

2019 – 2020 WORK INTEGRATED LEARNING TECHNOLOGY SURVEY – PART 1: SUMMARY OF SURVEY RESPONSES

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Executive Summary

The British Columbia Ministry of Education commissioned Simon Fraser University and Langara College to conduct a 2019-2020 Work Integrated Learning BC Technology Survey amongst all the member schools on the Accountability Council for Co-operative Education and Work Integrated Learning (ACCE-WIL) BC.

Quick Survey Facts


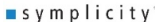

- Survey Date: December 17th, 2019 to January 17th, 2020
- Number of ACE-WIL BC institutions responding to survey: 20 out of 25
- Total number of survey responses by individual WIL/Co-op programs: 27

This report is the first of a two-part series and contains a summary of the responses collected in the 2019-2020 WIL BC Technology Survey. The second report, comparing and recommending the various WIL technologies reported, along with any new and emerging technologies, will be made available at the beginning of the Summer 2020 term. This completed two-part report should provide a thorough cross-section of all the different WIL technologies currently available.

WIL/Co-op Technology Categories Summarized

1. Information Management Systems (IMS)
2. Customer Relationship Management (CRM) systems
3. Online Interview Systems
4. Advising and/or Coaching Record Systems
5. Event Registration Systems
6. Survey and/or Polling Systems
7. Announcements and Social Media Tools
8. Virtual Communication Tools
9. Curriculum Learning Management Systems (LMS)
10. Document Repository Systems

Of all the technology categories surveyed, the largest annual technology expense incurred by all ACE-WIL BC programs by far is the Information Management System (IMS) used in the day-to-day recording and tracking of WIL/Co-op student activity. The following is a quick summary of the information management systems used by all reported ACE-WIL BC programs.

<u>System</u>	<u>Installations</u>	<u>Average Implementation Costs</u>	<u>Average Annual Licensing Costs</u>
 orbis communications	9	\$18,265 CAD	\$10,735 CAD
 symplicity	9	\$5,485 CAD	\$10,940 CAD
 Riipen	1	No Cost *	No Cost *

* Currently funded by the RBC Future Launch Program

ACE-WIL BC Technology Survey Participants

The survey was sent out to all members on December 17th, 2019 and submissions were closed on January 17th, 2020. Of the 25 institutions represented on the ACCE-WIL BC council, 80% (20 out of 25) membership schools responded to the survey, with five smaller institutions not submitting a response. Some institutions with a decentralized WIL/Co-op programming model provided multiple submissions. In total, there were 27 submissions.

ACE-WIL BC School Survey Participants

Invited ACE-WIL BC School Survey Participants (did not participate in survey)

				
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1. Information Management System (IMS)

Within ACE-WIL BC institutions, there are two major IMS systems deployed: Orbis Outcome Experiential Learning Manager and Symplicity Career Services Manager (CSM).

Installation numbers (see *Appendix 1 - Summary of All Reported IMS Installations*) are evenly split with nine reported installations of each major system although there has been a notable increase in Orbis installations in the last couple of years. The increase coincided with Orbis' release of their Outcome Experiential Learning Management system which launched approximately three years ago. Riipen, which is an in-classroom micro work experience IMS, was recently installed at one ACE-WIL BC program (College of New Caledonia) to manage their Work Integrated Learning data. Details of implementation cost and annual fees for Riipen were not disclosed.

On average, deployed Symplicity CSM systems have been in use by WIL/Co-op programs for approximately 9 years and Orbis Outcome systems 4.5 years.

On average, Orbis Outcome has had higher reported implementation/startup costs compared to Symplicity installations though many Symplicity implementations were installed quite a few years ago.

On average, reported annual license fees are relatively equal with Symplicity being slightly higher than those paid by Orbis customers based off of a \$1 USD = \$1.29 CAD conversion rate at the time of this survey.

2. Customer Relationship Management (CRM) Systems

In the survey results there were four institutions reporting a use of an additional CRM system (see *Appendix 2: Summary of All Reported CRM Installations*). The CRMs are mainly used to connect to additional data contact systems used elsewhere at the post-secondary institution as the IMS systems reported in the previous section all have built in CRM capabilities and is the main tool used to track customer engagement.

