

SFU Co-op Experience Map

PHASE	Research & Plan Co-op	Apply Co-op	Prepare Co-op	Release Co-op	Seek Job	Apply Job
USER EXPERIENCE						
GOALS	<ul style="list-style-type: none">Students want to have industrial experiences, so getting a full-time employment after graduation would be easierStudents want to obtain a job, so they have money to pay the tuition	<p>Students want to complete Co-op application, so they can start seeking Co-op jobs</p>	<ul style="list-style-type: none">Students want to learn the Co-op job seeking skills, so they can obtain a Co-op job easierStudents want to create a resume and a cover letter, so they can use them for job applicationStudents want to fulfill the requirement of the Co-op application, so they can start seeking Co-op jobs	<ul style="list-style-type: none">Students want to get their test application approved, so they are released to view all Co-op job postingsStudents want to get their test application re-approved, so they are released to view all Co-op job postings	<p>Students want to find the suitable job, so they can submit the job application</p>	<p>Students want to apply jobs, so they can get the job offer</p>
TOUCHPOINTS	<ul style="list-style-type: none">SFU Co-op websiteSFU connectCo-op info sessionFAS Co-op office	<ul style="list-style-type: none">myExperienceSFU SISSFU admission officeCo-op info session	<ul style="list-style-type: none">myExperienceSFU canvasSFU OLC websiteworkshop classrooms	<ul style="list-style-type: none">myExperienceSFU SISFAS Co-op websiteFAS Co-op office	<ul style="list-style-type: none">myExperienceSFU canvas	<ul style="list-style-type: none">myExperienceSFU Co-op website
ACTIONS	<p>user login is required on SFU connect</p> <ul style="list-style-type: none">visit SFU Co-op websiteattend Co-op info sessionread faculty's Co-op news on SFU connectconsult FAS Co-op advisor in FAS Co-op office	<p>user login is required on myExperience</p> <ul style="list-style-type: none">complete application form on myExperiencesome students pay the application fee via SFU SIS, and some students pay the fee via SFU admission officeattend Co-op info session	<p>user login is required on myExperience and SFU canvas</p> <ul style="list-style-type: none">register three workshops on myExperiencelearn samples of resume and cover letter on SFU OLC websiteread materials of the three workshops on SFU canvasgo to workshop classrooms	<p>user login is required on myExperience and SFU canvas</p> <ul style="list-style-type: none">submit test application to myExperienceview test application results on SFU canvasmake a Co-op advising appointment on myExperiencedownload SIS form from FAS Co-op websitedownload Co-op transcript from SFU SISupload Co-op transcript, SIS form, resume and cover letter to myExperienceconsult FAS Co-op advisor in FAS Co-op office	<p>user login is required on myExperience and SFU canvas</p> <ul style="list-style-type: none">view Co-op postings on myExperiencesearch Co-op postings on myExperienceread Co-op seeking news and tips on SFU canvas	<p>user login is required on myExperience</p> <ul style="list-style-type: none">prioritize job applications on myExperienceview the job description on myExperiencecreate an application package for applying jobs on myExperiencedeclare NESRC eligibilitydownload International Co-op checklist from SFU Co-op websiteupload International Co-op checklist to myExperienceapply jobs on myExperience
SATISFACTION						
EMOTIONS AND THOUGHTS	<p>😊</p> <ul style="list-style-type: none">informative Co-op info sessioneffective FAS Co-op advisingexcellent promotion about SFU Co-op program <p>😞</p> <ul style="list-style-type: none">confusing Co-op application eligibility if the student has more than 90 credit hourssome students are confused about the difference between SFU Co-op program and faculty's Co-op programinsufficient FAS Co-op office locations for different campuses which the office is only located in Burnaby campus <p>😞</p> <ul style="list-style-type: none">difficult to find the FAS Co-op office contact on the SFU Co-op website	<p>😊</p> <ul style="list-style-type: none">intuitive and easy application processflexible payment methods of the Co-op application feeuseful myExperience guides <p>😞</p> <ul style="list-style-type: none">unattractive page layout of myExperience<ul style="list-style-type: none">e.g. excessive white spacese.g. tiny font sizesome students who have not attended to a Co-op info session are confused about whether the attendance is mandatory for the Co-op applicationsome students complain the connection speed of myExperience is slow <p>😞</p> <ul style="list-style-type: none">awful page layout of mobile-versioned myExperience<ul style="list-style-type: none">e.g. unaligned buttonse.g. missing navigation bars	<p>😞</p> <ul style="list-style-type: none">some students think the workshops are useful, but other students think the workshops are ineffectivesome workshops open for students from different facultiessome workshops hire speakers who lack of industrial backgroundlimited advisory supports for creating the first cover letter and resumelimited focus of technical interview tips which the interview workshop primary focuses on behavioral interview tipstime-consuming workshops registration on myExperienceinflexible workshop schedulesconfusing navigation which the workshop registration is in the event pagetime-consuming workshops attendancesome students complain the three workshops usually open in three different days and different campusesannoying switching from myExperience to SFU canvas for workshop materialsdifficult to find samples of resume and cover letter	<p>😊</p> <ul style="list-style-type: none">convenient process of making a Co-op advising appointment using myExperienceclear instructions and fast procedures to upload documents to myExperienceconvenient autofill SIS form downloaded from FAS Co-op websitefriendly, effective, and informative Co-op advising <p>😞</p> <ul style="list-style-type: none">some students claim the feedbacks of the test application on SFU canvas are useful and clear, but other students argue the format of the feedbacks is inconsistent