

Making Career Services International or International Career Service?

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Career Counsellors, Delft University of Technology, The Netherlands



Career & Counselling Services

TU Delft Career Centre

TU Delft Psychologists

TU Delft Student Counsellors

Our Team

Career & Counselling Services



Caroline Scheepmaker

A team of experienced and expert psychologists, central student counsellors, and programme choice careers counsellors are standing by to advise you and help you find the best type of support to suit your needs.

Our team supports in the development of personal, study, or career skills

Career & Counselling Services

For BSc-, MSc-, & PhD students of TU Delft



Monique Draijer



Mary Zuiderwijk



Claire Visee



Bud Bickes



Iliana Yocheva



Margaret Welten



Aman Jindal



Yvonne van der Wedden



Paula Meesters



Inge Verhoeven



Peter van 't Zand



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John Stals



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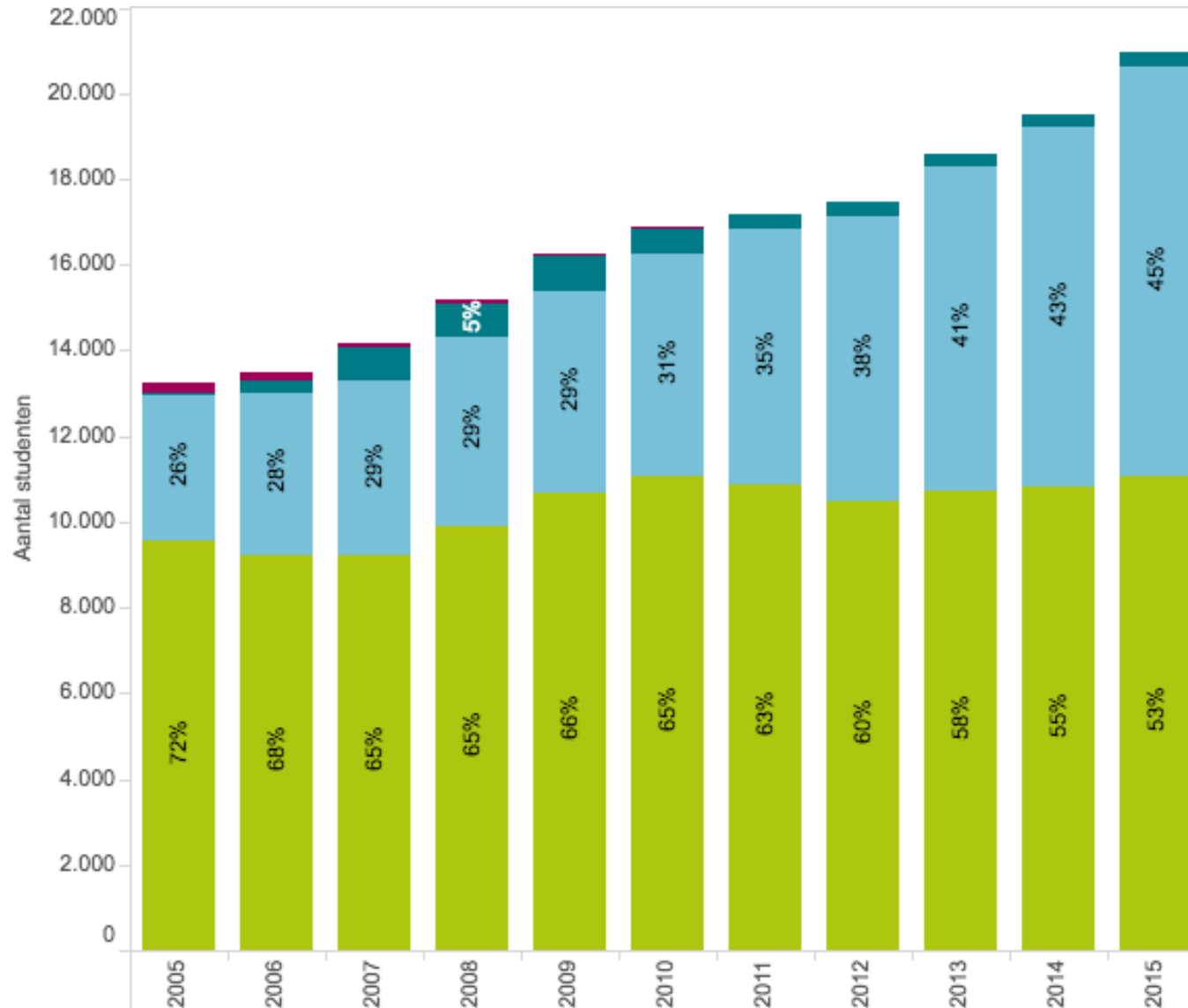
Our mission

