

Supervisor Guide – SkillSurvey

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RESOURCE	Guide

What is SkillSurvey?

SkillSurvey is a career readiness evaluation that is mapped to the NACE Career Competencies. View the SkillSurvey overview video on their website: <https://www2.skillsurvey.com/products/career-readiness>. The video will be found towards the bottom with, Competency mastery must be assessed, measured, and tracked.

How does SkillSurvey work?

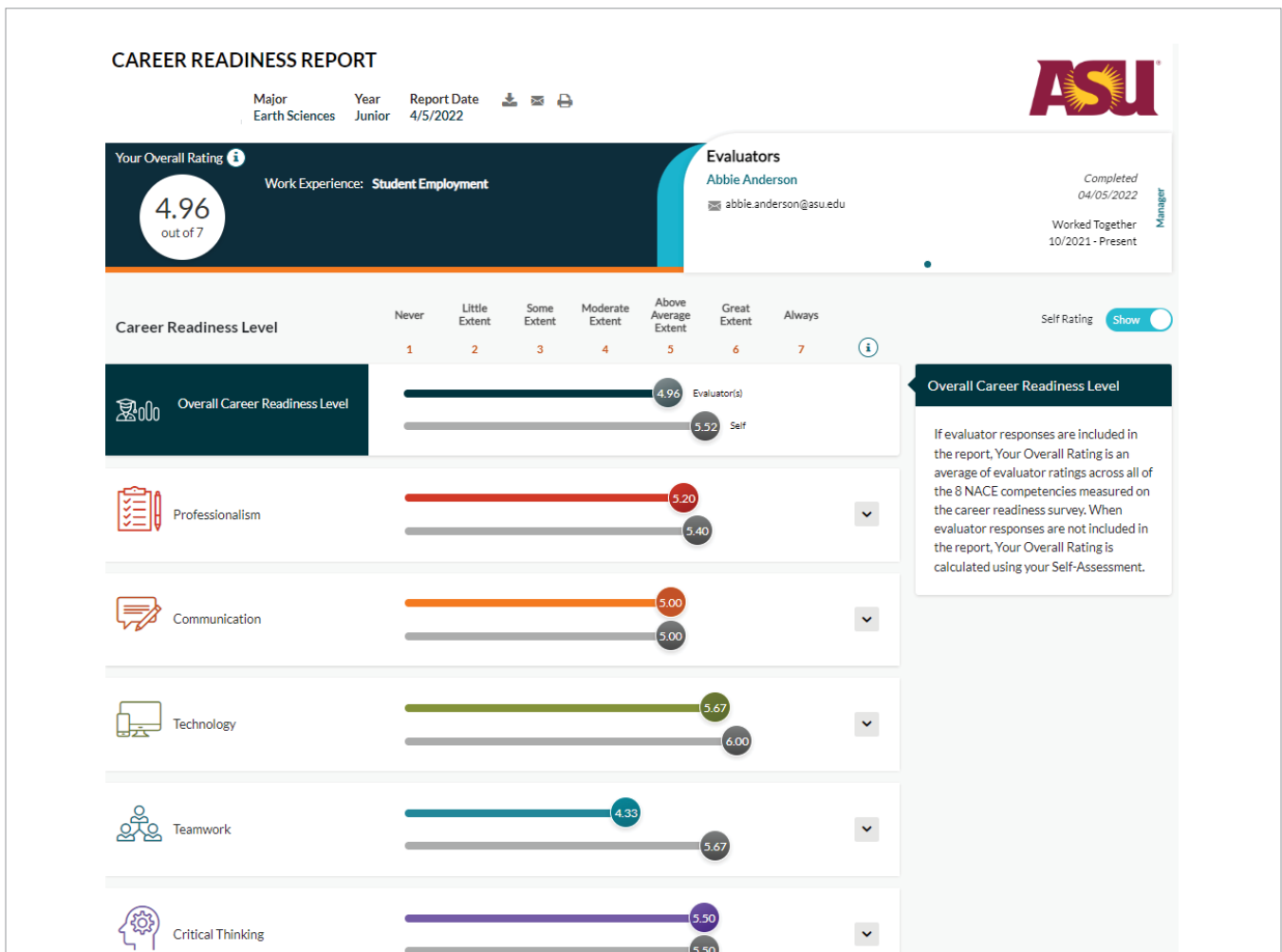
Both working learners and their respective supervisors will complete the SkillSurvey assessment. Level 1 working learners will complete a self-assessment **without** supervisor participation. Level 2 working learners will complete a self-assessment **with** supervisor participation. Upon completion of the survey, by both the student and their supervisor (evaluator), you will receive a detailed report to share with the working learner. The survey will provide students with insights into skill and knowledge gaps. Additionally, the survey provides supervisors with a consistent tool to measure career readiness and proficiency in the 8 NACE Career Competencies. This allows you to have more informed coaching conversations, better prepare your students for professional success and easily identify areas of focus and growth for the future.

