LHC Team Capstone Project
High School Job Shadowing Blueprint

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Summary of Capstone

The Internet has opened up new worlds of information for researching companies and jobs when considering career paths. But for all its wealth of information, even the Internet cannot replace experiencing a company or career in person in the shadow of a working professional.

Job-shadowing is a career-exploration activity for middle- and high-school students to help them determine a career path to follow. It is a work experience option where students learn about a job by walking through the work day as a shadow to a competent worker. The job shadowing work experience is temporary, unpaid exposure to the workplace in an occupational area of interest to the student.

The Community Need that Capstone Addresses

Students witness firsthand the work environment, employability and occupational skills in practice, the value of professional training and potential career options. Job shadowing is designed to increase career awareness, help model employee behavior through examples and reinforce in the student the link between classroom learning and work requirements. Almost any workplace is a potential job shadowing site.

But advantages to job shadowing are not limited to the hope of inspiration. Equally as important, and impactful to a young student trying to chart a course for themselves, is the realization that a particular career is neither what they expected nor anything by which they are impassioned.

The Team's Capstone Process

Because our 2015 Capstone Team members have been involved in helping family members decide 'what to be when they grow up' we explored job shadowing programs as a means for middle- and high-school students to experience the world of work to obtain first-hand information about job skills and careers.

The team pursued the idea of creating a directory of business professionals in Hendricks County who would be willing to have middle- or high-school students shadow them in the workplace. Through a poll of middle-school and high-school administrators and teachers, as well as business professionals, it was confirmed that no such resource exists and would be helpful.

After exploring the option of creating an online database with business professionals and job shadowing opportunities, we determined that the feasibility of creating and sustaining the database is not realistic for our Capstone team. We wanted a project that could be sustained and practical. However, through research, networking and discussions, the Capstone team decided to develop the blueprint for this project, which includes information about: overcoming challenges, the benefits of job shadowing for businesses and students, and program tools and resources. This plan could be adopted by a future Capstone team, or even adopted by a Hendricks County business or school for implementation.

Lessons Learned

- It is easier to see gaps in service, opportunities, resources, etc than it is to actually fill them. People acknowledge problems and challenges with the best of intentions to help fill them, but after really looking into what it will take (community partnerships/collaboration, funding, time, effort, human capital, etc) it may leave people feeling overwhelmed or discouraged. To be an agent of change, it is helpful to work in a group when you can divide and conquer an issue. The saying, "many hands make light work" is true, but it still requires dedicated effort to see it come to fruition.
- Build in lots of extra time to get things done when working with teams and also when gathering information - ie... meeting with community & school representatives
- Group thinking comes up with better results than one person's point of view
- One seemingly small change can have quite a domino effect on a situation, company, or community
- Leadership can sometimes make demands on people. As leaders, we were responsible for our group's vision and mission. In the real world, these responsibilities might be shared, but in most organizations, one person takes the largest part of the burden.
- With this project, I learned that I am working with great leaders. They continued motivating us and were very enthusiastic about our project as if it were truly a business we were developing.

Overcoming Challenges - Connecting

The Capstone team identified the biggest challenges to be making students aware of job shadowing opportunities and needing to create a turn-key program for businesses to make a seamless job shadowing program. Therefore, we see the need to designate a point person or organization in the community to spearhead the program. An organization or school that is passionate about helping students identify their career development goals would be ideal. This point person would be the connection to the local school counselors as well as be the ambassador to engage businesses.

The first step in the process will be to develop the infrastructure for the database. Having a centralized database where companies can register their job shadow opportunities and students can visit to explore opportunities and ultimately sign up to job shadow appears to be the best way to connect businesses and students.

Next, the point person will need to recruit businesses to participate. This could be accomplished by visiting local Chamber meetings (who have already expressed interest in this project), promoting via the Hendricks County Flyer, Hendricks County Icon and Business Leader and networking with their already established business network.