The Career & Counselling Services team is committed to assist students, PhDs and young alumni **to develop throughout their studies and their early career stages by offering personal and career development support.** The team is staffed by trained and accredited counsellors and therapists. We offer individual coaching and counselling opportunities as well as group activities, all aimed at enhancing generic skills, working on self-reflection and being able to decide upon, apply and achieve a successful sustainable career goal. We are committed to the principles of confidentiality, impartiality and equality of opportunity.

Delft University of Technology



Quick facts



MSc

BSc

175 Years

8 Faculties

22.000 Students

10.000 MSc

35 Master courses

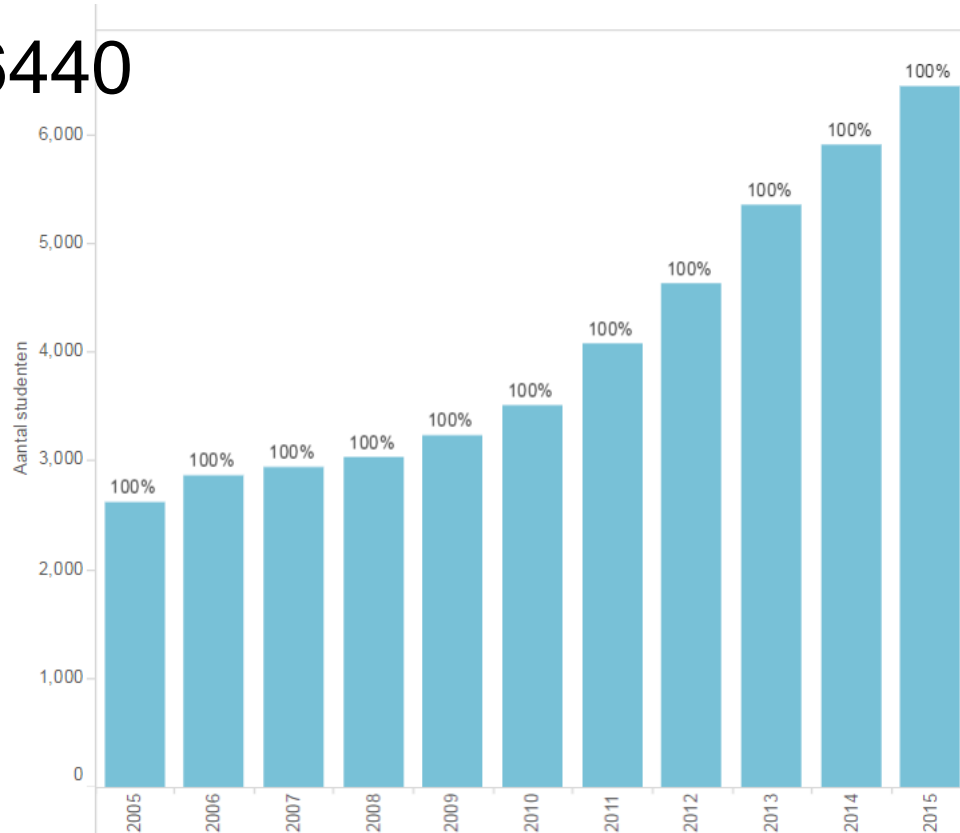
110 Nationalities

68% Job

12% PhD

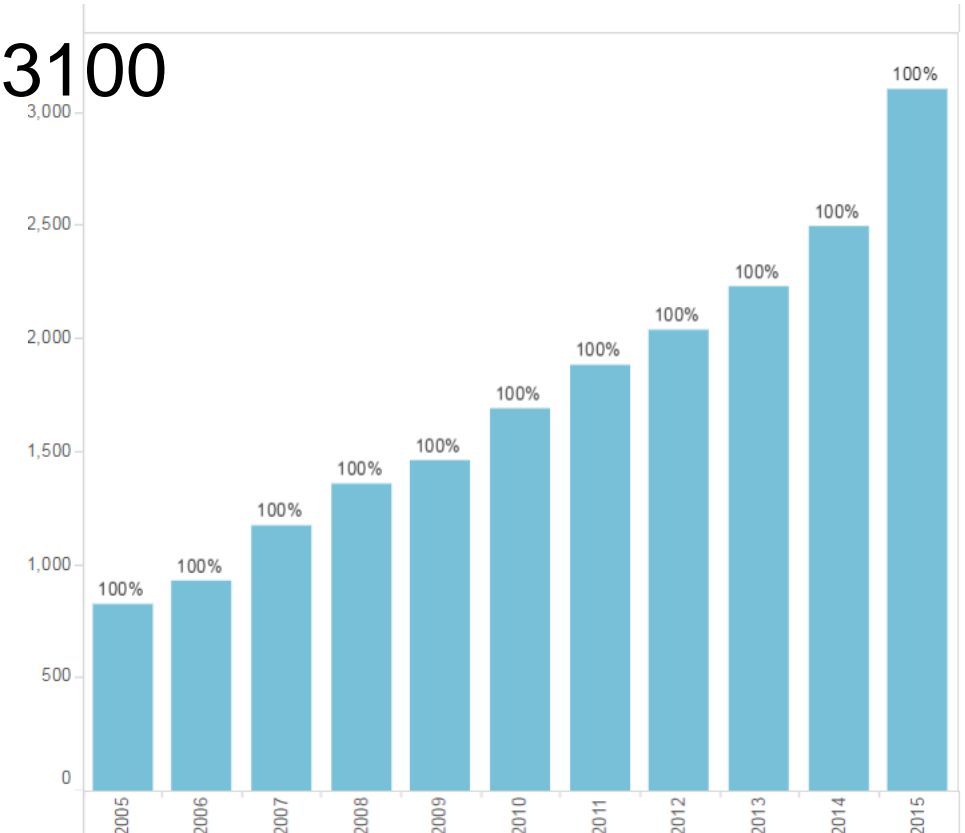
Population TU Delft Master Students

6440



Dutch

3100



International

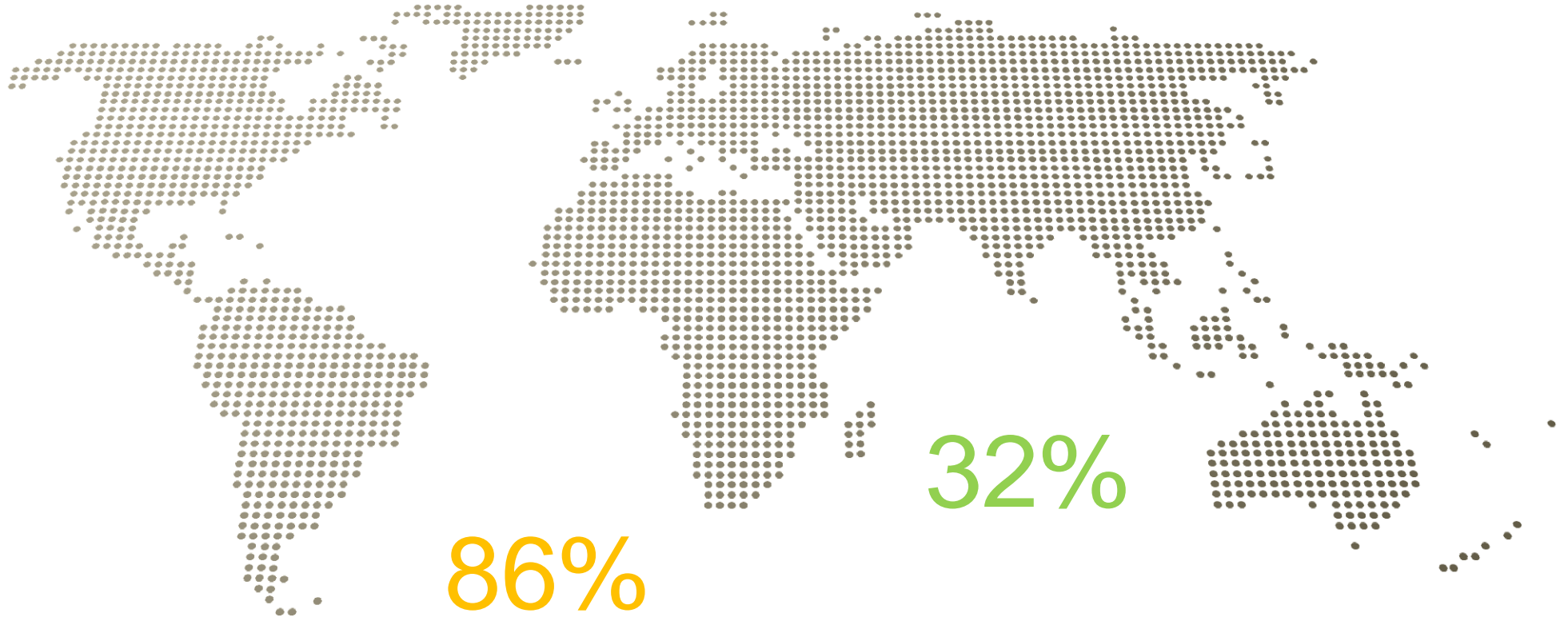
International student quick facts

From EP Nuffic 2016'

