style-type: none"> Active Job Searching (5) Participants: 029, 056, 073, 094, 157. Applied and waiting (1) Participant: 075. 	<p>029: Had a temporary part-time job, and now the Second interview with Loblaw's on Friday. I met a friend at the job centre, she is actually from my own country, we have been motivating each other, making our plans for searching day to day. We had been going around dropping off resumes together, and got some responses to apply online. So I am searching always. Right now I am preparing, doing a lot of research to know this company better for when I go for my interview.</p> <p>056: I had gone in for an interview for an accounts receivable position with Brunswick News, it all looked good, they wanted bilingual, but I applied anyways, and then it sounded like I had the job but they were debating with the bilingual, and then they've been going through lots of changes. She's called me back 3 times and is supposed to call me back today. They've been having lots of system changes. As far as I know I'm being offered a job today. It is a new position, and it won't be advertised. In the meantime, I've still been looking, because this wasn't set yet.</p> <p>073: I'm looking for jobs where I'd be a bit more physically active. Like sales, also applied to UNB to work in the kitchen. A wide range, those that are active, sports related, and lastly administrative, office, working with the public. I apply for a lot, and have been having interviews. Yesterday had an interview at the Kingswood Bowling Club, that would be booking parties and activities. Another interview two weeks ago, though other ones I applied for were filled. When you apply over the internet, you don't get a reply sometimes, I don't like that. And then when I follow up, sometimes the job was already filled. Approaching businesses face to face is better.</p> <p>075: My work depends on when shows come through. For example, last week I was employed, I spent a</p>
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	<p>week working on a Save our Troops show. I did recently get a job offer (not in my field – but I'd been getting bored & need to do something). All the jobs in my field are full, and spaces are fleeting when there is a project. I had done work on Corner Gas and Little Mosque on the Prairie, but that is for a few weeks at a time.</p> <p>In Regina, there is no work, it's either waiting tables or retail or janitorial. The employment that's around is not a career. I'm not in high school and I want to buy a house eventually. It's either really low or really high, like you need 15 years business experience. So, I'm trying to apply my creative skills, to jobs like display designer at a big box store. But that's not creative, it's following the corporate plan. But I'm looking. I have another interview this afternoon at a boutique in town.</p> <p>094: Right now I may be feeling...still looking for a job but have taken a relaxed attitude. Maybe relaxed is not the idea. When I spend hours in front of the computer, every morning, waiting for the job postings to come out, the mood can get a bit blue. At the beginning I tried for 3-4 months to look for a job, focused on my area, it was very exhausting. When I graduated from my program last year I focused there, now I am looking outside. Now looking for a survival job, though still looking for RT job, but don't think it's going to happen. I will need to relocate as I lack experience, have no seniority. But I can't move my family, my son is 5 and in school. I think I may do some more retraining.</p> <p>157: Still looking, had an interview yesterday, there have been some interviews lately. On the internet daily, looking. Probably seeing a posting every week, of course sometimes it's the same one, then every once in a while a new one will come up. I thought if there was an opening in another city, it would have to be a whopper of a job to relocate, uproot everyone, wife has a good job here.</p>
<p>Going into education or training for a new career (7).</p> <ul style="list-style-type: none"> • Preparing to go back to school (4) Participants: 098, 103, 115, 122. • In school currently (3) Participants: 137, 139, 144. 	<p>098: I actually am starting a medical transcription course from home, cause I found that I can do that work from home, which is right up my alley. I heard about it from friends, I had been thinking about going into a medical office, had looked into funding and that's how I got put into this study. Then when I went back again, hoping for funding for retraining, I wasn't going to be getting any help from them, and was looking into the medical office field, and started talking to people and found out about this medical transcriptionist work. I just decided to do the schooling a few months ago</p> <p>103: Had just finished a contract, and then was on EI for the summer, it didn't make sense to look for something I would have to quit in September to go back to school. We have practicum placements, and then I've heard there is a good chance to get a summer job through that. I'm still looking at the job bank sometimes to look for positions to apply for when I'm finished</p> <p>115: I couldn't find a job after 4 months so decided to go back to school, started back in September. Just applied in August, I wasn't finding anything, so</p>

	<p>thought may as well go back to school for Automotive Service Technician. It's something I'd been thinking about for the last 4-5 years. There was no actual school here, I'd have to move to St John or Moncton, and I didn't have the money to move, but now there's one near Fredericton, only 30 mins away, so that's easy to do. In the program I'm in, they say we should start looking for jobs now, I have to find a job for my practicum. That's a bit difficult, cause you have to find a place with a mechanic willing to watch you. But it's like a long interview, so once I find my practicum, hopefully I will be hired on as an apprentice.</p> <p>122: Was laid off from his seasonal work, and is in the process of finding something to supplement over the winter, hopefully full time, but just something to get by until seasonal work starts again. Has realized he will need some post-secondary for many better positions in his field, will be going back to school for environmental engineering next fall. Works in Integrated Pest Management and pesticide application, and learned through his analysis that he should become an Agronomist, that there is lots of demand for them in Saskatchewan. He has been doing some of the application that this position would do, needs the post-secondary to apply for the full-time agronomist positions.</p> <p>137: In school full-time, graduating next June. I'm thinking positive, I will graduate with honours. I'll be doing dental medical administration. At the moment, it's a heavy curriculum, so I go in to the job bank now and then and look, keep myself current about what's happening, but mainly, am focused on school.</p> <p>139: I'm at home with my three kids. Have been taking classes that will hopefully lead into employment down the road. At the end of the summer I took an Introduction to book-keeping course. That would be something I'm interested in doing. And now I'm taking a tax preparation course.</p> <p>144: Taking refresher courses on Office at college; looking for work, always.</p>
<p>Taking a little break (2).</p> <ul style="list-style-type: none"> • Medical leave (1) Participant: 152. 	<p>036: Was doing trucking at the time of the last interview, but they weren't paying what he had been told he would be paid (that they paid for switching time). He stayed for about a month, but was losing 1.5 hours per day switching trailers, then decided that it was the time to get his home project in line. He decided to become "Self-employed" doing his own home renovations, to save money rather than hire someone else.</p> <p>Coming to the end of his project now, thinking about getting back into job search, not sure what area that will be in, still thinking and planning.</p> <p>046: Right now, I'm in a rest period, I have applied for pension through the Federal Government, I'm waiting for a call about that.</p> <p>(She had been running her own daycare) I went to see Melanie first because I knew I needed to do something different. I closed the daycare in July, I knew that I needed to rest because I was on the verge of burnout. It was maybe a lack of confidence in myself, but I was ready for a change, though I still</p>