Recruiting students may most effectively be done by working through the school guidance department. Guidance counselors can recommend that students visit the database/website to take the Student Survey which will help them determine a potential career path they may want to explore, then search for businesses who are in that field. This could also be promoted via the school's website, student newspaper, and morning announcements.

The job shadowing program can be available to middle school students, but it is recommended to be more intentionally encouraged during the high school years.

Benefits of Job Shadowing – Students

Job shadowing is an opportunity for students to spend a day with a competent worker in order to learn about a career and observe daily work activities. This opportunity is usually offered through middle- or high-school and/or community programs. Job shadowing can be a beneficial and rewarding experience for high school students in numerous ways. By participating in a job shadowing program, students will:

Develop a more realistic outlook on a career. As students participate in job shadowing, students will learn in depth about the educational preparation, competencies, and experience that is required to enter that specific field.

Understand better what they do and do not want in a career. Job shadowing allows students to see firsthand what tasks are required for a certain position. Students will witness and possibly perform duties that they enjoy and some that they do not enjoy. This will help students make an informed decision about whether they want to pursue a career in that particular field.

Be introduced to a career that they may not have considered. If students partake in a variety of job shadowing opportunities, then they may be introduced to a career field that they had not even considered. And who knows, students may enjoy the encounter so much that they decide to major in a field of study for that career.

Gain experience to include on their high school resume. A job shadowing experience is a valuable detail to include on the student's high school resume, especially if they don't have a part-time job. This entry on their resume will show college recruiters and employers that they have a desire to learn and a willingness to expand their horizons.

Expand their networking contact. Learning how to properly network is a skill that will immensely benefit their future career. The earlier students begin the networking process, the greater their networking circle will be and the more employment options they may have. Using the job shadowing experience will help build a solid networking circle for students to utilize in the future.

Benefits of Job Shadowing – Businesses

A student is there to learn about the job and gain real world experience in how the job is performed, which gives the company the opportunity to mentor students in the organizational approach to doing business. Topics such as business ethics, customer service and quality control can all be introduced to the student without revealing any company secrets. It is a chance for the employer to begin the employee development process without having to pay a wage. It is a way for the business to invest in the community through volunteerism. By participating in a job shadowing program, companies will:

Build community partnerships between schools and businesses that enhance the educational experience of all students.

Help build a more prepared future workforce by introducing students to the requirements of professions and industries.

Influence future employees by teaching topics as business ethics, customer service and quality control.

Help develop and measure training methods. Using a job shadow allows the company an opportunity to evaluate its training methods and make them more effective.

Improve productivity, allowing the employer to have shadow candidate do some basic job functions.

Encourage ongoing relationships between young people and caring adults for positive influence.

Help employers measure current educational trends. A shadow will display to the company any new education ideas being introduced and the quality of education that the student receives.

HELPFUL TOOLS TO ENHANCE THE JOB SHADOWING EXPERIENCE

Employers

I've been matched with a student, now what?
Arrange for an informational meeting with students prior to the start of their job shadowing experience to talk about your goals for them and expectations. Talk about things such as dress code, promptness, behavior, lunch arrangements, etc. Review any safety procedures, if relevant. Discuss what the student must do to fulfill the program requirements and earn school credit.

Provide participating students with directions to your facility and instructions on where to go once they arrive. Students are expected to provide their own transportation.

Employer Documents
- Job Shadow Program Explanation (Attachment A)
- Employer Sign Up form (Attachment B)
- Job Shadow Tips for Hosts (Attachment C)
- Student Evaluation form (Attachment D)

Students

I've been matched with an employer, now what?
Your mentee will be calling you to introduce themselves and share with you goals and expectations. Treat this phone call with respect and professional. This is a great time to ask any questions you may have about your shadowing experience.

As a participant of the program, you are expected to arrange for transportation to and from the site. Employer will provide participating students with directions to facility and instructions on where to go once you arrive.

Students want to learn as much as possible and make a positive impression on the day of their job shadowing event. Students should follow these guidelines.
- Dress according to the standards of the particular job site.
- Arrive 10-15 minutes before the scheduled time.
- Call the company and teacher/community program if the student is unable to attend on the scheduled day.
- Follow all guidelines and policies of the company.
- Plan to purchase lunch depending on the time of their shadowing schedule. Some companies will provide lunch for their job shadowing participants, but students should bring lunch money just in case.