- Over 75.000 international students come to study in the Netherlands every year.
- Out of these 68% have European nationalities, 32% have non-EU backgrounds.
- E1.570.000.000,- profit to the treasury annually
- China, India, Greece

Stay rate international students

38%



Development and growth of service

2010

- 17000 BSc+MSc
- PhD
- 0-ISB
- 2000 reached
- 100 activities
- 88 Companies
- Personal network

2017

- 22.000 BSc+MSc
- PhD + PDEng + Post Doc
- ISB-1 NL, 5 Europe (2015)
- 5.000 reached annually
- 160 activities
- 1000+ Companies
- Services for companies
- Alumni up to 5 year

Before Starting – What questions to pose?

*Why would you
make your centre?*

- Students ask (literally)
- Governing bodies ask
- International rankings
- Market (=industry) demands

*What do you need
to know when
starting
a career centre?*

- Who is my client
- What service do they expect
- How to communicate to/with them

Questions

Who is my client?

*What do they
= students
expect?*

*How to
communicate
services?*

*What do they
= board
expect??*

- 22 k BSc+MSc and 2k PhDs
- Home students going to 86 countries
- International students from 110 countries
- English speaking team
- Practical application tips
- Short activities, on demand! and on-line
- Company liaison
- Website
- LinkedIn
- Facebook
- Results on rankings
- Prepare the “needy”
- Keep Student Council happy
- NO company liaison – faculties

Validation

*And how do
I know?*

- Plain statistics + try out!
- Evaluate + have yourself evaluated + act on it
- Brainstorm sessions
- Ears and Eyes everywhere!

TU Delft Career Centre

Your study, your career, your options

Evaluation form

Session:

Date:

Presenter(s):

What did you think of... (please tick a box)	Very good	Good	Average	Poor	Very poor	Suggestions for adaptation
the workshop in general						
the contents of the workshop						
the format of the workshop						
the presentation material						
the presenter						
the number of participants						
the atmosphere of the workshop						
the amount of attention paid to me personally						

1. What did you learn (most)?

2. What did you think was missing from the presentation?

3. What would be a few tips for the presenter(s)?

4. On what subject would you like us to add a workshop to our programme?

5. What grade would you give the workshop? From 1 to 10 _____
a. Which parts of the workshop do you think needs improvement?