	<p>want to be working with children, perhaps tutoring or substitute work in the schools. I know what I want to do but it is easier said than done.</p> <p>152: Not working, staying with his mother, not on welfare. Had an injury about a year ago. Baseball bat attack, affected memory and concentration. Saw a neurologist and was told it should clear up in a few months, but that was a few months ago. Has been taking a break, waiting for health, memory to get better. Plans to start looking for work soon. Needs to get a resume done, says he plans to “just look for anything. Money is money” Will be working again “Hopefully within the next few months.”</p>
Still Figuring out Career (3).	<p>064: Well I did work for a little while, a couple months ago, but was having some major problems with arthritis. Was trying to do private home care, but can't do it physically, some of the clients were healthier than I. I tried to apply for disability and they said they understood that I couldn't do physical work, but that there should be other things I could do. But there's not much out there that isn't physical in some ways. I've been doing crafts, and sell things online, but I can pace myself with that. If I'm on a job for someone else, I can't pace myself self, take breaks. I need to see my Dr. again in the next week to discuss options. It's to the point now, I don't know what to do. What I used to do was janitorial and I can't do that anymore. I do check the job sites and look in the papers, hoping something will click. I need something to make my own spending money. Not having something, not getting out is escalating the depression.</p> <p>090: Had some temporary work, now unemployed again. Trying to transition away from call centres. Last job, my job was outsourced overseas. At this point I'm not interested in taking a job that could be gone. There needs to be more support to get qualifications to make transitions. There have been lots of jobs that I'm almost qualified for... I'm doing a job search, but the planning – there's nothing to plan. I'm kind of in transition because I don't know how to get there from here. I haven't given up the idea of starting my own business, but I need something to support that.</p> <p>147: Starting now to look at other types of jobs. Looking for sales, before I was just looking for office jobs. But I didn't realize they were looking just for computer skills. I'm working on my computer skills, I use the feedback. I don't want to get stuck in sales. I have applied to hiring companies, too, so if you do bad on a skills test they have that on file.</p>
No Answer Provided (1).	1 participant did not respond.
Total:	19

2. (Use this lead if participant is working FT or PT):

To what extent would you say that your current employment status is the result of using the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

(Use this lead if participant is not working):

Does your not working at the moment have anything to do with the information (LMI) you were given as part of the study, and to what extent is it a function of other factors in your life or the community in which you live?

029, 056, 064, 073, 090, 094, 098, 137, 139, 152, 157	11	mostly other factors
046, 147	2	somewhat other factors
075, 144	2	uncertain
036, 103, 122	3	somewhat this project
115	1	mostly this project
	0	Somewhat other factors & somewhat this project
Total:	19	

[NOTE –Focus on the BROAD status of participants-- the global or general outcomes; Focus on getting the participant perspective on how the LMI is or is not related to where they see themselves now.]

<p>Mentions how the LMI is related to where they see themselves now (7).</p>	<p>The LMI helped me to:</p> <ul style="list-style-type: none"> • Helped learn where to research (2) Participants: 036, 073. • Helped me to decide on a career (3) Participants: 036, 103, 115. 	<p>036: States he made the decision to do what he is doing (taking a break from work to do his own project) based on life factors. States he got some good insight into where he would look for work when he resumes his search, factors to consider when deciding on his career path (potential careers that would suit his experience, number of years he anticipates still working, training requirements of certain jobs).</p> <p>056: I loved the info, it really gave me a better idea of what I wanted to do. I was working nights before, doing data entry. I also did the call centre thing before too. But this gave me a different set of ideas to try for.</p> <p>073: My 16 year old got into trouble and I had to go back and forth to court and that's why I lost my job, and then when I started looking, I wasn't really focused, was just looking in the same area I was in – call centre...but I'm looking full force now. The info from the study was really helpful, I didn't know about all the jobs not being on the bank, that it's all networking.</p> <p>098: No, the study was helpful, I learned a lot, but I can't go back to the job I was doing before because of my back, I can't be standing all day in heels, and that's why I went to Cansask in the 1st place because I was on EI and wanted to get out of that and I wanted to get retraining. I don't know why they wouldn't give me funding for retraining, it was really discouraging. So then I thought, ok, I'm on my own, what can I do? Having a course I can do from home was important, because I've still got kids at</p>
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		<p>home, my two youngest are 9.</p> <p>103: I already had this plan in my head, it was basically to confirm that. It was a good thing to do the study, it's a big decision to go back to school at 27, not just out of high school, and I wanted to do everything I could to make sure I was doing the right thing. It confirmed that there would be lots of jobs coming up in this field.</p> <p>115: When he started looking, he was looking in the field he was in, retail management, wasn't finding anything. It wasn't really represented in the LMI. So then he started looking into becoming a mechanic, it was something he'd thought about for a while, and the LMI said that many of the people currently working in the field would be coming up to retirement soon, so he thought "by the time I'm done my apprenticeship, there should be lots of jobs available, a much brighter path than the one I was on." The info encouraged him to go back to school.</p> <p>122: The project gave me a focus, I learned more where to go, what jobs to aim for. Right now, just looking for work that will carry me while in school. Trying to get on working for the town. What I've been doing, the actual pesticide application, is in the summer or fall. Right now I'm at a standstill with that, we're into winter now. For the Agronomist positions, they won't consider the application without some form of post-secondary, so that's what I'm aiming for.</p>
<p>How the LMI is not related to where they see themselves now (6).</p>		<p>075: 50-50. I mean, it was nice to see in the first two chapters that I am in the right area, that my field is the best fit for me, but it was discouraging not to see my field represented in the labour market information. I wish I'd seen that sooner. If I'd known then, like in high school, what I know now, I'd have chosen more carefully.</p> <p>094: The information from the study did not at all influence my not having a job now. My situation is different (being a physician in China). Respiratory Therapist is a very specific area, there are no positions in this city at this time. I have been looking at casual positions in other cities, Saskatoon, even Edmonton. But not able to move the family, my son is my priority.</p> <p>144: I don't think the info I was given helped at all, but it could be a lot of other factors, cut backs, I don't know. I'm either overqualified or not qualified enough. I can't get foot in door</p> <p>147: Before, I worked for my husband and we separated, so that has made everything complicated. I know how to use excel but the older version, and in the business, we had own systems. Also, It seems like all the good jobs around here, you need to be bilingual. I am bilingual but not in</p>