Work+ timeline and instructions for survey completion:

Step 1	Working learners will be added to the survey by Work+ staff once they have submitted their SkillSurvey Request Form. This will trigger an email to students.
Step 2	Working learners will log in to SkillSurvey by clicking the unique link sent to their ASU email.
Step 3	Working learners will click on “start now” to begin the process. They will need to verify their information on the first screen. Once the information has been verified they will be able to click “next”.
Step 3a	Level 2 working learners will need to add their evaluator.

<p>Step 4</p>	<p>Working learners will complete and submit their assessment.</p> <p>Supervisor note: Remind students that honesty is key in the completion of this assessment. It is important that they understand that this is a tool to help them learn and develop their professional skills and will not be used to determine pay increases, dictate the status of their job, etc. If they have not had the chance to complete one of the tasks indicated on the survey they should choose the option of “NA” as opposed to rating themselves low in that area.</p>
<p>Step 5</p>	<p>Supervisors will receive an email that prompts them to complete the assessment of their respective Level 2 working learners.</p>
<p>Step 6</p>	<p>The Work+ team will send reports directly to Level 1 working learners, and will send Level 2 working learner reports directly to the supervisors after the completion of the survey.</p>

Sample report:



Tips for reading the reports:

- **Note the overall career readiness score** – this is the average of the evaluators rating across all of the NACE career competencies.
- **Review the competency scores** – the evaluator score is the top line and the working learner score is reflected in the bottom line. Make note of where your evaluator score is in line with the working learner assessment of themselves and conversely make notes of where there are discrepancies.
- **Dig deeper into each competency** – click on the arrows next to each competency to review scores for each question related to that overarching competency. Again, note where you see gaps.
- **Review “How do I compare?”** – Where is your working learner ranking in comparison to other students, as well as, the ranking from employers. Make note of areas of growth.

Next Steps:

Once you complete your review of the Career Readiness Report, be sure to set some time to meet with your working learner(s) to review the report, discuss their thoughts and set goals for the future. Here are some helpful tips and coaching questions to help guide the conversation and ensure it is meaningful, helpful, well-spent time for both you and the student.

Tips:

- Consider your working learner and how they prefer to receive feedback. Will you send the report prior to your meeting or wait until your 1:1 time to review the report? All working learners are different so consider the following:
 - Determine if it would be helpful to send the report prior to your meeting and allow them time for reflection and to make notes about discussion items. It is recommended in this scenario to provide the student with some specific questions to consider before your meeting.
 - In other cases, you may want to wait until your meeting to share the report with your working learner. This provides you the chance to give context to the scores and information in real-time and may avoid confusion or concern on the part of the working learner.
- Give them some direction regarding how you would like them to prepare for the meeting. Possibly include key questions or reflections you would like them to complete prior to the meeting (see question samples below).
- Ensure you schedule enough meeting time to cover these key areas:
 - Working learner’s feedback and thoughts
 - Supervisor’s feedback and thoughts
 - Determine specific ideas of how the working learner will gain these experiences and skills. This could include special projects, additional work tasks, professional development training, etc.

- Lastly, it is recommended that a summary of the discussion and action items/goals moving forward are sent after the meeting. We would encourage you to have your working learner take ownership of this – it is the perfect developmental opportunity! Ask them to follow up with an email providing an overview of what was discussed and action items moving forward.
- Revisit students progress toward their goals on a regular basis either in 1:1 meetings or in staff meetings. Encourage students to share with others what they are working on and what goals they have set for themselves.

Questions for coaching conversations:

- Were there any surprises for you when reviewing the report? Why or why not?
- Are there areas where I (the evaluator) rated you lower than you expected? If so, write down some examples that demonstrate your experience in this area that I may not be aware of.
- Based on the report, what do you feel are areas of growth for you? Are there any projects, tasks, etc. that you could take on in your current work to gain more experience in these areas?
- Were there any behaviors or experiences that you marked NA? Do you have a desire to gain experience in these areas? How might you do that in your role?
- What are your overall impressions of this assessment process? Was it helpful? Why or why not?
- What do you hope to take away from today's conversation?
- What do you think you need to do to get closer to your goals? To improve your score?
- What competency do you feel is the hardest/most challenging for you? Why?
- What types of experiences help you learn best?
- Were there areas of strength for you based on my score that you were not recognizing in yourself? Can you think of examples of why I might have given you the score I did?
- What result or score are you proud of and why?

Remember:

SkillsSurvey Assessments are always available to working learners and supervisors in the Work+ program. Contact the Work+ team if you have new hires you would like to complete an assessment. Additionally, you are welcome to reassess your current working learners on a regular cadence in order to better track their progress and growth toward proficiency in the 8 career competencies.

Again, reach out to the Work+ team for more information and best practices for using SkillsSurvey in the student development process.