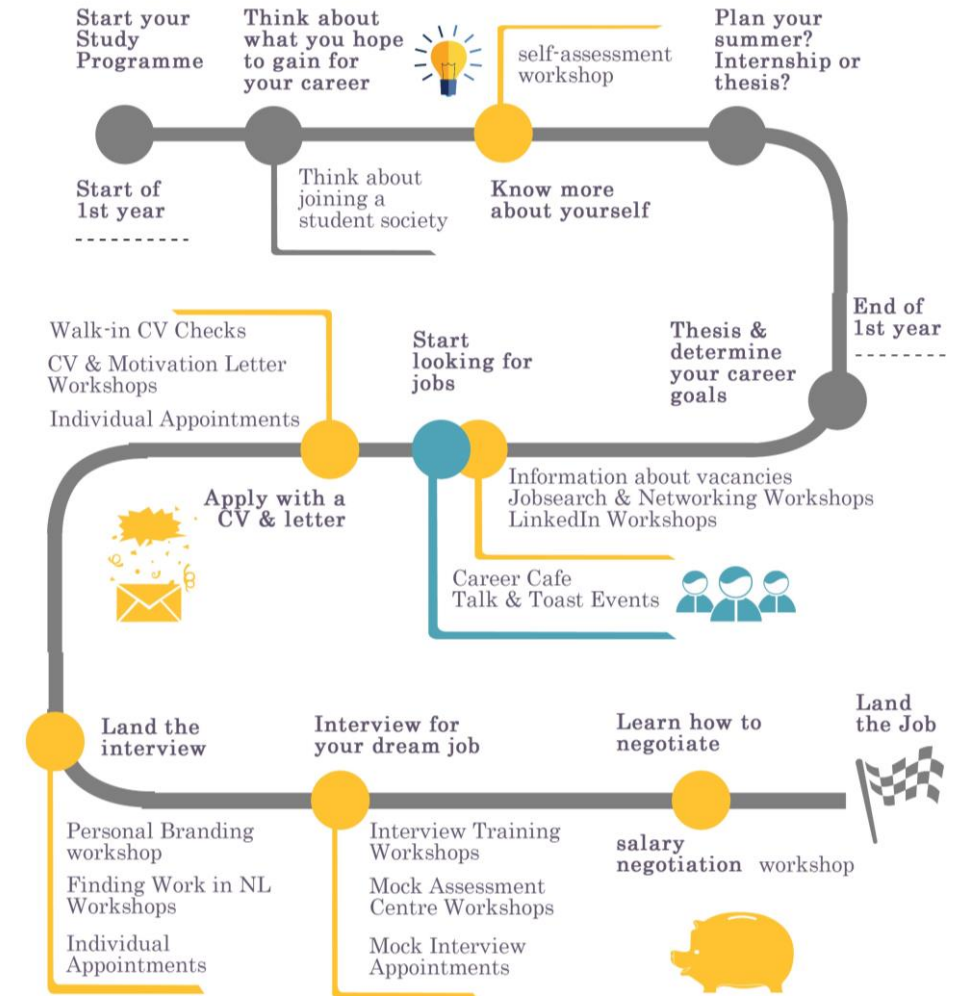
b. Which parts of the workshop did you find strong?

6. Any other tips or suggestions?

Please circle: I am _____ Bsc student Bsc student PhD Dutch Non-Dutch

Schedule & activities

- 1-1 Counselling
- Workshops
 - ✓ Self Analysis
 - ✓ CV / Cover letter
 - ✓ Job Interview
 - ✓ Pitch & Network
- Walk-in Open Hour
- Connect with companies



And now they know you too well!!

- Scale up the groups
- More walk-in
- More online
- A student ambassador team?
- More at faculties.
- More webinars
- Ask companies to do more
- Link with alumni

Added value of collaboration

- Online: one channel
careerandcounsellingservices.tudelft.nl
- Blackboard organisation channel: one way of enrolling
- Monthly newsletter and flyers
- Facebook and LinkedIn for all teams
- Crossover in workshops (grey areas, skills training)
- Lower threshold, career is o.k., but psychologist?
- Multiple “attack”
(is it a career question/anxiety/disability/motivation?)



TU Delft Career Centre

TU Delft Psychologists

TU Delft Student Counsellors

From Start to

- After 18 months:
PhDs added as target group to the services;
70% of our clients are international
- After 2 years:
Could we earn money by liaising with
companies?
- After 3 years:
Structural services
- After 5 years:
Celebration + Extending the services: one
incorporated Career & Counselling Services
- After 7 years
Postdoc became a client group