	<p>the right languages. For the resume, how to put the information in, I have made many changes. Because I can't use my husband as a reference. The study initially made me leave all of that information out, then with feedback from the hiring agents, I put some of it back. Like that I volunteer at church, but just don't put the congregation.</p> <p>152: Client stated it is totally to do with other factors, a gang in the city, issues to do with an old girlfriend, legal issues, has "been under a lot of stress."</p> <p>157: I wouldn't say so, no. I'm not about to go back to college for two, three years to retrain, and I've pretty well exhausted everything in the area I've been all my life. I've been trying to get into project management more generally.</p>
Other (5).	<p>029: I found before that some companies they give priority to citizens of Canada. Since I moved to Regina, I find they don't really care where you come from. The language barrier, that was a problem before, because I don't speak French. I'm very positive I will get a job soon.</p> <p>046: At the moment, I am taking a break, and still thinking about what to do, but yes, I was not finished working at that time, but then the new information led me to look for something different, to think about different possibilities</p> <p>064: The thing is, there's a lot of things I look at that I can't do. I'm not giving up, I still look. I have no college or training behind me. There are lots of places to work, like Tim Horton's, Giant Tiger, but I can't be on my feet like that.</p> <p>090: The temp work that I got started out ten years ago, then when this other contract came up they approached me, and I accepted it knowing it would limit my job search. No matter how well structured, your search is, if the jobs aren't there...There are even fewer and fewer call centres.</p> <p>139: Right now I want to be home with my kids but I am thinking about being employed in the new year. I'm sure if I wanted part-time job I could get it, there's quite a bit of that in the community. In the near future I do expect I will be doing some part-time work, then full time in the future when my children are older, if our family life allows it.</p>
No answer (1).	137: no response.
Total:	19

For the 4 month follow-up:

3. Are you continuing to use the Resources you were given in this study? If so, how, and how often?

Yes (13).	<p>Often (4) Participants: 056, 064, 073, 157.</p> <p>Sometimes (8) Participant: 029, 046, 090, 094, 098, 115, 122, 137</p> <p>Not Often (1) Participants: 147.</p>	<p>029: Sure, some of the ones, I definitely use them, the job search websites. For other things, I find that they are things I knew a long time ago. Such as when I go for an interview I have to dress formally and speak out, but usually I know I should let the interviewer talk more. Writing a resume, the information helped me, I kept redoing, redoing. I do go online almost every day, except on weekends, because I need a break then.</p> <p>046: Yes, I use the internet sites often to do research, and it is good for me, to have these skills now. When I applied for the pension with the federal government, everything is on the computer. Before the study, I</p>
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		<p>couldn't use the internet, now I can do it all myself.</p> <p>056: Yes, I still go on all the websites, and since talking at the last follow-up, I set up the job alert with career beacon and job bank. I'm on there every day.</p> <p>064: I'm looking at the different online job search sites, I'm always checking in, I go on every week, 2-3 times, but it's frustrating, cause I see something and get excited, but then see you need to be able to lift so many lbs.</p> <p>073: Yes, the Career Cruiser binder, the job banks, the websites. I'm using them every day, job bank definitely every day, the Career Cruiser every other day.</p> <p>090: Somewhat. As a way of structuring my job search. I use the online search engines, sask jobs, I'm on there a few times a week at least.</p> <p>094: Yes, I still use the websites (saskajob, monster, Workopolis, hospitals, call my friends from the project. I know the content in the binder, so I don't refer to it much now. It's a bit different for me as my area (RT) is so specific. I have turned to looking for a survival job – anything, cashier.</p> <p>098: Yes, Looking on the websites, the quizzes, a couple times since the study</p> <p>115: The only ones I'm really using are a couple of job search engines, a couple times a week.</p> <p>122: Yes, using the job search sites. Also with the job search, I'm trying to find anything at the moment, but looking for office experience, because I will need to be able to work in an office with these positions. I'm trying to plan my progress, what can I add to my portfolio, not just take random jobs. I learned about that in the study. So while I'm waiting to get my education, I can add to my experience. Yes, I'm using websites for job searching all the time, every day. One thing I use the most though is my Progress Plan, I make changes, updates every 2 weeks or so.</p> <p>137: Yes, right now, looking at sites at least once a week. With exams, that will drop off, but I was going in 2-3 times per week,</p>
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		<p>making notes to update this, check out that. Always looking at who's hiring, I have to keep current about what's going on.</p> <p>147: Just career beacon.</p> <p>157: Yes, I'm on the internet daily, any of the job posting sites.</p>
No (6).	<p>036: Has not really had time due to his home reno project. States that when he has the project done he'll get back into it, looking at the websites.</p> <p>075: No, I've put the binders in my sorting laundry basket, I don't know what to do with it, there is no value or usefulness if I am to pursue work in film and arts, though the first two chapters are still very confirming.</p> <p>103: No, because I'm in college, the job websites, I still look at the Government of Canada one sometimes.</p> <p>139: I haven't been, but I've kept the binder in case I want to look into more of those things, like websites about finding what career is right for you. Now, I'm doing those classes and investigating, and if I need to change gears and need to find employment, I know where to look. I know I have those resources if I need them.</p> <p>144: No, I don't really use them anymore, don't find useful at this point, I did all I could with it.</p> <p>152: Not so far, but imagines he will in future. States he knows they are good resources.</p>	
Total:		19