- Participate in daily tasks when asked and offer to do so when appropriate.
- Take good notes.
- Ask questions if clarification is needed about certain aspects of the job.
- Thank the person being shadowed on the day of the event and send a thank-you note few days later.

Student Documents
- Student Interest Survey (Attachment E)
- Sample Job Shadow Interview Questions (Attachment F)
- Student Reflection Form (Attachment G)
- Sample Student Thank You Letter (Attachment H)

Parents

Once you have the employers and your students on board, reach out to the parents. Create a permission form that parents must sign and return to the school in order for the student to participate. Use this opportunity to also address transportation issues and lunch.

Parental Documents
- Permission Form (Attachment I)

Program Success Tools and Measurements

Follow-up
Make sure your program fulfills your original expectations and is of benefit to both employers and students. Receive and review both the student and employer surveys and take note of feedback.

Thank Employers
Don't forget to send thank you letters to employers who have participated in the program. Include a participation certificate that they can showcase in their business.

Issue Completion Certificates
- Student Recognition Certificate (Attachment J)

Evaluate
At the end of the academic year, take a critical look at your program. What aspects were successful? What can be improved on? Where can you solicit help for next year?

Advertise your Success and Celebrate
Contact local news stations and newspapers. Such advertising provides free publicity for your employers and is a great way to showcase what your school is doing for students. Post to social media sights.

Plan a gathering of employers and students to celebrate a successful program.

Note: Included are sample documents that have either been borrowed as a best practice or developed through the school of hard knocks. Please feel free to use them for reference as you customize your job shadowing program.

Lessons Learned from the Capstone Project

It is easier to see gaps in service, opportunities, resources, etc than it is to actually fill them. People acknowledge problems and challenges with the best of intentions to help fill them, but after really looking into what it will take (community partnerships/collaboration, funding, time, effort, human capital, etc) it may leave people feeling overwhelmed or discouraged. To be an agent of change, it is helpful to work in a group when you can divide and conquer an issue. The saying, "many hands make light work" is true, but it still requires dedicated effort to see it come to fruition.

Attachment A
Job Shadowing Program Explanation for Employers

WHO:
WHAT: Job Shadow Day
WHERE:
WHEN: Month, day, year (4-6 hours)

Students at the _____ will participate in a job shadow experience. This activity is one of the many work-based learning activities for students at _____. It serves as an introduction to a possible career area for the students and a beginning activity in internship preparation.

Job shadowing immerses each student in the world of work where they can get first-hand information about job skills and careers. By bringing students into the workplace to see a professional at work, very real and tangible options come alive for them. Job shadowing provides exciting reasons why students should apply themselves in school. It creates a critical link between education and success.

We are looking for job shadow hosts in all industries.

Goals of the Job Shadow Experience:

- Demonstrate the connections between academics and careers and helps students learn by making their class work more relevant.
- Builds community partnerships between schools and businesses that enhance the educational experience of all students.
- Introduces students to the requirements of professions and industries to help them prepare to join the workforce of the 21st century.
- Encourages an ongoing relationship between young people and caring adults.

Workplace and Mentor Benefits:

- Showcases your place of work by increasing visibility in your community
- Prepares our future work force
- Informs students about careers in your industry or line
- Enables employees to easily participate in a community activity
- Strengthens and promotes involvement in education
- Introduce the world of work to a young person in just a few short hours
- Become a positive adult role model
- Showcases the volunteer's skills and education
- Impact a young person's life in a fun way

Attachment B
EMPLOYER SIGN UP FORM

TO: _____

TITLE: _____

EMAIL: _____

PHONE: _____

FAX: _____

FROM: _____

RE: Job Shadow Day

Organization: _____

Contact Person and Department: _____

Contact Phone #: _____

Contact Email: _____

Address: _____

City and Zip: _____

# of students: _____

Time (e.g. 8am – 2pm): _____

Dress code: _____
If none – students will wear their school uniform.