Formulate your main challenge on internationalization of your career services

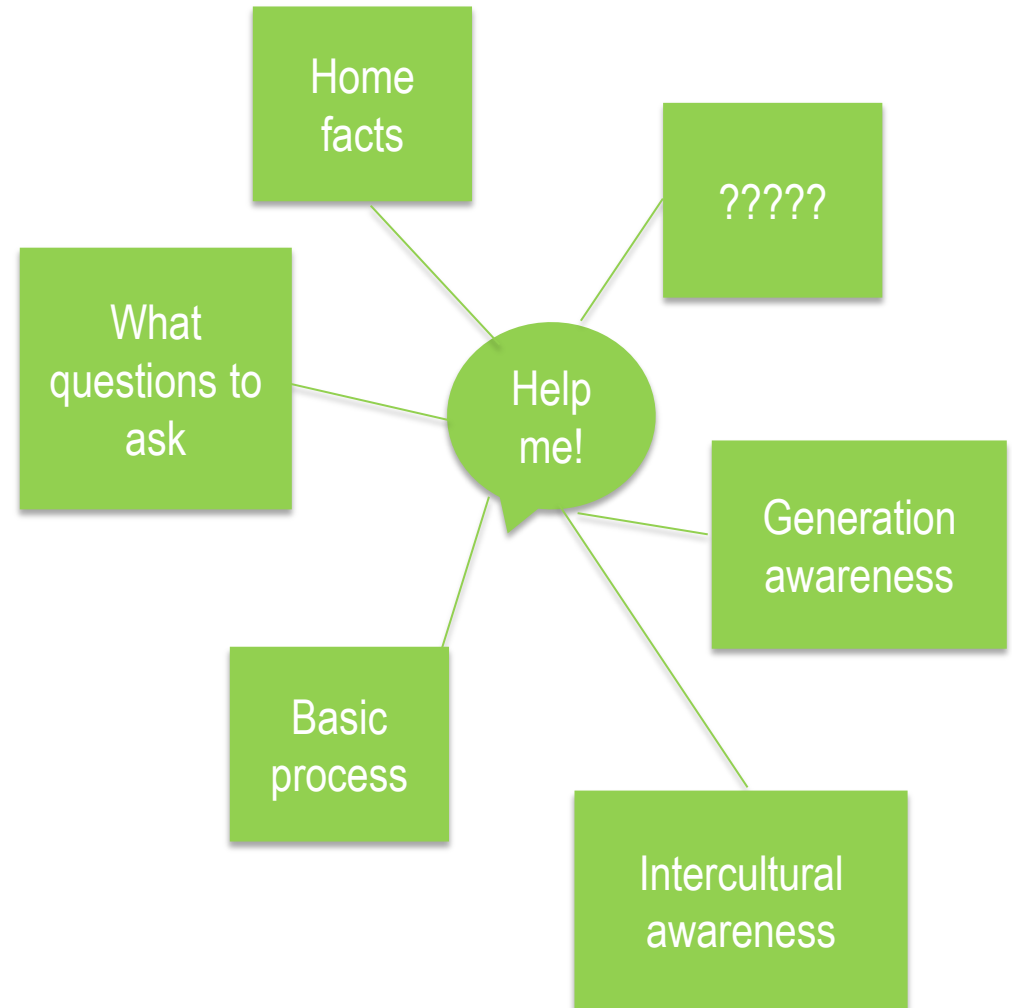
Get started!

1. Current situation – how do you manage the challenge and brainstorm possible solutions
2. Describe ideal situation(s)
3. (Choose one and) formulate your action plan with concrete steps.

How we made our Career Centre international

Need to know everything?

- About every country, every market, where the jobs are??.....
- What **do** we need to know?.....
- And if not...



bring in the experts!

24/7 career advice

- **Toolkit** Online careers environment with information, exercises,
- Online **Career course**
- Our **LinkedIn Group**
- **Going Global** 40+ country guides with information and sample CVs and cover letters, incl the Netherlands
- **Our website:** Practical info on all we do, as well as vacancies
- **Our Facebook page:** Interesting articles, updates and vacancy notifications



Employer Liaison service

Services for companies

- Vacancies
- Career cafe
- Night of enterprises
- Employer meetings on request Talk & Toast
- Education companies on international student's employability
- 'Only if you also hire international student'



Internationaal talent - dichterbij dan je denkt!

TU Delft Career Centre

Subscribe

5

324 views

What do our international students say?

How do you

**look for
employers?**

What steps do you
take?

International:

- Talk with other students, parents, supervisors, professors.
- Google (but only a bit)
- Exposure through projects at University

International:

- Search online. Attend career fairs, check LinkedIn by joining company groups and keeping eyes open for any vacancy. Personal networking.

Dutch:

- Search according to my interests, when a company is found, research them, see if they fit according to me.

Dutch:

- First of all you look more closely at companies I have already heard of during my studies. Via others students, via the faculty, studievereniging, studentenvereniging. After that I'd

International:

Face to face, with the opportunity to talk one on one. I very much prefer smaller groups to make it seem like I really matter.

International:

I prefer to meet employers personally over a more informal meeting and discuss the various roles and opportunities within the company and how I can fit into the roles.

Dutch:

First some beforehand research, after that a casual face to face with an employee usually gives a nice insight in the job and how the people doing the job are coping.

Dutch:

Talking to them in a relax atmosphere: like a 'borrel'. You can talk to different employers but it feels relaxed and not forced like at a fair.

How do you prefer
to **meet
employers?**

Workshop for companies

Practice interview with International Student



Int. Student should know about you!

Before studies?

- Delftulip community,
- Info + sessions

As they start?

- Introduction sessions

First weeks?

- Insecure, cv checks,

At faculties:

- student organisations
- within the programme
- start of Master courses

Where can you be (seen)?

All prepared, but then.....

Skills & Network

All prepared, but then.....