4. What other resources have you accessed since you finished this project (or since the study was over)?

Nothing else (8).	<p>036: none</p> <p>046: No, not really, I have talked with people, people in the schools, about the types of work available.</p> <p>073: Nothing that I can think of. I guess I talk to people. At the market, I ask people about hiring, if they know of anywhere, what areas might be hiring. (She helps her brother at the Farmer's Market one day/week).</p> <p>098: None, my mind was set on correspondence. I'm afraid of the unknown – I was in the jewelry business for 13-14 years. I'm terrified to try something different.</p> <p>115: None, really. Mostly those found through the study & resource centre.</p> <p>139: None</p> <p>144: None</p> <p>152: None – "Too hard to concentrate, too much trouble"</p>	
I used another resource (11).	<p>Networking and information interviews (4) Participants: 075, 103, 137, 157.</p> <p>Talked to a counsellor (2) Participants: 075, 094.</p> <ul style="list-style-type: none"> • Various websites (3) Participants: 029, 094, 122, 147. 	<p>029: Job Boom, I get a lot of advice from there.</p> <p>056: I got a book about potential employers, that was helpful, to have the specific companies like that, even if they weren't advertising.</p> <p>064: Newspapers, bulletin boards at the mall or grocery store.</p> <p>075: I've had a couple of meetings with the lady who got me into the study, Sarah, she is wonderful. It is so helpful to have someone to help you think about what you want, give you confidence to keep going, keep looking, that something will come up. I've looked into other creative things, like Interior Design, but there's no market for that in Regina. I could work at the Art</p>

		<p>Gallery, but there's no money there, it's minimum wage. Or you're working in a big box store ...</p> <p>090: Kelly resources, a placement agency. Can't think of any other websites off the top of my head.</p> <p>094: Went to the career employment consultant that I worked with in the study a few more times. The website for the Canadian Society of Respiratory Therapists. I know how to look for a job, make calls, I have that knowledge from the study. I feel confident to do a job search, follow-up, cold calls, but my situation is so specific and there just aren't any RT jobs.</p> <p>103: Through the college we went to visit a Federal and a Provincial institution, and so I was able to talk to people there.</p> <p>122: University of Regina websites, looking in to programs there, all the education stuff I got from Saskatchewan Institute of Applied Science and Technology (SIASST). I got the names from CanSask, but I went and searched out all the other info myself. And I've done my own job market analysis, to find out where the positions are, what I need for them.</p> <p>137: Actually, I got much better at networking, sent resumes to several different organizations I had heard were hiring. It's frustrating because I know I'm qualified, but I wasn't getting anywhere.</p> <p>147: Continuously using anything I can find, downloaded a big PDF on resume building, have accessed books from resource centre.</p> <p>157: Anyone that can drop a hint to me, networking.</p>
No answer, answer not relevant (0).		
Total:		19

5. What other things have you done in the way of career decision making, job search or career exploration since this study finished?

Networked and/or had an information interview (1).	<p>046: Well, I've talked to different people, like in schools, as I'm interested in working with children, such as a substitute in schools. It's a difficult decision, I've talked to different people who've shared their experiences. It also helped doing the questionnaires to understand myself. I've been thinking of going back to Melanie, thinking about a taking a course, perhaps in administration, and to better express myself in public, so I can use my skills.</p>
Continued with job search resources	<p>029: Right now I have a counselor at Sask Jobs, and our meetings, they help</p>