3. Online Interview Systems

One WIL/Co-op program reported the use of a dedicated Online Interview System (see *Appendix 3: Summary of All Reported Online Interview Systems*). SFU's Work Integrated Learning currently licenses InterviewStream at approximately \$3000 USD per year to provide an additional interview practice tool for their students in their WIL/Co-op program.

4. Advising and/or Coaching Record Systems

Two WIL/Co-op programs reported the use of a dedicated Advising and/or Coaching Record recording system (see *Appendix 4: Summary of All Reported Advising and/or Coaching Record Systems*). Both Kwantlen Polytechnic University and Vancouver Island University use their

institutional advising systems to record advising interactions although KPU is exploring the usage of Symplicity's Counseling module. Both Orbis and Symplicity systems have built-in Advising and/or Coaching Record recording systems.

5. Event Registration Systems

Many WIL/Co-op programs reported using a third-party Event Registration system (see *Appendix 5: Summary of All Reported Event Registration Systems*). Of the 11 WIL/Co-op programs reporting alternate/additional systems, seven are using Eventbrite with either an institutional license (annual enterprise pricing based on institution size) or the limited free version. Eventbrite is one of the leading event registration system on the market. Both Orbis and Symplicity systems have a basic built-in event registration system.

6. Survey and/or Polling Systems

Many WIL/Co-op programs also reported using a third-party Survey and/or Polling system (see *Appendix 6: Summary of All Reported Survey and/or Polling Systems*). Of the 16 WIL/Co-op programs reporting alternative/additional systems, 10 are using SurveyMonkey with either an institutional license (annual enterprise pricing based on institution size) or the limited free version. SurveyMonkey is one of the leading survey tools on the market. Both Orbis and Symplicity systems have a basic built-in survey system.

7. Announcements and Social Media Tools

Many WIL/Co-op programs reported the use of additional announcement and social media tools (see *Appendix 7: Summary of All Reported Announcements and Social Media Tools*). Many of the larger WIL/Co-op programs pay annual fees to administer and monitor their social media postings and posting responses (ranging from \$40-200 per year for Hootsuite and Campaign Monitor). Both Orbis and Symplicity systems have built-in social media integration.

8. Virtual Communication Tools

Many WIL/Co-op programs reported the use of Virtual Communication tools (see *Appendix 8: Summary of All Reported Virtual Communication Tools*). 12 WIL/Co-op programs use either institutional licenses of Skype for Business (via MS Office 365) or use the free Skype version. Some institutions are also paying for enterprise licenses of Zoom web conferencing. Many of these tools are used to connect with students who are working in remote and out of country locations.

9. Curriculum Learning Management Systems (LMS)

Most of the larger WIL/Co-op programs have an institutional Learning Management System (see *Appendix 9: Summary of All Reported Curriculum Learning Management (LMS) Systems*). The WIL/Co-op program utilize their institution's LMS to deliver experiential learning courses to their

students. Of the programs reporting using an LMS, there are four WIL/Co-op programs using D2L Brightspace, Moodle and Blackboard, and three WIL/Co-op programs using Canvas.

10. Document Repository Systems

Many WIL/Co-op programs have reported using cloud storage Document Repository Systems (see *Appendix 10: Summary of All Reported Document Repository Systems*). Due to student information privacy concerns, these systems are being used internally to primarily handle staff documents. Both Orbis and Symplicity systems have a built-in Document Repository Systems to handle student data documentation.

11. Report Summary





















There is a wide range of technology being used by all WIL/Co-op programs across the province. All the larger WIL/Co-op programs are utilizing one of the two major information management systems (IMS) currently available on the market to handle day-to-day WIL/Co-op data related activity and recording. A significant portion of their technology spending is in this area.

In addition, some WIL/Co-op programs are spending additional resources on Online Video Interviewing, Event Registration Systems, Survey/Polling Systems, Announcement and Social Media Tracking Systems and Virtual Communication tools. Larger programs also use institutionally provided technology tools such as CRMs and LMSs.