Lunch plans: bring lunch   bring $ for lunch   lunch is provided
Please circle one

Please send this form back by [date]. Thank you!

If the student(s) will be driven to a different location at any time during the job shadow day, the student must have a waiver signed.

Attachment C
JOB SHADOW TIPS FOR HOSTS

Here are some ideas to help make your day as a job shadow host a success:

Keys for Host Employees:

- Find out some information about your student visitors (grade level, interest, etc.)
- Emphasize the positive in your conversations but always be honest and straightforward – most of all – be yourself!
- Be patient – it's hard to do your work, answer questions and be a good host at the same time!
- Only take as many students as you can handle.
- Have fun!

Ideas for structuring you day:

Start the day with an orientation and introductions
1. Tell students a little about yourself and ask them some questions as well. Talk about:
   a. Your professional background
   b. Describe your "typical" day and be prepared to field questions regarding salaries, promotions, schooling, etc.

      c.   Talk about your career path and why you chose to pursue it.

      d.   If possible, introduce your guest to co-workers and management.

Anything you can do to "break the ice" and make the student feel welcome and at ease with you and your colleagues – this way students are more likely to ask questions.

2. Give a tour
   a. Give the students a tour of your office or business and explain the roles of each person to which they are introduced.
   b. Try to interact with your co-workers on all levels to give the students a good overview of how your organization runs and the culture.
   c. Give an overview of what your organization does and how it affects the local community.

3. Have each student ask you at least one thing that they would like answered or would like to see during the visit.

Suggested activities

4. Plan to allow the students to do some limited, hands-on tasks (under supervision) and try to invoke conversation that will let the student participate.

5. Plan to review a small job with someone who reviews your work or whose work you supervise.

6. Call a client – either answer your phone calls while the students are at your desk or set aside a phone call you need to make.

7. Show off your computer programs and let the students drive.

8. Make a quick entry in the various software programs you use.

9. Help student visitors learn as they observe. Don't assume that they know. Use language that the student can understand and try to avoid technical jargon.

10. Stress the importance of promptness, attendance, appropriate personal appearance and attire and positive work ethic.

11. Take the students to lunch – invite a co-worker to lunch along with the students. Finishing the students' visit by taking them to lunch is a great way to end the day on a positive note!

Some other ways to help you relate to students

12. Explain how your work relates to classes they might be taking in school such as math, business, technology courses, etc.

13. Share examples of your daily routine that incorporates skills they are learning such as communication, critical thinking, problem solving, teamwork, writing, etc.

14. Tell students about yourself, where you went to school, some work and college experiences (internships, first jobs, etc.) and why you chose this field as your career.

15. Explain the important aspects of your work and how they relate to other jobs within the organization.

16. Explain what you like about your job as well as some of the disadvantages to your career field.

Keep in mind these are only suggested guidelines. Each job shadow experience is unique.

Plan for a day that works for you and your organization.

BUSINESS/HOST JOB SHADOW STUDENT EVALUATION

Student Name:	Date of Job Shadow:
Name of Host:	Position Shadowed:
Name and address of Business:	Business phone:

We would appreciate your assessment of the student and our job shadow program. Your feedback will be very valuable to the school as well as the student, and will help us make future improvements to the program.

Using a scale of "1" to "3," please rate the student in the following areas:

	Below Expectation	Meets Expectation	Exceeds Expectation
Punctuality			
• Reported to the job shadow at the appropriate time and place	1	2	3

Professional Appearance

• Dressed appropriately	1	2	3

Professional Conduct

• Scheduled job shadow appointment in a professional manner	1	2	3
• Behaved in a professional manner			

Communication

• Related well to host and others	1	2	3
• Asked questions			
• Demonstrated interest in the experience			

Overall Evaluation

• Seemed to benefit from the experience	1	2	3

What did you like about this job shadow experience?

What improvements would you suggest to improve the job shadow experiences?