(7).	<p>me. I have an action plan, I note things down, show the counselor. I actually went for some training in Ottawa, that was about six months ago, before I moved.</p> <p>036: States he continually updates his resume, may look into workshops at CanSask, but that it has been far from his mind with the home project at forefront.</p> <p>056: I had already done the resume and cover letters. They sent me to a lady at Life-work Connections who helped me with that. She knew a lot about the different companies. I saw her once a week for a while. She told me about Prospects employment, places to apply even if there was no position posted...companies to pinpoint. She also suggested I look into things to do from home. I didn't find a lot of that. There are call centres where you can work from home, but not even a lot of that, and that would be a last resort..</p> <p>094: I changed my resume, keep changing it for other kinds of jobs, not RT jobs, I delete a lot from my detailed one, delete even some of my education background. I delete that I am a physician in China as then I will appear overqualified e.g. for home care assistant. Talked to employers about casual positions in another city. Thinking about participating in a workshop next month, Cheryl referred me. I have been thinking I need a couple of months break, I am exhausted. If I work on the computer too long, I get nervous, irritated. I think I will take time to recharge, then after Christmas begin again.</p> <p>098: Talked to people, that's how I heard about the medical transcriptionist. Requested info from several different career colleges, read up on them, talked to them then decided which was to go. One was an accredited program. Cost was a factor. I won't go back to the employment centre again – they were really rude to me.</p> <p>137: Seeing employment counselor, she gets reports from the school but wants to see me still. Lots of work on my resume. I had to do lots of information interviews to qualify for the funding for school, to make a case, and I made some good connections. Several people said to send them my resume when I get close to graduation.</p> <p>147: Updated resume, cover letter. Individual career counseling. A computer course in excel, but it was just a basic course and I already knew the basics, so I need a more advanced one, to know the new things. Occasionally I do some work for a friend, it's very occasional, for experience, not for pay, but to gain a reference. Because I have no references, I cannot use my husband.</p>
Applying to jobs (1).	<p>075: I have 16 cover letters for different varieties of jobs I've applied for, but because my skills are film credits, people don't understand, it's not relevant. If the cover letter doesn't have a strong presence like a business degree, it doesn't matter.</p>
<p>Other (8).</p> <ul style="list-style-type: none"> • Looking into education (8) Participants: 064, 073, 090, 103, 115, 122, 139, 157. 	<p>064: Joined a pain management group, there will be a set of workshops over six weeks – a number of different topics: self-esteem, pain management strategies, communication skills. Plus the workshops mentioned earlier on resume building, interview skills, CPR and First Aid. She may end up calling the counselor from the resource centre again.</p> <p>073: I still see my career counselor, I see her again tomorrow. When I saw here there a couple weeks ago they were doing a home networking program, a two day workshop. I took that, it was really helpful. I'm also working with Laura fixing up my resume and working on cover letters.</p> <p>090: I took the SaskJustice course to become a Commissionaire, but that went nowhere. Most of the jobs needed vehicle. Workshops - there really hasn't been anything on offer that is appropriate for my needs. Since I have a degree I'm disqualified from the retraining programs, but because my degree is not recognized here, it has kept me from things.</p> <p>103: I'm currently in college, but other than that, no. Our teachers some of them have been correctional officers, they inform us about how it will be when we work in an institution. I have added that I am in college to my resume, but otherwise I'm waiting until I'm closer to finishing, or like after</p>

	<p>I have a practicum placement and am looking for a summer job.</p> <p>115: Getting into school is the big one. I knew about the program in St John & Moncton, then I found out about the one starting near Fredericton, so I applied there, and ended up getting in and with the help of the people at the resource centre, they got me onto TSD (Trades Skill Development), for a bit of funding to go through school. Otherwise I wouldn't have been able to afford it. I had tried to get student loans, applied right away, but they wouldn't touch me cause apparently I had made too much money back when I had been working over 6 months ago, and I have no savings now.</p> <p>Has also updated his resume and been making calls to enquire about possible practicum placements which will ideally lead to employment.</p> <p>122: I've got a meeting with SaskJobs on Thursday, going to go over my action plan. I have my market analysis of jobs, what I need to do for upgrading. I've had meetings with the schools for educational counseling. I'm currently doing upgrading, I have one course done and another one will be starting in January. I have my application in to SIAST and have had a conditional acceptance based on completing my upgrading.</p> <p>139: Taking classes, as I mentioned, the intro to book-keeping – when I went into the study I was thinking about what kind of career I should do. I thought maybe an accountant and then looked around to see what classes were available. The book-keeping class I could take at any time, so it worked for our family. The tax prep course I had been thinking about for years but it was never the right time, but then this year our schedule allowed. I learned about it from an advertisement in the newspaper.</p> <p>157: Very little change to the resume, met counselor a few times again. Not a lot going on at the employment centre unless you want to go back to college, and I'm only looking and 5-10 more years of work, so that just doesn't make sense.</p>
Nothing (2).	<p>144: Nothing really. I'm doing casual work for federation of Saskatchewan Indian Nations, but it's not very often. It's not a career, and probably won't lead to anything. I was a manager at my last job.</p> <p>She does still see her career counselor frequently. Plus the upgrading course on Office software.</p> <p>152: Nothing, has been consumed with other issues.</p>
No answer, answer not relevant (0).	
Total:	19

6. To what extent do you have a clear vision of what you want in your career future?

Very clear (4).	<p>056: Very good. I love working with numbers and accounting. Anything you have to think about, I want to use my brain. If I could afford it I'd love to go back to school, but my kids are going into university now, so.... if I can get a day job, I want to go to night school to do upgrading with software, accounting. The Life-works lady showed me where I could do some free online training, through Microsoft, so I've been doing that.</p> <p>103: Very clear, plus it will help a lot when we go out for practicum, I will be in the environment and get a real feel for it, but doing the tours I had a good feeling and it confirmed that it was a good choice. I had never visited an institution before, you can't just, anyone tour the institutions.</p> <p>115: Pretty high. Right now I'm narrowing down the places I actually want to work when I am done. That would be at a dealership hopefully. Someplace that will have good amount of work year round.</p> <p>122: Very clear, I'm enrolled in the upgrading, that will be done by April and I will have a whole season of work to save funds for school, and I have the conditional acceptance. I have a pretty clear goal planned out, but there are still things to be done to get there.</p>
Fairly clear (6).	<p>029: Yes I do, I am a customer service person, and I would like to reach my goals to have a steady, full-time work. When I get a job I want something challenging, like this job, to start up a new store, to be part of the team. I am also doing my diploma in drug and alcohol counseling, but it is on</p>