This concludes the summary of the technology systems reported in the 2019-2020 Work Integrated Learning BC Technology Survey. The second portion of this report will do a deeper dive into the various technologies reported, comparing, and contrasting their utilization and making any recommendations for purchase. It will also include any newer technologies entering the market that may be of interest to some or all WIL/Co-op programs in the province.

Appendix 1: Summary of All Reported IMS Installations

Post Secondary Institution	Program	Vendor	Years In Service	Startup Costs	Annual Costs	Notes
	Cooperative Education		2.5	N/A	N/A	Paid by Institution.
	Tourism Co-op and Practicums		0	\$7,000	N/A	Paid by Institution. Just on-boarded.
	Business Co-op		2.5	\$30,000	N/A	Shared with Co-op and Career Centre.
	Business, Culinary, Tourism Hospitality Co-op		3	\$6,000	\$6,000	Paid by institution.
	Co-op Education and Employment Services		8	\$2,000	\$7,500	Paid by institution.
	Work Integrated Learning		2.5	\$46,325	\$16,450	Integrated system with Career Services. \$25,000 setup, \$15,000 SIS integration, \$3,000 data migration + taxes. WIL pays 2/3 of \$24,675 combined annual license.
	Forestry Co-op		4	N/A	N/A	Faculty contract.
	Co-operative Education Program and Career Services		9	N/A	N/A	Integrated system with Career Services.
	Centre for Experiential Learning		10	N/A	\$13,000	Shared system. \$13,000 for main system. Co-curricular Engagement pays +\$7,000 additional for Co-curricular module.

Post Secondary Institution	Program	Vendor	Years In Service	Startup Costs	Annual Costs	Notes
 BCIT BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY	Centre for Workplace Education	 simplicity™	9	\$10,000 USD	\$10,000 USD	Just launched CSM Enterprise after being on modular version for many years. Combined system with eJobs portal.
 KPU	Career Development Centre (Co-op)	 simplicity™	8	N/A	\$10,000 USD	Shared with Student Success, School of Business.
 Langara.	Co-op and Career Development Centre	 simplicity™	10	N/A	N/A	One-time perpetual usage fee of \$80,000 USD for various modules; \$9,500 per year paid by IT dept.
 THOMPSON RIVERS UNIVERSITY	Career and Experiential Learning	 simplicity™	7	\$4,000 USD	\$10,000 USD	Enterprise version.
 UBC	Arts Co-op	 simplicity™	10	\$2,000 USD	N/A	Shared annual license.
 UBC	Kinesiology Co-op	 simplicity™	11	\$1,000 USD	\$4,400 USD	Shared annual license. Moving to a standalone instance.
 UBC	Okanagan Co-op	 simplicity™	9	N/A	N/A	Shared annual license.
 UNIVERSITY OF THE FRASER VALLEY	Centre for Experiential and Career Education	 simplicity™	12	N/A	\$8,000 USD	Used by Co-op and Career Centre.
 Royal Roads UNIVERSITY	Various Internships and Field Practices	 simplicity™	6	N/A	N/A	One-time fee; outright purchase.
 College of New Caledonia CNC	Work Integrated Learning	 Riipen	2	N/A	N/A	Connects students with employers on a micro-experience/per project basis. Job posting, Ranking, Event registration, Surveys, Documents

Appendix 2: Summary of All Reported CRM Installations





Post-Secondary Institution	Program	Vendor	Years In Service	Startup Costs	Annual Costs	Notes
	Career Development Centre (Co-op)		4	N/A	\$1,200	Shared with Student Association. Volunteer program CRM and engagement.
	Student, Graduate and Co-op Employment		3	N/A	N/A	In-house system setup by IT department. Annual subscription model.
	Work Integrated Learning		0	N/A	Paid by institution	Institutional pilot phase (not by WIL). Slated to integrate with Campaigner, Hootsuite, EventBrite, Telephone system.
	Okanagan Co-op		4	N/A	Per user	Provided by Faculty. Used as an additional CRM tool.

Appendix 3: Summary of All Reported Online Interview Systems

Post-Secondary Institution	Program Name	Vendor	Years In Service	Startup Costs	Annual Costs	Notes
	Work Integrated Learning		9	\$250 USD	\$2,970 USD	Optional online interview practice and recording tool. Shared with Career Services.