Comments: *(please add additional comments on the back of this form)*

Please email form:
(Provide school coordinator name and email here)

Attachment E
JOB SHADOW STUDENT SURVEY

What is Job Shadowing?

Job shadowing is a popular work based learning activity that provides students with opportunities to gather information on a wide variety of career possibilities before deciding where they want to focus their attention. Job shadowing immerses each student in the world of work, where they can get first-hand information about job skills and careers. Job shadowing provides an up-close look at workplaces and careers and helps students to link education and future success.

All students will be participating in job shadowing. To help make your job shadow experience worthwhile, please rank the following career fields in preference order. *Please choose three (3) career fields of interest.* Use 1 to indicate your first choice, 2 for your second choice, etc. We will do our best to place you in the field you are most interested in on "Job Shadow Day". Thank you!

_____	**Agricultural and Natural Resources Technologies** The production, processing, marketing, distribution, financing an development of agricultural commodities and resources.
_____	**Architecture and Construction** Careers in designing, planning, managing, building, and maintaining the built environment.
_____	**Art , A/V Technology & Communications** Designing, producing, exhibiting, performing, writing, and publishing multi-media content including visual and performing arts and design, journalism, and entertainment services.
_____	**Business, Management and Administration** Careers include planning, organizing, directing, and evaluating business functions essential to efficient productive business operations. Career opportunities are available in every sector of the economy.
_____	**Education and Training** Planning, managing, and providing education and training services, and related learning support services.
_____	**Finance** Planning, services for financial & investment planning, banking, insurance, and business financial management.
_____	**Government and Public Administration** Executing governmental functions to include Governance; National Security; Foreign Service; Planning; Revenue & Taxation; Regulation; and Management & Administration of local, state, and federal levels.
_____	**Health Sciences** Planning, managing, and providing therapeutic services, diagnostic services, health informatics, support services, and biotechnology research and development.
_____	**Hospitality and Tourism** Includes the management, marketing, and operations of restaurants and other food services, lodging, attractions, recreation events, and travel-related services.
_____	**Human Services** Preparing individuals for employment in career pathways that relate to families and human needs.
_____	**Information Technology** Building linkages in IT occupations framework: for entry level, technical, and professional careers related to the design, development, support, and management of hardware, software, multi-media, and systems integration services.
_____	**Law, Public Safety, Corrections & Security** Planning, managing, and providing legal, public safety, protective services, and homeland security, including professional and technical support services.
_____	**Manufacturing** Planning, managing, and performing the processing of materials into intermediate or final products and related professional and technical support activities such as production planning and control, maintenance, and manufacturing/process engineering.
_____	**Marketing** Planning, managing, and performing marketing activities to reach organizational objectives.
_____	**Science, Technology, Engineering and Mathematics** Planning, managing, and providing scientific research and professional and technical services including laboratory and testing services, and research & development services.
_____	**Transportation, Distribution and Logistics** Planning, management, and movement of people, materials, and goods, by road, pipeline, air, rail, and water and related professional & technical support services such as transportation infrastructure planning and management, logistics services, mobile equipment and facility maintenance.

Attachment F
SAMPLE JOB SHADOW INTERVIEW QUESTIONS

1. What is your occupation and job title?
2. What are your job duties and day-to-day activities?
3. What do you like best about your job?
4. What don't you like about your job?
5. How did you become interested in this type of work?
6. Why did you choose this career?
7. What kind of personal satisfaction do you get from your job?
8. What special training do you need for your job?
9. What kind of technical knowledge is required for this job?
10. How are technology demands increasing or changing?
11. What kind of experience was required for this job?
12. What personality traits are important for this job?
13. What are the normal work hours?
14. Are certain times of the month or year busier than others times?
15. Is there opportunity to work overtime?
16. How are you compensated for overtime work?
17. Are there special perks that come with this job?
18. What are the salary ranges for different levels in this field?
19. Do you have to depend on others in order to accomplish your job?
20. Do you take work home?
21. What is the level of job security in this occupation? Why?
22. What are the opportunities for advancement in this occupation?
23. What on-going education is required for this occupation?
24. To be hired for this occupation what is the best education/training?
25. Is it difficult to get admitted to an education/training program for this occupation?
26. How difficult is it to find employment when you have completed the basic education and training?
27. What is the long-term future of this occupation in terms of job availability?
28. What are the job opportunities for this area of work?
29. Does this business/organization do drug testing?
30. What part-time jobs, high school classes or extracurricular activities would best prepare you for this occupation or the education/training required for this occupation?
31. How do you use math, reading, writing, business, technology, science, and foreign language skills in their daily work?
32. What advice would you give a student interested in this career?