	<p>hold, because I don't have funds to continue right now. I do it online. I am loving Regina, I will stay here.</p> <p>036: Well, I don't foresee doing anymore contracting. When moved to the city, took on trucking. It's an age thing. Shying away from bull work. Maybe foreman, superintendent, maintenance supervisor, something like that.</p> <p>If I do that, I'm going to need some upgrading, out of the construction field 15 years, so there is new terminology, regulations. Can't say how it will go down, but it's possible I'll do something like that.</p> <p>098: Right now 75%, only because I'm paying for this. It's not really what I'd planned, but I'm enrolled now and I just need everyone to leave me alone for a few hours a day to work on it. For the past year I've thought about something in the medical field, even nursing, but then I thought I'm too old... the main factor is working from home to be here for the kids, set my own hours. That's my priority.</p> <p>137: Much clearer than what it was even 6 months ago. I am truly enjoying this, my brain is hardwired to do this kind of thing - the terminology, accounting, I'm having a blast. I know that I should be able to get a job right away with this. And if not, well, we'll have to go back out west. I would have no trouble finding a job back in Alberta, especially with my recent training.</p> <p>147: I know I still want a career, not a dead end job. I have a few options, either go back in my old field, clerical, but this work I have been a helping friend with problem solving and creative thinking, it interests me much more. My old job, before the business, was inventory control for European government. I had a two year full time program in school with a practicum for the clerical course. That is so different from here. Now I know what I need to do, upgrade French, computer skills, but first I need a job for money, I will have to settle for less.</p> <p>152: "I have an idea, I'm interested in welding, working with steel, maybe even construction, trades." "Need to get some upgrading, there's a welding course I wanted to take."</p>
Clear (2).	<p>094: I want to retrain more, definitely, to work here (in Canada) and in health care. RT is not working. I can get a survival job and wait to retrain in a couple of years. Feeling desperate about RT job. If I move, my son will have change, he is my priority. For now, we need to stay here, but I think about going back to Toronto, even for a few months to work, but then what about my son.</p> <p>144: All I know is that I'll be working in an office with computers. At this point I'd take anything, even admin assistance, but I'm having a hard time getting even that. I'm thinking about even applying for substitute teacher work. No teaching background, but, according to what I've heard you don't need a lot.</p>
Fairly not clear (7).	<p>046: No, not yet, I've had difficulty, perhaps because I'm kind of tired. I've always been my own boss, so it's hard to tell, hard to imagine what work I would be doing working for someone else.</p> <p>064: (Laughs) I know what I want but whether it's going to be doable...like I'm very creative and artistic, but does it pay? Like I'd love to open my own little craft coffee shop, but... Right now, I put my products online, then take orders. I do cross stitch work, crochet, knit. She has not really looked into how she might start a craft coffee shop.</p> <p>073: I definitely want something permanent that I don't have to worry, like at the call centre I was always worrying are they going out of business. Just a secure job I enjoy doing, with a pension. Security is the main thing, especially with the kids.</p> <p>If I don't have enough experience, I need to get more experience, like go back to school. Basically I need to find the weaknesses and work on those. We're in the process of thinking what to do. Next week I'm taking the CPR and 1st Aid Course. It's one of the free courses they give (her career counsellor gave her the phone #). Still investigating to see what's out there, figuring out what you need for certain jobs and then she may do upgrading.</p>

	<p>075: Not at all. Short of going back to school and being trained in something I don't want to be a part of, no. And, I can't get any funding for retraining because my other schooling I just finished in 2007. Have looked into that, but I can't afford it now.</p> <p>090: Well, it's a bit muddy at the moment, mostly because there have been barriers to what I want to do, dead ends. I have a few months of benefits left, so, at this point I'm optimistic. The jobs are mostly minimum wage, though. Transportation is turning out to be a barrier, more and more jobs require that you have a vehicle.</p> <p>139: I don't really have a clear vision. I have an idea, but I don't know what career. I like the book-keeping, accounting type of thing.</p> <p>157: It's getting dimmer and dimmer now, it's been so long on unemployment, and I guess I'm getting desperate. But I would still like something in project management. I just have to keep at it, keep looking, keep talking to people.</p>
Very not clear (0).	
Total:	19

7. How optimistic are you about what lies ahead in terms of meeting your career goals?

[Note: After the participant answers, it may be helpful to ask them to provide an optimism score out of 10, where "0" is completely hopeless, and "10" is the most hopeful they have ever been about anything.]

1	2	3	4	5	6	7	8	9	10
075	098, 144		090, 157	152	036	064, 122, 137, 139	029, 046, 073, 094, 103, 115	056	147

Testimonials: Participant has been include in the above grid

029: I do have a very positive mind, that I can do it. It will take time, but I know I can meet my goals, working, training, listening, I can do it. 8

036: About as optimistic as I can get. I hope, but that's the most I can say. A 6

046: Yes, optimistic, but undecided. 8

056: Very, 9, I hope to have a job after today. And if not, I'll keep trying.

064: Right now, not too optimistic, cause like I said this depression is getting me down, I'm not optimistic about life. I'm sick of being sick. You caught me on a good day, probably a 7. I do try to be optimistic.

073: I'm very optimistic, I don't think I should have a problem. I'd say about an 8.

075: I know I can find work, but I don't think I'll ever meet those goals, the government is what it is, arts funding is being pulled everywhere. It's hovering at a 1.

090: Depends on when you ask – In the morning, after I've had my coffee, I'm optimistic, late in the evening, not so optimistic. It's really uncertain right now, and it's depressing. Most of the time I'm basically optimistic, but at this stage, being out of work for 5 months, it's hard. I'd be a 4 or 5.

094: In Canada, there is social security. I believe if I work hard, I will be fine. For five more years I will keep trying to work in health care. I keep doing physician reading (was internal physician in China), learning English medical terminology. I feel better when I do that. Rating: 8

This month is an English proficiency exam, once passed, can apply to college or university program. Thinking about Registered Nurse or Physical Therapist.

098: Right now, not that optimistic, because I haven't started, I just have all these books sitting here and I'm terrified. Once I get started I'll feel better about myself, it's scary but when I get started I'll feel better. Just do it and get into it, then I'm sure my confidence will soar. Right now, 2-3 maybe. Once I can get it done and have confidence that there's work out there then I'll be top of the world.

103: Pretty optimistic because I have worked with populations with mental illness before, and the population in institutions, mental illness is high, I worked with them in group homes, so I know how to work with them, just not behind bars. I feel motivated, plus if it doesn't work, if I don't like it, there are always other branches to try, in corrections-type work. Probably an 8 or 9.

115: Pretty optimistic, I've only talked to a couple places so far, there are still a lot to call. I'd say 8.