Appendix 4: Summary of All Reported Advising and/or Coaching Record Systems








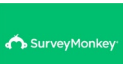

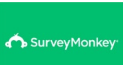

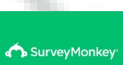










(Note: Symplicity and Orbis have built-in Advising/Coaching Record Systems)


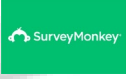






Post-Secondary Institution	Program Name	Vendor	Years In Service	Startup Costs	Annual Costs	Notes
	Career Development Centre (Co-op)		15	N/A	N/A	Institutional system. Exploring Symplicity Counseling module.
	Centre for Experiential Learning		N/A	N/A	N/A	Institutional system.

Appendix 5: Summary of All Reported Event Registration Systems






















Post-Secondary Institution	Program Name	Vendor	Years In Service	Startup Costs	Annual Costs	Notes
	Cooperative Education		N/A	N/A	N/A	Institutional license.
	Career Development Centre (Co-op)		3	N/A	N/A	Career Fair registrations. Percent per registration fee.
	Co-op and Career Development Centre		6	N/A	N/A	Free event pricing.
	Business, Culinary, Tourism Hospitality Co-op	Square One	3	N/A	N/A	Institutional license.
	Work Integrated Learning		3	N/A	N/A	Institutional license.
	Career and Experiential Learning		3	N/A	N/A	Institutional license.
	Okanagan Co-op		N/A	N/A	N/A	N/A
	Co-operative Education Program and Career Services		2	N/A	N/A	Institutional license.
	Centre for Experiential Learning		N/A	N/A	N/A	N/A
	Vocational programs		N/A	N/A	N/A	N/A

Appendix 6: Summary of All Reported Survey and/or Polling Systems

Post-Secondary Institution	Program Name	Vendor	Years In Service	Startup Costs	Annual Costs	Notes
 BCIT BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY	Centre for Workplace Education		N/A	N/A	N/A	Free version. Also using Poll Everywhere, Doodle, Symplicity
 CAMOSUN	Cooperative Education		N/A	N/A	N/A	Institutional license.
 DOUGLAS	Business Co-op		1	N/A	N/A	Institutional license.
 KPU	Career Development Centre (Co-op)		5	N/A	N/A	Free version.
 Langara	Co-op and Career Development Centre		N/A	N/A	N/A	Free version.
 Okanagan college	Student, Graduate and Co-op Employment		N/A	N/A	N/A	Institutional license.
 SFU SIMON FRASER UNIVERSITY	Work Integrated Learning		2	N/A	N/A	Institutional license. As using Poll Everywhere, Doodle.
 THOMPSON RIVERS UNIVERSITY	Career and Experiential Learning		3	N/A	N/A	Institutional license.
 UBC	Arts Co-op		5	N/A	N/A	Institutional license.
 UBC	Kinesiology Co-op		2	N/A	N/A	Institutional license.
 UBC	Okanagan Co-op		3	N/A	N/A	Institutional license.











Post-Secondary Institution	Program Name	Vendor	Years In Service	Startup Costs	Annual Costs	Notes
	Centre for Experiential and Career Education		N/A	N/A	N/A	Free version.
	Co-operative Education Program and Career Services		2	N/A	N/A	Institutional license.
	Centre for Experiential Learning (Co-op and Internship)		N/A	N/A	N/A	Institutional license.
	Vocational programs		N/A	N/A	N/A	Free version.

Appendix 7: Summary of All Reported Announcements and Social Media Tools

Post-Secondary Institution	Program Name	Vendor	Annual Costs	Notes
	Centre for Workplace Education		N/A	Newsletters.
	Cooperative Education		N/A	
	Career Development Centre (Co-op)		\$200	
	Co-op and Career Development Centre		N/A	Paying for digital ads, magazine ads, Google ads.
	Business, Culinary, Tourism Hospitality Co-op			Radio ads and print media ads.
	Work Integrated Learning		\$110 Hootsuite	
	Arts Co-op		\$40	
	Kinesiology Co-op		N/A	
	Okanagan Co-op		N/A	
	Centre for Experiential and Career Education		N/A	
	Co-operative Education Program and Career Services		N/A	
	Centre for Experiential Learning (Co-op and Internship)		N/A	