Attachment G
STUDENT REFLECTION FORM

Name _____

Job Shadow Placement _____

STUDENT REFLECTION ACTIVITY

Now that you have completed your job shadowing experience, take some time to reflect on what you observed.

1. What are the responsibilities and title of your workplace host?

2. Which parts of the job did you think were really interesting?

3. If you worked here, which parts of the job would you find uninteresting? Why?

4. Would you consider a career in this field? Why or why not?

5. What surprised you the most about what you learned, heard, or observed today?

6. Which knowledge and skills are you learning in school that could be used on the job?

7. Which knowledge and skills do you need to strengthen for success on the job?

8. Did any other ideas for careers come to mind today?

9. How will this affect your plans for the future?

Attachment H
SAMPLE STUDENT THANK YOU LETTER

[Date]

[Your Name]
[School Address]
[City, ST ZIP Code]

[Recipient Name]
[Title]
[Company Name]
[Street Address]
[City, ST ZIP Code]

Dear [Recipient Name]:

Thank you for taking your time to allow me to Job Shadow as a [job title] with [Company Name].

The most important thing I learned was [something of interest in job field or workplace business skills]. What I enjoyed most was [something about work, company and/or employees].

As I continue my career selection, I am grateful for your contribution to my development.

Sincerely,

[Your Name]

Attachment I
PERMISSION FORM

Parent/Guardian Consent Form

Your son or daughter has been invited to attend a job shadowing experience at (employer). He or she will be assigned to an employee, who will lead them through the various departments of the company. They will discuss a typical work day and explore different aspects of working in the industry. They will then join their classmates, other area students, teachers, and business employees to discuss what they observed and what they learned. Transportation will be provided or arranged by you the parent/guardian.

Permission to participate in job shadowing

My child _____, may participate in a job shadowing experience which will take place at _____(business name) in _____ (city/state) between the hours of _____AM and PM.

Permission to Travel

I have made the following travel arrangements:

_____
_____
_____
_____

Photo Release

I grant the employer and school permission to photograph my son/daughter for promotional and educational purposes. Yes _____   No _____

Medical Authorization

Should it be necessary for my child to have medical treatment while participating in the job shadowing program, I hereby give the school district personnel permission to use their best judgment in obtaining medical service for my child, and I give permission to the physician selected by the school district personnel to render whatever medical treatment he or she deems necessary and appropriate. Permission is also granted to release necessary emergency contact/medical history to the attending physician, or to the business, if needed.

Student's name:
Date of Birth:
Address:
City, State, Zip:
Home phone:
Daytime phone contact information for parent(s) or guardian:

Contact other than parent/guardian:
Relation to student:
Phone:
Family Doctor:

Phone:
Preferred Hospital:
Address:
Phone:

Does your child require any special accommodations due to medical limitations, disability, dietary constraints, or other restrictions?   Please explain.

_____

_____

_____

I hereby agree to all of the above authorizations and permissions.

Signature of Parent/Guardian	Date

Attachment J
STUDENT RECOGNITION CERTIFICATE

[YOUR HIGH SCHOOL]

THIS CERTIFIES THAT

[NAME]

has successfully completed the requirements of the Job
Shadowing Program. We recognize your contribution to the
development of the future workforce by participating in

HENDRICKS COUNTY'S JOB SHADOW PROGRAM

Dated this [Day] day of [Date]

Employer   Principal