122: The more I work my action plan and put a check beside things I have to get done on the action plan, I get more excited and optimistic. I will be able to move straight into the field with co-op next year, so the I'll have even more experience. I would rate a 7 right now. I know I'm going to make it to the end, just not sure how it will be, how difficult it's going to be.

137: Probably 7 or 8, before was I was very pessimistic, but being back in school, like I said, I'm really enjoying this, I will be good at this.

139: I'm pretty optimistic, I think things will fall into place. Either I will enjoy this career path or I will change. I feel confident in my abilities to pursue any option that I'm interested in. Maybe a 7 or 8.

- 144:** Not, very optimistic right now, because of my circumstances. It's defeating, being out of work this long, I have a son at home, bills to pay, I can't get foot in the door anywhere... so I guess I keep doing courses. My next goal is to apply to food distributors. Looking at company sites. I've slowed down, not using the job sites. I don't want to leave Regina or have to travel. I'd say a 2.
- 147:** I am quite optimistic, a 10, I know it's up to me.
- 152:** So-so. It will probably be ok. Once all of the other issues are resolved it will be better. Right now, a 5.
- 157:** Somewhat, maybe 4 or 5. I'm not sure what area it will be in, hard to know, where the project management jobs will be.

8. How confident are you about your ability to manage any future career transitions you might face?

1	2	3	4	5	6	7	8	9	10
	098	075		144	036, 090, 152	046, 064, 157	103, 122, 137, 139	056, 073, 094, 115	147

Testimonials: Participant has been include in the above grid

No answer 029

- 036:** 6 or 7, although I hope there isn't a lot more transition to come.
- 046:** I think this is the problem, change is the difficulty, 7 maybe. Changing to work for someone else is difficult. I have a confidence problem in respect to change I think.
- 056:** Very, 9.
- 064:** It would depend on what I was going to get into, because when I set my mind to something, when I get into it I really get into it, like with the crafts. If that depression man on my shoulder doesn't get through to me, I can do it, I am determined, I'm not one to give up easily. Probably a 7.
- 073:** I'm very adaptable, it would wouldn't bother me. I would say 9.
- 075:** Right now it's low, 3. I mean, I'm well networked and have great credentials in this film community, but if there is no film to be shot... And then I'm worried that if an opportunity does come up and I'm working and then I have to turn it down because security is more important.
- 090:** Well, I hope this is the last one. Being middle aged is a factor. I guess retirement is a transition. I'm fairly confident, I'm a basically resourceful person, so if I can't find a resource, it's not there. So, fairly confident, it's the external factors I'm not confident about. 6.
- 094:** 9, because right now my major thing as a newcomer, I have been here 6 years and am more confident to navigate society. It is not the same as a few years ago. I feel very confident now. I have had 10 interviews in the last year, so I feel more confident. I have strategies re: organization of job search, how many hours per day, website checklist. I learned in the study being patient and flexible. If I still try only to do RT I will be very depressed, I have to move on.
- 098:** Right now, low, 2 maybe, I couldn't change again, this is scary enough. I'm pushing 50. I've at least another 10 years, if I can do 10 years at this, then that's good, I'll be ready to retire.
- 103:** We have change every day, it's expected, I'm not afraid of it. An 8. It would be nice if it would stay the same, but depending on where I'm going to be working, there's always the possibility for change.
- 115:** I hope not to have too many more, once I'm finished school, but I feel pretty confident. I'd say a 9.
- 122:** Actually really good, because if after all this, if I have to start again I will follow the same steps that I have now, it helped set everything up so neat. I realized there were details I was overlooking, I didn't realize until I did the action plan. So I know if I use the action plan again, I can do it. 8.
- 137:** Very confident, 8 to 9, there's always going to be a bump in the road, but then it works out. I know I can do it.
- 139:** I do feel confident, I'd say 8.5. I know I can handle what comes along, I wouldn't mind changing.
- 144:** As confident as you can expect. I was able to do it before, could do it again. 5. But it does put a damper on your spirits.
- 147:** I know it is up to me. I am very confident. I know what I have, what is needed, and if I do need help I know where to get it. 10.
- 152:** OK – a 6.
- 157:** I imagine I could manage it, but as I say I'm not looking forward to spending 2 years in college, to find a job for 5-10 years to retirement. I'm not looking at that long of a career. Some upgrading, computer course, ok. But not 2-3 years of college to train for a new career. Probably 7-8.