in different semestersstudents are unaware of the exact release date on myExperience <p>😞</p> <ul style="list-style-type: none">annoying switching from myExperience to SFU canvas for viewing test application resultstime-consuming process to gather all required documents from FAS Co-op website and SFU SIStime-consuming process to get test application re-approved which it requires consulting FAS Co-op advisors multiple timesinflexible test application deadline which the application must be submitted before the end of the semester	<p>😊</p> <ul style="list-style-type: none">clear table view for job postings on myExperienceconvenient feature to see Co-op postings of all faculties on myExperience <p>😞</p> <ul style="list-style-type: none">confusing "Career" and "Exp.learning" options in the navigation bar on myExperienceconfusing "Search Postings" button in the main page which it pops up the options identical to the navigation bar on myExperienceconfusing dashboard headers on myExperiencetime-consuming advanced search setup on myExperiencestudents are frustrated about the quick search option only supports searching on job IDs on myExperience<ul style="list-style-type: none">students are forced to remember the job IDs which they are interestedannoying switching from myExperience to SFU canvas for seeking news and tipsconfusing number of "new posting since last login" in the job postings page on myExperience	<p>😊</p> <ul style="list-style-type: none">clear and helpful job description on myExperience <p>😞</p> <ul style="list-style-type: none">students are frustrated at sorting the job postings by deadline is disallowed on myExperiencestudents are frustrated about searching uploaded documents is disallowed on myExperienceconfusing naming in the documents page on myExperience. E.g. report1, report2, and writing samplesconfusing up-down icon beside each table header in the search results page on myExperiencestudents dislike lengthy job titles in the search results page on myExperiencestudents complain the width of each column in the search results page cannot be expanded on myExperienceuncontrollable horizontal scroll bar in the search results page on myExperience. The scroll bar doesn't get displayed if the search results were scrolled down to the middle.annoying re-login after the login session was expired because the re-login page is not functional on myExperiencetime-consuming process to select the same resume, Co-op transcript, and SIS form each time for applying different jobs on myExperiencestudents complain they cannot modify the application package on myExperiencestudents are unaware the process of declaring NESRC eligibilitydifficult to locate the International Co-op checklist
OPPORTUNITIES						
IDEAS FOR IMPROVEMENTS	<p>On the SFU Co-op website:</p> <ul style="list-style-type: none">state the eligibility and the process for a student who has more than 90 credit hours to apply FAS Co-op programstate the contacts of different faculty's Co-op officesexplain the relationship between SFU Co-op program and FAS Co-op program <p>For FAS Co-op office:</p> <ul style="list-style-type: none">support advising in Surrey and Vancouver campuses	<p>On myExperience:</p> <ul style="list-style-type: none">adjust the font size to be biggerreplace the white spaces by filling useful information e.g. Co-op news feedsstate all requirements of the Co-op programoptimize the connection speedoptimize the display of mobile version	<p>On myExperience:</p> <ul style="list-style-type: none">move workshop materials from SFU canvas to myExperiencemove samples of resume and cover letter from SFU OLC website to myExperienceisolate workshop related webpages from the event page <p>For workshops:</p> <ul style="list-style-type: none">avoid assigning students from different faculties into the same workshopavoid assigning speakers who do not have industrial backgroundsupplement and teach examples of industrial cover letter and resumeprovide more tactics for technical interviewprovide more workshop offerings including weekend and different campuses	<p>On myExperience:</p> <ul style="list-style-type: none">include the concrete release date on myExperience after the test application was approvedmove test application results and feedbacks from SFU Canvas to myExperiencemake the required documents: SIS form and Co-op transcript accessible <p>For FAS Co-op program:</p> <ul style="list-style-type: none">provide more flexible deadlines of the test applicationfollow a consistent template to provide feedbacks of the test applicationprovide online consultation	<p>On myExperience:</p> <ul style="list-style-type: none">change the wordings of "Career" and "Exp.learning" to "Full-time Career" and "Co-op Career" respectively in the navigation baradjust the display priority of "Career" and "Exp.learning", so "Exp.learning" is above of "Career" because many students agree using myExperience is primary for Co-op related informationremove redundant "Search Postings" buttonchange dashboard headers wording. For example, "Co-op" actually refers to Co-op placement, and "Postings / Applications" refers to job applicationsenable more quick search options other than just the job ID. e.g. search by keywordsmake seeking news and tips accessible on myExperiencedon't reset the number of "new posting since last login" if the user never checked the posting in the last login	<p>On myExperience:</p> <ul style="list-style-type: none">make job deadlines sortablemake uploaded documents searchablestate the description of each document categorymake the up-down icon clickable in the search results page to sort the corresponding column or remove the iconmake each row of the search results into a dropdown list to hide any long textfix/remove the deprecated/duplicated/broken re-login page (https://myexperience.sfu.ca/login/login.htm)maintain a default application package which includes the same resume, Co-op transcript, and SIS form and allow students to modify it for different job applicationsallow students to modify their application packagesprovide an autofill form for NESRC eligibilitymake the International Co-op checklist accessible