Skills & Network & Opportunity & Trust



What can we do?

Manage expectations: Student

- You have to make it happen: step out of your comfort zone
- Teach how to market their international experience.

Convince: Labour market

- Use convincing Alumni examples
- Get them to invest in contact with students, not only filling positions
- Keep reminding them... over and over again.

Employability factors in your country

Employability factors Netherlands

Ideal vision cooperation Universities

- More internships, less 'nice' projects.
- Communication about the curriculum
- Reaching out to Talent and Working together on issues
- Guest lecture, study association, events, direct contact with professors

TU Delft Career Centre

We Support you in your Career through:

	Walk-in Hours	Mon	Tue	Wed	Thu	Fri
TU Delft Career Centre	12:30 - 13:30	X	✓	✓	✓	✓
TU Delft Psychologists	12:30 - 13:30	✓	✓	✓	✓	✓
TU Delft Student Counsellors	12:30 - 13:30	✓	✓	✓	✓	X

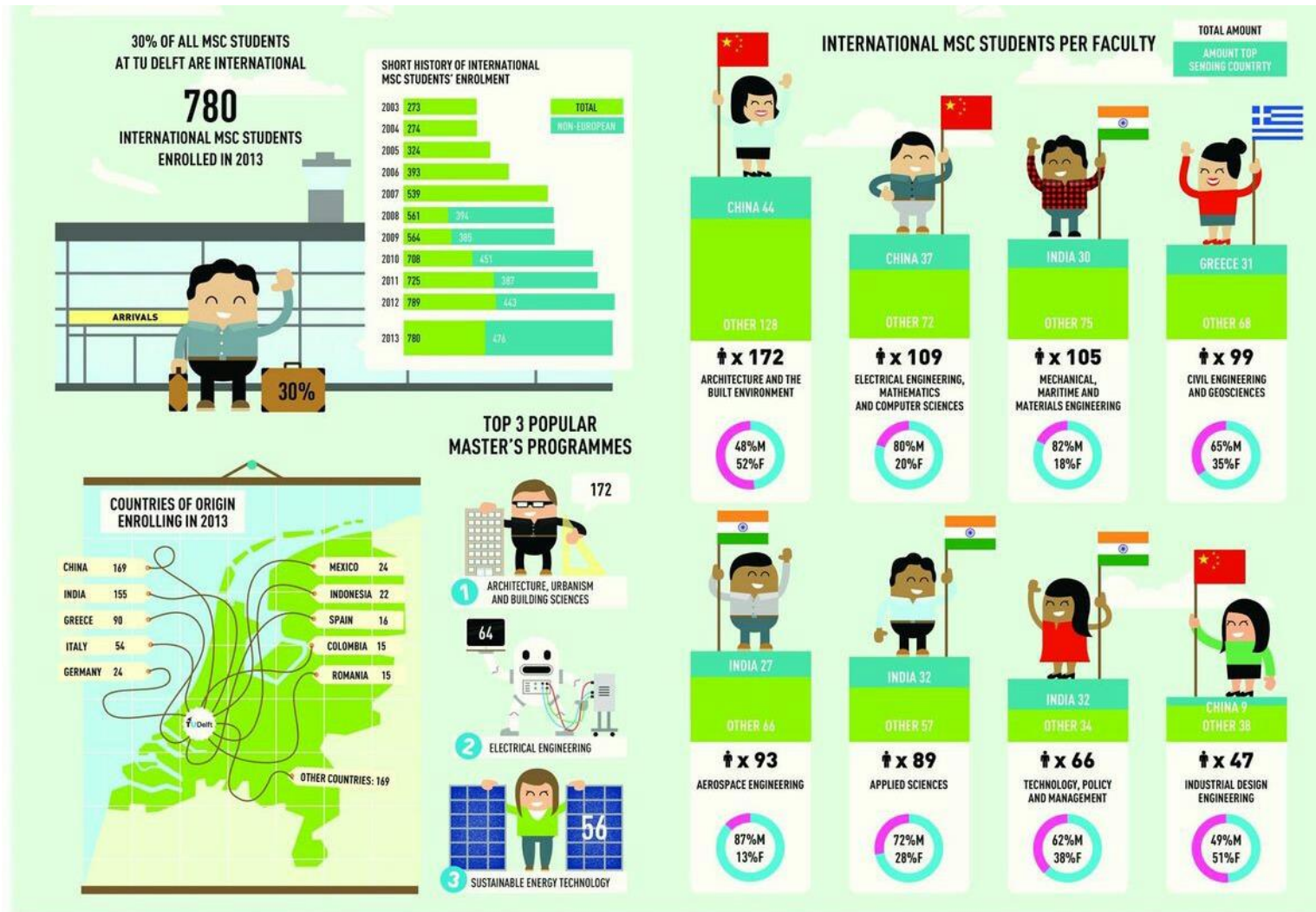


SEE YOU @

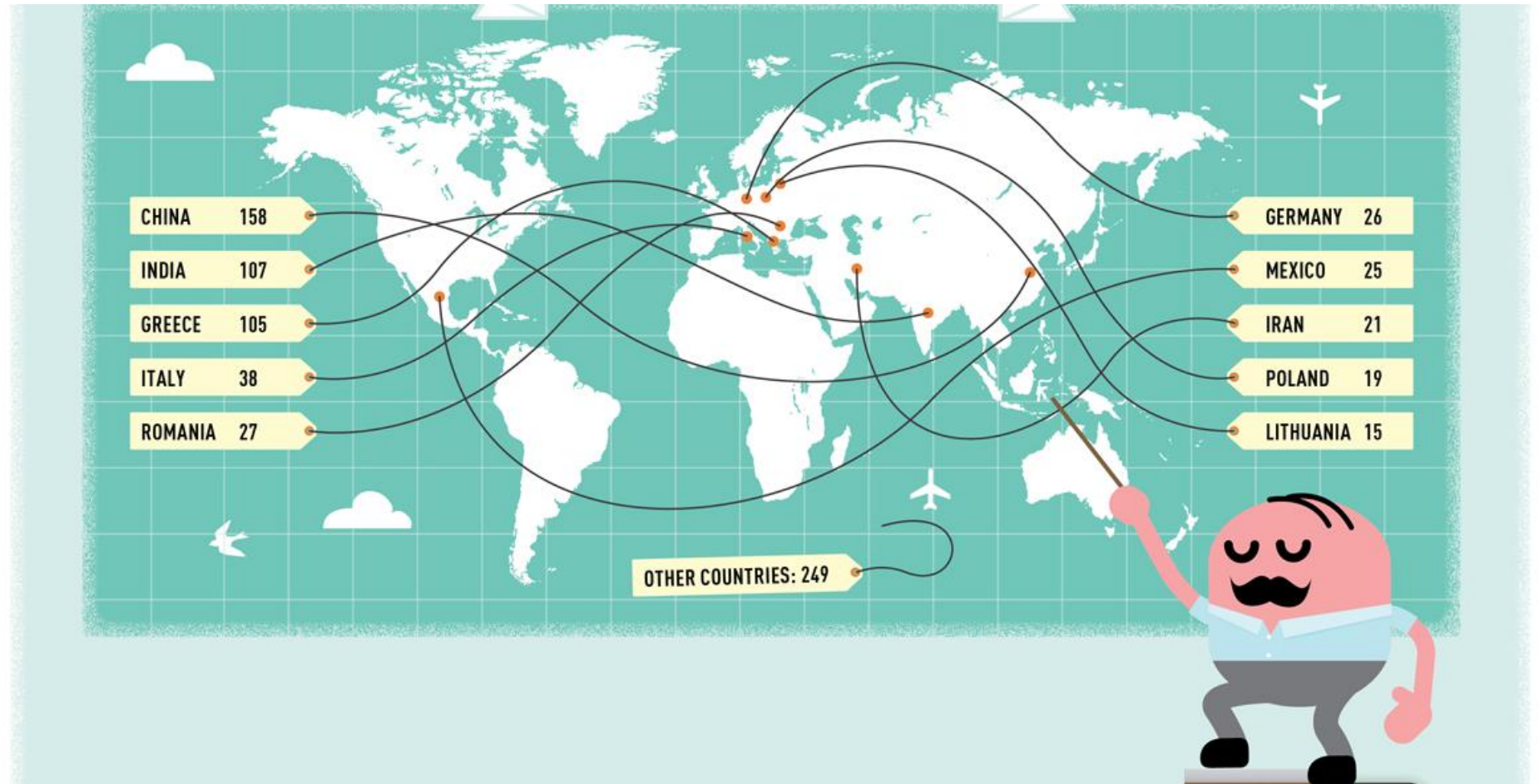
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International student quick facts



International student quick facts



International student quick facts

From the SER 'Make it in the Netherlands' reports based on 2011-2012 numbers