Appendix 8: Summary of All Reported Virtual Communication Tools

Post-Secondary Institution	Program Name	Vendor	Annual Cost	Notes
 BCIT BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY	Centre for Workplace Education	 CISCO JABBER	N/A	Institutional license.
 CAMOSUN	Cooperative Education		N/A	Free version.
 CAPILANO UNIVERSITY	Tourism Co-op and Practicums	 Microsoft Teams	N/A	Institutional license.
 DOUGLAS	Business Co-op		N/A	Institutional license.
 KPU	Career Development Centre (Co-op)		N/A	Institutional license.
 Langara.	Co-op and Career Development Centre		N/A	Free version.
 NIC	Business, Culinary, Tourism Hospitality Co-op		N/A	Institutional license.
 SFU SIMON FRASER UNIVERSITY	Work Integrated Learning		N/A	Institutional Skype license. BlueJeans, Zoom, Hangouts, Whatsapp.
 THOMPSON RIVERS UNIVERSITY	Career and Experiential Learning		N/A	Free version. BlueJeans, Big Blue Button.
 UBC	Arts Co-op		N/A	Institutional license.
 UBC	Kinesiology Co-op		N/A	Institutional license.

Post-Secondary Institution	Program Name	Vendor	Annual Cost	Notes
	Okanagan Co-op		N/A	Institutional license.
	Centre for Experiential and Career Education		N/A	Institutional license.
	Co-operative Education Program and Career Services		N/A	Institutional license. Paid Zoom license. GoToMeeting, BlueJeans.
	Centre for Experiential Learning (Co-op and Internship)		N/A	Institutional license.
	Vocational programs		N/A	Institutional license.

Appendix 9: Summary of All Reported Curriculum Learning Management (LMS) Systems

Post-Secondary Institution	Program Name	Vendor	Years In Service	Notes
 BCIT BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY	Centre for Workplace Education	 brightspace by G2L	2	Institutional license.
 CAMOSUN	Cooperative Education	 brightspace by G2L	N/A	Institutional license.
 CAPILANO UNIVERSITY	Tourism Co-op and Practicums	 moodle	5	Institutional license.
 Langara.	Co-op and Career Development Centre	 brightspace by G2L	8	Institutional license.
 NIC	Business, Culinary, Tourism Hospitality Co-op	 Blackboard learn+	N/A	Institutional license.
 SFU SIMON FRASER UNIVERSITY	Work Integrated Learning	 canvas BY INSTRUCTURE	6	Institutional license.
 THOMPSON RIVERS UNIVERSITY	Career and Experiential Learning	 moodle  Blackboard learn+	15	Institutional license.
 UBC	Arts Co-op	 canvas BY INSTRUCTURE	3	Institutional license.
 UBC	Kinesiology Co-op	 canvas BY INSTRUCTURE	2	Institutional license.
 UBC	Okanagan Co-op	 canvas BY INSTRUCTURE	N/A	Institutional license.

Post-Secondary Institution	Program Name	Vendor	Years In Service	Notes
	Centre for Experiential and Career Education		10	Institutional license.
	Co-operative Education Program and Career Services		10	Institutional license.
	Centre for Experiential Learning (Co-op and Internship)		N/A	Institutional license.
	Vocational programs		N/A	Institutional license.

Appendix 10: Summary of All Reported Document Repository Systems

Post-Secondary Institution	Program Name	Vendor	Notes
 BCIT BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY	Centre for Workplace Education	 ShareFile	Institutional license.
 CAMOSUN	Cooperative Education		Institutional license.
 Langara.	Co-op and Career Development Centre	   Google Drive	Institutional license MS Teams.
 SFU SIMON FRASER UNIVERSITY	Work Integrated Learning		Institutional license.
 THOMPSON RIVERS UNIVERSITY	Career and Experiential Learning	  Google Drive	Staff documents.
 UBC	Kinesiology Co-op		Institutional license.
 UBC	Okanagan Co-op		Institutional license.
 VANCOUVER COMMUNITY COLLEGE	Vocational programs		Institutional license.