General Comments

Gained confidence in searching and skills (5).	029: Yes, quite a lot of things can help me in future, and can make me help others. Whenever I do something I forward it to my friends if I know they are looking too. Just the encouragement to be positive, never give up, always have a positive attitude. Also I learned about so many resources on the web, where to go to check for jobs, how to write the cover letter and resume. What I can say is that I was very glad to participate because it kept me
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	<p>busy and I am not left out. It gave me confidence and support.</p> <p>064: Like I said, the workshops that I took, like CPR, 1st aid, resume, interviewing, that really boosted my confidence, knowing I had that. I'm just really glad that there is this kind of project going on, and if I hadn't been told, I wouldn't have known. I felt like this gave us a voice, whereas for so many years, it was like who am I going to talk to. I can walk up the street to see my employment counsellor, and that feels good.</p> <p>115: Not that I can really think of. I do feel confident knowing that the resource centre is there if I need it. I didn't even know it was there, until the week that I went in, my Dad told me about it. And that's been a huge help. Knowing that there are people there that I can ask questions and find out about resources, that are willing to help me, that's a huge.</p> <p>137: It's going to be very useful, as I get to the end, I will have to redo my resume, conduct another job search. I'm going to have to take my skill set notes and put that into the resume and sell myself. The big thing was realizing I'm not alone, having the group to see, I wasn't the only one struggling like this. Since I've gone back to school, too, I'm not the oldest, not the only non-traditional student. That makes a difference, and seeing what the competition is, that raises my confidence.</p> <p>157: Re: level of optimism: I don't think so, not much of a correlation at all. Re: confidence: It gives you the idea, the plan of attack, what to do and where to go and who to talk to.</p>
<p>Helped find out more about myself and potential careers (3).</p>	<p>073: I learned to do more investigating, to figure out the jobs you want to do - don't just pick "rinky dink" jobs with no pension, take your time and figure out what you want, investigate, take time, even if you have to go back to school.</p> <p>It has really got me thinking, take time, don't rush into the wrong thing. After being off all this year it really helped me with how to go about it, address the resume to each particular job. Before I had everything all on one, but I learned that is not what they're looking for, that they may not see how you're qualified and your resume goes to the bottom of the pile.</p> <p>This course has done a lot for me, it's really opened my eyes.</p> <p>098: Somewhat. When you go through the study you learn about yourself, and then you learn about jobs that are available in your field in this city - that was very helpful and I'll continue to go back to that site for myself and for family or friends. The only way that was not helpful, was not getting the funding for schooling. That was a blow.</p> <p>Getting back onto the computer was really helpful, I was pretty illiterate in that way.</p> <p>103: To know, when I was doing the quizzes that were on different websites, like personality ones, I think my personality manages transition well, the study confirmed this. So that is good</p> <p>It was a good study for me, but I think for someone who didn't know at all what they wanted to do, it would be even better.</p>
<p>Helped set goals and structure (3).</p>	<p>090: Again it's the framework and structure, those are key. One of the things that has happened, is that I have gone off the rails and had a hiatus for about a week or two now and haven't done very much, checked job boards, but there hasn't been much. I'm going to be relying on that structure to get me back on track and back into the active job search. I have to get back to that. And that's part of the optimism, you hit a point where nothing you do seems to be working. One of the things I found is almost having the qualification, but not quite. It's incredibly frustrating. Now it seems they're adding everything to the job descriptions. The only thing I have to say about the program is that it could be more tailored to women who are middle aged.</p> <p>094: For me, the study gave me resources and how to get my job search on track. I would not have been as organized, structured, also in using the computer, working a set time. It helped. I am more confident, feel I know how to do a job search now.</p>

	<p>122: The action plan was the most helpful. And there was one other thing I never thought about – during this whole thing, rewarding myself for completing the goal, that made a difference, to have a small thing, every month and three months to look forward to, to motivate me, I would never have thought of that.</p> <p>This has really helped develop my career, I would follow the same steps, it was nice and easy to follow, clear, I could talk to someone if I needed to. The organization is what I loved. Also having all the info in one place, so I didn't have to spend the time to pull the info together myself, I just had the info I needed. I didn't get tired out trying to find it all myself. Some of the sites in the package, I would never have found, like sector councils, possible opportunities. It gave me a focussed jump-start. I didn't waste time finding useless info.</p>
Mostly helped with the practical skills like resume and interviews (1).	<p>056: Yes, my resume, I always updated it, the style, all that has changed. It was great to see the new way that it is and have someone to help you. When I was younger it was more bullets, now it's more sentences. I found it a great help. Right after I got the binder I looked at several websites, I went through everything, I'm that type of person. Rather than random searches, the binder gave you the actual places to go, a lot of people don't know a lot about computers, so this guides you... to me the book is a great benefit that way, tells you exactly what you need to do.</p>
Had a problem with the program (4).	<p>036: Not really. Using the websites was helpful, but like I said, it can be too much. I think the thing that would have been better for me, is that the contact person I had, he was very hard to understand. There was a lot of difficulty in communication. If I were to do it again, I would try someone else. I think with the program, it's overwhelming, to figure it all out yourself. I felt like I was just kind of a statistic, and I didn't feel listened to.</p> <p>075: In some ways, yes, because it didn't give me anything about my field, it's worse, because there are either no stats or no one has looked into the field, it's disappointing, it's an emptiness. The fact that I'm still talking to Sarah is a positive. To know that you're not alone especially when you have all this education that's supposed to be a magic ticket to the future and it's of no value.</p> <p>139: Well, I didn't use very many, didn't really look into them, but I'm confident that if I did look into them more they would be helpful, the aptitude tests, and that. I think I would have found it helpful, it sounded useful. Just, being in the self-directed one, I know my personality, so when I was told self-directed I thought, ohhhh...I could benefit from a more directed approach. If I was in the group that met regularly, I probably would have gotten more out of the resources. But maybe it would have been stressful to have to do that. It's hard to say.</p> <p>144: No. I don't know, I'd have to revisit it again, it would be nice to do it again, I guess it's not sinking in. I think it would be better to have someone to really coach you, hands-on, maybe a class setting. I'm not sure if I missed something, not sure if I didn't do something right... I would need to revisit it, do the work again.</p>
The counsellors help is important	
Generally a positive experience (2).	<p>046: I think the project was helpful and I was happy doing it and it was a good idea for me, I'm glad I took the course, I learned that there is a lot of employment that I didn't know about, it opened doors.</p> <p>147: The study was helpful to teach you how to stand on your feet and walk. It will be useful for people who have the independent drive to succeed, but if you are a slacker you will never find a job ever. It was helpful, I didn't know about all the changes on how employers look for people now. The websites, I will continue to use them. But there are so many job seekers and so few jobs. It's fine for the person who can be accountable to themselves.</p>
Other (1).	<p>152: It's very useful info, I believe it's very useful. I wish I could have participated more, I was pretty messed up. Memory and stuff. The Doctor said it had to do with the concussion, blow to the head, it might</p>

	have caused some damage. So it's hard to say.
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Thank them again for their participation. If this is the first follow-up interview, remind them that they will be contacted in 4 months for another similar interview and after that they will receive their additional \$75.00 honorarium as an expression of thanks for their assistance in helping to improve services for clients.